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Subject: Hawaii Superferry Q&A from Aug 28 Press Conference

Hawaii Superferry, Inc.
Q&A NOTES FROM AUGUST 28 PRESS CONFERENCE

1. When do you think you will start voyages to and from Kauai?

Our top priority is to operate a safe and reliable ferry system for Hawaii's residents. We would, of course, like to resume service to and from Kauai as soon as possible. However, we do not have a specific timeframe. The Coast Guard has advised us that they are continuing to assess the situation.

2. Do you think that you jumped the gun, so to say, in starting service early?

No. We began service because we were ready to go.

3. What kind of assurance do you need to begin service again?

We will resume service once we receive assurances of safe passage from the Coast Guard and the DOT.

4. The Kauai Police Department had 110 officers. Is that not enough to handle the potential threat of the protestors?

The Coast Guard notified us this afternoon that they could not assure a safe passage for the Alakai into Nawiliwili Harbor.

5. What assurances were you given by the Coast Guard and DOT prior to last night's voyage that prompted your decision to continue servicing Kauai?

We believed that the Coast Guard was adequately prepared for the Alakai to enter the port.

6. What did the Coast Guard tell you – what did they say exactly?

The Coast Guard said that they could not recommend that our ship enter Nawiliwili harbor and are continuing to assess the situation.

7. Are you aware of a similar situation in which the Coast Guard has declared it cannot secure a harbor?

No, as far as we know, this is unprecedented.

8. Are you disappointed with the Coast Guard and Kauai Police Department?

We appreciate the support that we have received from the Coast Guard, KPD, DOT and other state agencies. They all are providing constant coordination and we are continuing to work with them.

9. Have you spoken with the Governor? Did she advise you not to go to Kauai?

Yes, we spoke with the Governor earlier today. We concurred with her recommendation to suspend service tonight. We have since decided to suspend the service indefinitely.

10. Has anyone else asked you not to go to Kauai?

No.

11. What about the employees? How long will you keep them around?

The answer to that question depends on how soon we are able to resume service.

12. What is the cost of a failed trip? How much money are you losing every day you're not operating to and from Kauai and to and from Maui?

Of course, there are costs incurred due to fuel burned without being able to deliver passengers, but our main current focus is taking care of our affected passengers. So far, affected passengers have been very positive and supportive.

13. What is going on now for passengers who were booked for today's voyages to Kauai and Oahu?

Hawaii Superferry is providing refunds, air transportation, ground transportation, car rental, hotel accommodations and car shipment, as needed.

14. Is there anything that you could do by working with the protestors, in regards to coming to an agreement with them?

Our goal over the last five years has been to reach out to the community, letting everyone know what our company stands for and is all about. Right now we are focusing on offering a service to the people of Hawaii that they want.

15. Would it have helped if the Coast Guard imposed any fines or arrested any protestors who impeded the outlined security zone?

That is a question for the Coast Guard.

16. What if the court grants a permanent injunction against the Hawaii Superferry operating on Maui?

We are not in a position to speculate on what may or may not happen in the courts. We are focusing exclusively on the most immediate issue, which is providing a safe environment for our customers and staff.

17. The protestors are likely thinking that they won the battle. Do you think that this will help them build their numbers for a larger effort when the Alakai resumes service?

We have had a tremendous amount of passengers over the past few days and the community has been extremely supportive. We believe that the efforts of the state DOT and the Coast Guard will allow us to continue service when they are prepared.

18. Does this mean that the protestors won?

No. This means that the safety of our passengers and employees is paramount.

19. Have any staff voluntarily left or resigned over the past few days?

No. Our staff has been greatly appreciated for their continued efforts. Many of them have been working late and putting in a lot of overtime hours. They are all a great group of people and have made it their priority to take care of our customers.

20. There were obviously a lot of excited staff members on Friday when you announced you were beginning two days early. Has that mood been maintained since then?

Yes, everyone is still very excited and we are all supporting each other. Our staff is looking forward to providing Hawaii this exciting new inter-island transportation service.

21. When will stranded passengers get back to their homeport? How many stranded passengers and vehicles will be left on Kauai now that you've suspended service?

We expect that all passengers and vehicles will return to their originating port soon. The number of passengers and vehicles is relatively small.

22. Do you think that you are losing the PR contest?

No. On the contrary, it is solidifying the support around the state and in the community.

23. People have said that this isn't the way we do business in Hawaii and by starting early, Hawaii Superferry was being arrogant. What are your comments?

We are committed to providing a service to the residents of Hawaii. We aren't standing behind a California corporation; rather we are focused on the local community, our customers, employees and their families.

24. How long can this situation go on before you run out of money?

We have a tremendous amount of support and commitment from our investors and will have enough operating cash to continue for a while.

25. Have you halted construction on your second ship due to the TRO?

No. Our second ship's construction is on time. In fact, in response to our community preview last weekend, we have had excited residents of the Big Island calling to see if we can start service there sooner.

26. Protestors have said that they were maddened because Hawaii Superferry moved forward with commencing operations despite the judge's ruling. What is your response?

It is unfortunate that is how they feel. We are offering a service to the residents of Hawaii and began operations when we were ready to go.

27. By starting early, do you think that made Judge Cordoza mad? Did that have an effect on his approval of the TRO?

I can't say how the judge feels. We have moved our start date back twice already ensuring that we were ready to begin operations. We were ready to begin on Sunday, and that is why we started then.

28. Do all of the protests make you have any second thoughts about your environmental position?

No.

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