Ontario

Ontario Highway Transport Board

ANNUAL REPORT 2017

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To: The Honourable John Yakabuski
Minister of Transportation

In accordance with Section 33 of the *Ontario Highway Transport Board Act*, R.S.O. 1990, c. 0.19, I have the honour to present the report of the activities of the Ontario Highway Transport Board for the calendar year ending December 31, 2017.

Respectfully submitted,

Gilles Morin
Chair

The Board

The Board is constituted by virtue of and in accordance with the provisions of the *Ontario Highway Transport Board Act*, R.S.O. 1990, c. 0.19. It operates as a quasi-judicial administrative tribunal. Under the *Public Vehicles Act,* R.S.O. 1990, c. P.54 and the *Motor Vehicle Transport Act,* 1987, R.S. (1985) c. 29 (3rd. Supp.), the Board controls entry and maintains an orderly development in the business of transporting passengers for compensation in public vehicles, into, out of, within and through Ontario.

Member of the Board (as at December 31, 2017)

Gilles Morin, Chair

Message from the Chair

For over 60 years, the Ontario Highway Transport Board (OHTB) has maintained an excellent relationship with the Province of Ontario. We look forward to working with the new Minister of Transportation and will continue to identify efficiencies and ensure quality customer service in support of the new government's plan.

The OHTB administers both federal and provincial legislation – the *Ontario Highway Transport Board Act,* the *Public Vehicles Act* and the *Motor Vehicle Transport Act* (federal). Under this legislation, the Board oversees the entry into and the orderly development of the business of transporting passengers for compensation in public vehicles within Ontario and to and from other jurisdictions.

The Board receives two types of applications: applications for new or extended authority and application, filed by interested parties, alleging a contravention of the legislation.

Board staff is spending more time with the opposing parties in an attempt to reach a compromise situation that is acceptable to everyone and thereby eliminating the requirement for a public hearing. This process has dramatically reduced the number of oral hearings thereby reducing costs to the parties and the time involved.

In the event that this is not the case, then the matter will proceed to a public hearing. Prior to the hearing, Board staff will try to bring the parties together in an attempt to shorten the time required for the hearing. This streamlined approach helps to minimize the costs for the parties involved.

Public hearings are held at any location in the Province and at any time of the day or night to facilitate the process for the applicant, respondent(s) and the general public that appear in support of an application.

Hearings are scheduled as promptly as possible given the number of parties sometimes involved in a hearing. Decisions are issued promptly, usually within the two-week target that the Board has set for itself.

