Town Board Meeting April 20, 2020 6:30 p.m.

Remote Meeting via www.zoom.com (id#: 976 8800 7097 password 883689)

Present: Supervisor Aaron, Councilor Tucker, Councilor McCormack, Councilor Alexander, Councilor Legg, Attorney Smith

Also Present: Bridgett Winkelman, Karen Barkdull, Sue Murphy, Allan Wellington, Miranda Robinson, Jason Gabak (Skaneateles Press), Michele Norstad, Mark Buehler, Joe Southern, Dick Eldredge, Cindy Meili, Jacque McConnaghy.

Supervisor Aaron introduced the Town Board members to the audience, to make it easier for the audience to identify the Board in the remote meeting format.

Highway, Water, Transfer Station: Highway Superintendent Allan Wellington reported the Highway Department had plowed two times since the last Town Board meeting and 126 times for the season. He stated the employees had cleaned up multiple trees caused by high winds. Crews had completed the drainage around the perimeter of the Sims Building. He reported a portion of the highway paving projects had been contracted for the year. The permit for the culvert replacement on Austin Road had been completed and copies sent to the NYS DEC and the Army Corps of Engineers and Auctions International had been contracted for the sale of surplus vehicles. In the Water Department there had been a water break at the intersection of Jordan Road and O'Neil Lane they temporarily repaired. Also, a water main break on Fennell Street had been repaired. At the Transfer Station Clifton Recycling had been on site for the past three days grinding brush and a load of baled cardboard was loaded and sent out on April 8th.

Councilor Legg sated this is a great to see the brush being ground down for the residents at the Transfer station. Budget Officer Winkelman stated there is additional funding for grinding this year if needed. Supervisor Aaron asked if the mulch was available for the public? Highway Superintendent stated yes, it is.

Parks: Parks Manager Sue Murphy reported they had removed tress at the Charlie Major Nature Trail that had come down during the windstorm. She thanked the Highway Department for their help in the cleanup. She thanked the public for their efforts to social distance while using the Park during this time. She reported the Town Boat launch is still open. She also thanked the school, especially Elaine McLaughlin and Tammy Dudden for their help in closing the Parks and the Nature Trail. They loaned the Town Parks Department sandwich boards for signage and were a big help.

Councilor Alexander stated she would like to clarify that the Park is not completely closed, only the playground areas and the Charlie Major Nature Trail, tennis courts, basketball courts and the volleyball courts. The Charlie Major Nature trail was closed due to the high traffic and people not complying with social distancing. For updated information on all the Parks and trails she encouraged people to visit the Town of Skaneateles website or contact the Town Clerk or Toqn Supervisor. She stated the Parks staff and all the departments have done a great job during the

COVID-19 Pandemic keeping everything running and taking extra precautions during these unprecedented times.

Dog Control: Supervisor Aaron reviewed the March 2020 Dog Control Activity Report as submitted by Dog Control Officer David Wawro. The reported stated 7 reports of lost or missing dogs and one report of an injured goose. Officer Wawro had referred the injured goose caller to a DEC Wildlife Rehabilitator.

Councilor McCormack asked if there is a report of dogs running loose at Austin Park was this the responsibility of the Town's Dog Control Officer or the Village. Supervisor Aaron stated this is the Village Police responsibility. The Village has its own leash law.

Veterans Coordinator: Veteran Coordinator, Cindy Meili, thanked the Board for all they are doing during this time. She stated she is checking on the Veterans and making sure they are getting the support needed. She had been working with the American Legion on the Buddy Check Program. The American Legion held their first drive thru luncheon on Saturday and it went very well. She had created a Veteran Outreach flier to hand out with information on services available and phone numbers for the Skaneateles Outreach coordinator, Food Pantry, Emergency Services as well as the Onondaga County services available for Veterans. The County Veterans Services are still operating for any claims or needs on a County Level. She sated she is working remotely from home and minimizing any personal contact. Supervisor Aaron asked if the flier she created could be on the website. Ms. Meili stated yes, when the form is completed, she will have it up on the website. Ms. Meili asked the Board if they had any input on the flier to please let her know. Councilor Tucker said the American Legion had send out a mailing to its members. Cindy Meili stated this is the Buddy Check Program established to communicate with their Veterans and supply them with needed information. Supervisor Aaron thanked her for all she is doing.

