



HOBART
AND
WILLIAM SMITH
COLLEGES

Parking
And
Traffic Handbook
Fall 2011 – Spring 2012

HOBART AND WILLIAM SMITH COLLEGES

2009-2010 Parking and Traffic Regulations

To help preserve the safe and peaceful quality of life on the campus and adjoining residential streets, the following parking and traffic regulations have been established and are in effect.

PURPOSE

The purpose of this handbook is to set forth rules and regulations for the use of motor vehicles on the Hobart and William Smith campus. These rules and regulations have been promulgated for the safety and welfare of students, faculty, staff and visitors, plus the protection and maintenance of college property, and to govern traffic on the campus.

It is the responsibility of all faculty, staff, visitors and students to read and abide by the regulations. Cooperation and compliance with these rules and regulations by all members of the Hobart and William Smith community is expected. Failure to comply may result in a parking citation being issued, the vehicle being towed at the owner/operator's expense, suspension and/or revocation of parking privileges on campus, and/or disciplinary action being taken by the colleges.



POLICY

Hobart and William Smith Colleges is a pedestrian campus.



TRAFFIC REGULATIONS

The provisions of the New York State Vehicle and Traffic Law shall be considered applicable and in force on all campus roadways and parking areas. The speed limit on campus roadways and in parking areas is 15 miles per hour. The speed limits on city streets are 30 miles per hour or as posted. Speed should be slower if appropriate for safety.

A person who operates a vehicle on campus in a careless manner, without regard for the rights of others, or in a manner so as to endanger persons or property will be considered as driving recklessly. Overloading and riding outside of a vehicle are dangerous at any time and prohibited on campus. These careless behaviors may result in a citation for a moving violation from the Geneva Police Department and/or Colleges' disciplinary action.

Golf carts and similar unlicensed vehicles utilized by maintenance, athletics, and special programs must be operated on Colleges' property only and in a safe and responsible manner. They are not permitted to be driven on public streets or sidewalks, except to cross directly from one area of the Colleges' property to another. The Geneva Police may issue a summons to individuals found operating these vehicles illegally.

Bicyclists are reminded that riding on public sidewalks by anyone over the age of 12 is prohibited in the City of Geneva. The only exception is made for the Campus Safety bike patrol. The New York State Vehicle and Traffic Laws apply to bicycles operated on roadways. Bicyclists must comply with traffic control devices, such as stop signs and red lights, and must use a headlight and rear reflectors after dark.



PARKING REGULATIONS

City of Geneva

Tickets are issued for vehicles illegally parked on city streets within the campus area. The Geneva Police issue these tickets. Parking restrictions in these areas are indicated by signage and vary depending on location.

There is no on-street parking in the City of Geneva from 2 a.m. – 6 a.m. from December 1 to April 1 each year to facilitate snow removal. Exceptions *only* are marked with signage, such as on South Main Street, which has alternate-side parking. These provisions are actively enforced with tickets and towing, whether it is snowing or not.

Parking is not permitted between the curb line and sidewalks. This includes grass areas and entrances to driveways.

Tickets issued by the City of Geneva have fines that increase when not paid in a timely manner. Collection of fines may include billing to home addresses, towing of scofflaws and suspension of a vehicle's registration.

Campus parking philosophy

The arrangement of the Colleges' buildings, roadways, sidewalks, and parking areas in the central campus area is designed to accommodate pedestrian traffic. The system is not meant to accommodate driving a vehicle to and from classes, meetings, clubs, athletics, meals, or running errands. A vehicle should be considered a means to get to and from areas off campus. Parking enforcement efforts are intended to maintain

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compliance with the established regulations for the safety of the campus community and protection of the campus environment. Revenues from parking registration and enforcement programs are returned to the Colleges' General Fund in support of all programs on campus.

Campus parking availability

Parking for students, faculty, staff, and visitors is available at numerous sites within the campus. Use of all Hobart & William Smith parking lots requires a valid parking permit. Obtaining an approved parking permit does not guarantee a parking space: it provides the

privilege of parking in any available authorized space. Lack of an available space does not constitute justification to violate parking regulations. Individuals who find their desired parking area full may use spaces in other campus lots for which they have a valid permit.

Parking spaces defined

Campus parking spaces are normally paved with asphalt and marked with yellow lines on either side. A vehicle parked next to one yellow line is past the end of a row and not in a designated parking spot. Vehicles parked on grass, loose gravel, or dirt are not parked in a legitimate parking slot except where exceptions are noted later. Vehicles parked on a

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series of diagonal or crossed yellow lines are in a no-parking area. Vehicles parked where there are no pavement markings are in a drive lane or roadway.

