



Commonwealth of Massachusetts  
Office of the State Auditor  
Suzanne M. Bump

*Making government work better*

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## Department of Public Utilities – Transportation Oversight Division

For the period July 1, 2010 through December 31, 2011



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## INTRODUCTION AND SUMMARY OF FINDINGS AND RECOMMENDATIONS

According to its mission statement, the Department of Public Utilities (DPU) is the state agency “responsible for oversight of investor-owned electric power, natural gas, and water industries in the Commonwealth; developing alternatives to traditional regulation; monitoring service quality; regulating safety in the transportation and gas pipeline areas; and for the siting of energy facilities.” To carry out this mission, DPU has been organized into 11 separate divisions: Administration, Consumer, Regional and Federal Affairs, Electric Power, Executive, Gas, Legal, Pipeline Engineering and Safety, Rates and Revenue Requirements, Siting, and Transportation Oversight. Our audit was limited to the activities of DPU’s Transportation Oversight Division (TOD).

The state laws and regulations applicable to TOD’s operations are Chapter 90, Section 8A, of the Massachusetts General Laws (Operators of School Buses; Licensing; Training; Instructors); Chapter 159A, Section 9, of the General Laws (Drivers’ Licenses; Qualifications; Fees; Revocation); and 220 Code of Massachusetts Regulations (Department of Public Utilities). In conjunction with Memorandums of Understanding that DPU has entered into with the Registry of Motor Vehicles and the Massachusetts State Police, these laws and regulations empower TOD to administer duties and responsibilities relating to the licensing, certification, and regulation of school bus drivers, motor bus drivers (including Massachusetts Bay Transportation Authority [MBTA] bus drivers), and common carriers used to transport passengers and property. These functions are performed to fulfill TOD’s primary directive: to protect public safety by regulating the activities of the transportation industry.

TOD is funded by an annual maintenance appropriation of funds from the Commonwealth and by revenues it collects from Unified Carrier Registration fees that it is allowed to retain up to an amount established in the Commonwealth’s annual General Appropriations Act. For fiscal years 2011 and 2012, TOD’s maintenance appropriations were funded at \$375,051, and the annual retained revenues authorized for its expenditures amounted to \$2.3 million, each year.

In order to fulfill its legislative mandate, TOD uses a network of field inspectors<sup>1</sup> and a central office

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<sup>1</sup> During our audit period, TOD had seven field inspectors, each conducting field audits, road tests, and vehicle inspections.

staff assigned to process applications and support field inspectors. Most significantly, TOD:<sup>2</sup>

- Oversees the safety of the MBTA's equipment and operations.
- Ensures the safety of equipment and operations of 250 motor coach companies, including 5,000 coaches and MBTA buses.
- Administers the Commercial Driver's License road test to individuals seeking to operate a school bus or motor bus.
- Provides annual certification for 20,000 school bus drivers.
- Administers the Unified Carrier Registration Program to license interstate for-hire transportation companies.
- Prescribes the maximum charge for the involuntary towing and storage of motor vehicles by police order or for trespass on private property.
- Regulates commercial common carriers that transport residential household goods within the Commonwealth.
- Ensures the safety of 3,000 highway rail grade crossings.

#### ***Highlight of Audit Findings***

- Contrary to Chapter 647 of the Acts of 1989 and Office of the State Comptroller (OSC) guidelines, DPU's Internal Control Plan (ICP) has not been updated since June 2009 and did not contain many of the required elements of an effective internal control plan. Moreover, since 2009, DPU has incorrectly certified in the annual Internal Control Questionnaire (ICQ) it submitted to OSC that its ICP covered the objectives of all department activities and its internal control systems, procedures, and operating cycles; that its ICP was based on OSC guidelines; and that its plan had been updated annually.

#### ***Recommendations of the State Auditor***

- DPU should ensure that its ICP is consistent with the requirements of Chapter 647 and OSC guidelines. This would involve including a high-level, department-wide summary that includes a department-wide risk assessment identifying the most significant areas (risks) that could prevent the department from attaining its mission, goals and objectives, with cross-references of identified risks to internal controls established to mitigate them; incorporates the eight components of enterprise risk management; clearly identifies department-wide specific goals and objectives that support the department's mission; clearly indicates to

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<sup>2</sup> Source: Official Website of the Executive Office of Energy and Environmental Affairs, Department of Public Utilities, Transportation Oversight Responsibilities.

whom in the department the ICP is distributed; is updated as needed but at least annually; and is accurately represented in the department's annual ICQ submitted to OSC.

