1.1 Authority

This Part is promulgated pursuant to the authority conferred in R.I. Gen. Laws Chapter 39-12.

1.2 Purpose

The purpose of this Part is to regulate motor carriers of property. This includes setting requirements for tariffs and bills of lading, procedures for the towing of vehicles, and rules concerning insurance, vehicle marking, leased equipment, and safety.

1.3 Definitions

A. "Administrator" means the Administrator, Division of Public Utilities and Carriers.

B. "Abandoned Vehicle" means any vehicle which meets any of the following three (3) tests:

1. A vehicle that is inoperable, over eight (8) years old, and is left unattended on public property for more than forty-eight (48) hours; or,

2. A vehicle that has remained illegally on public property for a period of more than three (3) days; or,

3. A vehicle that has remained on private property without the consent of the owner or person in control of the property for more than three (3) days.

C. "Abandoned Vehicle of No Value" means any motor vehicle which meets any of the following three tests:

1. Any motor vehicle that is inoperable, over ten (10) years old, and is left on public property for more than forty-eight (48) hours; or,

2. Any vehicle that has remained illegally on public property for a period of more than three (3) days; or,
3. A vehicle that has remained on private property without the consent of the owner or person in control of the property for more than three (3) days, and meets all of the following criteria:
   
a. The vehicle has no evidence of current registration in or upon the vehicle; and,
   
b. The vehicle has a fair market value of five hundred dollars ($500) or less; and,
   
c. The vehicle does not have a valid inspection sticker.

D. "Agency Tariff" means a tariff issued by a publishing agent for one or more certified common or contract carriers under power of attorney issued by the carrier.

E. "Applicant" means person or persons filing an application.

F. "Certificated Tower" means a carrier possessing a certificate of public convenience and necessity issued by the Administrator, Division of Public Utilities and Carriers, for the purpose of transporting vehicles by the tow-away method.

G. "Classification" means a tariff containing a list of articles or commodities and the class ratings to which they are assigned for the purpose of applying class rates.

H. "Class Rates" means a rate which applies on one or more various articles according to the class ratings to which they are assigned.

I. "Commodity Rate" means a rate published to apply to a commodity specifically named or described.

J. "Common Carrier" means any person who or which undertakes, whether directly or by any other arrangement to transport property, or any class or classes or property, by motor vehicle, between points within this state, for the general public, for compensation, over the publicly used highways of this state, whether over regular or irregular routes.

K. "Contract Carrier" means any person who or which engages in transportation by motor vehicle of property in intrastate commerce, for compensation (other than transportation referred to in the preceding paragraph), under continuing contracts with one (1) person or an unlimited number of persons for the furnishing of transportation services of a special and individual nature required by the shipper and not generally provided by common carriers.

L. "Division" means Rhode Island Division of Public Utilities and Carriers.
M. "Intervenor and/or Protestant" means a person permitted to intervene in a proceeding to protect an alleged interest.

N. "Legal Owner" means the person who has obtained the ownership of a vehicle by any legal means but has not caused the vehicle to be registered with the Registry of Motor Vehicles.

O. "Lessee" means the Motor Carrier leasing the vehicle.

P. "Lessor" means the individual or party owning the vehicle to be leased by the motor carrier.

Q. "Police Department" means the police department of a city or town, or the Rhode Island state Police

R. "Possessory Lien" means the right to maintain possession of a vehicle and motor vehicle registration plates against all claims of the owner and/or security lien or until all charges are paid for recovery, towing, and storage in accordance with the certificated towers tariff.

S. "Private Trespass" means the unattended presence of a vehicle on private property without the consent of the owner or person in control thereof.

T. "Registered Owner" means the person recorded in the Registry of Motor Vehicles as being the one to whom the registration of the vehicle was issued

U. "Tariff" means a publication containing rates, charges, classifications, or ratings.

V. "Tow Truck" means any motor vehicle designated, and/or ordinarily used for the purpose of towing or removing vehicles assisting disabled motor vehicles.