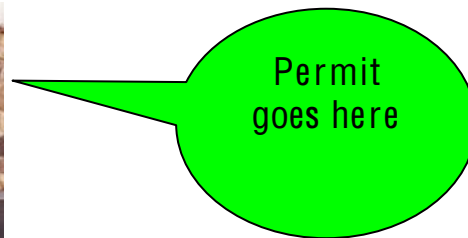
Violations of the above will

result in a parking citation.

Exceptions: Potter lot is the exception because it is not paved or marked with striping. Parking in Potter is along the east and west sides of the parking surface. Parking spaces at 737 S. Main are only on the north side of the lot. Certain spots are designated for snow removal and can not be used from December 1 to April 1 of each year.

Display of permits

The parking permit must be displayed on the driver's side, on the outside of the rear



passenger window of the vehicle. Pickup trucks and other vehicles without passenger windows must affix the parking decal on the driver's side of the rear window. Parking stickers must be permanently affixed to the window and not moved from car to car. Temporary permits must be displayed as indicated at the time of issue. Permits must be removed from the vehicle at the time they expire or upon sale or transfer of the vehicle to another party. All permits expire on August 1 each year except student permits that were issued for a single semester. These permits expire at the end of the semester for which they were issued.

PERMIT TYPES

Permits for employees

All vehicles that will be parked on campus must be registered. These permits are renewable every year during the time of employment. Parking decals for faculty and staff members are issued by the Department of Campus Safety at the beginning of the academic year and as needed throughout the year. Faculty and staff must complete a registration form and present it in person or by mail. A parking decal will be issued and must be applied promptly and properly installed on the vehicle.

Newly appointed faculty or staff members or employees registering a vehicle for the first time may be requested to show a Colleges' I.D. card along with a valid state registration for the vehicle they wish to register. Persons registering by mail in these circumstances must provide photocopies of these documents. Employees may not get a faculty/staff registration for a son or daughter who is a student at Hobart and William Smith Colleges. The students must register the car that they drive as a student vehicle.

Permits for students

All student vehicles must be registered. A student must complete a registration form, show a valid student I.D. and state registration and pay the appropriate fee in order to register a vehicle to park on campus. Payment at the Campus Safety Office may be made only by charging it to a student account. A cashier's receipt from the bursar's office is also acceptable proof of payment for vehicle registration. A parking decal will be issued and it must be *promptly and properly* installed on the vehicle.

Vehicles must be properly registered, with the decal correctly displayed, within 3 business days of the first day of classes of each academic semester. Vehicles brought to campus during the semester must be registered immediately. Students who change vehicles after their initial parking decal is issued must update the vehicle registration information at the Department of Campus Safety. A new decal will be issued for a \$10.00 fee, if the student is currently paid up to park on campus and has no outstanding parking citations. There will be no additional fee charged if the 'old permit' is turned into the parking office at the time a new vehicle is being registered. Students who are upgrading their current permit will have any fees already paid applied toward the upgraded permit type.

Parking permits are required for all vehicles that will be parked on Colleges' property and operated by students living in Colleges' residences. This includes dormitory, apartment, and large residence parking areas as well as driveways for small houses, co-ops, and theme houses. Parking in driveways is limited to a maximum of three vehicles. These vehicles must not encroach upon the pedestrian sidewalk, lawn, or extend into the street.

Limited-use permits

Business hours are considered to be from 8 a.m. to 5 p.m. on Monday through Friday.

Vehicles with limited-use permits may use Houghton House, Carriage House, the Field House, The Village at Odell's Pond and O'Dell's South parking areas at all times. Individuals with limited-use

permits may use central parking during non-business hours (5 p.m. – 8 a.m., Monday

through Friday, and all times Saturday, Sunday, and school holidays) except for the College Store and 24 hour faculty only lots. Limited-use permitted vehicles found parked in central campus lots during business hours will be cited and assessed a fine.

Off-campus students

Students who live off-campus within one-half mile of campus will have no access to central campus parking except after business hours. They will be able to register their car for a limited-use permit and must abide by the rules governing the use of this permit.

Residents of the Village at Odell's Pond

Students who live in the Village at Odell's Pond must register their car to park there. They can only register for a limited-use permit and cannot park in central campus lots during business hours (8 a.m. – 5 p.m. Monday-Friday). This restriction was designed to reduce unnecessary traffic on St. Clair Street and reduce central campus parking. This was necessary for the Colleges' approval to build the complex.

