Document History



Responsible Administrator: Gary Prescott Responsible Office: Transportation Services

Approved by: President Date of Revision: 7/18/2023

Parking Rules and Regulations

Mission

Create and effectively meet the parking demands of the University community, while providing a wide range of quality services within the scope of available resources.

Scope

Transportation Services at Southeastern Louisiana University is committed to providing:

- Quality parking and related services
- Safe and well maintained parking facilities
- Promote policies that are customer focused, friendly, and economically sound, and services that support the mission of the University
- Ensure space availability for permit holders through citation issuance

We are committed to providing the university community with quality and related services. Transportation Services is responsible for enforcing all parking rules and regulations in all parking lots, parking structures and restricted areas such as docks and loading zones.

- All students and employees who operate a motor vehicle on the Southeastern campus must be familiar with and abide by the following regulations.
 - o These regulations have been designed to ensure the safety of all members of the University community and the efficient utilization of all available parking areas.
 - O Driving a motor vehicle on the campus is a privilege granted by the university, and if that privilege is abused, it can be revoked.
- These regulations have been approved by the university administration. The Office of Transportation Services is charged with enforcing these regulations.

General Regulations and Enforcement

Driver Responsibility

- All persons registering or operating motor vehicles on campus are responsible for knowing the rules and regulations governing parking and traffic.
- The responsibility of finding a legal parking space rests with the vehicle operator.
- The speed limit on campus is 15 miles per hour unless otherwise posted. Vehicles must yield to pedestrians in crosswalks.
- All students, faculty, staff, visitors and other persons affiliated with the University (contractors, vendors, etc.) who operate and park a motor vehicle on the Southeastern campus must register their vehicle and must be parked in a designated parking space.

- Southeastern Louisiana University does not assume any responsibility for the care and/or protection of any
 vehicle driven onto or parked on campus. Nor is the University responsible for damage to any motor vehicle or
 vehicle contents while driven or parked on campus.
- In order to establish responsibility for any parking citations accumulated by any motor vehicle illegally parked on University property, the Transportation Services Office may make the reasonable presumption that a student or staff member with the same address and last name as the registered owner of the vehicle is the operator of that vehicle
- The person who obtains a parking permit is responsible for the following while their registered vehicles are on the campus:
 - o The safe operation of the vehicle upon which the permit is linked or displayed.
 - o The conduct of any passengers in the vehicle.
 - o All parking and traffic citations issued to that permit.
 - o The maintenance of the vehicle's lights and safety equipment

Hours of Regulation

- Between 7 a.m. and 4:00 p.m., Monday through Thursday, University employees, students, vendors and visitors must park in specific areas on campus based on their classification. After 4:00 p.m. on weekdays, weekends, and on days when University classes are not in session, designated parking is canceled and individuals may park in any upperclass student parking area with a valid permit. Handicapped parking spaces and reserved spaces are restricted. The fine for illegally parking in a handicapped space is \$275.00.
- On Fridays, freshman commuters can also park in upperclass parking zones.
- After 4:00 p.m. on weekdays, 12:00 p.m. on Fridays, weekends, and on days when University classes are not in session, designated parking is canceled, with the exception of residential zones.

Metered Parking

• Metered parking is available at various locations around campus. All payments for metered parking should be made using the Park Mobile app during the hours they are in effect weekdays 7:00 a.m. to 4:00p.m. All vehicles using metered parking are required to make metered payments regardless of classification or permit status. Failure to make payments or expired time will result in a citation.

Disability Parking

- To park in a handicapped parking space, the applicant must obtain a Southeastern handicap parking permit to be displayed in front of a state-issued handicapped placard. A mobility ID card must be presented to Transportation Services. If the applicant has a handicap license plate, the vehicle registration card must be in the applicant's name and presented to Transportation Services. This permit allows the individual to park in a Faculty/Staff parking space, student parking area, or handicapped space.
- To obtain a special medical parking permit, the applicant must bring to the Transportation Services Office a
 certification from the physician explaining the temporary disability. The letter must also contain a statement as
 to the beginning and ending dates the physician expects the person to be temporarily disabled. The special
 medical permit must be displayed from the vehicle's rear-view mirror. This permit does not allow parking in a
 handicap space.
- Handicap spaces are available to visitors. The temporary handicap parking permit requirements are the same as stated in C 1. above.