W. "Transferee" means a person who seeks to acquire a certificate or permit from a transferor.

X. "Transferor" means a person who seeks to sell or assign a certificate or permit.

Y. "Unattended Vehicle" means any vehicle other than an “abandoned vehicle” or “abandoned vehicle of no value” that meets one of the following criteria:

1. A vehicle left unoccupied in a place or for a period of time prohibited by law or municipal ordinance or so as to cause traffic congestion or hazard; or,

2. A vehicle from which the operator or owner thereof has been removed by any member of a police department in the performance of his or her official duties; or,
3. A vehicle left on public or private property without the consent of the owner or person in control thereof, or own having exclusive right to the use thereof.

Z. "Vehicle or Motor Vehicle" means any vehicle, machine, truck, tractor-trailer, or semi-trailer propelled or drawn by any mechanical power and use upon the highways in the transportation of property, but does not include any vehicle or car operated on a rail or rails wither on or off the publicly used highways.

1.4 Hearings - Procedures

A. Applications filed for the purpose of securing an interstate carrier permit will not be subject to a formal hearing.

B. Any individual may appear before the Administrator in his own behalf. A party may be represented by an attorney or by a registered "practitioner" before the Interstate Commerce Commission.

C. A protest filed with the Administrator, against the granting of an application, shall set forth specifically the ground or grounds upon which it is made and shall contain a concise statement of the interest the protesting party has in the proceeding. A protest shall be filed in writing within seven (7) days after notice of the filing has been given to the public by legal notice in the Providence Journal. A copy of any protest filed with the Administrator under this rule shall be served simultaneously upon the applicant.

D. Protestants who have satisfied the requirement set forth in paragraph § 1.4(C) of this Part shall be treated as intervenors and accorded all the rights appropriate thereto.

E. Protestants who are represented by legal counsel shall file with the Administrator, at least three days prior to the scheduled hearings, pre-filed direct testimony, in question and answer form. which shall be proffered by the protestant or protestors at the time of hearing, in lieu of traditional oral direct examination. A copy of this pre-filed direct testimony shall also be served upon the applicant, by certified mail, simultaneously. This requirement may be waived at the discretion of the hearing officer.

F. Protestants filing pre-filed direct testimony shall make available at the time of hearing, the witnesses whose testimony has been pre-filed in order that the applicant and/or the Division will have an opportunity to cross-examine these witnesses. Subsequent to cross-examination, a protestant may elicit rebuttal testimony from the witness through direct oral examination.

G. A member of the general public wishing to be heard at Division hearings, shall be allowed to voice their opinions on the record. These witnesses shall be limited to five minutes of testimony, or more, at the discretion of the hearing officer.
1.5 Transfer of Operating Rights

A. Stock Transfers, new Corporate Officers, or new "Board" Members must receive Administrator approval. Although a public hearing is not required, the Division reserves the right to conduct a hearing if deemed necessary.

B. A proposed transfer of intrastate operating rights shall be approved only if the Administrator finds the transferee to be fit, willing and able, financially and otherwise, to engage in bona-fide motor carrier operations under such operating rights; further, the Administrator shall only reissue and transfer a certificate or permit to the transferee which does not exceed the scope of commodities which had been transported by the transferor during the sixty (60) day period immediately preceding the date when the transfer application was received for filing with the Division, and further, the remaining scope of commodities which had not been transported by the transferor during said period shall be revoked.

1.6 Form and Preparation of Tariffs

A. All tariffs and supplements thereto shall be in book, pamphlet, or loose-leaf form of page size 8 1/2 by 11 inches and shall be plainly printed.

B. Pages of loose-leaf tariffs shall be printed and designated as "Original Page 1", "Original Page 2", etc. Each page must show at the top of the page the name of the motor carrier or agent, and the page number of the tariff. At the bottom of the page shall be shown the effective date, and the name, title, and street address of the issuing motor carrier or agent.

C. A complete index, alphabetically arranged, of all articles upon which commodity rates named therein, together with reference to each item (or page) where a particular article is shown.

D. Changes in rate, ratings, or other provisions of a tariff may be accomplished by issuing a supplement to the tariff. The first supplement to a tariff must be designated on the upper right-hand corner of the title page as follows:

SUPPLEMENT NO. 1 TO - TARIFF NUMBER - EFFECTIVE (DATE).

Subsequent supplements shall be numbered consecutively or with a supplement number and letter suffix. No more than three (3) supplements will be filed before a whole new tariff is required. Agency tariffs are exempt from this limitation.

