

5/22/2025

FOR YOUR INFORMATION

2025-116/7-9

To: Airport Manager, Kahului Airport (OGG), HI, FAA (AWP-600)

2228091

Info: FAA (AAS-1, AAS-300, ATM OGG Tower, AVP-1, AVP-200, AFS-260, AFS-200, Director of Air Traffic Operations WSA, Runway Safety Team), A4A, AAAE, ALPA, AOPA, APA, ASAP, CAPA, ATSAP, ATSG, IATA, IBT, ICAO, ICASS, IFALPA, IPA, NATCA, NBAA, NTSB, RAA, SWAPA

From: Becky L. Hooey, Director
NASA Aviation Safety Reporting System

Re: OGG Tower Staffing Issues

We recently received ASRS reports describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dr. Becky Hooey at (408) 541-2854 or email at becky.l.hooey@nasa.gov.



Aviation Safety Reporting System
P.O. Box 189 | Moffett Field, CA | 94035-0189



ACN 2228091**DATE / TIME**

Date of Occurrence	202503
Local Time Of Day	1201 to 1800

PLACE

Locale	OGG.Airport
State	HI
Altitude - AGL	1000

ENVIRONMENT

Flight Conditions	VMC
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AIRCRAFT / EQUIPMENT X

ATC / Advisory - Tower	OGG
Make Model Name	Commercial Fixed Wing
Operating Under FAR Part	121

PERSON 1

Function - Flight Crew	Captain
Function - Flight Crew	Pilot Not Flying
ASRS Report Number	2228091

EVENTS

Anomaly	ATC Issue - All Types
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Anomaly	No Specific Anomaly Occurred - Unwanted Situation
Detector - Person	Flight Crew
Result - Flight Crew	Requested ATC Assistance / Clarification

NARRATIVE 1

I will preface my report stating for last month, every trip I have operated has had at least one ATC issue. Overloaded frequencies, last moment traffic avoidance clearances, Ground Controller in ZZZ1 operating two Ground frequencies at once during heavy bank times causing unsafe clearance blocks, etc. I've made it my 'threat forward' brief item because it's glaring and causing extra workload. I briefed this on the current trip, so to have it happen again makes me feel there is a trend here.

I operated Aircraft X ZZZ – OGG. The flight was uneventful and on time. Approaching Maui we briefed the RNAV Z 02 approach. Approach Control offered RNAV or ILS 02 and we requested RNAV. We were cleared for the approach and set TD zone in altitude window. We flew approach and configured. As we neared about 1700' on approach we hadn't been directed to Tower so I requested handoff. We checked in with Tower as Aircraft X on RNAV Approach 02. No response from the Tower. I tried again. The Controller cleared an aircraft for takeoff and was also chattering with other aircraft positioning on the ground. As we approached 1000' we set missed approach altitude, were stable and completed checklists. I tried Tower again and every time I called I would get no response and other aircraft not landing or taking off would be chattering to the Tower. At 500 we were stable but no clearance. Some airports give last minute clearances to land usually by 200 feet at the very latest. I continued to request landing clearance as we passed below 200 feet. No response. We began to feel a need to go around if no answer came. At 100' or less I transmitted, "Can Aircraft X land?"

At last second Tower said 'yes land.' We landed but the lack of communication and chatter on the Tower frequency was distracting and unacceptable. The Tower should be in communications with approaching aircraft and as a minimum state 'continue' if clearance isn't ready. Landing without clearance would have caused undue risks. The OGG Airport appeared extremely busy. There needs to be more backup at these critical busy times. ATC has become my main concern on brief currently.

SYNOPSIS

Air carrier Captain reported attempting to contact ATC multiple times while on final approach to request landing clearance. Flight crew did not receive a response until the aircraft was at 100 feet or less.