

**Town of Shandaken
County of Ulster
State of New York**

**The Town of Shandaken Town Board conducted a Regular Monthly Meeting
on Tuesday September 12 @ 7pm. Shandaken Town Hall. 7209 Rt. 28
Shandaken, NY**

**Meeting was preceded by a Special Meeting @ 6PM with UC Comptroller
March Gallagher & Ulster County Citizens Commission for Digital Inclusion.**

**Call to Order
Pledge of Allegiance
Roll Call**

Members Present Peter DiSclafani – Supervisor
Kevin VanBlarcum - Board Member
Elizabeth Kneissl – Board Member
Robert Drake – Board Member

Members Absent Kyle Steen – Board Member

Recording Secretary Joyce Grant - Town Clerk

**On a Disclafani/Vanblarcum motion the Town Board unanimously approved
the minutes of the previous meeting as submitted by the Town Clerk.**



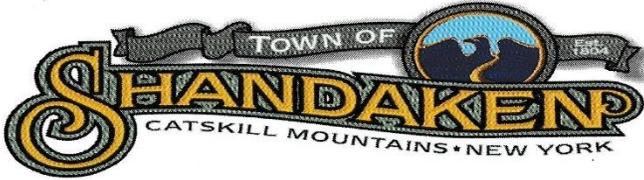
**Town of Shandaken Town Board
Regular Monthly Meeting Agenda
Tuesday, September 12, 2023 – 7pm**

- 1. Call to Order**
- 2. Pledge of Allegiance**
- 3. Roll Call**
- 4. Approval of previous T/B Meeting Minutes**
- 5. Supervisor's Financial Report**
- 6. Communications**
- 7. Committee Reports**
 - a. Ambulance
 - b. Building/Zoning
 - c. Police
 - d. Phoenicia Water
 - e. Pine Hill Water
 - f. Museum
 - g. Parks & Recreation
- 8. Public Comments on Resolutions**
- 9. Motions:**
- 10. Resolutions:**
 - 101. Pay All Bills**
 - 102. Accept Bids – Glenbrook Park Repairs**
 - 103. Accept Bids – Planner for Comprehensive Plan Committee**
 - 104. Community Greenhouse Gas Inventory & Community Climate Action Plan**
 - 105. Update Phoenicia Water Engineers Report**

106. No Campaign Signage until after Columbus Day 10/9/2023

11. Open Public Comment

Meeting Adjournment *-IN MEMORY OF -Debbie Perez, Grant Gilsinger, Kathleen Myers, Manuel Martins, Ruth Houska - John Anitra - Andrew Poncic Jr.*



SUPERVISOR'S NOTES – SEPTEMBER 2023

Tonight,

We will be opening bids for planning firm to help us update our comprehensive plan.

We will open bids to repair Glenbrook Park pavilion and put another bathroom in our storage shed that already accommodates a bathroom.

In conjunction with NYSDEC, We are pledging to do a Greenhouse gas inventory and a community climate action plan.

Speaking as the Phoenicia Water Board, to be eligible for any grants and funding, we are updating the Phoenicia Water Engineers report. Also, to be eligible and to be more financially stable, soon, we will need to increase water rates.

Our next meeting is October 2nd

Peter DiSclafani

**Supervisor Report August 2023
Revenues**

Ambulance Donation	\$200.00
Vital Statistics	\$1,210.00
Ambulance	\$15,915.73
Town Clerk Fees/EZ Pass	\$177.50
STR Receivables	\$2,600.00
Planning	\$150.00
Building Permit Fees	\$4,901.00
Dog Licenses	\$31.50
Zoning	\$475.00
Water Rents	\$18,000.00
Justice Fees	\$5,402.00
Cell Tower/SBA Towers	\$1,421.34
Highway Revenue	\$250.80
Higley	\$208.44
Schmidts - Dup Payment	\$166.92
Pine Hill Water Hook Up	\$750.00
MAHV	\$700.00
Verizon Credit	\$6.23
Retirement Reimbursement - HWY	\$110,335.00
Sales Tax	\$112,397.53
TOTAL	\$275,298.99

Town of Shandaken Historical Museum

Monthly Report

August 2023

We mourn the passing of Museum Director, Kathleen Myers, who died on August 26. Her encyclopedic knowledge of Shandaken history, her love and enthusiasm for her job, and her great personal relations skills are irreplaceable. She will always be fondly remembered and greatly missed. A memorial service for Kathleen is planned for sometime in October at the museum.