Outreach Coordinator: Outreach Coordinator, Jacque McConnaghy reported on the Outreach Departments efforts during the COVID – 19 Pandemic to help the residents. She had been working in conjunction with the school to provide meals to residents. Just under 6,000 meals have been served since it started. Approximately 1800 have been adult meals served, 74 adults which includes many senior citizens and 86 children are being served. Our cost is \$5.50 per day for the adults, children are covered by the school and State. She reported the Town's cost is approximately \$400 a day - \$2,000 per week. The school plans on keeping the meal program going as long as the stay at home order is in place.

Ms. McConnaghy stated 215 gift cards were purchased by outreach to 7 local restaurants, Tops grocery store and Byrne Dairy totaling \$6,600. 55 bottles of hand sanitizer from Last Shot were given out with meals, 35 of these bottles were donated and 20 purchased for \$100 along with 10 gift cards to local restaurants donated totaling \$200. These gift cards are going to the families who qualify for the free and reduced lunch program or any families that the school knows who are in need.

She reported there have been 113 donations, to date, either by check or online totaling \$20,179.44, and more are coming every day.

She stated she has been reaching out too many of the clients the Town Outreach Program assisted during the past year to check in and see how all are doing. About 65% of the families have been receiving the meals, out of the 35% remaining 20% said they will be calling to sign up. She said they had been directing anyone who needs help to contact them at the Outreach Office or check the Town of Skaneateles website for all updated information. Stimulus money has gone out from the Federal Government so most everyone is okay for now. The Food Pantry is currently closed but they are taking appointments as needed. The Food Pantry is being managed by Judy Gelston.

She stated the out poring of donations is amazing as well as the people who want to volunteer to help. She stated they have set up volunteers to deliver food and medication to anyone in need.

Supervisor Aaron stated they have done an incredible job taking care of any need in the community. We have an amazing community. Jacque McConnaghy agreed. Our residents in need feel very fortunate.

Councilor Alexander agreed with Supervisor Aaron. She stated any information we can get out to the community is great. She had posted the Outreach information on the Town's Facebook page and asked Ms. McConnaghy if she should put an article or press release in the Skaneateles Press? This would let the community know where the donations are going and connect with people who need help. Ms. McConnaghy agreed, she said she would like it to be simple not splashy, she would not want their confidentiality to be jeopardized. She said she would contact the editor of the Skaneateles Press.

Minutes of April 6, 2020: On a motion of Councilor Alexander, seconded by Councilor Tucker, and with a (5-0) affirmation of the Town Board the minutes of April 6, 2020 were accepted as presented.

Finalize Town of Skaneateles Social Communication Policy and Facebook page: Supervisor Aaron reported to the Board Councilor Alexander had updated the Social Communication Policy. Supervisor Aaron reviewed the sections revised. The Elected Officials & Open Meetings Law and FOIL had been added to adhere to the NYS Open Meetings and Freedom of Information Laws.

Councilor Alexander stated any Social Media presence by the Town of Skaneateles is meant to be a one-way communication for people. This will be used to post any notices and refer people to the website or the individual department they would need to contact. We do not want individual conversations on Facebook.

Supervisor Aaron stated this is meant to be able to get information out to a larger portion of our community.

On a motion of Councilor Legg, seconded by Councilor McCormack, and with a (5-0) affirmation of the Town Board the updated Public Relation Social Media Policy for the Town of Skaneateles, dated April 16, 2020 was accepted as presented.

Seasonal Employees – Town Cemeteries: Supervisor Aaron stated the cemeteries are preparing to open for the season. Cemetery Superintendent Dick Eldredge asked the Board to approve two

employees to work at the cemeteries, Mottville and Shepard Settlement. They would be employed to mow the grass and complete various maintenance projects. The two employees he is requesting the Board's approval for hire are; Larry Larrabee and Riley Eldredge. Mr. Larrabee would be returning for the season and Riley Eldredge would be a new employee at the cemeteries.

Dick Eldredge reported to the Board, Town Historian Beth Battle had submitted the paperwork and application to have the Mottville Cemetery on the National Registry. She had sent notification to Mr. Eldredge that the application is in process and looked positive for the Town.

