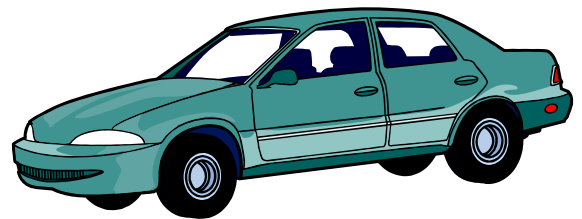
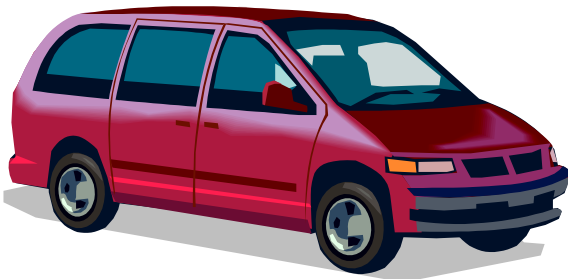


# Ithaca College

## Student Driver Handbook



Driving College Owned  
or Leased/Rented Vehicles

**Ithaca College  
Office of Risk Management  
319 Peggy Ryan Williams Center  
Ithaca, NY 14850-7008  
(607) 274-3285**

**Rev. 7/2016**

**College Vehicle Safety Policy for Students**

Ithaca College maintains College Vehicles (College-owned, leased, or rented vehicles) for use by its community, including students. A few vehicles are permanently assigned to departments and/or offices. All vehicles are to be used only for college-sanctioned official programs offered through the College. As part of its risk management program, the College has established the following policies and procedures to be followed in association with the use of College Vehicles by students.

All students who need to drive a College Vehicle for a College activity must complete the process shown below to become an approved Ithaca College driver prior to operating a College Vehicle. The required age for driving outside the boundaries of Tompkins County is a minimum of 21 years of age. The required age for driving in Tompkins County only is a minimum of 19 years of age. All students must have a minimum of two years driving experience after obtaining their driver's license (a driver's or learner's permit does not count toward the two-year driving experience requirement) and must have a United States driver's license to operate a College Vehicle.

**A. Becoming an Approved Student Driver of Ithaca College Vehicles**

The following steps must be completed, **in the order given**, to become an approved driver of College vehicles:

1. Read this handbook from cover to cover so that you are aware of all Ithaca College requirements, procedures, and responsibilities relating to students driving Ithaca College Vehicles.
2. Read and become familiar with the [Ithaca College Driving College Vehicles Policy](#).
3. Students must also complete the online [Student Driver Safety course](#). This online course should take approximately two hours to register and complete and is available for students, at their convenience. There is no cost for the class.
4. Students must pass the test at the conclusion of the course and submit the certificate to Risk Management. *Note: due to recent changes on the UE site, there will not be a grade visible on the document. Access to the certificate will indicate you received a passing grade.*
5. Students who expect to drive a College Vehicle must have their individual MVR checked annually. This is to be certain the individual's record falls within acceptable driving standards. To do this, you must complete a "DRIVER INFORMATION FORM" and return it to the Office of Risk Management for processing.

You can download the "[DRIVER INFORMATION FORM](#)" from the Office of Risk Management website; alternatively you may visit the Office of Risk Management, 319 Peggy Ryan Williams Center, to complete a form (bring your license with you).

**IMPORTANT!** It can take **14 business days** (not calendar days) until your results are received. The forms are processed in the order received. SORRY, NO EXCEPTIONS.

Once the above steps have been successfully completed, you will be listed as an approved Ithaca College student driver of College Vehicles, subject to all responsibilities outlined in this handbook. ALL STUDENT DRIVER APPROVALS EXPIRE ONE YEAR AFTER APPROVAL DATE.

### **B. Renewing Your Ithaca College Student Driver Approval for College Vehicles**

The following steps must be completed in order to **renew** your Ithaca College Student Driver Privilege:

1. Student driver records are required to be checked annually; therefore, those wishing to renew their Ithaca College driver privilege must complete and sign another "[DRIVER INFORMATION FORM](#)," allowing the College to re-check their MVR.
2. All students wishing to renew their Ithaca College student driver privilege must pass a driving safety refresher test given by the College. You will **NOT** be required to re-take the online course. The test is offered throughout the academic year at no cost. Please contact the Office of Risk Management at 607-274-3285 to schedule the written test. Students must review the Student Driver Handbook prior to taking the test and **score 80% or higher** on the written exam to be eligible for renewal of their Ithaca College vehicle driving privilege. *Please note that the grade will not be visible on the certificate or transcript. Access to the certificate will indicate you received a passing grade.*

Once a student's MVR has been approved and the student has passed the retest, the student's Ithaca College driver privilege will be renewed for another one-year period. All privileges expire one year from the renewal date.