## OVERVIEW OF AUDITED AGENCY

On April 11, 2007, pursuant to Chapter 19 of the Acts of 2007, known as the “Governor’s Reorganization Plan,” the former Department of Telecommunications and Energy (DTE) ceased to exist. In its place, the Governor’s Reorganization Plan established two new agencies: the Department of Telecommunications and Cable (DTC) and the Department of Public Utilities (DPU). This split the jurisdiction and powers of the former DTE between DPU and DTC.<sup>3</sup> DPU has a dual role of ensuring public safety and ensuring that regulated industries provide quality service at reasonable rates.

DPU’s stated mission “is to ensure that utility consumers are provided with the most reliable service at the lowest possible cost; to protect the public safety from transportation and gas pipeline related accidents; to oversee the energy facilities siting process; and to ensure that residential ratepayers’ rights are protected.” A three-member Commission appointed by the Governor oversees DPU’s 11 operating divisions, and the Governor designates one of these Commissioners as Chairman. A brief description of DPU’s 11 operating divisions is included in the Appendix.

The functions of DPU’s Transportation Oversight Division (TOD) include the licensing, certification, and regulation of school bus drivers, motor bus drivers (including Massachusetts Bay Transportation Authority bus drivers), and common carriers used to transport passengers and property. However, TOD personnel do not control the processing of cash or revenue transactions associated with the division’s licensing and certification activities. Instead, DPU’s Administration Division manages all aspects of cash and revenue for TOD (including the deposit, accounting, and reporting of receipts), as well as other business functions, including inventory and accounts payable.

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<sup>3</sup> Two former divisions of DTE, Telecommunications and Cable Television, were consolidated into DTC.

## **AUDIT SCOPE, OBJECTIVES, AND METHODOLOGY**

In accordance with Chapter 11, Section 12, of the Massachusetts General Laws, the Office of the State Auditor conducted an audit of certain activities of the Department of Public Utilities' (DPU's) Transportation Oversight Division (TOD) for the period July 1, 2010 through December 31, 2011.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

The objectives of our audit were to (1) assess the adequacy of the internal controls DPU established over various TOD-related activities, including the licensing, certification, and regulation of school bus drivers, motor bus drivers (including Massachusetts Bay Transportation Authority [MBTA] bus drivers), and common carriers used to transport passengers and property; (2) determine whether TOD is efficiently and effectively administering its duties and responsibilities related to the licensing, certification, and regulation of school bus drivers, motor bus drivers (including MBTA bus drivers), and common carriers and is complying with applicable laws, rules, regulations, and memoranda of understanding; and (3) review and analyze systems in place for issuing School Bus Driver Certificates and Motor Bus Driver Certificates and for collecting, depositing, safeguarding, and accounting for all fees for services.

To achieve our objectives, we:

- Obtained DPU's Internal Control Plan and evaluated the document for compliance with Chapter 647 of the Acts of 1989 and the Office of the State Comptroller's Internal Control Guide.
- Interviewed officials and personnel from DPU, TOD, and DPU's Administration Division in order to obtain an understanding of the systems, policies, procedures, and controls in place.
- Gathered information to assess fraud risk factors and the risk of material noncompliance occurring because of fraud and to consider the potential for management override of controls.

- Obtained copies of the Memorandums of Understanding between DPU, the Registry of Motor Vehicles, and the Massachusetts State Police to determine whether the terms were adhered to.
- Analyzed TOD compliance with federal and state regulations by examining data in the federal Unified Carrier Registration and the DPU Registration/Inspection Databases regarding the processing of applications, the dissemination of scheduling activities (e.g., road tests, bus inspections) to field inspectors, the preparation of Monthly Activity Reports, and the issuance of school and motor bus driver certifications.
- Reviewed the Massachusetts Management Accounting and Reporting System (MMARS) NGA208W report (Cash Received and Allocated by the Commonwealth) to summarize the DPU revenue sources for fiscal year 2007—the period of reorganization—through the first six months of fiscal year 2012. We then compared the first six months of fiscal year 2011 (July 2010 – December 2010) to the first six months of fiscal year 2012 (July 2011 – December 2011) to identify revenue collection trends.
- Selected TOD revenue transactions to assess recordkeeping procedures and to determine whether revenue transactions are complete, accurate, properly accounted for, and supported by adequate documentation.