On a motion of Councilor Alexander, seconded by Councilor Tucker, and with a (5-0) affirmation of the Town Board Larry Larrabee, returning employee, and Riley Eldredge were approved for hire at the Town Cemeteries, Mottville and Shepard Settlement.

Announcements/Correspondence/Updates

- Sims Building Update: Councilor Alexander reported the Sims Building is on track for completion. McGinnis Construction is working on the punch list to complete the project. The building should be ready to open when the grounds are finished. The opening will depend on the community reopening due to the Pandemic.
- Fire House Refinancing Update: Supervisor Aaron reported the possibility to refinance had been approved by both the Town and the Village Boards and a contract had been received from Fiscal Advisors. Supervisor Aaron stated she is communication with Village Trustee, Kathleen Zapata to discuss the contract and any changes. This contract will be on the May 4th agenda.
- Skaneateles Lake and Watershed 2019 Report: Supervisor Aaron reported the Skaneateles lake and Watershed 2019 Report had been submitted to the Town and sent out to the Board. The report is also on the Town website.
- LED Street Lighting Update Smart Cities: Staff Engineer, Miranda Robinson reported she had talked to NYPA, Urban Planning and Town Engineer, John Camp and discussed the types of fixtures that are available. Parks, Highway, Water and Transfer Station had meet with her and discussed their needs and options. The Town will have to pin down what they want for options by June 1st. Supervisor Aaron thanked Miranda Robinson for all her work on this project, she stated the Town now needs to decide what options they want. The grant money amounts to \$20,000 for Smart Cities. Ms. Robinson stated there is an automatic grant of \$20,000 after that there is another match of \$40,000 for a total of \$100,000. Supervisor Aaron stated with this program the streetlights will be under Town ownership and since they will be LED there will be a large savings to the Town. They will have the capabilities of other functions, such as; security in the Parks and monitoring of the road conditions for Highway Superintendent Allan Wellington. She stated she would like to be able to see these lights working in a community setting. Ms. Robinson stated the City of Syracuse had implemented these Smart City fixtures. They can set up a meeting with the City to see how they work when they are able to after the pandemic shut down.
- Updated Town Employee Guidelines during COVID -19: Supervisor Aaron updated the Board on the updates to the Employee Guidelines. She stated the guidelines from the Governor are changing daily. She stated both Governor Cuomo and Onondaga County Executive Ryan McMahon are both doing an outstanding job during the Pandemic. An update to the Town Guidelines including the requirement of face masks. It states the following:

• Added April 20, 2020 Governor Cuomo's April 14, 2020 Interim Guidance on Executive Order 202.16 Requiring Face Coverings for Public and Private Employees Interacting with the Public During the COVID-19 Outbreak. Face coverings include, but are not limited to, cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields. Please visit the Centers for Disease Control and Prevention's "Coronavirus Disease 2019 (COVID-19)" website for information on cloth face covers and other types of personal protective equipment (PPE), as well as instructions on use and cleaning.

She stated there has been information provided by the State and the CDC stating Employees Returning to Work After Illness or Travel that employees can only return to work after clearance by the County Department of Health, doctor's release or CDC guidelines and your Department Head's or Town Supervisor's approval. She also stated that if an employee does contract the Corona Virus that upon their return to work, their temperature must be monitored. Hill-Rom would partner with the Town to provide touchless thermometers for use in monitoring employees. These guidelines should be reviewed by Board. The Town will continue to pay employees whether they are working remotely or on the job. Supervisor Aaron stated we all need to abide by these guidelines as mandated by the State Government and the Town.

Attorney Smith reviewed the guidelines, he stated most the wording is from the New York State Health Department as well as the State and Federal Governments.

On a motion of Councilor McCormack, seconded by Councilor Legg, and with a (5-0) affirmation of the Town Board the Town Employee Interim Guidance During the COVID-19 Pandemic updates as mandated by the Governors Executive order dated April 14th concerning the requirement to wear face masks and monitoring after travel or illness was approved as presented.