### **C. Student Driver Responsibilities**

#### ***Driving Factors***

You, as the driver, need to keep important factors in mind, such as light, road, weather, traffic, vehicle, and driving conditions. You may have to make important decisions based on these factors. If any of the above makes you uncomfortable, then you must exercise good judgment and plan or change arrangements accordingly. For example, if your vision is affected by night driving, then you must either stop for the night or plan in advance to have an approved relief driver take over. If the weather is bad enough that you don't want to drive, then the trip must be cancelled or interrupted. You and you ALONE must be the person who makes these decisions and not your passengers.

Education and proper preparation can assist in avoiding the most common causes of collisions, which are as follows: distracted driving, speeding, not giving the right-of-way (including situations when you normally wouldn't do so), driving left of center, and improper passing. Distracted Driving is the number one cause of collisions in the United States. Always maintain a safe speed for the prevalent road and weather conditions; such as rain, snow, black ice, fog, etc., let other drivers who want to cut in front of you do so, drive to the right of the lane you are in, and allow plenty of space for passing. It is always best to avoid passing altogether when you are not fully acquainted with the vehicle or in bad road and/or weather conditions; the first step with regard to passing should be to determine if the pass is absolutely necessary. You have learned or will learn much more about these situations as well as traveling and stopping distances, driving hazards, driver distractions, and more in the student driver safety course.

Please practice what you learn, follow the manual guidelines, maintain control of your driving as well as your passengers, and you are likely to avoid preventable accidents.

You agree to abide by the steps below. Disregarding any of these steps subjects you to the strong possibility of losing your privilege to drive.

1. The leasing/rental of **12 or 15 passenger vans** from outside firms (meaning commercial establishments) **is strictly forbidden**. Students are not permitted to operate vans larger than a mini-van.
2. Ithaca College prohibits the consumption of alcoholic beverages or the use of controlled substances by the driver or passengers of Ithaca College Vehicles.
3. The use of cell phones, including hands-free phones, is strictly prohibited while driving an Ithaca College Vehicle. (Note: As of 7/2013; under New York State law you cannot use a hand-held mobile telephone or send a text or an email while you drive. You will be ticketed, fined a minimum of \$50 and up to \$450 and receive 5 violation points on your driver's license).
4. Distracted driving; including using hands-free cell phones, texting, or eating is prohibited.
5. Student drivers are responsible for payment of any citations, fines or tickets received while operating an Ithaca College Vehicle.
6. Ithaca College Vehicles may be used only for the purpose assigned, and should be driven to and from the designated destination via the most direct and safe route under prevailing weather conditions.
7. Ithaca College prohibits smoking in Ithaca College Vehicles.
8. Assigned drivers may not permit anyone else to operate an Ithaca College Vehicle unless the other party is also currently an approved Ithaca College student driver and arrangements have been made in advance for the alternate driver to operate the vehicle. (This must be arranged in writing, in advance, with your department and Rental/Facilities).
9. Never allow yourself to lose control of the vehicle and risk injury to yourself, your passengers, and others on the road. When you encounter an aggressive driver on the road, **do not challenge them**; give him/her the right of way in a safe manner. NEVER engage in arguments or allow your passengers to do so, even in the event of an accident that is not your fault.
10. Review the Motor Vehicle Department /DOT websites for the state/s you will be traveling to or through; they contain useful information regarding general driving regulations and those specific to that state. Many state DOT sites contain helpful work zone/traffic updates.
11. Student Drivers of Ithaca College Vehicles are only authorized to operate in the United States. Operating out of the country with an Ithaca College Vehicle is prohibited. Failure to comply with any State law, Ithaca College Policy, or failure to exercise sound judgment may result in temporary suspension or permanent revocation of your Ithaca College Vehicle driving privileges.

The College's Office of Risk Management will exercise final judgment on whether or not to suspend or revoke your Ithaca College driving privileges for any reason at any time, based on his/her best judgment.

### **Important Requirements as a Student Driver of Ithaca College Passenger Vans**

Loading vans cause the center of gravity to shift rearward and upward, increasing the likelihood of rollover and the potential for loss of control in panic maneuvers. The actual risk of rollover with ten or more passengers is nearly three times the rate of those that are lightly loaded.