Fraternity members

Fraternity members may park in their house lots without permits. Those who wish to park on campus at any time must register their vehicles. They will be issued a limited-use permit only since they will reside within one-half mile of the campus. They are encouraged to obtain a student registration even if they plan to use campus lots only occasionally.

Commuter permits

Students who reside more than one-half mile from the campus are eligible for a commuter permit. Upper class students who live in 380 South Main, Medbery and Geneva Halls are also eligible for a commuter permit. Students with valid commuter permits park in the Medbery lot. Proof of lease, rental, or ownership must be shown at time of registration.

First-year student permits

All first year-students who wish to bring a vehicle to campus will have parking assigned in the first-year parking lot. This permit will allow them to park only in the first-year lot (they may also use the Houghton House, Carriage, and Elliott Studio Arts lots). First year students will not be able to park on city streets in and surrounding the campus. These streets include S. Main St., Pulteney St., St Clair St., College Ave., Ver Plank St. and the Garden Apts. Street. This is done to ensure that the streets do not become congested and it will be strictly enforced by the issuance of parking citation by the Department of Campus Safety.

First year students will be assigned to the first year parking lot at the time they register their vehicle.

First-year students can park in student lots and lots that are reserved (during normal business hours) for F,V,C from 5 p.m. on Friday until 12 midnight on Sunday.

Parking permit fees

Limited-use permits

The fee for a limited-use permit is \$40 per semester or \$60 per year.

Student permit fees

The fee for a regular student permit is \$100 per semester or \$150 per year.

Commuter permit

The fee for a commuter permit is \$100 per semester or \$150 per year.

First-year permit

The fee for a first year permit is \$100 per semester or \$150 per year.

Daily visitor permits/special conference needs

Visitors to campus (persons who are not registered students, faculty or staff) who will not be staying overnight must obtain a daily vehicle permit from the Office of Campus Safety upon arrival on campus. There is no charge. The Medbery lot is the designated area for visitor parking and normally has sufficient space available to meet visitor needs. Visitors may use other lots designated for V permits if space is available. Persons sponsoring conferences or departments with frequent visitors may contact Campus Safety in advance for any special parking permit needs.

Temporary registrations

The Department of Campus Safety will issue a temporary courtesy vehicle registration to students, faculty, staff, and visitors with a need to bring a vehicle to campus for a brief period of time. This temporary parking permit will be valid for a period not to exceed 10 days. Students will be issued only one temporary permit not to exceed 10 days during each academic year.

Special Requests

Students who require special parking due to injury or illness must apply at the Hubbs Health Center. Their request will be reviewed by a healthcare professional and if approved forwarded to the Office of Campus Safety. Campus Safety will issue a temporary permit to the student for the period specified.

Students that may need special parking privileges that are not health related may apply for a special permit to the Director of Campus Safety. Approval and issuance of a special permit will be at the sole discretion of the Director.

Annual visitor permits

Visitors who will be visiting the campus for a period longer than 10 days or who visit the campus throughout the year may apply to Campus Safety for an annual visitor's permit. This permit eliminates the need for a visitor to continually obtain day passes. The permit is useful for community residents who regularly use campus facilities such as the field house, the Scandling Center, or the library.

Students who have frequent visits from family or friends are advised to have them register their vehicle and obtain an annual Parent or Visitor's permit.

Improperly obtaining permits
 Students found to have intentionally obtained a permit to which they are not entitled, displaying a permit reported lost or stolen, or otherwise attempting to defraud the parking system will be referred to the appropriate dean’s office for disciplinary action. They also may be subject to legal charges for theft of services. Vehicles parked on campus with fraudulently obtained permits will be subject to towing at the expense of the owner/operator.