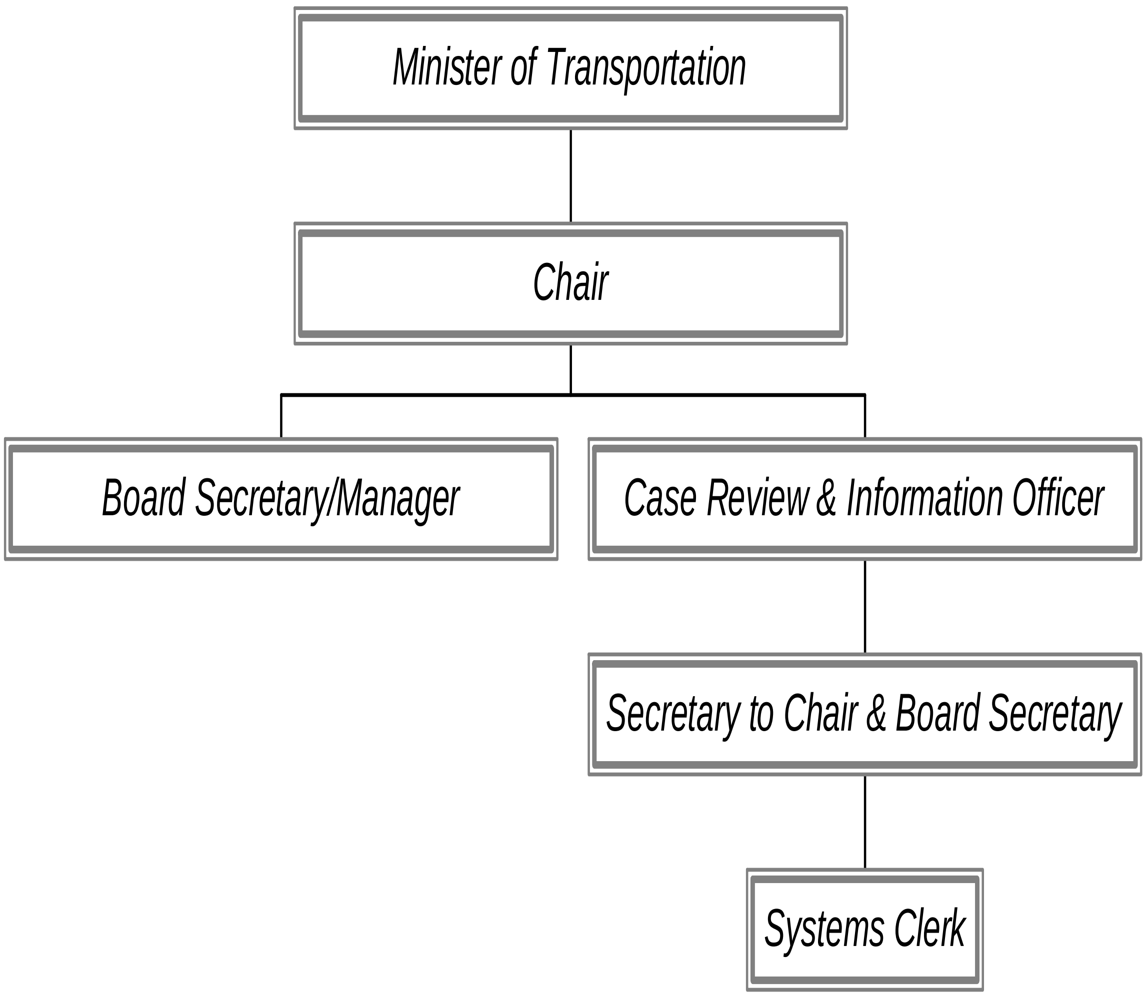
The Board is now staffed entirely by contract and part-time staff, yet continues to demonstrate operational efficiencies while providing high-quality customer service to our stakeholders and the people of Ontario in a timely fashion. The Board has maintained this high standard and met all deadlines set out in the OHTB's Business Plan. In all matters, the safety of the travelling public is paramount in the concerns and practices of the Board.

The inter-city bus and limousine industry plays a vital role in providing public transportation services to the citizens of Ontario and the Board will continue to ensure that it assists its stakeholders in every possible manner to ensure that the travelling public is well served.

Gilles Morin
Chair

Organizational Chart

(at December 31, 2017)



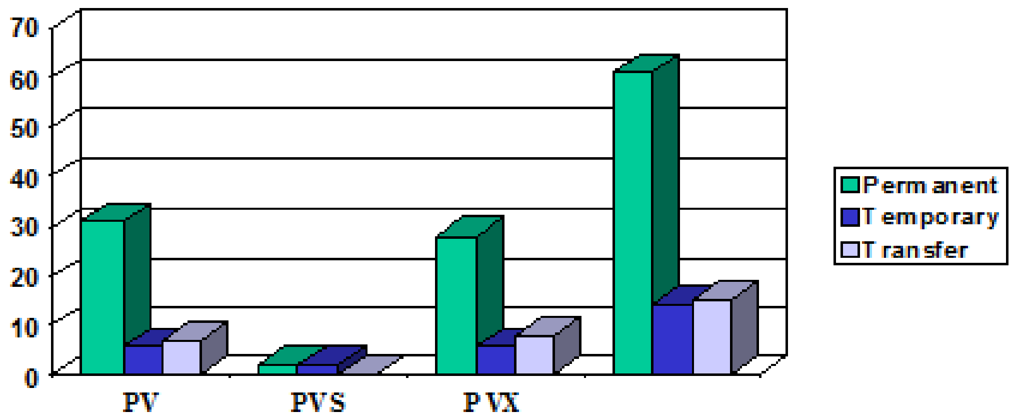
FINANCIAL INFORMATION

Revenues/Recoveries		**2017**	**2016**
Filing Fees		$ 27,925	$ 41,788
Special Authorities		2,723	2,599
Costs Recovered for Hearings		2,450	2,500
U.S. Exchange		915	737
	Total	**$ 34,013**	**$ 47,624**

Expenses			
Salaries & Benefits		$ 229,294	$ 228,418
Travel and Communication		8,570	29,916
Services		72,960	89,227
Equipment and Supplies		8,407	12,681
	Total	**$ 319,231**	**$ 360,242**
Net Cost of Board's Operations		**$ 285,218**	**$ 312,618**

Note: Revenues/Recoveries are deposited directly into the Consolidated Revenue Fund.

