

**TEMPORARY SURFBOARD LOCKERS**  
**Frequently Asked Questions (FAQ)**  
November 30, 2023

Disclaimer: The information provided in this FAQ is subject to change at any time. Please visit <https://www8.honolulu.gov/des/surfboard-locker-update/> for the latest version of this FAQ.

**Background**

In 2000, 609 surfboard lockers were constructed at Kuhio Beach as part of a City and County of Honolulu (City) redevelopment project known as the Kuhio Beach Beautification Project. On February 27, 2020, the surfboard lockers were intentionally set on fire, burning 525 surfboards and damaging the (a) Waikiki Beach Center's restroom facilities and concession stand, (b) Waikiki Police Substation, (c) Moana Surfrider Hotel, (d) flagstone walkways, (e) surveillance cameras, (f) light poles, and (g) various nearby trees. The City restored the surfboard lockers and surrounding City facilities and property, and re-opened the surfboard lockers to the public on August 17, 2020. On October 17, 2021, the surfboard lockers were intentionally set on fire, for the second time in less than two years, burning 575 surfboards and causing similar peripheral damage as the previous fire. In June 2022, the City removed the surfboard lockers due to extensive damage and safety concerns.

On April 13, 2023, the City launched a Request for Information (RFI) to gather input on surfboard storage options at Kuhio Beach. The majority of responses received from this RFI suggested reconstructing the surfboard lockers in the same location but with added security and fire deterrence systems.

On June 21, 2023, the City appropriated \$100,000 for the planning and design of the reconstruction of the surfboard lockers. The City has determined that construction may not start until 2025.

On November 7, 2023, the Department of Enterprise Services (DES) announced on its website and via email, that Dive Oahu Inc., the City's beach services concessionaire at Kuhio Beach, will be providing 58 temporary surfboard lockers next to its beach stand for seniors and individuals with disabilities who rented a surfboard locker and were displaced during the October 17, 2021, surfboard locker fire, and a lottery would be conducted to determine the assignment of the lockers.

Further information about the surfboard lockers and the lottery are provided in the attached FAQ.

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## FAQ

**1. Why are temporary surfboard lockers being provided?**

Temporary surfboard lockers are being provided to allow seniors and individuals with disabilities who were displaced by the October 17, 2021 surfboard locker fire, to continue to benefit from the conveniences of the surfboard lockers while the City plans for a more permanent solution.

**2. How many temporary surfboard lockers are there?**

58

**3. Will more temporary surfboard lockers be available in the future?**

The City is considering additional temporary surfboard lockers.

**4. Where will the temporary surfboard lockers be located?**

The lockers will be located on Kuhio Beach just Ewa of the banyan tree, next to Dive Oahu's main beach stand. The location is subject to change per Department of Parks and Recreation's operational needs.

**5. Who is managing the temporary surfboard lockers?**

Dive Oahu Inc., the City's beach services concessionaire.

**6. How much does it cost to rent a locker?**

Dive Oahu Inc. is providing lockers without charge.

**7. How will the lockers be assigned?**

Lockers will be assigned through a lottery.

**8. Why is a lottery being used?**

It was determined that a lottery would be the fairest method to use to assign lockers.

**9. When did the sign up period for the lottery start and end?**

The lottery sign up period started on November 7, 2023, and ended on November 21, 2023.

**10. How were people notified about the lottery?**

DES posted a notice about the lottery on November 7, 2023, via its website at <https://www8.honolulu.gov/des/surfboard-locker-update/>, and notified all renters via email who had an agreement with the City for a surfboard locker during the October 17, 2021, surfboard locker fire.

**11. What were the qualifications to participate in the lottery?**

To participate in the lottery individuals were required to meet the following criteria:

(1) Held a valid surfboard locker agreement with the City during the 2021 fire;

(2) Possesses a valid Hawaii State driver's license, OR Hawaii State ID; and

(3) Is at least 70 years of age as of December 1, 2023, OR is an individual with a disability as defined by the ADA.

**12. If I was not able to participate in the lottery, can I be placed on a waitlist?**

No

**13. How many people qualified to participate in the lottery?**

98

**14. How were Lottery IDs assigned?**

Lottery IDs were randomly generated and assigned by DES via email to all qualified participants prior to the lottery taking place.

**15. Where and when is the lottery taking place?**

Location: Ala Wai Golf Course Clubhouse

404 Kapahulu Ave. 2<sup>nd</sup> floor

Honolulu, HI 96815

Date: Friday, December 1, 2023

Time: 10:00 a.m.

**16. Does a participant have to attend the lottery to participate?**

No, participants' Lottery IDs will be entered automatically.

**17. Will attending the lottery increase my chances of being drawn for a locker?**

No, all applicants will be provided the same chance whether in-person or not.

**18. Who is conducting the lottery?**

Dive Oahu Inc. is conducting the lottery with DES in attendance.

**19. How will the lottery determine who is offered a locker?**

All qualified applicants (98) will be given a Lottery ID. Each Lottery ID will be entered into the lottery. Each Lottery ID will be pulled one at a time. The first Lottery ID to be drawn will receive a "draw number" of one, and so on until all 98 numbers are assigned a draw number. The first 58 Lottery IDs drawn will be offered a locker and the remaining 40 Lottery IDs will be placed on a waitlist in the order drawn.

**20. How will I know what my draw number is?**

Draw numbers will be called out during the lottery and posted on DES' website at <https://www8.honolulu.gov/des/surfboard-locker-update/>.

**21. Will there be a waitlist?**

Yes. With 98 participants and 58 lockers available, participants with draw numbers 59 through 98 will be placed on a waitlist in the order drawn.

**22. How do I know where I am on the waitlist?**

The waitlist will be posted on <https://www8.honolulu.gov/des/surfboard-locker-update/>.

**23. When can I move my surfboard into the locker?**

About 1-2 weeks after the lottery has been completed, Dive Oahu will contact all eligible individuals via email with an offer to enter into a surfboard locker agreement. The terms and conditions of the agreement must be accepted in full by the eligible individual and approved by Dive Oahu Inc. Dive Oahu Inc. will then provide the approved locker user with move-in instructions.

**24. Do I need to enter into a surfboard locker agreement with Dive Oahu to use the locker?**

Yes. The lockers are managed by Dive Oahu Inc., a City and County of Honolulu beach services concessionaire. Failure to enter into a surfboard locker agreement with Dive Oahu Inc., within the required time period will result in forfeit. The forfeited locker will be reassigned to the next person on the waitlist.

**25. How long is the agreement for?**

The locker agreement can be terminated at any time and for any reason by Dive Oahu Inc. The City intends to provide compliant surfboard locker users with the privilege to use the temporary surfboard lockers until the City has constructed permanent surfboard lockers.

**26. How much does a locker cost?**

Lockers are being provided without charge.

**27. Are there any locker use policies?**

Yes, locker users must comply with Dive Oahu Inc.'s surfboard locker agreement. Failure to comply with the agreement may result in the termination of the agreement, revoking locker use privileges, and/or forfeit.

**28. What is Dive Oahu Inc.'s contact information?**

For more information about the temporary surfboard lockers, please contact [admin@diveoahu.com](mailto:admin@diveoahu.com).