Loading/Unloading

For purposes of loading/unloading, operators of vehicles must contact the Parking Office and provide details
regarding the operator's passenger vehicle (Make, Model, Color, License Plate #). The passenger vehicle is
permitted to park for loading and unloading purposes only. Loading authorization does not authorize the holder
to park where parking is specifically prohibited, in handicapped and reserve spaces, or for an extended period of
time.

Departmental Parking

Supporting University Departments

- Transportation Services will work with departments with unique parking needs and, whenever possible, develop
 solutions to accommodate these needs. Situations requiring consultation with Parking Operations management
 must be done in advance to allow communication, planning and agreement among all parties.
- Special Event parking requests can be coordinated using the Registration of Activities form
- Lot reservation/space reservations should be completed with the Registration of Activities form at least two weeks prior to the event.

Vehicle Registration Policies

Motorcycle and Moped Registration

- In addition to the one (1) permit for your motor vehicle, an applicant may purchase a decal for a motorcycle. A motorcycle decal must be displayed properly and only on the vehicle for which it was obtained. It may not be transferred between vehicles. Decals may never be taped or laminated, or applied in any way so as to be removed and used in another vehicle.
- Motorcycles, mopeds and scooters are prohibited from parking in bike racks, fire lanes, yellow zones, sidewalks, disability spaces, access zones, unauthorized spaces or loading docks.
- Southeastern has several designated motorcycle parking throughout campus.

Automobile Registration

- All passenger vehicles parked on campus must register through the Southeastern Parking Portal to obtain a valid
 permit. If a paper permit is issued it must be hung from the rearview mirror, so that the permit number is visible
 and the expiration date faces the windshield. Motorcycles/Scooters must display valid permanent decals on the
 right front fork.
- Decals are available for specialty vehicles and can be issued for special circumstances.
- Current Southeastern faculty/staff and students must register their vehicles online through Southeastern parking portal.
- An individual may not register a vehicle for another person.
- Permits are for the use of the permit holder only and remain the property of Southeastern Louisiana University while valid.
- Permits are to be unlinked from a vehicle before transfer of ownership. Individuals should notify Transportation Services when a vehicle is no longer their responsibility.

Permit Usage and General Policies

General Permit Regulations

- All students, faculty, staff, visitors and other persons affiliated with the University (contractors, vendors, etc.)
 who operate and park a motor vehicle on the Southeastern campus at any time must register their vehicle and park in their designated parking zone.
- All parking permits for the academic year expire at the end of the summer semester (July 31st). All Faculty/Staff and students must purchase a new permit for the academic year prior to the fall semester.
- Faculty/Staff permits are for the use of the registered Faculty/Staff member only and must not be used by spouses/children who are students or by any other individual. Violation may result in fines and the revocation of the parking permit.
- Faculty/Staff members who resign from the University to become full-time students must update their status with the Transportation Services Office and purchase a student permit.
- Students who become full-time employees of Southeastern Louisiana University must update their status with the Transportation Services Office and purchase a Faculty/Staff permit.
- Any vehicle parked on campus for the benefit/purpose of a specific student or employee must be parked in accordance with the student's or employee's classification and must have an appropriate permit. The student or employee will be responsible for any citations issued to the vehicle not parked in accordance with campus regulations.
- Permits cannot be sold, altered, falsified, or transferred to another individual. Permits are for use by the
 individual issued the permit. Parking permits must not be altered or defaced in any manner. This includes
 changing the wording or the expiration date. Any alterations will result in immediate immobilization and fines.
- Each Student, Faculty/Staff member/contract employee is limited to one (1) Virtual Permit per individual. A virtual permit holder will be allowed to register/link up to two vehicles to their permit, however, only one vehicle at a time is allowed to park on campus.
- In the event your vehicle becomes disabled, it is the owner/driver's responsibility for its removal as soon as available services permit. Parking lots may not be used to store a vehicle. If a vehicle will be left unattended for more than 48 hours, the owner/driver should contact Transportation Services.

Compact Car Parking

These parking spaces are designated by signs "Compact Car Parking". The spaces allow parking only for automobiles designated by the manufacturer as a compact car or subcompact car. Vehicles must park in their designated zones.