Applications Received

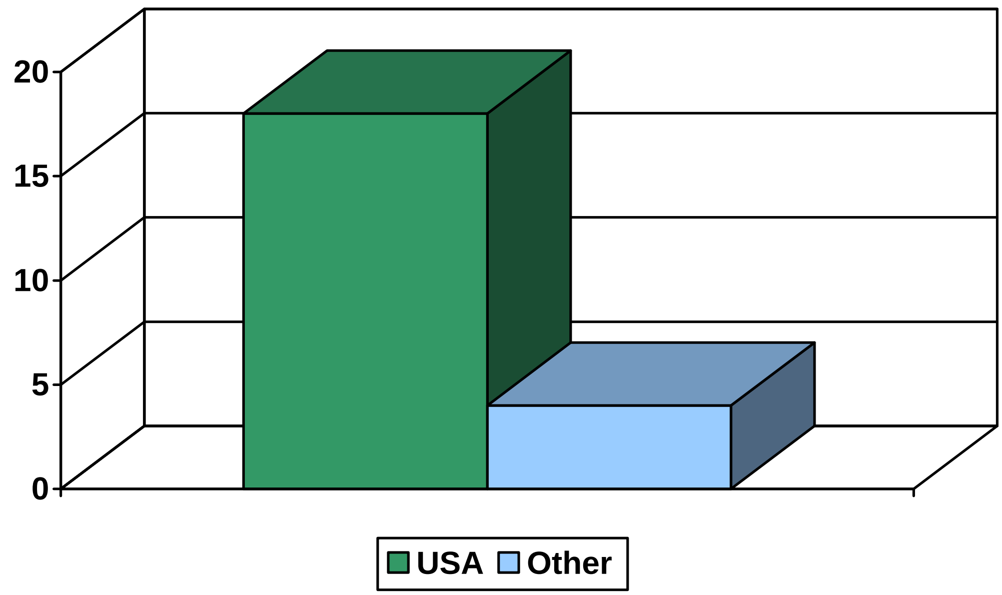


Type/Class	PV	PVS	PVX	TOTAL
Permanent	31	2	28	61
Temporary	6	2	6	14
Transfer	7	0	8	15
TOTAL	44	4	42	90

Legend:

PV	Public Vehicle Applications (Intra-Provincial Undertaking)
PVS	Public Vehicle (School Bus) Applications (Intra-Provincial Bus Undertaking) School Bus ONLY
PVX	Part I Motor Vehicle Transport Act Applications (Extra-Provincial Bus Undertaking)

Special Authorities Processed



<u>**APPLICANTS' HOME BASE**</u>

U.S.A.	18
Other Provinces	4
TOTAL	**22**

Applications Received by Region

Outside Ontario	**11**
Québec	2
Saskatchewan	1
U.S.A.	8

Ontario Regional Boundaries

Central Region	**49**
Barrie	1
Durham	5
Niagara	4
Peel	11
Peterborough	2
Simcoe	2
Toronto	10
York	14

Eastern Region	**5**
Hastings	2
Ottawa	3

Northern Region	**5**
Algoma	3
Cochrane	2

Northwestern Region	**9**
Dufferin	1
Kenora	4
Thunder Bay	4

Southwestern Region	**11**
Brant	2
Bruce	5
Grey	2
Waterloo	2

Summaries - Reasons for Decisions

The following summaries of applications for operating licences that were adjudicated by the Board in the 2017 calendar year represent examples of the type of matters handled by the Board. The Board's complete decisions are available and may be requested from its office by telephone at 416-326-6732 or via email at: ohtb@ontario.ca.