To assess the reliability of data in the federal Unified Carrier Registration and the DPU Registration/Inspection Databases, we reviewed the process by which DPU tracks data and the extent to which each data element is complete and accurate. To do this, we interviewed department personnel who were knowledgeable about these systems and were able to perform reasonableness checks by tracing source documentation (e.g., applications for road tests and bus inspections) to these systems. Similarly, we verified the MMARS revenue transactions by examining cash register tapes, daily cash reports, and bank statements to track the cash transactions from initial receipt to their final reporting in MMARS. Accordingly, we determined that the data were sufficiently reliable for the purposes of this report.

For the purposes of our audit, we used a judgmental sample methodology to select 25 revenue transactions from the top six TOD revenue sources: Registration Fees, Examination Fees, Bus Inspection Fees, Motor Vehicle Plates, Licenses-Bus Permits, and Driver's Licenses/Permits. These six revenue sources represent \$4,040,732.12 (99.66%) of the fiscal year 2011 TOD revenues of \$4,054,389.52 and \$902,503.60 (99.37%) of the fiscal year 2012 TOD revenues (as of December 2011) of \$908,191.

Based on our audit, we determined that, except for the issue noted in the Audit Findings section of this report, DPU/TOD maintained adequate internal controls; properly administered its duties and

responsibilities including recording, collecting, depositing, and accounting for all receipts and revenues; and complied with applicable laws, rules, regulations, and Memorandums of Understanding for the areas tested.

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## AUDIT FINDINGS

### INTERNAL CONTROL PLAN AND AGENCY-WIDE RISK ASSESSMENT NEED IMPROVEMENT

Our audit found that improvements were needed in the Department of Public Utilities' (DPU's) Internal Control Plan (ICP). During our audit, DPU provided us with an ICP dated June 2009, as well as an undated draft ICP, neither of which was up to date or in compliance with Chapter 647 of the Acts of 1989 (An Act Relative to Improving the Internal Controls within State Agencies) and the Office of the State Comptroller's (OSC's) Internal Control Guide.

Chapter 647 of the Acts of 1989 states, in part:

*Notwithstanding any general or special law to the contrary, the following internal control standards shall define the minimum level of quality acceptable for internal control systems in operation throughout the various state agencies and departments and shall constitute the criteria against which such internal control systems will be evaluated. Internal control systems for the various state agencies and departments of the commonwealth shall be developed in accordance with internal control guidelines established by the office of the comptroller.*

The OSC Internal Control Guide, dated September 13, 2007, states, in part:

*An internal control plan is a description of how a department expects to meet its various goals and objectives by using policies and procedures to minimize risk. The Commonwealth has defined the internal control plan to be a high-level summary supported by lower level policy and procedures. Each department's internal control plan will be unique; however, it should be based on the same framework – the organization's mission statement, goals and objectives, and components of internal control recommended by COSO [the Committee of Sponsoring Organizations of the Treadway Commission]. The plan should be reviewed and updated as conditions warrant, but at least annually.*

However, we found that the department's ICP has not been revised since June 2009 and is not a high-level, department-wide summary of risks and controls for all its divisions, programs, and functions with cross-references of risks identified to internal controls (e.g., departmental policies and procedures) established to mitigate them. To be considered an effective high-level summary, the ICP must contain the eight components of enterprise risk management (ERM) – developed by COSO – as required by the OSC Internal Control Guide. The ERM augments and expands on COSO's five components of internal control and requires ICPs to include the following eight interrelated control components:

- *The internal environment* is the tone of an organization, which, among other things, determines an organization's risk culture and provides the basis for its control.
- *Objective setting* is a critical process that supports an organization's mission by creating defined goals.
- *Event identification* identifies internal and external events that impact an organization in its attempt to achieve its objectives.
- *A risk assessment* is a process used to identify and analyze factors that may affect the achievement of a goal and allows an organization to understand the extent to which potential events may impact objectives.
- *The risk response* component evaluates options to identify risk and determine the appropriate course of action. Risk responses fall into four basic categories: (1) accept the risk and monitor it, (2) avoid the risk by eliminating it, (3) reduce the risk by instituting controls, or (4) reduce the risk by partnering or entering into a strategic alliance with another department or external entity.
- An organization's *control activities* include policies and procedures or directives that an organization establishes so that identified risks do not prevent the organization from reaching its objectives.
- *Information and communication* is the identification and dissemination of pertinent information in a form and timeframe that enables people to carry out their responsibilities.
- *Monitoring* is the ongoing review of an organization's activities and transactions to assess the quality of performance over time and to determine whether internal controls are effective to achieve the organization's mission, goals, and objectives. The purpose of monitoring is to determine whether internal control is adequately designed, properly executed, and effective.