Special Event Parking

- Unauthorized motor vehicles may not park in areas posted with signs and/or barricades that are reserved for special event parking.
- Vehicles authorized to park in areas reserved for special events shall be identified with a dash pass, placard, or permit approved by Transportation Services and issued by the authorized event sponsor prior to the event.

Faculty/Staff/Student Parking Areas

Faculty/Staff Parking Areas

 Areas shall be designated by signs with a red rectangle sign(s) and designated red on the official campus parking map. Areas posted as Faculty/Staff shall not be available for parking except for those vehicles with a current Faculty/Staff permit.

Residential Life Parking Areas

- These areas are indicated in maroon on the official campus parking map and indicated on campus by signs with a maroon rectangle and a zone number.
- Students residing in student residential facilities are restricted to parking in their designated parking areas/zones during the Fall and Spring semesters between 7:00 am and 4:00 pm.
- During the Fall and Spring semesters, after 4:00 pm, Monday through Thursday, and after 12:00 pm on Friday, students with residential permits can park in upperclass and Faculty/Staff parking areas.
- Upperclass and Faculty/Staff cannot park in the residential zones at any time.
- Freshman Commuter Parking is overflow for everyone with a current parking permit.
- The student parking zones are:
 - Zone 4: Tangipahoa/Hammond Halls
 - Zone 5: Pride Hall, Taylor Hall, Livingston Hall, and Louisiana Hall.
 - Zone 6: St. Tammany/Washington Halls
 - Zone 7: Twelve Oaks Hall and Ascension Hall
 - Zone 8: Southeastern Oaks Apartments and "The Village"
 - Zone 9: Cardinal Newman Hall

Freshman Student Parking Areas

- Freshman Commuter Student parking areas are indicated in brown on the official campus parking map and indicated on campus by signs with a brown rectangle.
- Freshman are restricted to parking on North Campus during the fall and spring semesters.
- During the Fall and Spring semesters, after 4:00 pm, Monday through Thursday, and after 12:00 pm on Friday, students with freshman permits can park in upperclass and Faculty/Staff parking areas.
- During the Summer Semester, freshman can park in any upperclass area on main campus.
- Freshman permits cannot park in a residential zone at any time.
- Freshman Commuter Parking is overflow for everyone with a current parking permit.

Upperclass Student Parking areas

- Upperclass student parking areas are indicated in gold on the official campus parking map and indicated by campus signs with a gold rectangle.
- During the Fall and Spring semesters, after 4:00 pm, Monday through Thursday, and after 12:00 pm on Friday, students with upperclass permits can park in Faculty/Staff parking areas.
- Upperclass permits cannot park in a residential zone at any time.
- Freshman Commuter Parking is overflow for everyone with a current parking permit.

Maintenance/Emergency Parking Areas

• These areas are indicated on campus with yellow lines, curbs, yellow concrete bumpers and/or hash marks.

Only authorized University maintenance/emergency vehicles on official University business may park in these
areas.

Permit Guidelines & Sales

Students

Students must register their vehicles online using the Southeastern parking portal to purchase a permit for the year. If you have outstanding parking fines, they must be paid before you can register for classes or receive an official transcript.

Faculty/Staff

- Faculty and Staff can purchase a permit using the Southeastern parking portal. Faculty and Staff that are paid
 through Southeastern Louisiana University payroll system may purchase their annual permit via payroll
 deduction. This option is available only August 1st through October 1st each Fall Semester. Temporary
 employees are not eligible for payroll deductions.
- Terminated Faculty/Staff and otherwise exiting employees are no longer eligible for a permit and must Unlink their permit before beginning the checkout process with Human Resources.

New Employees

New full-time employees hired after October 1st do not have the payroll deduction option. However, these new employees do have the option to purchase a semester parking permit in lieu of an annual permit. An employee wishing to have their permit paid through payroll deduction can sign up in August of the following fiscal year.

Retired Employees

A retiree may obtain a parking permit at no cost with a Southeastern ID Indicating they are retired. The parking permit is for the exclusive use of the retiree only. This permit can be picked up from the Transportation Services Office.