There were 39 visitors to the museum in August. This is comparable to the so far 2023 average of 40 visitors, in spite of reduced hours.

Board member and volunteer Jonathan Baldwin, purchased a TV cart for the Museum television. Mounting the set on the 1920s plaster walls was deemed too risky. We plan to run dvds of local history on the set.

A janitorial sink with hot, but not cold, water was installed in the women's rest room of the museum. The museum still needs hot water service in the men's and women's restroom hand washing sinks.

Vistors researching family and property history predominated in August.

There are four applicants, so far, for the museum director position. Minimum wage salary and weekend hours may be a deterrent. The Museum Board will start interviews soon.

Respectfully submitted,

Katherine Ellen Stringer



SHANDAKEN POLICE DEPARTMENT

Post Office Box 134
 Shandaken, New York 12480
 845-688-9902 . 845-688-9748(b) . 845-688-5332(f)
 CHIEF OF POLICE CHAD STOREY chief@shandakenpolice.org

AUGUST 2023 Monthly Report

INCIDENT TYPE	NUMBER	INCIDENT TYPE	NUMBER
911 Misdial/No Voice/Abandoned	4	Harassment	2
Accident PIAA/PDAA	8	Local Law	
Abandoned Vehicle		Lock Out	6
Alarm Burglary/Panic/Robbery	3	Lost/Missing Person	2
Animal Complaint/Investigation		Noise	3
Assist EMS/Fire	17	Property Retrieval/Lost/Found	1
Criminal Mischief		Public Service	4
Disorderly Conduct		Open Door	
Encon Violation		Property Check	364
Larceny	2	Road Hazard	3
Community Oriented Policing Project	3	School Check	15
Custody Dispute		Shots Fired	3
Civil	1	Suspicious Activity	6
Disabled Vehicle	4	Traffic Stop	28
Dispute	2	Trespass	1
Domestic Dispute	1	Vehicle and Traffic Complaint	1
Erratic Vehicle		Welfare Check	7
Foot Patrol	1	Warrant	
Fraud/Larceny			
Mental Health Law		Total	128

Property Checks 357
 Total w/property checks 485

SUMMONS ISSUED	16
ARRESTS	10



Town of Shandaken Ambulance Service

"Committed to Care in the Heart of the Catskills"

August 2023 Report

TOTAL CALLS RECEIVED – 40

MUTUAL AID GIVEN- 4 (2-Town of Olive, 3- Town of Lexington)

MUTUAL AID RECEIVED- 1

As the dog days of summer are past, the beauty of the outdoors that we are lucky enough to enjoy living in draws droves of people to Town to explore our high peaks. As much as it may sound like a theme we start every September meeting with, I would like to remind everyone that we see an incredible increase of mountain rescues starting this month. Many embark on such treks woefully unprepared, and we will find ourselves as EMS, along with many other Emergency Service providers, hiking miles into the woods to locate injured or lost hikers – many of whom have very little business being where they are rescued.

For those that have not followed, are unaware of our local history, are visitors, or are new to the area- we do not have unlimited and dispensable resources. When this happens it quite literally binds up four or more local Volunteer Fire Departments, the only Ambulance service available for 120 square miles, multiple police agencies, DEC Rangers, and several other very finite resources up to and including State Police Aviation and Medevac units for hours. When you make a poor decision, others in Town are potentially unable to receive help while we are committed to that poor decision- on top of the tens of thousands of dollars in expenditure for manpower and equipment to remedy your kerfuffle that is quite literally on the local taxpayers' shoulders.