Public Vehicles Act*: *PVA

Motor Vehicle Transport Act*: *MVTA

Scheduled Service: **A bus transportation service for which an applicant or licensee files a timetable indicating the times of arrivals and departures.**

Chartered Trip: **A bus transportation service exclusively for a group of persons going on a trip.**

Applicant: **2506736 Ontario Inc.**
o/a "Sunridexpress"
Barrie, ON

File No.: 47731

Respondents:

1. Greyhound Canada Transportation ("Greyhound")
2. Hammond Transportation Limited ("Hammond")

Application: For the transportation of passengers on a scheduled service:

1. between Barrie and Toronto via Highway 400;
2. between Wasaga Beach and Barrie via Highway 26; and
3. between Orillia and Barrie via Highway 11.

PROVIDED THAT the licensee be restricted to the use of Class "D" public vehicles (some of which are specially equipped with a lift or ramp mechanism designed for boarding of physically challenged passengers) as defined in paragraph (a) (iv) of subsection 1 of Section 7 of Regulation 982 under the *Public Vehicles Act*, R.S.O. 1990 Chapter P. 54.

Applicant's Case: The President of Sunridexpress ("Sunride") testified that he had 37 years professional experience in the transportation business and was currently a truck driver. He had encountered problems travelling between Barrie and Toronto and had used all options, i.e. buses, Go

Transit, etc. Their services were intermittent and were not continuous. Sunride had no intention of replacing their services. Currently, there was a lot of illegal, uninsured service and Sunride wanted to provide a safe, insured service. They would employ professional drivers and ensure that all paper work and references were legitimate. From their survey, the public responded that they would utilize Sunride's proposed direct service as no other carrier provided this type of proposed service, i.e. vans, seats for handicapped passengers, etc.

Sunride would take an initial loan and also provide personal funding to operate the business. Their service would reduce the traffic on the roads resulting in less accidents etc. Students would also utilize the service. There has been a population growth in Barrie and it is expected to keep rising substantially. The choice for the public would be a safer, quicker service with low costs. There would be no stops between Barrie and Toronto. Their daily service would be between 5:00 a.m. and 12:00 a.m. They would operate vehicles with a wheelchair facility (ramp). At all times they would comply with all the existing laws, i.e. safety, hours of work (drivers), Exits (Section 25 (1), *Public Vehicles Act)*, etc. They expect to transport close to 20,000 in their first year of operation and generate approximately $556,000. Sales would increase in the following year and result in more vehicles and drivers in the business. They expect to generate a profit in their second year of operation.

They would not operate the Orillia to Barrie route and also not operate chartered trips.

Nineteen public witnesses testified in support of the application. Their testimony is briefly summarized as follows:

- they are Barrie and Toronto residents;
- they were all supportive of a direct service between Barrie and Toronto;
- Barrie's population is growing rapidly;
- the departures every two hours from each venue was very convenient and necessary for the travelling public who were presently encountering a lot of problems with the service provided by Ontario Northland, Go Bus, Go Train and Greyhound;
- these time schedules do not meet the public need, i.e. early morning/long break and resume the service in the afternoon;
- they also faced a lot of delays and cancellations;
- Sunride's proposed departures would be every two hours from Toronto and Barrie commencing in the early morning, continue all day and ending late at night would be very convenient to the public need;
- this proposed service would meet the needs of commuters, patients attending medical appointments, salesmen, university students, groups wanting to watch hockey games, etc.;

- the vehicles equipped to transport handicapped passengers would be an asset to the travelling public;
- the operation of this service would reduce the number of vehicles on the highway as it would involve less commuters driving to and/or from work;
- the general public would abandon the car drive for the Sunride service;
- the service to be provided all day and night is without precedence; and
- it would be cost effective and enable good contact to all families living in the two communities.

The public evidence for the proposed service was definitely unique and distinct, i.e. timetables, wheelchair availability, low cost, safety, etc. The public need and convenience for this service has been established.