Visitors

Visitor Permits

- Time limited visitor parking is located on SGA Drive next to Pride Hall, Galloway Dr., and North Campus Main Building. The visitor must obtain a permit from the location stated on the visitor's sign. Visitor should then move out of the visitor's space to a legal parking space. The East Student Union Lot visitor's spaces are restricted to non-University students or faculty/staff.
- Handicap spaces are available to visitors. (see Section II. C 1.)
- All requests to accommodate visitors for special events need to be coordinated with Transportation Services. If you have specific visitor parking questions, please call us at (985)549-5695.
- Only Transportation Services may authorize a visitor to park in an area not designated as a valid parking space.

Temporary Permits & Replacement Permits

Temporary Permits

- Temporary permits are available to permit holders who do not have their current linked vehicle on campus. Two one-day permits will be issued at no charge and subsequent permits will be issued at a cost of \$2 per day. This permit can be picked up from the Transportation Services Office.
- Individuals who have not purchased a current permit may obtain a maximum of two one-day permits during the academic year at a charge of \$2 per day. Additional permits will be issued at a charge of \$5 per day. This permit can be picked up from the Transportation Services Office.
- Temporary permits cannot be replaced or returned for a refund.

Replacement Permits (Lost/Stolen)

- If your permit is lost or stolen it must be reported to Transportation Services. The user may purchase a replacement permit for the remainder of the school year. Any further use of the lost/stolen permit is fraudulent. If stolen on Southeastern's campus, the permit holder must file a police report with Campus Police.
- If the lost/stolen permit is found the vehicle displaying the permit will be immobilized. The individual will make reimbursement to the original owner of the lost/stolen permit.
- Anyone misrepresenting the circumstances of the loss or theft of a permit will be subject to student judicial actions or prosecution in accordance with Louisiana Criminal Law.

Special Permits

Campus Recreation Permits

- This permit is issued by the Pennington Center and will allow individuals to park in the Pennington Recreational Center parking lot.
- To park in a handicap space, a Southeastern temporary parking permit is required from Transportation Services. A mobility ID or vehicle registration, and a valid state issued handicap placard or license plate are required.

Disability Permits

See Section II.C

Community Music/Speech Clinic Permits

 Vehicles displaying a valid "Community Music Permit" or "Speech Clinic Permit" may park in a student or Faculty/Staff parking area.

Parking Violations and Fines Responsible Party

- A Permit cannot be sold, altered, falsified, or transferred to another individual. A permit is for the sole use of the person to which it is issued.
- Citations will be the responsibility of the registered holder of the permit.
- If no permit is displayed/linked, the owner of the vehicle will be responsible for all resulting parking violations.

• If the registered vehicle is linked to a permit holder, the owner of the permit will be responsible for all resulting citations.

Violations and Fines

- Parking and traffic citation fines are defined by the University Administration. Transportation Services guards and student parking guards issue University parking citations.
- Anyone possessing a permit that has been reported as lost or stolen, or that has been counterfeited and/or altered, may be referred to the Office of Student Advocacy and Accountability for disciplinary action.
- If an individual has not purchased a current permit and receives a citation for not having a parking permit or for having an expired permit, it can be voided upon purchase of a current permit. This courtesy void can only be used once per academic year, and is limited to the initial citation if more than one is received. (Some restrictions apply).
- Improper display of physical parking permit. Permit placed other than on rear-view mirror or on an incorrect location on windshield. The permit must be clearly visible through front windshield with the colored side facing forward.
- Each parked vehicle must be positioned so that its tires do not rest upon nor cross over the lines that designate the parking space it occupies. A legal parking space is defined as two solid white lines or has a concrete bumper marking the parking location.
- All motor vehicles must be parked forward in each parking space between two white lines or in front of a
 concrete bumper block. Do not drive through one parking space to park in the opposite parking space. Vehicles
 must not be backed into a parking space, with the exception of University police vehicles and Lion Traxx shuttle
 buses.

Please Note: Rear license plates must be fully visible at all times while on campus. If a vehicle obstructs or alters the license plate it will result in a citation.