- Letter Mark Buehler: Supervisor Aaron Announced to the Board a letter was received from resident, Mark Buehler. In his letter he had several questions regarding the closing of the Charlie Major Nature Trail. Supervisor Aaron said who would have ever thought the Town Board would have to close the Charlie Major Nature Trail. But due to this unprecedented virus with so many sick and so many that have died the Board was put in this position. We are all trying to comply with social distancing, but it has been difficult for everyone. This is especially hard for families with young children and seniors who are struggling not having their normal way of socializing. These decisions have been very hard for the Town Board. The Governor has made some hard decisions closing down nonessential businesses and restaurants. Other Towns have had to make the same decisions having to closed parks, playgrounds and trails throughout the County. At the Charlie Major Nature Trail, it became particularly difficult for our emergency services, the road was completely blocked on one side which made it impossible for emergency vehicles to get through. She stated this problem continued and grew which required the Town Board and the Parks Department to make the difficult decision to close the Trail during the Statewide shut down. The Town Board hopes to be able to open everything, but we have to wait for the right time when it is safe for all in the community.
- Update Eastern Gateway: Councilor McCormack reported the Town Board was presented with a plan and cost break down from the Syracuse Metropolitan Transportation Council. The cost presented came in at a staggering 6.12 million dollars. He stated this plan was a good start but Supervisor Aaron, Councilor Tucker and himself thought this plan needed a lot of work and

review. Marty Cregg, Eastern Gateway Committee member and business owner along the eastern corridor, also said the plan needed a lot of work. Mr. Cregg believed there could be some options removed or changed to lower the cost. Councilor McCormack stated he reached out to Onondaga County Planning for their input and would also have the Eastern Gateway review this proposal. Councilor Tucker agreed. Councilor Legg asked if this plan addressed anything outside the Eastern Gateway, such as the Western Gateway or the Village. Councilor McCormack stated no, this is only looking at the Western Gateway to the Town. Supervisor Aaron stated the Village is working on a plan with Onondaga County Regional Planning and Development.

- *Update Hamlet Committee:* Councilor Legg reported the Hamlet Committee had scheduled a meeting next week. Dan Kwasnowski from Onondaga County Planning will be attending to update the committee on the grant and the funding.
- NYSEG & RG&E Food bank Donation: Supervisor Aaron stated a letter was received from NYSEG & RG&E announcing they had donated \$275,000 to local food banks across New York as part of the company's effort to support the COVID-19 response.

Public Comment: Mark Buehler asked the Board about the closure of the Charlie Major Nature Trail. He stated there is no posting of the number of people allowed on the Trail. He asked if there had been problems on the Trail why the police were not notified. Supervisor Aaron stated the Charlie Major Nature Trail is a Town trail and the Town Board has the authority to close any park or trail owned and run by the Town. She stated the Town Board closed the Trail in the interest of the safety of Town residents. Mr. Buehler questioned the closure of the playground stating he was told it was due to damage of the playground. Councilor Alexander stated the Town closed the playgrounds due to the concerns of the equipment being sanitized. Mr. Buehler stated there are no signs stating no parking along the road. Supervisor Aaron said the Highway department had installed no parking signs. Supervisor Aaron thanked Mr. Buehler for his comments.

Budget Amendments – No budget amendments.

Abstract #20-08: On a motion of Councilor Tucker, seconded by Councilor McCormack and with unanimous (5-0) affirmation of the Town Board vouchers #20-0380 - #20-0454 were authorized from the following funds:

 General Fund:
 \$ 74,439.31
 Highway:
 \$ 3,053.98

 Water:
 \$ 24,245.40
 Sewer.:
 \$ 1,475.98

 Hwy Part Town:
 \$ 2,651.14
 T & A:
 \$ 3,243.51

 Part Town:
 \$ 7,765.45

TOTAL: \$116,874.77

Executive Session: On a motion of Councilor Tucker, seconded by Councilor Legg and with unanimous (5-0) affirmation of the Town Board the meeting was adjourned to Executive Session at 7:35 p.m. for Attorney Advice.

On a motion of Councilor McCormack, seconded by Councilor Tucker the meeting was returned to open session at 9:00p.m. .

On a motion of Councilor Legg, seconded by Councilor McCormack and with unanimous (5-0) affirmation of the Town Board the meeting was adjourned at 9:00 p.m.