In their final argument, Sunride stated:

- transport services have to be addressed across Canada and that there are options available;
- they are ready, willing and able to develop a strategy providing a direct, personal service, which would reflect the needs of a large population;
- the public face long transfer times, etc. in the current service;
- they would accommodate handicapped passengers;
- the public support was very essential;
- travel by bus was not suitable;
- the public currently use their cars rather than the current options;
- the transfer times in the current services take too long;
- price is not necessarily the cheapest but is a good deal;
- all driver licences are verified and driving hours will be legal;
- public necessity and convenience is a necessity;
- the service would enable a passenger, who has missed a service, to quickly take another;
- there will be no decrease in profit to Greyhound and Hammond;
- Greyhound has had five years in profit decline with 1/5 load capacity due to decrease in ridership and wondered why Greyhound was objecting to Sunride's application; and
- the scale of the proposed service would be a continuous trip, be safe and would get rid of the cars on the roads.

Sunride felt that public necessity and convenience was proven through the witnesses who demanded their proposed service. They also argued that Greyhound had exaggerated the passenger losses. Barrie needs some options and the public supports their plans.

Respondents' Case: Greyhound stated that they have been servicing the Barrie-Toronto route four trips a day since 2001. They used to operate twelve coaches before and now operate only five. All coaches are Class "A" and wheelchair availability can be made with prior arrangements. Go Transit and Ontario Northland also provides a service between Barrie and Toronto. They filed a spreadsheet indicating month-by-month revenues, costs per mile, passenger volume, etc. Based on Sunride's evidence, they would earn more revenue than Greyhound in their first year of operation. There would be an economic impact on Greyhound, e.g. staff layoffs, suspension of the Barrie-Toronto run, etc. The suspension of the service would impact a lot of commuters; ridership was down in Canada and revenues are declining substantially. They offer student fares and also reserved seats at reduced rates. Greyhound serves the public need and the times of travel are when needed.

Greyhound argued that:

- the Board has to determine if the application has met the statutory test of public necessity and convenience relevant to the evidence from the public who testified;
- what was the public need for new licences?;
- that public need is reliable and financially stable;
- no timetable was filed but a new one will be filed before a licence is issued;
- they provide Class "A" vehicles and not vans; and
- they objected to Sunride's application and made reference to previous Board decisions to support their objection.

They also quoted an Order in Council from the Lieutenant Governor dated October 18, 1978 that the Board take the following into consideration when determining questions of public necessity and convenience:

1. The availability of an efficient inter-urban bus passenger and associated express freight service, reflecting public demand and the integration of such service with all other passenger transportation;

2. The need for competition to ensure the best service at the lowest cost to the public, while having regard to the economic impact on the licensed carriers;

3. The ability and willingness of the applicant to provide service for which there is public demand, combining, as appropriate to the market to be served, marginal or sub-marginal and profitable services; and

4. The suitability of the applicant's proposed scale and style of operations in the market to be serviced.

Hammond stated that there was no evidence to support the scheduled service between Orillia and Barrie and that part of the application should be dismissed and chartered trips should be dismissed as well.

Decision

"The statutory test of public necessity and convenience is incapable of a precise definition simply because it contemplates the exercise of discretion or a matter of opinion in the determination of whether or not the test has in any given situation been met. Each application has to be considered separately and on its own merit. What might be considered necessary or convenient in one circumstance, or in one market area, may not be considered necessary or convenient in another. There are, however, certain basic factors that the Board must consider when deciding whether the test of public necessity and convenience has been met."

The Board considered the following factors when making its decision:

(a) the transportation needs of the public as seen through the public witnesses;
(b) the uniqueness or distinction of the proposed service;
(c) the viability of the proposed service and market sustainability;
(d) the fitness of the applicant (financial, operational and safety); and
(e) the impact on existing carriers if the service were granted.

The Board stated that these factors would take into consideration the directives of the Order in Council re:

1. availability of efficient inter-urban bus passenger transportation reflecting public demand, etc.;
2. the need for competition to ensure the best service at the lowest cost to the public, etc.;
3. the ability and willingness of the applicant to provide service for which there is public demand, etc.; and
4. the suitability of the applicant's proposed scale and style of operation in the market to be served.