As mentioned above, the risk assessment is an integral part of an ICP because it identifies and analyzes risks and assists management in prioritizing those activities where controls are most needed to mitigate risk. DPU's lack of a department-wide risk assessment, with cross-references of risks to controls established to mitigate them, may hinder or prevent it from fulfilling its responsibilities, achieving its goals and objectives, and ensuring the integrity and effectiveness of its internal control system.

In addition, rather than addressing risks, controls, and objectives for all of its divisions, programs, and functions, the ICP concentrated solely on certain financial activities within DPU's Administration Division. DPU has 10 other divisions (see Appendix), but its ICP did

not discuss their roles and functions or the risks and controls associated with their operations, nor did it identify goals and objectives for those divisions to support its mission statement.

Because internal control is a basic responsibility of all managers, the OSC advised department Internal Control Officers to distribute their ICP to all department managers. Notwithstanding OSC's recommendation, we found no evidence that DPU properly distributed the ICP. Our audit also disclosed that despite the above ICP deficiencies, DPU has, since 2009, annually certified in its Internal Control Questionnaire (ICQ),<sup>4</sup> submitted to OSC, that its ICP covered the objectives of all department activities, internal control systems, procedures, and operating cycles, and that its plan was based on the OSC guidelines and had been updated in the past year.

During our audit, DPU management explained that they were in the process of transition because several officers—including DPU's Director of Administration and Finance and the Deputy Director of the Transportation Oversight Division (TOD)—had retired or resigned from their positions. As a result, the completion of the department's ICP was not considered a high priority, and the Chief Financial Officer (CFO) worked on the ICP when time permitted.

Improvements to the ICP are necessary to provide better assurance that DPU will successfully achieve its fundamental mission, goals, and objectives through the guidance of comprehensive internal controls. Furthermore, updating the ICP is important in order for DPU to ensure the integrity and effectiveness of its internal control system and enhance its ability to respond to changes while maintaining the system's effectiveness. Annual updating of the ICP will provide assurance that DPU continues to achieve its objectives efficiently, effectively, and in compliance with applicable laws and regulations and that its assets are properly safeguarded against loss, theft, or misuse. Moreover, with an adequate ICP in place, DPU is more likely to respond appropriately and promptly to major changes in events affecting its overall internal environment, including the implementation of new systems or major changes in key personnel.

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<sup>4</sup> Annually, the OSC issues a memo (Fiscal Year Update) to Internal Control Officers, Single Audit Liaisons, and Chief Fiscal Officers instructing departments to complete an Internal Control Questionnaire designed to provide an indication of the effectiveness of the Commonwealth's internal controls. In the Representation Section of the questionnaire, the Department Head, CFO, and Internal Control Officer confirm that the information entered into the questionnaire is accurate and approved.

***Recommendation***

DPU should comply with Chapter 647 and the OSC's Internal Control Guide and take the steps necessary to ensure that its ICP:

- Includes a department-wide risk assessment that identifies the most significant areas (risks) that could prevent the department from attaining its mission, goals, and objectives, with cross-references of identified risks to internal controls;
- Is a high-level, department-wide summary of the department's risks and the controls used to mitigate identified risks;
- Is supported by low-level department policies and procedures;
- Incorporates all eight components of ERM;
- Clearly identifies department-wide specific goals and objectives to support the department's mission;
- Clearly indicates to whom in the department the ICP is distributed;
- Is updated as needed, but at least annually; and
- Is accurately represented in the department's annual ICQ submitted to OSC.