E. Each motor carrier of property shall post and file at each of its stations or offices, approved tariffs. Each of such carriers shall also maintain at its principal or general office a complete file of all tariffs approved by the Division and currently in effect.
F. All tariffs approved by the Division shall be dated and stamped "Approved." If a tariff is not officially stamped and dated by the Division, it will be invalid.

G. The form of the tariff for the shipment of household goods must be the same, or substantially similar to examples made available by the Motor Carriers Section of the Division and can be downloaded at: http://www.ripuc.ri.gov/rulesregs/divrules/appA.pdf

1.7 Filing of Contracts and Schedule of Rates

A. In accordance with the provisions of R.I. Gen Laws §§ 39-12-15 and 39-12-16, every contract carrier shall file with the Administrator a copy of every contract in force, together with schedules of actual rates in effect.

1. CONTRACTS ON PUBLIC FILE WITH THE DIVISION ARE NOT OPEN FOR PUBLIC INSPECTION.

B. When a contract is terminated and no longer in effect, the carrier shall notify the Administrator immediately in writing.

C. Each schedule shall contain the identity of each shipper with whom the carrier has a contract in force.

1.8 Maintenance of Office in Rhode Island

Every common and contract motor carrier of property holding intrastate operating authority shall maintain an office within the state of Rhode Island unless a duly authorized Rhode Island Agent of Process is on file with the Division. Recertification of such Agent of Process is required annually. Complete business addresses for all certificate holders shall include the street, city or town, state, zip code and telephone number of the main office. Post office boxes will not be accepted.

1.9 Vehicle Marking and Identification

The name as it appears on the certificate, or permit, street address, town or city, along with the certificate or permit number shall be displayed on both sides of every vehicle utilized as a common or contract carrier in letters visible at 50 feet. Appropriate abbreviations are acceptable. If business names are used in addition to the name on the certificate, the name must be registered with the Division. Only one business name can be used.

1.10 Preservation of Records

It shall be the duty of motor carriers operating in intrastate commerce to retain for a period of at least three years, all freight bills, delivery receipts, shipping orders, tariffs or supplements, copies of contracts and schedules of actual rates, records
of insurance coverage, and other prescribed business records. Such records may be maintained at a location other than the primary business office providing such records are available for retrieval upon request. Records must be maintained on the business premises for the most recent six-month period.

1.11 Information Required on Shipping Documents

A. Pursuant to the provisions of R.I. Gen. Laws § 39-12-28, common carriers of property, when issuing a receipt, freight bill, invoice or bill of lading to the shipper must show the following information thereon:

1. Date of shipment made.
2. Name of shipper and point of origin - name of consignee and point of destination.
3. Number of packages and description of packages being transported.
4. Weight, hours, volume or other arrangements upon which the transportation charges are based.
5. The rate assessed and the amount of freight charges, and accessorial charges, if any, to be collected.
6. The bill of lading presented to the shipper of household goods must be the same or substantially similar to examples made available by the Motor Carriers Section of the Division and can be downloaded at: http://www.ripuc.ri.gov/rulesregs/divrules/APPB.pdf

7. A “Truth in Coverage” Statement must be attached to a bill of lading issued to the shipper of household goods. This statement must offer two options for the coverage of damaged goods: depreciated (actual) value and released value (with liability for the mover at no more than 60 cents per pound per article). The “Truth in Coverage” Statement must be the same as that made available by the Motor Carriers Section of the Division and can be downloaded at: http://www.ripuc.ri.gov/rulesregs/divrules/AppC.pdf

B. Common Carriers transporting automobiles by tow-away method shall include the following information on their bills of lading:

1. Date of tow
2. Time of day tow performed
3. Exact location of vehicle pickup
4. Odometer reading of tow truck when leaving terminal
5. Odometer reading of tow truck when arriving back at terminal
6. Vehicle registration number (vehicle towed)
7. Person who requested tow
8. Description of all charges exacted and total amount billed to customer
9. The bill of lading presented to the vehicle owner must be the same or substantially similar to examples made available by the Motor Carriers Section of the Division, adjusted to reflect applicable tariff provisions, and can be downloaded at: http://www.ripuc.ri.gov/rulesregs/divrules/AppD.pdf

1.12 Motor Carrier Records and Reports

A. All common and contract carriers shall keep complete records of their operating expenses, operating revenues, and any other pertinent information in connection with such operations.