Persons with fraudulently obtained permits will be subject to disciplinary action and/or legal charges

Restricted parking areas

Parking restrictions shall apply at all times unless otherwise indicated. The following are restricted parking areas:

- (1) Bristol Gymnasium parking lot, faculty/staff permits only, 24 hours a day;
- (2) Lansing and Eaton Halls parking lot, faculty/staff permits only, 24 hours a day;
- (3) Pulteney parking lot, faculty/staff permits only, 24 hours a day;
- (4) 99 St. Clair Street lot, faculty/staff permits only, 24 hours a day;
- (5) Hubbs Infirmary parking, faculty/staff permits only;
- (6) Winn-Seeley lot, south side of Winn-Seeley gym, 8 a.m.–5 p.m., Monday-Friday, faculty/staff permits only;
- (7) Medbery parking lot, 8 a.m.-5 p.m., Monday-Friday, faculty/staff, commuter, and visitor permits only;
- (8) The College Store parking lot, 1 hour customer parking only. Student parking is not permitted at any time;
- (9) Maintenance Building 1 (northwest corner of Medbery lot), 15-minute to 1-hour parking for registration, short-term visitors’ parking, and persons conducting business inside;
- (10) 288 Pulteney Street, north end driveway, faculty/staff permits between 7:30 a.m. and 5:30 p.m.
- (11) Other restrictions and areas may be indicated by signage.
- (12) McCormick lot (between McCormick House and Winn Seeley gym).
- (13) The two parking spaces at the north end of Smith Hall are handicap parking only.
- (14) Roadway leading to the parking area behind Comstock. No Parking at any time.
- (15) Admissions Guest parking only on the south side of B&G along the east curb line.

General parking areas

The following central campus parking areas are available for all regular permit holders (F,C,V,S). Limited (L) permit holders may park in these lots after 5 p.m. and before 8 a.m., Monday-Friday except where noted otherwise.

CENTRAL CAMPUS LOTS	
Barn	Scandling North (F, V, S)
Brent House	737 South Main Street
Comstock	Sherrill A (F, V only) and B lots

McCormick	Bampton
Miller	Jackson A and B lots
North (at 1 South Cloverleaf)	Rees
Potter	
PERIPHERAL CAMPUS LOTS	
Goldstein Family Carriage House	Field House
Houghton House	Odell's Village North and South
Katherine D. Elliott Studio Arts	

CAMPUS PARKING REGULATIONS

Prohibitions

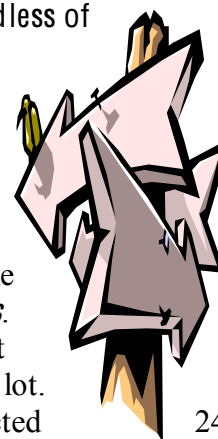
Parking is prohibited in the following situations:

1. on campus driveways roadways or walkways,
2. on any lawn areas;
3. in restricted areas marked by signs, yellow curb markings, or yellow line markings;
4. when blocking other vehicles from parking;
5. in spaces designated for the handicapped or for service vehicles;
6. without proper identification;
7. less than a minimum of 15 feet from a fire hydrant;
8. in a fire lane (all driveways, campus roadways, and walkways are considered fire lanes);
9. in areas marked by barricades, fencing, or barrier tape indicating a temporary no parking/driving zone;
10. within 25 feet of any building not otherwise marked as a fire lane;
11. at the direction of a Campus Safety officer or other Colleges' official charged with regulating traffic and parking.

Signage

The Colleges will enforce the parking regulations for violations regardless of the presence of any or contiguous signage at the specific location. Reasonable effort will be made to clearly mark authorized parking spaces with signage or pavement markings. Assume that an area is not for parking if these markings are absent. All individuals who park on the Colleges' property are expected to know and follow these regulations. The fact that an individual has been incorrectly advised of the parking regulations does not constitute an excuse for violations. The authority in this regard is the current *Parking and Traffic Regulations*.

There is a green sign near the entrance to each parking area that identifies the name of the lot and the type of permit required to use the lot. The lot is available for use after the times stated unless the lot is restricted hours a day.



The parking decal shows the designated permit type by the letter that precedes the permit number.

F=faculty/staff	Color is Red
S= resident student	Color is Blue
C= commuter student	Color is Purple
L= limited use	Color is Green
V= visitor	Color is Brown
Y= first year student	Color is Yellow (Yellow)
P= Parent	Color is Burgundy

Consequences

The penalty for violation of parking regulations at Hobart and William Smith Colleges will be a fine, tow and storage of the vehicle at the risk and expense of the person who has registered the vehicle, loss of campus parking privileges, or other campus disciplinary action. The person who registers the vehicle for campus parking will be responsible for any fines or fees associated with parking the vehicle on campus contrary to the Parking and Traffic rules. The fines for common violations are as follows:

(1) Failure to display current permit	\$25
(2) No-parking zone	\$25
(3) Not a parking space (grass, sidewalk, drive lane)	\$25
(4) Parked in fire lane/roadway	\$25
(5) Parked in loading/service area	\$25
(6) Parked in handicapped space	\$50
(7) Parking in restricted area/lot	\$25
(8) Overtime parking	\$25
(9) Green surcharge	\$5

Vehicles parked contrary to more than one of these violations may be cited for multiple violations on the same ticket. For example, a vehicle with no Colleges' permit displayed (#1 @ \$25), parked in a drive lane (#4 @ \$25), of a restricted lot (#7 @ \$25), will receive a ticket with three fines totaling \$75.