If you are not experienced or prepared for the worst, rethink your weekend plans to hike some of the most challenging terrain in New York State. Come prepared- research the terrain, understand your own physical limits, do not do so under the influence, have the right gear and nourishment, have a worst case scenario plan, and if you are in doubt **DO NOT ENTER THE TRAILS**. As I've said before, and as I'll say again- we commend your desire to trek our forever wild peaks, however do so diligently- considering our finite resources. That decision alone may save a life, or even your own.

Stay safe out there!

**Richard Muellerleile, EMT-P
Chief of Department, Shandaken Ambulance**

RESOLUTION #101-23

OFFERED BY: VANBLARCUM

RESOLUTION TO PAY ALL BILLS

WHEREAS, The Department of Audit and Control require Town Boards to sign and inspect all vouchers coming into the town for payment, to number and total amounts from each fund.

THEREFORE BE IT RESOLVED, that the Town Board authorize the following vouchers paid:

General	\$ 289,144.04
Highway	239,621.67
Phoenicia Water	19,017.51
Pine Hill Water	2,804.55
Phoenicia Lights	xxx

Chichester Lights	xxx
Pine Hill Lights (sign)	26.73
Shandaken Septic SMD	3,266.32

	\$ 553,880.82

AND MOVES ITS ADOPTION

Seconded by: KNEISSL

	ROLL CALL	
	AYES	NAYS
BOARD MEMBER DRAKE	<u> X </u>	<u> </u>
BOARD MEMBER KNEISSL	<u> X </u>	<u> </u>
BOARD MEMBER STEEN	ABSENT	<u> </u>
BOARD MEMBER VANBLARCUM	<u> X </u>	<u> </u>
SUPERVISOR DISCLAFANI	<u> X </u>	<u> </u>

Resolution 102-23

Offered By:

TABLED

Accept Bids – Glenbrook Park Repairs

WHEREAS, Pursuant to Resolution 98-2023, the Town of Shandaken Town Board Advertised for bids for repairs to the Glenbrook Park Pavilion & Bathroom located at 48-72 Rt. 42 Shandaken - SBL 5.13-2-25.100.

WHEREAS, bids were received at the Town Clerk’s Office, Shandaken Town Hall, 7209 Rt. 28 PO Box 67, Shandaken, NY 12480 no later than 3pm on Tuesday Sept. 12, 2023 with bids to be opened at the Town Board Meeting on the same date at 7pm.

THEREFORE, BE IT RESOLVED, that the following bids were received and accepted as qualified bidders-

NuVista Designs - 589 Greenbush Road, Blauvelt NY 10913 -

TABLED

Resolution 103-23

Offered By: DISCLAFANI

Accept Bids – Planner for Comprehensive Plan Committee

WHEREAS, At our August 7th, 2023 Meeting Town of Shandaken Town Board, Requested for qualifications (RFQ) and/ or request for Proposal (RFP) for a Planner or Planning firm to assist with the Town of Shandaken Comprehensive Plan Update Committee. Bids to be received to the Town Clerk’s office by Tuesday Sept 12th, 3pm. To be opened at their next scheduled meeting – that night at 7pm. 7209 State Rt. 28 Shandaken NY 12480

WHEREAS, bids were received at the Town Clerk’s Office, Shandaken Town Hall, 7209 Rt. 28 PO Box 67, Shandaken, NY 12480 no later than 3pm on Tuesday Sept. 12, 2023 with bids to be opened at the Town Board Meeting on the same date at 7pm.