Your assistance and cooperation are needed to further improve the safe operation of our vehicles. You, as the driver, are responsible for the following:

- Do not exceed 7 passengers in mini-vans. If there is a great deal of equipment or luggage, lower passenger limit accordingly, for everyone's safety. Passengers are not allowed in the cargo area (where there are no seats).
- Never allow non-Ithaca College passengers in the van, including hitchhikers.
- Require all passengers and yourself to wear a seat belt while traveling in the van.
- Obey all speed limits and traffic laws. Reduce driving speed when weather and/or road conditions warrant such.
- Avoid any sudden maneuvers while driving such as a hard turn.
- For long trips, designate a navigator to assist you. The navigator must stay awake while on duty. The driver/navigator team must be replaced every three hours on average.
- Never allow anything to be stored on the roof of the van. Never allow anything to be towed by the van.
- Stow and secure luggage and equipment as low in the van as possible so that nothing will fall on the passengers or driver in the event of a quick stop or accident. You, as the driver, must refuse to permit bulky or numerous items in the vehicle so as to maintain everyone's safety.
- Lock the vehicle at all times, even for brief periods. Ithaca College is not responsible for the loss or damage of personal possessions for any reason.
- Occasional shuttling of non Ithaca College people is allowed but only for Ithaca College sanctioned-sponsored events, such as conferences, alumni events, and employee candidate interviews and with prior approval. Usually, this involves transporting individual(s) from and to the airport, hotel, or South Hill Business Park (the former Axiohm parking lot). This does NOT include transporting non Ithaca College individuals to programs sponsored by other colleges or professional organizations.
- Some College Vehicles are equipped with alarms that sound a warning when the vehicle is backing up; if a vehicle does not have this feature, sound the horn to warn others when backing.

**Ithaca College's primary concern is your safety and the safety of your passengers.**

Please help us with this effort by complying with the above steps. Failure to do so may result in suspension or revocation of your Ithaca College Vehicle driving privileges by the Office of Risk Management. Don't risk it. YOU, AS THE DRIVER, ARE RESPONSIBLE FOR FOLLOWING THESE REGULATIONS. Remember everything you learned in the Safety Course and stay in control at all times.

**D. Vehicle Maintenance Reporting**

Facilities/Rental or Public Safety (when the Facilities/Rental office is closed) must be notified immediately of any damage or non-functioning items noticed after picking up the vehicle. If this isn't recognized until you are traveling, this information must be reported to Facilities/Rental immediately upon your return, whether or not the vehicle is a department-dedicated vehicle. Contact Facilities at 607-274-3225 or Rental at 607-274-3772 and/or Public Safety at 607-274-3333.

If you feel the vehicle may be unsafe to drive (problems with the brakes, horn not working, head lights, tail lights, brake lights not working, steering problems, damage, etc.) you MUST notify Facilities/Rental immediately, or Public Safety if the Facilities/Rental Office is closed (phone

numbers above). Any vehicle deemed unsafe to drive will be pulled from service immediately and must NOT be returned to the department, if it is a department-designated vehicle. Notify your department representative, that person will contact Facilities regarding the timeline required for repair and/or any possibility of a loaner. (No guarantees are made that a loaner will be available).

Be sure to check the vehicle's interior to verify that everything is in working order, (windshield wipers, seat adjustments, mirrors, seatbelts, interior lights, and supplies such as a radio, ice scraper and snow brush if needed, maps, lights, etc.)

The above are your duties and responsibilities as the driver of the vehicle. Failure to follow these instructions could result in the suspension or revocation of your Ithaca College Vehicle driver approval and privileges. The Office of Risk Management has the right to do so at any time, so don't risk it.

### **E. Use of Personal Vehicles for Ithaca Business**

Physical damage to personal vehicles used on College business is covered by the vehicle owner's personal automobile insurance policy. Ithaca College cannot cover a non-owned vehicle for comprehensive and/or collision damages. Bodily injury is also covered under the vehicle owner's insurance policy. You should contact the police and emergency personnel immediately if there is an accident with bodily injury, no matter how minimal they appear to be at the time.

### **F. Instructions for Picking Up and Returning College Vehicles**

All students must read and sign an "Ithaca College College-Owned Vehicle Use Agreement" available at: [http://www.ithaca.edu/financial\\_services/travel/forms/](http://www.ithaca.edu/financial_services/travel/forms/). Additionally, students must comply with all procedures required by their department or unit. Be sure to check with the department or unit for specifics.