(a) the transportation needs of the public as seen through the public witnesses
(b) the uniqueness or distinction of the proposed service

The witnesses were supportive of a direct service between Barrie and Toronto. Barrie's population was growing rapidly and the departures every two hours from each venue was convenient and necessary for the travelling public. The public was currently encountering a lot of problems with the existing service, i.e. Ontario Northland, Go Bus, Go Train and Greyhound. Their service was intermittent, there were delays and many cancellations. Sunride's proposed service would meet the needs of commuters, patients, students, etc. and would reduce the number of vehicles on the highway. The vehicles equipped to transport handicapped passengers would be an asset to the travelling public. The service all day was without precedence, cost effective and would enable families to maintain good contact in the two communities.

In the Board's opinion, the statutory test of public need and convenience had been established.

(c) <u>the viability of the proposed service and market sustainability</u>
(d) <u>the fitness of the applicant (financial, operational and safety)</u>

Sunride's Business Plan took into consideration the projected income, expenses, employment of professional drivers, proper insurance, safe vehicles, etc. The projected business was expected to be viable and the market sustained.

In the Board's opinion, the proposed service is viable and the applicant is ready, willing and able to provide the service.

(e) <u>the impact on existing carriers if the service were granted</u>

Greyhound alleged that the Barrie-Toronto service revenues had been declining in the last five years due to low ridership and the introduction of Sunride would lead to further losses in revenue. However, the public evidence at the hearing rarely used Greyhound's service. They commute or drive with friends, etc.

The needs of the public that currently use Greyhound's service are separate and distinct from the evidence of the public witnesses that testified at the hearing who did not use Greyhound's service. When assessing the economic impact, the Board needed the hard facts to determine the potential loss. Based on the evidence, the Board could not determine the economic impact on Greyhound if Sunride were to be licensed.

1. **The service between Wasaga Beach and Barrie was dismissed for lack of public evidence.**

2. **The Barrie-Toronto application was granted on condition that all vehicles be equipped with a lift or ramp mechanism designed for the boarding of physically challenged passengers. Chartered trips were also prohibited for lack of evidence and Sunride stated that they were not going to provide chartered trips.**

<u>Applicant:</u>	**Hanover Holiday Tours Limited** **Hanover, ON**	**<u>File No.: 47746/A</u>**
Respondent:	Hammond Transportation Limited ("Hammond")	
Applications:	Intra and extra-provincial applications to transport passengers on	

chartered trips for Hanover Holiday Tours Limited from points in the Cities of Hamilton, Kawartha Lakes and Ottawa, the Municipality of Chatham-Kent, the Regional Municipalities of Durham, Halton, Niagara, Peel, York and Waterloo, the Counties of Brant, Bruce, Dufferin, Elgin, Essex, Frontenac, Grey, Haldimand, Huron, Lambton, Leeds and Grenville, Middlesex, Norfolk, Northumberland, Oxford, Perth, Peterborough, Simcoe, Stormont, Dundas and Glengarry and Wellington and the Districts of Muskoka, Nipissing and Parry Sound.

PROVIDED THAT:

1. chartered trips other than those authorized herein are prohibited;
2. all chartered trips conducted under this operating licence shall be only those initiated, organized and advertised by Hanover Holiday Tours Limited; and
3. all passengers traveling on these chartered trips/tours shall have paid an individual fare to the trip/tour initiator or organizer for which they will receive, in return, accommodation, meals or a ticket of admission.

Applicant's Case: Hanover Holiday Tours ("Hanover") has been operating escorted motor coach tours since 1974. Their tours are destined across North America and are primarily sold through travel agents across Canada. For tours originating in Ontario, they have used the services of Kunkel Bus Lines and currently use Cherrey Bus Lines. They use local carriers for services originating in other jurisdictions. They also offer complimentary shuttle service to their clients, i.e. airport, etc. This service has made Hanover familiar with a "combined regular maintenance program with our foremost goal being focused on customer safety."

The applications to acquire licences was to provide transportation services that are only incorporated within a "Motor Tour Package and sold to customers as a package, i.e. accommodation, meals, attraction admissions, show tickets, etc." They wanted to operate their own motor coach to meet the requirements of their proposed travel packages, especially in circumstances of lower load factors. Hanover had forty years' experience in operating motor coach tours. They had the staff and equipment to expand their operations. They anticipated hiring one full-time and one part-time driver to operate the coach. Their vehicles would continue to be serviced with an established dealer.