THEREFORE, BE IT RESOLVED, that the following bids were received and accepted as qualified bidders-

LaBella - 100 W. Water St. Suite 101 Elmira NY 14901
SLR - 231 Main St. Suite 102, New Paltz, NY 12561
Matrix New World - 26 Columbia Tpke. Florham Park NJ 07932

AND MOVE ITS ADOPTION

Seconded by DRAKE

BOARD MEMBER DRAKE	<u> X </u>	_____
BOARD MEMBER KNEISSL	<u> X </u>	_____
BOARD MEMBER STEEN	ABSENT	_____
BOARD MEMBER VANBLARCUM	<u> X </u>	_____
SUPERVISOR DISCLAFANI	<u> X </u>	_____

***MOTION WAS MADE - DISCLAFANI/VANBLARCUM, TO CONVENE A SPECIAL MEETING ON TUESDAY SEPTEMBER 26TH AT 7PM - FOR THE BOARD TO LOOK OVER THE APPLICANTS FOR PLANNER & POSSIBLY SELECT ONE, AND ALSO TO ATTEND OTHER TOWN BUSINESS. MOTION CARRIED.**

RESOLUTION # 104-23

OFFERED BY: DRAKE

UNDERTAKE A COMMUNITY GREENHOUSE GAS INVENTORY AND COMMUNITY CLIMATE ACTION PLAN

WHEREAS, the Town of Shandaken pledged to take part in the NYS DEC Climate Smart

Communities Certification Program that includes the preparation of a Community Greenhouse Gas Emissions Inventory Report and Community Operations Climate Action Plan; and

WHEREAS, a Community Greenhouse Gas Inventory is an inventory of greenhouse gas emissions created by the entire community; and

WHEREAS, free technical assistance is available to support the development of the inventory and plan from the Hudson Valley Regional Council (HVRC) through a NYS DEC Climate Smart Communities Coordinator Services contract; and

WHEREAS, a completed inventory and plan count toward Climate Smart Communities certification, specifically;

- 1) PE2 Action: Community Greenhouse Gas (GHG) Emissions Inventory; and
- 2) PE2 Action: Community Climate Action Plan; and

WHEREAS, the Climate Smart Task Force, comprised of town officials and environmental volunteer community leaders, will collaborate with HVRC in the development of these publications, reviewed drafts, and provide valuable feedback on iterations that result in the final draft; and

WHEREAS, the task force will provide an opportunity for public input and comment on the draft report; and

WHEREAS, the task force will present a summary of the inventory results and the draft community operations climate action plan to the Town Board for consideration of adoption;

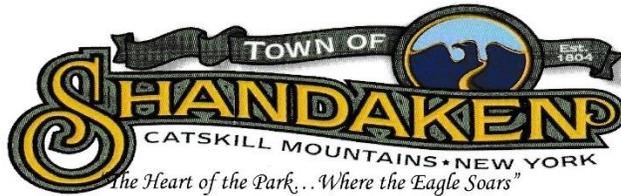
NOW THEREFORE BE IT RESOLVED, that the Shandaken Town Board hereby undertake a Community Operations Greenhouse Emission Inventory Report and the Community Operations Climate Action Plan; and

BE IT FURTHER RESOLVED, the Town Board authorizes submission of these documents to the NYS DEC Office for Climate Change for consideration of points toward Climate Smart Communities certification for the Town of Shandaken,

AND MOVE ITS ADOPTION

Seconded by: VANBLARCUM

BOARD MEMBER DRAKE	<u> X </u>	_____
BOARD MEMBER KNESSL	<u> X </u>	_____
BOARD MEMBER STEEN	ABSENT	_____
BOARD MEMBER VANBLARCUM	<u> X </u>	_____
SUPERVISOR DISCLAFANI	<u> X </u>	_____



www.shandaken.us

Supervisor: (845) 688-7165
 Police: (845) 688-9902
 Town Clerk: (845) 688-5004
 Justice Court: (845) 688-5005
 Assessor: (845) 688-5003
 ZBA/ZEO/Planning: (845) 688-5008
 Highway: (845) 688-9901
 Fax: (845) 688-2041
 P.O. Box 134, 7209 Rte. 28, Shandaken, NY 12480

September 13, 2023

To whom it may concern,

The Town of Shandaken is pleased to support Pine Hill's application to the NY Forward program. Town officials have participated in an informal, year-long process that is called PH2 to identify needs and projects tied to its two hamlets with downtowns. We have had outstanding responses from local residents through in-person meetings as well as a survey. We believe there is strong interest in moving forward with plans for appropriate-scaled revitalization activities in Pine Hill that will benefit residents of the Town as well as visitors to our many recreational assets.