Prior to obtaining keys for a College Vehicle, the student must present a valid and current College ID, if requested. If the vehicle is a department or unit-dedicated vehicle, you should do the same for whoever issues the keys in that department, if requested. Otherwise, vehicles will not be issued. Never send another person to pick up the vehicle. This is your responsibility! NO EXCEPTIONS.

Upon returning to campus, all College Vehicles must be returned to Facilities/Rental in the same general area where they were picked up. The vehicles must be locked and keys returned exactly as instructed by the Rental Office. Department-dedicated vehicles must be returned to wherever it was taken from and the keys returned to the department employee assigned, or placed in a designated key area.

Please follow all of your department or unit's requirements if Vehicle(s) is/are assigned permanently to that area. Otherwise, please follow regulations put in place by the Rental Office to avoid disappointment. Contact Rental/Facilities if you have questions about their procedures.

## **Ithaca College - Student Driver Safety Checklist**

1. All students must be tested and approved by Risk Management prior to operating Ithaca College Vehicles. Qualifying as a College driver is **not** a permanent entitlement. It means

that you are permitted to operate a College Vehicle in connection with an officially sanctioned event as long as you do so in a safe and lawful manner, and in compliance with all requirements.

2. As a driver of an Ithaca College Vehicle, you are responsible for obeying the laws of all jurisdictions in which you may be operating the vehicle. Any citations, fines or tickets received as a result of failure to obey the law will be **your personal responsibility to pay**.
3. You are responsible for inspecting the vehicle **prior** to departure to ensure that all vehicle components and safety equipment are present and functioning properly, and that any and all damage observed is reported. This inspection should include, but is not limited to, tires, brakes, horn, mirrors, lights, wipers, fluids, and steering wheel. Any items missing or newly damaged on your return should be reported as well.
4. Ithaca College Vehicles may be used only for the purpose assigned, and should be driven to and from the designated destination via the most direct and safe route under prevailing weather conditions. Detours for the purpose of conducting personal business are prohibited. If for any reason your trip is cancelled, report and return the keys to the Facilities/Rental office or other department/unit immediately. Please notify the Facilities/Rental office at 607-274-3225 or 607-274-3772 so the vehicle can be reassigned to another group. Do not allow the vehicle to be used for any other purpose or by any other group.
5. Please secure windows and lock the vehicle the entire time it is in your possession, even for very brief periods of time.
6. All cargo must be secured properly for the purposes of personal safety and to avoid damage to seat, upholstery, etc. Seats may not be removed without prior permission. Nothing is to be secured to the outside of the vehicle nor towed. Any problems in accommodating unusual cargo must be referred to Facilities/Rental office in advance, during office hours so that the Facilities/Rental office and the Office of Risk Management can jointly make the final determination as to how to resolve the matter.
7. Consumption of alcoholic beverages or the use of controlled substances by the driver or passengers of an Ithaca College Vehicle is in violation of the law and is strictly prohibited. The presence of open containers of alcoholic beverages is in violation of the law and is strictly prohibited. Ithaca College Policy prohibits staff, faculty and students from operating any Ithaca College Vehicle while under the influence of alcohol or controlled substances.

Drivers who are using medication are also prohibited from operating an Ithaca College Vehicle at any time when their ability to drive might be impaired by the medication.

8. Road rage by Ithaca College drivers and passengers is strictly prohibited. Never allow yourself to lose control of the vehicle and risk injury to yourself, your passengers, and others on the road. When you encounter an aggressive driver on the road, give him/her the right of way in a safe manner. Never engage in arguments or allow your passengers to do so, even in the event of an accident that is not your fault.
9. Smoking is prohibited in Ithaca College Vehicles.
10. The use of any cell phones; including hands free devices, texting or emailing is strictly prohibited while driving a College Vehicle. If you must use a cell phone, please find a safe place to pull off the road and stop.