Hanover's customers have requested more day trips and shorter tours due to age and financial restraints. Their current transport provider was forty-five minutes away from Hanover's operation and the additional times involved for the drivers would impact the Hours of Service Regulations. Hanover's service would make more time available to their customers and also offer more destinations. Offering more day tours and shorter tours to their existing customers and also attracting new customers would enhance their business.

They would reach out to travel agents in Ontario offering tours across Ontario and Quebec.

They currently operate seven Class "D" vehicles for their complimentary shuttle service and were negotiating the purchase of a 36-passenger Class "A" motor coach, i.e. washrooms, air-conditioning, air-ride suspensions, etc. The cost of the motor coach would be built into the Tour Package.

Hanover presented their current financial revenues, costs of sales, operational and administrative expenses and the income generated. They also presented a projected income and expenses statement should they be granted an operating licence which also showed a net profit.

In their financial submission, Hanover stated that:

"To be in control of the vehicles and drivers who are completely familiar with the Hanover holidays system, we avoid delays, major customer frustration and can impress clients with the cleanliness/ /quality of the vehicles. By raising customer satisfaction, we increase the consumer desire to purchase additional motor coach tours in the future."

Respondent's Case: Hammond primarily opposed the applications to prevent Hanover from originating chartered trips from the County of Simcoe, the Districts of Muskoka and Parry Sound and the Regional Municipality of York as he currently provides charter operations from these and other areas. They also provide scheduled bus services in these areas. They have been in business since 1944 and are licensed under the *Travel Industry Act* and they provide luxurious motor coach tours, excursions and escorted holidays in all class of vehicles. They are a local operator and are committed to giving back to the community it services. Their daily line runs are not profitable and are subsidized by revenue generated by their charter operations. Another charter carrier in their areas would significantly impact their charter revenues and result in the erosion of their line runs.

Because Hanover originates a good distance from Simcoe, Muskoka and Parry Sound, their tours would be shorter due to loss of time. This would result in Hanover offering fewer tours from these areas. Hammond's two large clients, i.e. Hamilton Tours Ltd. and Muskoka Travel Service offer a wide variety of day trips, short tours from Simcoe, etc. They alleged that if Hanover's applications were granted it would have a negative impact on their businesses and consequently Hammond would see a decrease in their revenues. Hammond alleged that Hanover failed to meet the test of public need for the service applied for. There was no public need from Simcoe, Parry Sound, Muskoka and York Region. These areas are well served by Hammond and other licensed carriers. Hanover's use of vans for their shuttle service was illegal and does not demonstrate a public need.

Hammond requested the Board to deny the portion of the applications to operate chartered trips from Simcoe County, the Districts of Muskoka and Parry Sound and York Region.

Applicant's Reply to Respondent's Submissions

Hanover stated that:

- they have been in business since 1974 and are fully licensed by T.I.C.O. to sell travel in Ontario both wholesale and retail; they are a member of the Ontario Motor Coach Association;
- they are familiar with Hammond's operations and have a great deal of respect for them;
- their business is local to Grey and Bruce Counties and they sell their products through travel agents across Ontario. They are constantly supporting local businesses in many regions;
- they fail to understand what potential negative impact their proposed services would have on Hammond's line run and charter services. Their applications are clearly defined to serve "only Hanover Holiday Tours packages" and should have neither an impact on Hammond's operations nor an economic impact on Hamilton Tours or Muskoka Travel Service. If Hammond's charter business was down, then why had Hammond increased their motor coach fleet from nine in 2002 to 22 in 2016;
- currently they use the coach services of Cherrey Bus Lines Inc. ("Cherrey") to operate their tours, which includes Simcoe County, the Districts of Muskoka, and Parry Sound and York Region which are the areas of contention with Hammond. Cherrey has not objected to their application in spite of a potential loss of income;
- they disagreed with Hammond's contention that customers would not benefit from their proposed service due to the distance involved which would result in shorter tours;
- Cherrey, who is even further away from the contentious area, currently provides the service effectively;
- they have met the public need and they also filed letters of support for their application from travel agencies;
- they will start their operation with one coach and continue to use the services of Cherrey to meet their needs;
- with respect to Hammond's accusation of "previous illegal operations," they categorically denied that they conducted any illegal operations. The current shuttle service that is offered is complimentary and at no cost to the public;
- with respect to their financial stability, it is their practice to carry "Working Capital amounts that exceed four times the requirement of the *Travel Industry Act";*
- in regard to their operational fitness, they have on staff a Driver