Other sanctions

A \$10 administrative fee will be added to any parking ticket that has not been paid within 10 days of the issuance of the ticket. Unpaid parking tickets will be billed as an outstanding obligation to the Colleges at the end of each semester.

Persons with 5 or more tickets during the school year will be booted or towed at their expense.

Persons who receive five (5) or more parking tickets during the school year are considered to have excess violations. The person will be placed on a boot/tow list and his/her vehicle will be immobilized with a boot, or towed, anytime that it is parked in violation of the *Parking and Traffic Regulations*. A person's campus parking privileges will be limited or revoked if they are "booted or towed 3 times. Vehicles may be towed at any time if they are parked in a fire lane/emergency drive and restrict access to areas of campus by emergency medical, fire apparatus or police. Vehicles may be towed at any time if they are parked in snow removal area or preventing snow removal from campus parking lots, roadways, or sidewalks.



Limited privileges means the person will be assigned to a peripheral lot and that will be the only place they are allowed to park for the remainder of the academic year. A revocation means that the person will no longer be able to park his/her vehicle on Hobart and William Smith property for the remainder of the academic year. The vehicle will be towed anytime that it is parked on the campus at his/her expense and risk.

Persons who have their vehicle booted/towed 3 or more times for excessive violations will have their parking privileges limited or revoked for the remainder of the academic year

Parking registration and fine payments

Parking registration fees for students, or parking fines, may be charged to the student's account at the Campus Safety office. This is the only method of payment that is accepted at Campus Safety.

Booting vs. towing

The determination to immobilize a vehicle or have it towed is based on the circumstances of the violation. If parked in a fire lane, roadway, or other space where access by an emergency response vehicle may be restricted, the vehicle may be towed. If a persistent violator (5 tickets or more within academic year) parked in a parking lot or restricted area the vehicle may be immobilized with a vehicle boot, or may be towed. When a vehicle is towed arrangements and payments are made with the tow company. Vehicles that are immobilized with a boot will make arrangements with the HWS parking office to have boot removed, with payments made to HWS. The boot removal fee is \$100 and the vehicle owner will be notified whenever possible. The boot removal fee will incur \$25 for every day thereafter. For example, a vehicle is immobilized with a boot on Wednesday and the owner is notified but does not rectify the citation until Friday, the charge will be \$150. If the owner of the vehicle does not make arrangements to remove the boot after three days, the vehicle will be towed at the owner's expense and will also be charged all HWS immobilization fees. The boot will not be removed from a vehicle until all outstanding fees associated with that vehicle's account are paid in full.

Parking appeals

The parking appeals process is intended to give individuals who have unusual circumstances involved with the receipt of a ticket an avenue to be heard and have fines adjusted, if warranted. The fine for a first time offense during each academic year will be waived. Fines for having an unregistered vehicle will normally be waived upon appeal, if there is proof that the vehicle has been registered within *7 business days* of the date that the ticket was issued. Other fines not related to vehicle registration will still be valid in these cases.

Appeals must be filed within 10 days of the date a ticket is issued.

Appeals must be in writing and received in the Campus Safety office within 10 days from the date the ticket was issued. Late appeals will not be waived. Forms for a written appeal may be obtained at the Campus Safety office. Written notice of the decision or action taken on the appeal will be emailed to the student.

Administrative fees and billing will not occur for tickets that are in the appeal process. Tickets that have had the appeal denied must be paid within 10 days of the notification of the decision or they will be assessed the administrative fees and billed.

The Colleges reserve the right to correct errors or omissions on parking tickets issued. An error or omission does not automatically invalidate a ticket. Fines may be adjusted accordingly.

Collection of unpaid parking fines

Faculty and staff members are expected to abide by the campus parking regulations. Failure to comply will result in the issuance of parking tickets with fines. Repeated offenses will be referred to the senior staff member who oversees the employee's area of work. These provisions will also apply to contractor's representatives regularly assigned at the Colleges.