11. If two or more vehicles are traveling to the same destination, every effort shall be made to have all vehicles depart together. Drivers should coordinate stops, keep visual contact with other vehicles in the group and be prepared to provide assistance if anyone has a breakdown or accident.
12. In case of breakdowns or accidents on the road, you are responsible for exercising good judgment to ensure the safety of yourself and your passengers first and then the safety of the vehicle.
13. Each College Vehicle will be returned to its general parking area at Facilities/Rental immediately upon return to campus, after discharging passengers. If you are using a department-dedicated vehicle, you should return the vehicle and keys to the assigned area and department employee. All debris is to be removed from the vehicle. Any vehicle malfunction, problems, repairs, missing equipment, damage, etc., should be reported immediately. Passengers riding with their feet on the dash or seats, kicking doors and panels or participating in other conduct that causes abnormal wear, which detracts from the appearance of the vehicle and/or shorten its useful life, will not be tolerated. Any damage resulting from such behavior must be reported to Facilities/Rental, whether it is a College Vehicle or a department-dedicated vehicle. Return keys and any required paperwork or your notes about the vehicle to Public Safety on weekends or evenings.
14. Unless accompanied by a faculty or staff member who is in charge of the group, you are the official College representative in the vehicle who is responsible for the conduct of all passengers as well as for reporting any damage they may cause, including the identity of the individual(s) causing the damage. If any passenger(s) do not comply with your directions regarding the enforcement of these instructions or engage in distracting conduct that affects the safe operation of the vehicle, you must refuse to move the vehicle until they desist. If necessary, appropriate authorities should be requested to provide assistance.
15. Assigned drivers may not permit anyone else to operate an Ithaca College Vehicle unless the other party is also currently an approved Ithaca College Student Driver and arrangements have been made for an alternate driver to operate the vehicle. (This must be arranged in writing, in advance, with your department and Facilities/Rental).
16. **A second approved driver must share responsibilities for any trip exceeding three (3) hours in length.**
17. Unauthorized bumper stickers and signs are not permitted. It is the driver's responsibility to ensure any item of this nature is removed should anyone attempt to place them on the vehicle.
18. Failure to comply with these instructions or failure to exercise sound judgment in emergencies may result in temporary suspension or permanent revocation of your Ithaca College driving privileges. The College's Office of Risk Management will make the final determination.



# **ITHACA COLLEGE MOTOR VEHICLE ACCIDENT PROCEDURES**

## **Who Is Authorized to Operate College-Owned or Rented Vehicles?**

Only Ithaca College faculty, staff, and students who are at least 19 years of age to drive within Tompkins County only, at least 21 years of age to drive outside of Tompkins County and who have had their driving record checked by the Office of Risk Management and been approved are allowed to operate an Ithaca College Vehicle (College-owned or rented vehicle, i.e., through Enterprise/Avis/Hertz), for College-sanctioned business. Students must also complete a mandatory driver safety course. **Important links are on Page 3.**

Only faculty and staff have the authority to reserve vehicles. If your department employs students who need to drive, please review the accident procedures (below) with them prior to operating a vehicle. Also, please provide emergency contact numbers to all students prior to traveling and maintain a comprehensive trip itinerary at all times.

Please note that an internal deductible applies to vehicle damage, loss, theft, etc. Therefore, the respective department that rents a College Vehicle is responsible for paying the first \$500 or \$1,000 in damage, loss, etc.; dependent upon vehicle type.

If someone drives a College Vehicle for College business and is not designated as an approved driver by the Office of Risk Management, and/or does not follow the accident procedures below, his/her campus department may be responsible for the full expense for damage, loss, etc. If this occurs, the Office of Risk Management will assess the accident details to determine if procedures have or have not been followed.

If a College driver causes damage to an Ithaca College Vehicle two different times within a three year period, their College driving privileges will be re-assessed by the Office of Risk Management. This means if a College driver is at fault.

If you have any questions, please call Risk Management at 607-274-3285 prior to operating a vehicle.

## **Insurance and Accident Procedures**

Ithaca College Vehicles are insured under the College's automobile liability insurance policy.

**All damage (including minor damage), theft, and/or bodily injury must be reported immediately. If driver and/or passengers are injured, seek medical treatment. Please follow the procedures below:**

### **A. Off-Campus Accident:**

Applies to an Ithaca College Driver at Fault or the Third-Party Driver (other driver) at Fault and;

- Involves a College Vehicle (College-owned, leased, or rented vehicle) and/or
  - Involves a College Vehicle that comes in contact with a Third-Party Vehicle (vehicle that is operated by non-Ithaca College individual), and/or
  - Involves a College Vehicle that comes in contact with a structure, i.e. guardrail, concrete post, pedestrian, building, etc.
1. Immediately contact the police in the area you are located, request the police respond to the accident scene and complete a police accident report (never leave scene of an accident), provide the police with the Ithaca College Vehicle insurance card (kept in the vehicle's glove box), and obtain a copy of the report or ask for instructions on how to obtain a copy of the report. Please be sure you have this information to provide to both Risk Management and Public Safety.

