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CITIZENS SUMMARY

Findings in the audit of the Public Service Commission

Manufactured Housing and Modular Units Program

There were significant weaknesses in the Public Service Commission's (PSC) oversight of the Manufactured Housing and Modular Units Program. The program did not ensure that deficiencies identified during inspections of manufactured and modular homes were corrected in a timely manner or, in some cases, ever corrected. The PSC failed to take any action against manufacturers, dealers, and installers who filed late monthly reports. The Commission was also unaware that in January 2008 the former director of the program suspended collection of a \$30 inspection fee for all new manufactured homes. For the period of July 2013 to June 2015, the state lost approximately \$113,000 in revenues when the PSC failed to collect the inspection fee. The PSC ordered the program to reinstate the fee effective July 1, 2015.

Closed Session Records

Meeting minutes for the PSC's closed sessions failed to include required information under Missouri's Sunshine Law. Minutes lacked information such as each meeting's time, place, and names of those in attendance. The minutes also failed to record each commission member's votes during closed session meetings. Auditors were unable to determine whether discussion during closed session meetings was restricted to the list of topics included in the meeting minutes, as no details about the discussion were provided in the minutes.

In the areas audited, the overall performance of this entity was **Good**.*

*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.

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