B. Every motor carrier shall file with the Administrator, an annual report covering a period of twelve months ending on the thirty-first day of December of each year. Such reports shall be submitted to the Administrator no later than the thirty-first day of March of the following year. Annual report forms shall be provided by the Administrator.

1.13 Notification Requirement for Certificated Towing Companies - Police Department Ordered Tows

A. Notification of Registered Owner. A certificated tower removing an abandoned or unattended vehicle shall notify within seven (7) days thereof, by registered mail, return receipt requested, the last known registered owner of the vehicle, at the address shown in the records of the appropriate registry in the state in which the vehicle is registered, that the vehicle has been taken into custody. The certificated tower coming into possession of a vehicle in any lawful manner shall have a possessory lien on the vehicle and registration plates, so long as it retains possession, if it has fully complied with all notice requirements. If the certificated tower fails to notify the registered owner within seven (7) days as required by this subparagraph, the certificated tower may not charge the registered owner any fees for storing the vehicle that may accrue between the time the registered owner was required to be notified and the time the certificated tower actually effects such notification.

B. Notification of All Known Lienholders of Record. A certificated tower removing an abandoned or unattended vehicle shall notify within fourteen (14) days thereof, by registered mail, return receipt requested, all known lienholders of record of the vehicle, at the address shown in the records of the appropriate registry in the state in which the vehicle is registered, that the vehicle has been taken into
custody. The certificated tower coming into possession of a vehicle in any lawful manner shall have a possessory lien on the vehicle and registration plates, so long as it retains possession, if it has fully complied with all notice requirements. If the certificated tower fails to notify the all known lienholders of record within fourteen (14) days as required by this subparagraph, the certificated tower may not charge any known lienholder of record who was not notified any fees for storing the vehicle that may accrue between the time all known lienholders of record were required to be notified and the time the certificated tower actually effects such notification of that lienholder.

C. Notification When Identity of a Registered Owner or Lienholder Cannot be Determined. If the identity of the last registered owner cannot be determined from the records of the appropriate registry in the state in which the vehicle is registered or by searching the vehicle, or if the registration contains no address for the ownership, or if it is impossible to determine with reasonable certainty the identity and addresses of all lienholders, notice by publication in one newspaper of general circulation in the area where the vehicle was abandoned or left unattended shall be sufficient to meet all requirements of notice pursuant to this Part. A notice by publication may contain multiple listings of abandoned or unattended vehicles. Any notice by publication shall be within the save time requirements prescribed above for notice by registered mail and shall have the same contents required for a notice by registered mail.

D. Contents and Form of Notice. The notice shall be substantially in the form set out below, and shall describe:

1. The year, make model and serial (VIN) number of the vehicle.
2. The name, address and telephone number of the certificated tower.
3. That the vehicle is in the possession of that certificated tower.
4. That recovery, towing, and storage charges are accruing as a legal liability of the registered and/or legal owner.
5. That the certificated tower claims a possessory lien for all recovery, towing, and storage charges.
6. That the registered and/or legal owner may retake possession at any time during business hours by appearing, proving ownership, and paying all charges due the certificate tower pursuant to its published tariff.
7. That should the registered and/or legal owner consider that the original taking was improper or not legally justified, he or she has a right to file an administrative complaint pursuant to RI Gen. Laws § 39-12 to contest the original taking.
8. That if no claim is filed and the vehicle is not claimed and possession retaken or arranged for within thirty (30) days of the mailing of the notice, the lien will be foreclosed and the vehicle will be sold at public auction.

9. That the proceeds of the sale shall be first applied to recovery, towing and storage charges, with any excess proceeds being deposited as provided in accordance with R.I. Gen. Laws § 39-12.1-9(d)(3).

10. That any recovery, towing, and storage charges in excess of the sale proceeds shall remain as a civil obligation of the registered and/or legal owner.