- An elementary school zone is in effect on North General Pershing Street Monday thru Friday from 7:00 a.m. 9:00 a.m. and 2:00 p.m. 4:00 p.m. on school days. This is a hands-free zone and the use of cell phones is prohibited.
- Motor vehicles must not be parked in areas not designated for parking. These include sidewalks, grassy areas, shoulders of streets, areas of parking lots not lined as spaces, and areas in gravel lots that do not have concrete bumper blocks.
- Motor vehicles must not be parked in such a way that they block crosswalks, sidewalks, service drives, loading
 zones, construction zones, handicapped access areas, or legally parked vehicles. Vehicles in violation of this
 regulation may not only receive a parking citation, but may also be towed at the operator's expense.
- See transportation Services' webpage for the fine schedule and other violations not detailed above. <u>Campus Citations</u>

Impounding/Immobilization

- Vehicles may be immobilized for violating university parking regulations and/or state laws.
 - Any attempt to move an immobilized vehicle or remove the wheel immobilizer may cause serious damage to the vehicle. Any damage caused by such an attempt will be the sole responsibility of the driver.

- O In order to remove the wheel immobilizer, the driver must report to the Transportation Services Office or University Police with their issued immobilizer notice, citation, and identification.
- In all cases when an auto-boot immobilizer is utilized to disable a vehicle, the parking guard placing the boot on the vehicle will immediately place a completed "Immobilization Notice" on the driver's side of the vehicle and/or on the driver's side door. If you find such a notice on your vehicle, contact Transportation Services or if after hours University Police immediately. Any attempt by the owner to move the vehicle or remove the immobilizer while the auto-boot immobilizer is in place, may result in damage to the vehicle and any damage to the immobilizer will result in criminal charges.
- The vehicle wheel immobilizer will be installed and an Immobilizer/Barred Vehicle citation issued in one or all of the following situations:
 - O A motor vehicle that displays an altered, defaced, duplicated, counterfeited permit, or is displaying a permit that has been reported to the University Police as lost or stolen.
 - O A motor vehicle that has received three or more outstanding parking citations and the operator is unknown.
 - O A motor vehicle does not display a current permit, does not display any license plate, and does not have a Vehicle Identification Number (VIN) that can be read.
 - O A motor vehicle that blocks, hinders, or obstructs a legally parked vehicle, crosswalk, sidewalk, handicapped access area, service drive, or loading zone.
 - O A motor vehicle that is parked in any designated handicapped parking space without an official state handicapped license plate, placard, or permit, and without a university parking permit.

Probation/Bar Status

- Probation An individual will be placed on parking probation after receiving three (3) parking citations on three
 (3) separate days during the academic year (August through July). Payment of one or all of the citation fines will not have any impact on the individual being placed on parking probation.
- Bar Status (Loss of Parking Privileges)
 - O An individual is on "Bar Status" after having been placed on probation and having received a parking citation on the fifth (5th) separate day during the current academic year.
 - O Commuter students placed on "Bar Status" are only allowed to park in the textbook rental lot on North Campus.
 - O Residential students placed on "Bar Status" are only allowed to park in their designated residential parking lot.
 - Payment of one or all the citation fines will not have any impact on the individual placed on Bar Status

Payment of Fines

- Vehicle owners will be responsible for all citations issued.
- Citations issued to a vehicle permit will be the responsibility of the registered permit holder.
- Parking fines may be paid online via LEONET or in person at the Southeastern Controller's Office.
- Acceptable payment methods include cash, credit card (except American Express), check, money order.
- Non-payment of citations may result in a hold on the student's record.

- A registration hold will be placed on a student's account if they have an outstanding balance with Transportation Services. Once a hold is placed on the student's account, it will NOT be released until the entire balance is paid in full.
- Unpaid Citations will prevent a student from registering for classes each semester.

Other Violations and Penalties

- The campus is located within the City of Hammond, Louisiana. Violation of state traffic statutes subject violators to criminal prosecution. Individuals involved in moving and other violations of traffic statues/ordinances may be required to appear in the Hammond City Court. Examples of such violations include, but are not limited to:
 - Exceeding the posted speed limit
 - O Reckless or careless operation
 - O Placing illegal equipment on a motor vehicle d. Failure to observe traffic signs and/or signals
 - Disturbing the peace
 - Illegally parking in a designated handicapped parking space
- Penalties for violating university parking and traffic regulations include, but are not limited to:
 - Fines
 - Suspension of campus driving and parking privileges
 - Disciplinary probation
 - Suspension from the University
- Campus Traffic Violations:
 - O The speed limit on campus is 15 miles per hour unless otherwise posted. Operators of all motor vehicles must observe this speed limit.
 - O Driving any motor vehicle, including motorcycles, on the grass, sidewalks, walkways, and shoulders of roads is prohibited.
 - O Maintenance, contractor, service, and delivery vehicles are prohibited from driving on sidewalks and grass areas unless specifically authorized to do so by Transportation Services.
 - All traffic signs, signals, and/or instructions from police officer and Transportation Services enforcement personnel are to be observed at all times. (Instructions from a police officer take precedence over signs and signals.)
 - O Pedestrians have the right-of-way at all crosswalks.
 - All streets on campus are designated as no-passing. Passing of moving motor vehicle going in the same direction on a campus street is a moving traffic violation.