We also see this as an opportunity to strengthen our working relationship with several of the larger employers in our region that are adjacent to and/or within Pine Hill and could be partners in some of the NY Forward endeavors. We look forward to working with the Olympic Regional Development Authority that operates the ski area and the lake that book end Pine Hill, the Department of Environmental Conservation that oversees the Catskill Park trails that go through Pine Hill, and the Catskill Watershed Corporation - a key resource for improving infrastructure in our Town.

The community engagement process for improving our Town is ongoing. It includes activities sponsored by volunteers at PH2, by the members of the Town's Comprehensive Planning Committee, its Climate Smart and Housing Smart Initiatives.

Together we are identifying small projects that we can take on ourselves and bigger projects that require county or state support. This NY Forward application represents the type of revitalization requests we want to support in order to strengthen the Town's infrastructure, its centers of commerce and its ability to create housing and essential services for people who want to live and work here.

Best Regards,

Peter DiSclafani

Peter DiSclafani
 Town Supervisor

RESOLUTION # 105-23

OFFERED BY: VANBLARCUM

Update Phoenicia Water Engineers Report

WHEREAS, the Town of Shandaken Town Board is the Phoenicia Water Board and apply for grant funding from many sources, and

WHEREAS, the Shandaken Town Board has an outdated Engineer's Report from the Town's engineering firm SLR, and

WHEREAS, The Town needs updated Engineer's Reports to qualify and apply for grants, and

NOW THEREFORE BE IT RESOLVED, the Town of Shandaken asks SLR to update the Phoenicia Water Engineer's Report, and

BE IT FURTHER RESOLVED, that the Town Supervisor is authorized to sign any agreements required and spend no more than \$20,000.00

AND MOVE ITS ADOPTION

Seconded by: KNEISSL

BOARD MEMBER DRAKE	<u> X </u>	_____
BOARD MEMBER KNEISSL	<u> X </u>	_____
BOARD MEMBER STEEN	ABSENT	_____
BOARD MEMBER VANBLARCUM	<u> X </u>	_____
SUPERVISOR DISCLAFANI	<u> X </u>	_____

RESOLUTION #106-23

OFFERED BY: KNEISSL

RESOLUTION REQUESTING NO CAMPAIGN SIGNAGE

UNTIL AFTER COLUMBUS DAY (October 9, 2023)

WHEREAS, the Town of Shandaken recognizes the importance of preserving its natural beauty and viewscapes throughout the Town and

WHEREAS, Columbus Day weekend is recognized as a highly desirable time for visitors to travel to our area and enjoy the pristine beauty of Shandaken.

THEREFORE, the Town Board of Shandaken requests that campaign signs for the General Election regardless of party affiliation or contest, not be displayed until after Columbus Day, Monday October 9, 2023.

AND MOVES ITS ADOPTION

Seconded by: DISCLAFANI

BOARD MEMBER DRAKE	<u> X </u>	_____
BOARD MEMBER KNEISSL	<u> X </u>	_____
BOARD MEMBER STEEN	ABSENT	_____
BOARD MEMBER VANBLARCUM	<u> X </u>	_____
SUPERVISOR DISCLAFANI	<u> X </u>	_____

ON A DISCLAFANI/VANBLARCUM MOTION, THE TOWN BD. ADJOURNED TO AN EXECUTIVE SESSION AT 8:07. PERSONNEL MATTER WAS DISCUSSED. NO DECISION WAS MADE. EXECUTIVE MEETING WAS CLOSED AT 8:35. REGULAR MEETING WAS OPENED AT 8:35 - MEETING ADJOURNED ON A DRAKE/DISCLAFANI MOTION AT 8:38.