Respectfully Submitted,

Julie A. Stenger Town Clerk

TOWN EMPLOYEE INTERIM GUIDANCE DURING THE COVID-19 PANDEMIC

Signs of Illness, Family Illness, travel

If an employee develops symptoms such as fever, cough, and/or difficulty breathing, and have been in close contact with a person known to have COVID-19 or has recently traveled from an area with ongoing spread of COVID-19, **stay home and call your doctor**. **If you do not have a doctor** and have questions, symptoms, or may have been exposed to someone who has tested positive for COVID-19, call Upstate <u>University Hospital's Triage Line</u> at 315.464.3979 and you will be advised about testing. The line is open 7am to 11pm each day. Then notify your Department Head or Town Supervisor.

Return to Work After Illness or Travel

Employees can only return to work after following clearance by the County Department of Health, your doctor's release or CDC guidelines and your Department Head's or Town Supervisor's approval.

Communication

• Department Heads should keep in contact with their employees (working at their Town work site or remotely) to ensure all work is being done and support is being provided, assignments are being made, and best-practices are reinforced whether at the work site or when working remotely.

Phishing Attempts

• With the coronavirus status alerts we are all receiving from individuals, businesses and organizations, it is important that we be careful on both our work and personal computers, making sure that the sender is verified as legitimate before clicking on the email. There has been an increase in the volume of phishing attempts by hackers attempting to introduce computer viruses or obtain confidential information.

Visitors and Signage

- With the exception of the transfer station, members of the public should not enter Town offices or workplaces. If a member of the public must visit a Town facility, the visit must be cleared by the supervisor of that department.
- Signage shall be posted at all Town facilities implementing this policy

Employee Events, Travel, and Personal Travel

- All training, work-related tasks and work travel of any kind outside of the Syracuse/Auburn Area must be approved by your Department Head.
- Any personal travel outside of the Syracuse/Auburn area is strongly discouraged.
- Anyone who travels outside of the Syracuse/Auburn area (for work or personal) will need to check in with your Department Head before returning to work.

Payroll, Timesheets, and Time Entry

• There will be no interruption with payroll. Employees who work remotely will be paid according to our standard payroll practices.

• Remotely working from home will be entered as normal hours worked. Timesheets need to be entered and submitted as usual.

Equipment

- The Town shall provide work-from-home equipment as deemed needed and desirable by your Department Head and Town Board.
- If you require additional equipment to work from home you should make a request to your Department Head. All such equipment must be returned to the Town when remote work arrangements are terminated.

Social distancing

- Added April 20, 2020 Governor Cuomo's April 14, 2020 Interim Guidance on Executive Order 202.16 Requiring Face Coverings for Public and Private Employees Interacting with the Public During the COVID-19 Outbreak. Face coverings include, but are not limited to, cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields. Please visit the Centers for Disease Control and Prevention's "Coronavirus Disease 2019 (COVID-19)" website for information on cloth face covers and other types of personal protective equipment (PPE), as well as instructions on use and cleaning.
- For employees working on site, observe all directions regarding social distancing.
- Employees on site must remain at least six feet apart from any other person.
- Employees are prohibited from riding together in vehicles.
- As appropriate, employees should frequently disinfect surfaces and use personal
 protective equipment. In particular common use tools, doorknobs, handles, operating
 buttons and switches, keys, and other common use objects should be operated wearing
 proper gloves and/or disinfected. COVID-19 can survive on hard surfaces such as steel
 and plastic for up to three days.
- Employees working in public places will be required to wear a facial mask.

Public Relations Social Media Communication Policy

Policy Statement: The Public Relations Social Media Communication Policy requires the Town Board and all Town of Skaneateles Employees to conduct themselves with courteous, professional treatment of members of the public to help build confidence among the taxpayers we serve. We ask the Town Board and all Employees to make every effort to represent the Town of Skaneateles in a polite and professional manner in all communications with the public and share only approved appropriate official communication notices via formal Town of Skaneateles Media outlets with the comment section disabled on social media posts where applicable. The Town of Skaneateles' Social Media pages are to be used as a One-Way secondary source of information. www.townofskaneateles.com will remain our official online source of information. Questions posed on social media sites will be directed to our website to call or email departments directly with questions and concerns. Communications made to a Town social media site will not be considered formal public comment and shall not constitute official legal notice to the Town or requests for records under the Freedom of Information Law. Such submissions will not be acknowledged. Examples of Social Media include, but not limited to: Facebook, Instagram, Twitter, YouTube, Web Blogs, LinkedIn, SnapChat, Fickr, Myspace, Web based Wikis whereby users can add, modify, or delete its content via a web browser.