If you are unable to obtain a police report, record as much information as possible about the other party involved in the accident (use the laminated guidelines that are kept in the glove box of the College-owned Vehicle; if you are operating a non-owned College Vehicle, please print Page 4 prior to traveling and carry it with you). Information gathered must include the other party's name; license identification number and state of license; vehicle license plate number; make, model and year of vehicle; their insurance company name, insurance company code (located on their insurance card which should be kept in their vehicle) and insurance policy number; how the accident occurred; details about damage, and witness information (to include: names, addresses, phone numbers).

Make no statement concerning guilt or fault, and never agree to make payments for the accident.

2. Immediately report the accident to Risk Management at 607-274-3285.
3. Immediately report the accident to Public Safety at 607-274-3333. Public Safety will take preliminary details via phone; please make arrangements to have Public Safety take a report immediately upon your return to campus.

Both the police report and public safety report contain written and verbal statements that are needed for the automobile insurance claim conducted by Risk Management and the College's insurance company.

4. Immediately inform your supervisor.

#### **B. On-Campus Accident Involving College-Owned Vehicle or Rental Vehicle that is Operated for College-Sanctioned Business:**

Follow procedures A. #2 through A. #4 above. A Public Safety officer will report to the scene of accident, take verbal/written statements, etc.

#### **Departments that have Designated Vehicles**

(A College Vehicle that is permanently assigned to a particular department – this only affects a few departments on campus)

1. Only the department's employees and students, if approved College drivers, are allowed to operate the vehicle(s). The department is not allowed to share the vehicle with another on-campus department. If this occurs, the vehicle may be removed from the department.
2. All individuals in the department must follow the procedures above A. #2 through A. #4 if an accident/damage occurs.
3. The department should have a procedure in place to inspect the vehicle after each use. If vehicle damage is discovered, procedures A. #2 through A. #4 above must be followed. It is unacceptable for a department to wait until multiple accidents/damages occur to a vehicle before reporting it to Public Safety and Risk Management.

## **Personal Vehicle Operated for College Business**

Personal vehicles are insured under the vehicle owner's personal automobile insurance policy, not Ithaca College's policy. Therefore, the owner would need to contact their own insurance company or the third party's insurance company in the event damage occurs.

## **Important Links**

Driver Form: <http://ithaca.edu/riskmanagement/forms>

Student Driver Handbook: <http://ithaca.edu/riskmanagement/driving>

Student Driver Safety Course: [http://www.ithaca.edu/riskmanagement/ed\\_prog/](http://www.ithaca.edu/riskmanagement/ed_prog/)

Travel Policy: [http://www.ithaca.edu/financial\\_services/travel/travelpolicy/](http://www.ithaca.edu/financial_services/travel/travelpolicy/)

Vehicle Request Form: <http://www.ithaca.edu/facilities/grnds/vehreq/>

Who Is Allowed in Ithaca College Vehicles: <http://ithaca.edu/riskmanagement/driving>

Driving College Vehicles Policy: [http://www.ithaca.edu/policies/vol2/volume\\_2-216/#TopofPage](http://www.ithaca.edu/policies/vol2/volume_2-216/#TopofPage)

## **Important Telephone Numbers**

Ithaca College Office of Public Safety 607-274-3333

Ithaca College Office of Risk Management 607-274-3285

Ithaca College Rental Office 607-274-3772

Ithaca College Facilities Office 607-274-3225

## On-the-Scene Accident Reporting Procedures

- Stop your vehicle and turn off the ignition.
- Check for injuries to yourself and occupants in your vehicle.
- Check occupants of other vehicle(s) or pedestrians for injury.
- Call the police/emergency service using 911 or other local number.
- Follow the directions of the responding police officer and/or emergency response personnel.
- Make sure a police accident report is completed.
- Exchange names, addresses, phone numbers, insurance info, and assess damage thoroughly. Do not blame or admit fault.
- Get witness information; to include: name, address, home or cell phone number.
- Take pictures of the accident scene and any damage, if possible.
- Immediately call Ithaca College Public Safety at 607-274-3333 and Risk Management at 607-274-3285.
- Immediately report any accident to your supervisor.
- Upon your return immediately arrange a meeting with the Office of Public Safety to complete a College Incident Report and provide any photos obtained.