APPEALS

General Information

Any individual desiring to appeal a parking/traffic citation must submit his/her appeal online through LEONET within ten (10) calendar days of the date of the citation(s). Online appeal forms are available and can be submitted 24-hours a day, 7-days a week. The appeal will be reviewed by the Parking Appeal Review Committee.

- Before appealing a citation, please review the following instructions:
 - O To appeal a citation, first go to your LEONET account, then to SELF SERVICE and CITATION APPEAL. You will need to put in your CITATION NUMBER and LICENSE PLATE # to proceed. Please do not skip spaces between the letters and numbers of the plate. EX: P20003224, NDZ016
 - O If you receive a hand written parking citation, you will need to put three zeros in front of the citation number and then license plate number. EX: 000765226. If it is a Campus Traffic Citation, you will need to put in two zeros in front of the number and then your license plate number. EX: 001205552.
 - Once a citation is issued, you have 10 calendar days to appeal it. If you receive a citation it can be appealed on the following business day.
- The citation being appealed will remain on the individual's account until after a decision has been rendered at which time, if the appeal is approved by the Parking Appeal Review Committee, the citation fee will be removed from the individual's account. You may check the status of your appeal in LEONET at any time by going online the same as appealing a citation.
- An appeal will not be considered if one or both of the following administrative requirements are not met:
 - O The appeal must be submitted within the ten (10) calendar day period mentioned above.
 - The appeal form must be properly completed.
- Only the individual who purchased the permit can appeal a citation issued against it. In the event the vehicle does not display a parking permit, only the individual (student and/or employee) who operates the vehicle on campus may appeal a citation(s) issued to the vehicle.
- Anyone receiving a citation has the right to appeal the citation under the following conditions:
 - O The appeal must be made within 10 calendar days from the citation issue date.
 - O All appeals must be filed online through LEONET.
 - One "courtesy" void of a citation for failure to display a permit will be allowed for persons who purchase a parking permit. Presentation of the citation must be made at Transportation Services. (Limit one per academic year, some restrictions apply).
 - All outstanding fines must be paid before a citation can be appealed.
 - Only the individual who purchases the permit can appeal a citation issued against it.
 - O In the event the vehicle does not display a parking permit, only the individual (student and/or employee) who operates the vehicle on campus may appeal a citation(s) issued to the vehicle.

Appeals Process

- Appellant submits appeal.
- The citation in question is marked on the appellant's account to show it is under appeal.
- The Parking Appeal Review Committee will review the appeal and will render a decision.
- The Parking Appeal Review Committee will consist of representatives of Faculty, Staff, and Students. This committee will meet once a month during the Fall and Spring Semesters.
- Once a decision is rendered the appellant will receive an email notifying them of the results of the appeal.
- If the appeal is found valid the ticket will be voided. If the appeal is mitigated or denied, the appellant is billed.
- All decisions made by the Parking Appeal Review Committee are final; this process may take up to 6 weeks to complete.

Grounds for Appeal

- Appeal only when you have valid grounds. Limit your appeal to the circumstances in which the parking ticket
 was issued in error. Although all parking and traffic citation appeals will be considered, if the facts show that you
 committed a violation of the parking rules, your appeal will most likely be denied regardless of the reason or
 excuse. The issue of your appeal is not whether the parking regulations are fair, but whether you violated those
 regulations. Below are examples of seldom granted appeals:
 - O Lack of knowledge/understanding of parking regulations
 - O Legal parking space was unavailable
 - O Improper display or failure to display the current parking permit
 - Inclement weather
 - O Late arrival for class, meeting, appointment
 - O Parking in a handicap space without the proper State and University permits
 - Parked only for a short time
 - O Disagreement with or inability to pay the amount of the fine
 - O Did not see a parking sign
 - O Left my permit in another vehicle.

[end of policy]