

DOT-OST-2020-0217

April 9, 201~~2~~21

US DEPARTMENT OF TRANSPORTATION  
EAS AND DOMESTIC ANALYSIS DIVISION  
Office of Aviation Analysis  
1200 New Jersey Ave, SE  
Washington, DC 20590

Re: Southern Airways Express dba Mokulele Air

Dear Sirs Madam:

It is of great concern with Mokulele Air that flies exclusively to the islands of Molokai and Lanai with no other passenger airlines serving these two islands.

Airfares are unreasonably high and the conditions that they put on the different fares don't allow much leeway as to baggage allowance, cancellation and rebooking charges that they impose on passengers. I believe this is price gouging.

Many of the island people travel for pleasure, shopping but most importantly for medical attention. When a person travels to Oahu or even Maui for medical attention, their appointments have also resulted in additional stay therefore their flight unexpectedly needs to be rescheduled and rebooked. Being so, they're are charged a penalty.

Mokulele Air also has weight limitation and there are many that are not able to maneuver themselves to assigned seats. The numerous cancellation of flights are not only due to mechanical issues but to not enough paying passengers on scheduled flights. On Oahu, limited to 15 pounds carry on, are to be carried by the passenger to a designated area (walkway to the airplane), which in turn the staff will then load it onto the plane.

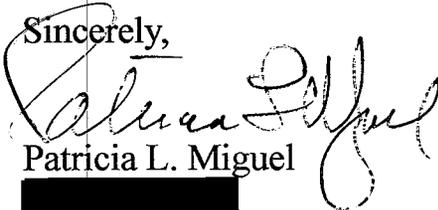
I have a dear friend who's husband is in need of back surgery on Oahu. She's overwhelmed, knowing he may be able to be medevac to Oahu but will he be able to return on Mokulele Air.

There is a need to investigate Mokulele Air's practices and to address the islands needs. These islands are in need of a airline that should be considerate for the people first.

Personally, I have not been able to visit my elderly mother, as it's very costly to obtain the COVID 19 test and then also pay for the round trip airfare. She has been to Oahu as flying out of Molokai she does not need a COVID 19 test but when she returns she quarantines.

Would greatly appreciate your looking into the concerns of Mokulele Air's practices but also perhaps allowing another airline that can accommodate the island's needs.

Sincerely,

  
Patricia L. Miguel  
