



Aloha Mokulele fliers and community members,

As the new President of Hawaii Operations for Mokulele Airlines, I want to directly address the recent flight disruptions and express my sincere apologies for the inconvenience many of you have experienced.

I understand how vital stable and predictable air service is for our island communities—from attending crucial medical appointments to being present for important family events and managing daily commutes. Your frustration is completely valid, and we are sorry for letting you down. Mokulele Airlines takes seriously our responsibility to get you where you need to go safely and efficiently. I'd like to tell you a little about why we have experienced interruptions of service, and what we are doing to fix the problem.

The primary cause of the Mokulele flight disruptions has been the grounding of our 28-seat SAAB aircraft, which has reduced our capacity in the Hawai'i network. Despite our best efforts, we've been unable to secure a replacement engine, extending this challenging situation.

To address the issue, we've been working diligently on several solutions:

1. Increasing our fleet of Cessna Caravan aircraft to meet demand;
2. Reducing our Kona (KOA) flights to ensure we can fulfill our commitment to the Moloka'i and Lāna'i communities;
3. Rebuilding our September and beyond flight schedules to bring needed stability and predictability to our network.

I want to extend my heartfelt gratitude to our dedicated employees who have been working tirelessly to get our passengers to their destinations. Their commitment to serving our communities during these challenging times has been truly commendable.

As I step into this role, I'm fully committed to improving our service and strengthening our relationships within the communities we serve. I bring with me years of experience in the Hawaiian market, and I'm confident we can restore flight service to the levels you deserve.

Please know that our entire team is working around the clock to resolve these issues and improve your travel experience.

We are committed to regaining your trust and serving our island communities.

Mahalo,

Louis Saint-Cyr, President of Hawaii Operations, Mokulele Airlines