***Auditee's Response***

In response to this issue, DPU officials stated, in part:

*Prior to May 2012, the DPU's Director of Administration and Finance was tasked with being both the agency's Chief Financial Officer (CFO) and Human Resources Director. Upon the retirement last year of the Director of Administration and Finance, the DPU bifurcated her position so that we now have a dedicated CFO. Our new CFO has been working with all of the DPU's division directors and senior level management to update our ICP by identifying department-wide goals and objectives, identifying risk assessment and controls to mitigate such risk, and to include in the plan the eight components of enterprise risk management.*

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## APPENDIX

### Department of Public Utilities Operating Divisions<sup>5</sup>

1. The *Administration Division* manages the filing of case dockets; schedules and assigns rooms for public hearings and meetings; maintains a daily record of files pertaining to the DPU; prepares docket filings for storage in the State Records Center; produces material relating to the distribution of Department decisions, opinions, and orders; prepares records for appeals to the Supreme Judicial Court and Attorney General's Office; and serves as the Department's nerve center for interaction with the public. The Division provides much of the administrative support required by the Commission and Executive Division.
2. The *Consumer Division* is responsible for the enforcement of Department regulations and orders and Massachusetts laws affecting residential utility customers for nearly one hundred and fifty investor-owned electric, gas, telecommunications, and water companies, and for forty municipal gas and electric companies in Massachusetts. The mission of the Consumer Division is to protect consumers from unjust utility practices and to monitor the quality of service provided by utility companies.
3. The *Division of Regional and Federal Affairs' (DRFA)* mission is to improve the Department's understanding of and participation in activities and decisions taking place at the regional and federal levels that directly affect wholesale natural gas and electricity costs for the Commonwealth's residents and businesses. Wholesale electricity and transmission costs constitute roughly two-thirds of the retail price of electricity, and commodity prices for natural gas similarly constitute the majority of prices paid by natural gas customers in Massachusetts. Accordingly, DRFA strives to protect the interests of Massachusetts consumers by collecting, synthesizing, and evaluating the technical and legal factors driving wholesale energy costs in Massachusetts, and to influence changes in underlying federal policy, market rules, and regional energy infrastructure planning and operations. DRFA is also responsible for coordination with other energy and environmental agencies within and outside Massachusetts, and for entering into joint efforts with such agencies to influence regional and federal developments as circumstances dictate.
4. The *Electric Power Division's* mission historically has been to ensure that Massachusetts electric companies provide their customers with the most reliable energy resources at the lowest possible cost. The Division's efforts focused on the planning, procurement, and performance of the electric generating units and energy efficiency activities that the electric companies developed and operated, or secured under contract. The Electric Power Division's mission has evolved with the restructuring of the electric industry in Massachusetts. The Division's current mission is to ensure that (1) the retail competitive market is implemented in a fair and efficient manner that brings benefits to consumers of electricity, and (2) electric service is provided to consumers in a safe and reliable manner.
5. The *Executive Division* is responsible for the managerial functions of the Department in such areas as personnel, fiscal management, and legislative and media relations. The Division is comprised of the Department's three-member Commission (appointed by the Secretary of

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<sup>5</sup> Source: The Official Website of the Executive Office of Energy and Environmental Affairs, Department of Public Utilities.

the Executive Office of Energy and Environmental Affairs with the Governor's approval), the Executive Director, and support staff. The Commission's primary duty involves the consideration and deliberation of Department proceedings. The Executive Director manages the administrative support activities as well as procurement and accounts payable, personnel training and the maintenance of the computer information systems. The mission of this Division is to provide managerial oversight and support functions required by the Commission and all Department Divisions.