Trainer who conducts a Mandatory Annual Safety meeting for all drivers who are also required to pass an in-house driving test every two years. Their driving licences are monitored quarterly;
- their vehicle maintenance schedule meets or exceeds manufacturer specifications;
- they carry insurance coverage as required by the Regulations;
- they did have two telephone conversations with Hammond to resolve the situation but failed to find common ground; and
- in their opinion, their application would pose no threat to Hammond's operation if the applications are granted.

Decision:

The Board considered the following factors in making its decision:

- the transportation needs of the public;
- the impact on existing carriers if the application was granted; and
- the applicant's ability to provide the service.

Hanover's applications are to provide intra and extra-provincial chartered trips for their own tour company from a large geographical area with the following three conditions:

PROVIDED THAT:

1. chartered trips other than those authorized herein are prohibited;
2. all chartered trips conducted under this operating licence shall be only those initiated, organized and advertised by Hanover Holiday Tours Limited; and
3. all passengers traveling on these chartered trips/tours shall have paid an individual fare to the trip/tour initiator or organizer for which they will receive, in return, accommodation, meals or a ticket of admission.

The Board initially made reference to two similar types of applications:

1. Great Canadian Coaches Inc. – Decision dated December 27, 2000

"Licences granted on behalf of a travel agency could be broad in nature unless restricted by the Board. It is up to the licensees to contact applicants who apply for and on behalf of travel agencies in writing and suggest that they would file a formal opposition to the application unless the relevant restrictions were included to the application. Under those circumstances, the Board would then readily deal with the matter.

The Board has determined that it will grant this application for the three-named accounts only and for the geographic territory requested but with the following additional restrictions:

1. all chartered trips operated under this licence shall be those initiated, organized and advertised by Great Canadian Holidays Inc., Your Casino Express and Leaf Express;
2. all persons travelling on these tours shall have paid an individual fare to the tour initiator/organizer/advertiser for which they will receive in return, accommodation, meals or a ticket of admission; and
3. chartered trips other than those authorized herein are prohibited (emphasis added)."

2. Beaver Bus Lines Limited – Decision dated April 27, 2016

"Caribou suggested that as these tour companies were subsidiaries of Beaver, their evidence should be disallowed. This argument is without merit. Some licensed carriers in Ontario also operate subsidiary tour companies and operating licences have been issued to them to serve their tour companies, e.g. Great Canadian Coaches, Inc., Angel Tours and Entertainment Inc., Denure Tours Ltd., etc. Conditions are attached to the licence that will ensure that the service is restricted to serve tours that are "initiated, organized and advertised" by the tour companies only. The rate to be charged for the tours is also a condition in the operating licence. Direct service to the general public is not authorized and consequently Caribou will not be economically impacted. The public need and convenience, in the Districts of Kenora, Rainy River and Thunder Bay, will be the beneficiaries of these tours (emphasis added).

The above-named companies and a few others have been licensed by the Board to provide chartered trips for their subsidiary tour companies from large geographical areas in Ontario. In fact, some are authorized to originate their chartered trips for their tour companies <u>from points in the Province of Ontario.</u>"

The Board stated that the applications from Hanover were similar to the ones issued to other licensed carriers. The three conditions in the applications do not allow Hanover to serve clubs, associations, legions, etc. The three restrictions in the applications were self-explanatory. Applications for a named tour company with the three prohibitions have been less adversarial and are routinely granted.

Hanover's limited equipment would operate very few multiple trips from the areas applied for. Hanover's place of business was a good distance from Hammond's territory and there would be no economic impact on Hammond and other tour operators. No other licensed carrier opposed the applications and the Board concluded that Hanover's applications, with the prohibitions, would not economically impact them.

Hanover is financially stable and is familiar with all legal

requirements with respect to the operation of commercial vehicles and had the ability to provide the service applied for.

The applications were granted.