11. The Form of the Notice must be the same, or substantially similar to examples made available by the Motor Carriers Section of the Division and may be downloaded at: http://www.ripuc.ri.gov/rulesregs/divrules/1.113.E.pdf

1.13.1 Notification Requirements for Certificated Towing Companies - Private Trespass Towing

A. The owner or person in control of any parcel of property may cause to be removed from the property a vehicle which is trespassing upon the property without the consent of the owner or person in control of that vehicle by retaining in writing a certificated tower to remove the trespassing vehicle to the certificated tower’s private impoundment lot. This procedure may be undertaken and accomplished without the need to resort to judicial process provided:

1. The impoundment lot shall be within ten (10) miles of the point of removal;

2. The lot shall be open for business to release the vehicle the same hours it is open to receive the vehicle; and,

3. There shall be posted on the outside of the office of the lot the business hours.

B. All charges for recovery, towing, and storage shall be in accordance with the certificated tower’s published tariff and shall be borne by the last registered and/or legal owner of the vehicle for which charges the certificated tower shall have a possessory lien as set forth in §1.13 of this Part and R.I. Gen Laws § 39-12. However, should the last registered and/or legal owner prove through judicial process that the vehicle was not in fact trespassing on the property of the owner or person in control, the charges shall be borne by the owner or person in control of the property who ordered the towing, removal, relocation and storage. The last registered and/or legal owner shall as a prerequisite to any procedure to recover the charges from the owner or person in control of the property, pay in full all charges assessed due the certificated tower in accordance with its published tariff.
C. A certificated tower shall remove vehicles from private property at the direction of the owner or person in control thereof only upon receiving the direction in writing and notice shall be kept in the records of the certificated tower and which writing shall be a complete defense to any civil and criminal charges resulting from the removal of the vehicle. Notification of the registered and/or legal owner, as well as all known lienholders of record, shall be made by the certificated tower in accordance with the provisions of § 1.13 of this Part.

1.13.2 Immediate Release of Pets or other Personal Items from Towed Automobiles

A. Whenever a vehicle that contains an animal is towed by a certificated towing company, said towing company shall notify either the local animal control officer or the Police Department within the particular city or town from which the vehicle was towed.
   1. This notification shall be accomplished immediately upon towing of the vehicle.
   2. In the event the owner of the vehicle, or the individual in control of the vehicle, is present at the time of the tow, the towing company shall release the animal immediately regardless of whether towing charges have been paid.

B. Whenever a vehicle that contains personal items is towed by a certificated towing company, said towing company shall release those personal items to the owner of the vehicle, or to the individual in control of the vehicle, immediately upon request, regardless of whether the towing charges have been paid. R.I. Gen. Laws § 39-12.1-6 affords the certificated tower a possessory lien only on the vehicle itself and the registration plates of the vehicle.

1.14 Liability and Cargo Insurance Filings

A. Certificated common carriers shall file with the Administrator a certificate of insurance or bond with respect to public liability and property damage insurance coverage.

B. Certificated common carriers shall file with the Administrator a certificate of insurance or bond for cargo insurance. Such certificate need not be filed by motor carriers who transport bulk commodities transported by dump vehicle.

1.15 Issuance of Temporary Permits to Interstate Truckers

Interstate carriers seeking "temporary" vehicle registration permits shall be assessed the same fees as required under R.I. Gen. Laws § 39-12-26 of the entitled "Registration and Certification of Vehicles." No more than three (3) temporary permits shall be allowed per quarter (three months).
1.16 General Lease Provisions

A. No common carrier by motor vehicle and no contract carrier by motor vehicle shall perform authorized transportation in a power unit consisting of a straight truck, tractor, van or automobile with or without driver, which such common carrier or contract carrier does not own unless there is in effect with respect to such equipment a lease which shall be in writing and signed by the parties thereto and subject to the following general conditions:

1. The lease shall contain a description specifying the make, type, year of manufacture, motor number(s) of registration and license plate number(s) of the leased equipment, and shall state whether a driver is to be supplied by the lessor for the operation of said leased equipment.

2. The lease shall provide that the lessee shall have the exclusive possession, control, and use of the equipment for the duration of the lease. The lease shall further provide that the lessee shall assume complete responsibility for the operation of the equipment for the duration of the lease.

3. The lease shall specify the time and date on which said lease begins and the date on which it terminates.

4. The lease shall preclude the possession, control or use of the equipment by anyone but the lessee for the duration of the lease.

5. The lease shall be executed in triplicate, the original to be retained by the lessee, one copy to be retained by the lessor, one copy to be filed with the Division unless a copy of the lease is carried on the equipment. The lessee shall keep with the equipment a statement certifying that the equipment is being operated by it. The statement shall also specify the name of the owner, the date and length of lease, any restrictions in the lease relative to the commodities to be transported, and the address where the original lease is kept by the lessee.