6. The *Gas Division's* mission is to ensure that gas companies provide their customers with the most reliable resources at the lowest possible cost. The Gas Division is responsible for the regulation of the eight investor-owned gas distribution companies in Massachusetts. Most notably, the regulation of the natural gas industry require the Gas Division to review forecast filings, supply plan filings, long-term supply contracts, numerous non-tariffed contracts for the sale and transportation of natural gas, energy efficiency programs, and Cost of Gas Adjustment filings (the determinant of the rates customers are charged for the gas commodity). In addition, the Gas Division monitors the market at the regional and national levels to ensure that Massachusetts consumers receive the economic and environmental benefits that natural gas has to offer. Finally, the Gas Division is in charge of ensuring that the natural gas market in Massachusetts remains competitive at the retail level.
7. The *Legal Division* serves as the chief legal and policy advisor to the Commission and provides legal support to all divisions of the Department. The Legal Division also serves as the Department's primary liaison with the Legislature, particularly the Committees on Government Regulations and Energy. Finally, the Legal Division participates in proceedings conducted by other Massachusetts and federal agencies, such as the Massachusetts Department of Energy Resources and the Federal Energy Regulatory Commission. The Legal Division works closely with the Office of the Attorney General on appeals of Department decisions.
8. The *Pipeline Engineering and Safety Division* acts as the Department's enforcement arm ensuring that the operators of natural gas distribution companies, municipal gas departments, and other intrastate operators are in compliance with state and federal regulations governing pipeline safety. The Division also oversees utility operators and excavators to preserve public utility service through enforcement of the Dig Safe Law (General Laws Chapter 82, Sections 40-40E.) The Division has eight engineers who inspect the facilities and records of the gas companies and municipal gas departments in Massachusetts. These facilities include approximately 21,000 miles of mains, over 1,400,000 services, 20 liquefied natural gas plants, and 24 propane-air plants. The inspections are conducted to determine if the companies are complying with the federal and state pipeline safety codes. The Division acts as an agent of the federal government. It works with the gas industry and the U.S. Department of Transportation's Office of Pipeline Safety. The Division's director and staff have served on committees that helped to revise the federal pipeline safety codes. Investigating gas incidents is another part of the Division engineers' work. Determining the cause of gas incidents helps improve safety and prevent similar incidents in the future. Incident investigations have resulted in the promulgation of new safety regulations for abandoned service lines, cast iron pipe, and liquefied natural gas plants. All the gas meters in the state are tested by the Division's meter inspectors. The meters are tested for accuracy and checked for leaks. After passing the test, each meter is stamped, showing that it is approved for use.

9. The *Rates and Revenue Requirements Division* (Rates Division) is responsible for providing the technical expertise the Department needs to determine the appropriate levels of revenues, rates and charges for the seven investor-owned electric companies, nine investor-owned gas companies and twenty investor owned water companies in the Commonwealth. The technical support provided by the Rates Division includes expertise in economics, finance, accounting, and public policy. The Rates Division staff assists the Department's Legal Division in developing the evidentiary record in adjudicatory proceedings concerning the rates or finances of the public natural gas, electric, and water companies doing business in Massachusetts. The Department's decisions in these proceedings are directly appealable to the Supreme Judicial Court under Massachusetts General Laws chapter 25, section 5. The department's Water Division's oversight of investor-owned water utilities is administered through the Rates and Revenue Requirements Division. The Rates Division staff assists in developing the evidentiary record in adjudicatory proceedings concerning the rates or finances of the public water companies doing business in Massachusetts. The technical support provided by the Rates Division includes expertise in economics, finance, accounting, and public policy. As necessary, Rates Division staff also work with the Department of Environmental Protection in matters related to water supply.

10. *Siting Division:*

Pursuant to Chapter 25, Section 4, of the General Laws the Department of Public Utilities refers certain types of department proceedings to the Siting Division for review. These types of proceedings are as follows:

- Issuing licenses to construct and operate transmission lines pursuant to Chapter 164, Section 72, of the General Laws;
- Providing individual and comprehensive exemptions from municipal zoning by-laws for facilities, pursuant to Chapter 40A, Section 3, of the General Laws;
- To authorize the taking land by eminent domain for facility easements, pursuant to Chapter 164, Section 69R, of the General Laws;
- To authorize the taking of land by eminent domain for railroads, pursuant to Chapter 160, Section 83, of the General Laws; and
- DPU Chair can consolidate a project with both Department and Siting Board jurisdictions for the Energy Facilities Siting Board to conduct a single adjudicatory proceeding pursuant to Chapter 25, Section 4, of the General Laws.

11. The *Transportation Division's* mission is to monitor and oversee surface transportation in the Commonwealth with the overall goal of protecting public safety. In order to fulfill this legislative mandate the Division is involved in a number of activities. The Division exercises oversight as to the safety of equipment and operation of the Massachusetts Bay Transportation Authority. In addition, the Division is responsible for the safety of equipment and operation of 250 motor coach companies, including 5,000 coaches and transit authority buses. The Division ensures the safety of 3,000 highway rail grade crossings. The Division provides annual certification for 20,000 school bus drivers. Moreover, the

Division regulates commercial common carriers that perform residential household goods moves within the Commonwealth. The Division also prescribes the maximum charge for the involuntary towing and storage of motor vehicles by police order or for trespass on private property. The Division also administers the Unified Carrier Registration Program to license interstate for-hire transportation companies. The Division administers the Commercial Driver's License road test to those individuals seeking to operate a school bus or motor bus.