Students are authorized to park in designated areas on campus based on residence location and payment of a fee. Any unpaid or unsuccessfully appealed parking fines will be billed as an outstanding obligation to the Colleges at the end of each semester. This includes fines for unregistered vehicles traced to a student's responsibility, tickets received by others while using a student's vehicle, and tickets received by guests visiting a student.

Unregistered vehicles and visitors issued annual parking permits will be subject to towing, even when parked appropriately at the time, if there are unpaid or unsuccessfully appealed tickets.

Individuals or vehicles with outstanding parking fines may be denied the ability to register for a permit until the obligations are paid.

Loading/unloading

There are unique times when heavy items need to be loaded or unloaded. Students

Parking on city streets contrary to signs or city ordinance will result in tickets issued by the Geneva Police Department.

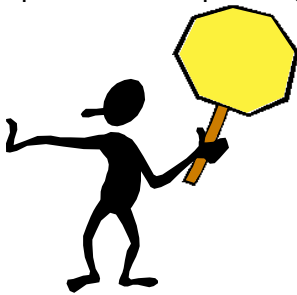
moving into their residence hall at the beginning of the academic year and moving out at the end of the

academic year may stand for 3 to 5 minutes to unload or load items. This is assuming that the vehicle does not disrupt the normal flow of traffic or create a hazard to others. Four way flashers must be used. This applies only to areas on the Colleges property. There might be a need to load or unload at times other than moving in or moving out for the year. The Campus Safety office must be contacted to get permission for any such exceptions, otherwise the 3 to 5 minute standing guide to load or unload does not apply.

Parking for longer periods or for other purposes such as running errands, picking up mail, visiting, or attending meetings are not appropriate uses of this courtesy.

City streets fall under the jurisdiction of the Geneva Police Department and vehicles will be ticketed if parked contrary to City ordinances.

Special events parking



Some special events on campus will cause the temporary closing of parking areas normally available for general use. Other events may cause the temporary use of lawn, roadside, or other areas where parking is normally prohibited. Individuals will be directed where to park by Campus Safety personnel or event staff during these events. The use of certain areas to park vehicles during special events does not constitute authorization to do so at all events or at other times because it is convenient to do so.

Disabled vehicles

A disabled vehicle must be removed or repaired within the shortest time necessary to contact a tow or repair service to remove or fix the vehicle. The Campus Safety office must be contacted immediately if the vehicle cannot be repaired or removed right away. A description of the vehicle, where it is located and the problem must be given to Campus Safety as well as the anticipated time of removal. This time will not exceed 24 hours after which Campus Safety will have the vehicle towed at the expense and risk of the operator/owner.



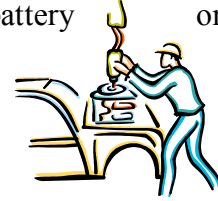
Abandoned vehicles

A vehicle will be considered abandoned if it is parked anywhere on campus without valid license plates or in a condition unable to be driven on public highways. Abandoned vehicles will be removed from campus and disposed of under the provisions of applicable laws.



Vehicle repairs

Minor repair of personal vehicles such as changing a tire, replacing a battery or headlamp is permissible in campus parking areas. Changing oil, coolant, engine overhaul, repairs requiring the vehicle to be up on blocks or other major repairs are not permissible for safety and environmental reasons. Any commercial repair of vehicles on campus is prohibited.



Camping

Camping on Colleges' property or overnight occupancy of motor vehicles, including motor homes, campers, and vans, requires written permission from the Office of Campus Safety.

Theft/loss/damage

The Colleges do not assume responsibility for any loss or damage to vehicle(s) or contents while parked on campus. Parkers are encouraged to have appropriate insurance coverage for their vehicles and their contents. You must make a prompt report to the Campus Safety office if you are involved in an accident, discover vehicle damage or experience a theft. Campus Safety personnel will file a report for campus use and assist with making a police report if one is required or will be needed for insurance purposes. The Department of Campus Safety does not routinely provide copies of its reports to individuals or insurance companies. Specific information from reports may be requested and will be provided, if available and appropriate to release.

Special Services

1. Jump Starts Campus Safety officers will make a reasonable effort to jump start a vehicle with a dead battery. Campus Safety takes no responsibility for damage to the vehicle.
2. Unlocks Campus Safety *does not* provide vehicle unlock services. Side air bags and electric locking mechanisms prohibits us from doing unlocks. You will need to call a local garage that will be able to tow or unlock your vehicle.
3. Flat Tires Campus Safety Officers *can not* change a flat tire for motorists because of the inherent dangers and risks. You will need to call a local garage that will be able to assist you.