

To: Tour Operator  
From: Rodney Schultz, General Manager, Royal Star Hawaii Trans & Tours (PUC 1505-C)  
Re: 2026 Transportation Safety & Greenest Way to Travel  
Date: August 2025  
Attached: 2026 Royal Star / Charter Trans (RS-CT)

Royal Star Hawaii operates the largest, newest, and greenest fleet in Hawaii, powered by green diesel eco-friendly technology! Since 1996, we deliver Aloha with our **On-Time Guarantee®**, and our unsurpassed record for safety and quality service distinguishes us in Hawaii's transportation industry! Safety and Aloha are deeply ingrained in Royal Star Hawaii's corporate culture, from our management to maintenance and drivers.

- 👉 • **INCREASED TOTAL FLEET TO 57!** The largest, newest, and greenest fleet in Hawaii
- 👉 • **NEW VEHICLES ARRIVING!** Vans, Deluxe Gold Temsas and 65-seat Silver motorcoaches
- 👉 • **TRIPADVISOR'S® #1 EXPERIENCE IN THE WORLD!** 2023 Grand Circle Island & Haleiwa

I. **MOTORCOACHES – THE GREENEST WAY TO TRAVEL:** Eco-friendly option for large group transportation.

1. **Reducing Your Carbon Footprint:** Our beautiful motorcoaches use less energy per mile than cars, van pools or ferries!
2. **Reduced Emissions:** Motorcoaches produce the least amount of carbon dioxide (CO<sub>2</sub>) per passenger. For example, one motorcoach on the road is equivalent to removing almost 57 cars off the road.
3. **Motorcoaches are Equipped with Particulate Filters** that capture 98% of fine particles present in diesel exhaust making them almost emission-free.

For more info visit: <https://buses.org/aba-foundation/aba-foundation-research-summary/environment/>

II. **BEYOND REGULATORY SAFETY REQUIREMENTS:** Safety is #1 with Royal Star Hawaii. We are the **first and only company in the State of Hawaii** to offer:

1. **100% Seat Belted Fleet (all vehicles):** Our late-model motorcoaches and other vehicles are equipped with 3-point seat belts.
2. **MonitorCam:** REI Armor fleet surveillance system installed in all vehicles! This unique system allows both “real-time” and “recorded” access to vehicle location, speed, and events. Using 5 high-definition cameras and high-tech software, REI Armor documents audio and video events inside and outside the vehicle, sending automatic alerts which are individually reviewed by management. This exciting new system greatly improves safety and product quality!
3. **Tires:** The #1 safety item on a motorcoach is tires. We run **new** (not re-treaded) Michelin tires on all vehicles for safety, reliability and comfort. **All our vehicles are also equipped with a Tire Pressure Management System (TPMS) alerting the driver if necessary.**
4. **Vehicle Profiles:** For additional information on vehicle safety features, ask us for “Vehicle Profiles” for our Deluxe Gold MCI Motorcoach, Deluxe Gold Temsa Motorcoach, Smart Silver MCI Motorcoach and Smart Silver Van.



### III. **SAFETY MANAGEMENT:**

1. **Zero Tolerance of Drugs and Alcohol:** All employees must pass: • Pre-employment drug screen  
• Monthly random drug and alcohol testing • Post-accident drug and alcohol testing
2. **Maintenance Program:** Our fleet is maintained by our highly trained and certified technicians on a proprietary preventative maintenance system that meets or exceeds the manufacturer's recommendations.
3. **Inspections:** Our 74-point daily pre-inspections are far more detailed than those required by law. Monthly "walk-through" inspections are performed by top management.
4. **Accident Review:** Accidents, when they do occur, are investigated immediately and tracked by our Safety Officer. Our Accident Review Committee determines preventability, and disciplinary points are given to drivers with preventable accidents.

### IV. **DRIVER SAFETY MANAGEMENT:**

1. **Hiring:** We take great care in selecting our drivers. Drivers must possess a spotless driver record (abstract) for the previous three years, and no DUI convictions for the previous ten years to be considered for employment. They must also pass a background check and US Department of Transportation physical.
2. **Training:** Royal Star sponsors proprietary Commercial Driver's License (CDL) training. We also have ongoing comprehensive quality control training by our Quality Circle drivers (see below). Note: Our internal manuals are confidential and proprietary.
3. **Quality Circle Drivers:** Quality Circle Drivers conduct ongoing proprietary training and are active participants in management. Our award-winning drivers mentor other drivers to uphold quality performance, safety, punctuality and Aloha service.
4. **Awards:** Performance rewards, "Driver of the Month" and "Driver of the Year" (two of many such programs) are rewarded with monetary awards and privileges.

### V. **STAR CARE®:** Deep cleaning for our guests and team members' health and safety include:

1. **HVAC System:** Our combination of antimicrobial filters and UV lights eliminate 99.99% of airborne bacteria, viruses and mold.
2. **En Route:** High-touch areas are disinfected by your driver.
3. **Nightly Deep Cleaning:** Disinfection of entire vehicle is completed daily by our wash crew.
4. **Frequent Filter Change:** Antimicrobial filters in our HVAC systems are inspected monthly and replaced quarterly, exceeding the industry standard of 6 months.

### VI. **INSURANCE:**

We are covered with all necessary Liability Insurance and enjoy industry-low premiums due to our excellent safety record.

### VII. **INFORMATION @ YOUR FINGERTIPS:**

For Vehicle Profiles visit [StarofHonolulu.com/travel-partners/informational-materials#rsh](http://StarofHonolulu.com/travel-partners/informational-materials#rsh)

We hope this letter demonstrates our commitment to a greener, safer travel experience of Aloha. We work to earn your continued trust and support for the benefit of our mutual relationship and prosperous future, daily! If you have any questions, please contact us at [sales@starofhonolulu.com](mailto:sales@starofhonolulu.com).