6. During the period of the lease, the carrier shall identify the equipment in accordance with Division Rules and Regulations. At the termination of the lease period, the lessee shall recover from the lessor any plates, vehicle identification devices or permits issued to the lessee and used on the leased equipment during the term of the lease.

1.16.1 Owner-Operated Equipment

A. When the equipment to be leased is to be operated for the lessee by the owner or an employee of the owner of said equipment, then, in addition to the preceding general lease conditions the following specific conditions must be met:
1. As the principal purpose of these regulations is to permit common carriers and contract carriers to perform transportation in power units that they do not own, nothing contained herein should be construed as allowing such common carriers and contract carriers to abandon their responsibility to provide the transportation services described in their certificates or permits.

2. The period for which the lease applies shall be 7 days or more.

3. The amount to be paid by the lessee for the equipment shall be clearly stated on the face of the lease or in an addendum which is attached to the lease. In addition, the lease must disclose which of the parties is ultimately responsible for the payment of the cost of fuel, road use taxes, excise taxes, fuel taxes, repairs, maintenance, permits of all types, tolls, ferries, plates, detention and accessorial charges and any unused portions of such items.

4. The compensation stated on the lease or in an attached addendum may apply to the equipment and driver's services either separately or as a combined amount.

5. The lease shall clearly specify that the lessee shall be responsible for providing cargo insurance and shall specify that the lessee shall carry a secondary or umbrella policy over that of the lessor for public liability and other property damage coverage.

6. The lease shall clearly specify all items that must be initially paid for by the lessee but ultimately deducted from the lessor's compensation at time of payment.

7. For those lessors whose revenue is based on a percentage of the gross revenue for a shipment, the lease shall specify that the lessor shall have the right to examine or copy the rated pro or freight bill at the time of settlement.

8. The lease shall specify that payment to the lessor shall be made within 15 days after submission of the necessary delivery documents concerning a trip in service of the lessee. The lease shall clearly specify all events, conditions, and requirements that are necessary before the lessor can receive payment, including a statement of the delivery documents and other paperwork that must be submitted. All placards and licenses belonging to lessee must be returned upon termination of lease.

9. In the event any common carrier or contract carrier by motor vehicle holding authority issued by the Department, who, by utilizing leased equipment fails to assume complete responsibility and control of operations conducted with leased equipment, such carrier will be considered to have violated the conditions of its certificate or permit and,
after hearing, such certificate or permit may be suspended or revoked by
the Department. For the purpose of this rule, the term "Responsibility and
Control" shall mean that all job assignments to the lessor are only
authorized when received by the lessee. No independent solicitation is
authorized.

1.16.2 Hazardous Materials

Whenever leased equipment is used to transport hazardous materials, the lessee
shall be responsible for meeting all requirements of federal and state laws and
regulations governing the transportation of such materials.

1.16.3 Identifying Marks

No common carrier by motor vehicle or contract carrier by motor vehicle shall
operate leased equipment on any roadways unless such equipment is identified

1.16.4 Rental to Private Carries or Shippers

Unless such service is specified in their operating authority, no common carrier
by motor vehicle or contract carrier by motor vehicle, shall rent equipment with
drivers to private carriers or shippers, and no such common carrier shall rent
equipment without drivers to private carriers or shippers.

1.16.5 Exceptions

The rules of this Section shall not apply to equipment without drivers leased by a
common carrier or a contract carrier by motor vehicle from a person, partnership,
or corporation whose principal business is the leasing of equipment without
drivers for compensation.

1.16.6 Exclusion of owner/Operator Method in the Transportation of Used Motor
Vehicles

No common carrier or contract carrier shall transport or tow used motor vehicles
with leased equipment where the driver of the equipment is the lessor or is an
employee of the lessor.

1.17 Safety Regulations

A. All common or contract carriers shall be subject to the rules and regulations
adopted by the U.S. Department of Transportation governing:

1. the safety of motor carrier operations and equipment, and
2. the transportation of hazardous materials.
1.18 Penalty

Under R.I. Gen. Laws §§ 39-12-35 and 39-12-36 any certificate or permit holder who shall violate any statute, rule, or regulation promulgated by the Division shall be subject to suspension, revocation, or a fine not to exceed $1,000 per violation.