Content:

- All original content must be posted to the Town government's website and the use of email, social media sites, etc. will be secondary outlets.
- Content shared on the Town Website & Social Media sites must be approved by the Town Supervisor and reviewed by the Town Board. Once official information is approved the content will be provided to the Town Clerk and distributed via the proper communication channels (media, email, website update & social media pages). The Town Clerk may authorize additional help uploading approved communications to these sites at his/her discretion.
- The following will be the response to any question posed on social media sites:
 The Town of Skaneateles Social Media Page is to be used as a one-way secondary source of information. www.townofskaneateles.com is our official online source of information. Visit our website to call or email departments directly with questions or concerns.

Social Media Regulations:

- Personal Social Media posts of Town Board Members or Town Employees regarding official Town Notices or Information must be linked back to the official government social media page and reference the official Town website for additional information.
- Social media should be used as a one-way communication tool to flow information to
 members of the public. All Posts shared by Town Board Members or Town Employees
 regarding Town Business should disable the comment feature where applicable.
 Please do not engage in discussion on social media regarding Town Business.
 Refer constituents to contact the appropriate Town Board Member or Town Employee
 via your approved Town Email address or to our website for the directory to discuss
 any questions or concerns they may have.

To avoid confusion regarding unofficial subject matter related to the Town of Skaneateles:

• Employees & Town Board Members must include in any unofficial post related to the government or their job on a personal or professional site a disclaimer that the posting reflects their own opinion, and not that of the government.

Employees & Town Board Members are prohibited from posting:

These terms pertain to content posted from computers or communication systems that are not Town owned, as well as those that are Town property.

This list is meant to be illustrative, and not exhaustive.

- Information about actual or potential claims and litigation involving the government.
- Disclosing confidential or proprietary information pertaining to matters of the Town that is not otherwise deemed accessible to the general public under the Freedom of Information Law (Public Officers Law Article 6, §§84-90).
- · Matters which will imperil the public safety if disclosed.
- Promoting or endorsing any illegal activities.
- Threatening, harassing comments, promoting, or endorsing violence.

- Directing comments, or sharing images that are discriminatory or insensitive to any individual or group based on race, religion, gender, disability, sexual orientation, national origin, or any other characteristic protected by law
- Sexual, Obscene, pornographic or other offensive/illegal materials or links.
- Knowingly making false or misleading statements about the Town, or its employees, services, or Elected Officials.
- Posting, uploading, or sharing images that have been taken while performing duties as an agent of the Town, or while wearing Town uniforms the only exception to this rule is when it is directly pertinent to Town business and such posting, uploading, or sharing of images is authorized in advance by the appropriate Department Head.
- Photographs of employees or members of the public, without written permission
- Representing that an opinion or statement is the policy or view of the Town, or of any individual acting in their capacity as a Town employee or official, or otherwise on behalf of the Town, when that is not the case
- Posting anything in the name of the Town or in a manner that could reasonably be attributed to the Town without prior written authorization from the applicable Department Head.

Town of Skaneateles Employee Handbook 500-15

- Using the name of the Town or a Town e-mail address in conjunction with a personal blog or Social Media account.
- Other information that is not public in nature.

Elected Officials & Open Meetings Law

A risk that is different for elected officials is possible violation of the state's open meetings laws through the use of social media. A quorum of lawmakers holding a discussion about public business through social media may constitute a meeting that is subject to the open meetings law. This could happen through the official government social media or elected officials' use of their own social media to communicate in their official capacity with members of the public.

Informal communication with constituents is generally acceptable, but discussion of public business is risky, especially if it involves other elected officials. The dynamic nature of social media and the sheer volume of posts may make it difficult to track who is involved in the discussion and detect when the open meetings line has been crossed.

- Elected official use of social media to discuss public business may violate the open meetings law.
- We discourage elected officials from using any social media (personal, professional or the government's official social media) to discuss public business. Please do not engage in social media discussion regarding Official Town Business. Refer constituents to contact the appropriate Town Board Member or Town Employee via your approved Town Email address to discuss any questions or concerns they may have.
- Elected officials who use social media for campaigning must establish separate social media for that purpose and not access that social media through government technology.