AGENDA

Broadband Town Hall
at the Shandaken Town Hall
Tuesday September 12, 6:00 pm

Unclaimed funds lookup will be available throughout

- 6:00-6:10 Welcome and Introductions (March lead, intro Jenny, Dafne, any Commission members and special guests (from Molinaro's office, etc.) service providers in the room)
- 6:10-6:15 Description of Mapping efforts (March will lead, hand to Jenny for discussion of learned takeaways from FCC Challenge and NYS Internet Survey)
- 6:15-6:25 Discussion of the Plan (March will lead, hand to Jenny for explanation of partnerships at the regional (SE Coalition) and state (ConnectALL, ESD) levels)
- 6:25-6:55 Allow Public Comment Period - 2 min per speaker
- 6:50 Next Steps, how to stay informed* and contact us and Close (March will lead)
- 6:55 Adjourn



**OFFICE OF THE ULSTER COUNTY
COMPTROLLER**
in conjunction with the
**ULSTER COUNTY CITIZENS COMMISSION
FOR DIGITAL INCLUSION**

Please use the following QR codes to access the links:



Ulster County
Broadband Map



Affordable
Connectivity Program
Application Form



Ulster County
ESD Strategic
Planning
Meeting Zoom
Signup



Learn more about
Digital Inclusion Week



Link to share
Spectrum
and
Charter Estimates

QUESTIONS?

Contact Comptroller Gallagher's office at 845 331 8774 or email
CountyComptroller@co.ulster.ny.us.

You can also contact Chairperson Jenny Lee at
digitalcommissionchair@co.ulster.ny.us.

Acknowledgements (or, Partners)

Digital Equity planning requires a range of skill sets and draws on diverse data and knowledge. Our partners help provide those key elements. They include:

[Ulster County Information Services - GIS/Data Analysis](#)

[Ulster County Department of Planning](#)

[Ulster County Association of Supervisors and Mayors](#)

[NYS Senator Michelle Hinchey's Office](#)

[Ulster County Legislature](#)

[Ulster County Office for the Aging](#)

[Ulster County Emergency Services](#)

[Ulster County Probation Department](#)

[Ulster County Veteran Services Agency](#)

[New York Caring Majority](#)

[Ulster Immigrant Defense Network](#)

[Southeastern New York Library Resources Council](#)

[Mid-Hudson Library System](#)

[Ramapo-Catskill Library System](#)

[US Congressman Marc Molinaro, NY 19](#)

[Archtop Fiber](#)

[Margaretville Telephone Company](#)

[Spectrum \(Charter Communications\)](#)

Community Anchor Institutions (e.g., schools, libraries, health clinics, health centers, hospitals or other medical providers, public safety entities, institutions of higher education, public housing)

In addition, many thanks to our constituents for their participation in this effort.

Contact: [Office of Ulster County Comptroller March Gallagher](#) |

CountyComptroller@co.ulster.ny.us (845)-331-8774

[Ulster County Citizens Commission for Digital Inclusion](#) | digitalcommission@co.ulster.ny.us

Ulster County Digital Equity Plan (Draft)

UC Comptroller's Office and UC Citizens Commission for Digital Inclusion
Updated: September 8, 2023

Broadband offers far-reaching benefits: it improves education, strengthens health and powers the economy.

Purpose

The purpose of the UC Digital Equity Plan is to expand high-speed Internet access and use. It seeks to ensure that all county residents have access to affordable Internet, as well as the skills and devices they need to meaningfully use them.

Anticipated start dates and timeline will be added as we coordinate with NYS ConnectALL and Ulster County's overall planning.

The Ulster County Citizens Commission for Digital Inclusion has been assessing the county's broadband needs the last sixteen months. This draft digital equity budget is designed to address the areas of the county that lack equipment, literacy, and broadband access and adoption. The Commission has identified Spanish and Q'eqchi speaking populations that require digital literacy and access support in their native language. In addition, the Commission identified a lack of digital literacy and up-to-date equipment in senior, low income and low literacy populations. Urban populations may have physical access but lack the financial resources to maintain the service while rural residents may be in areas that lack wired broadband altogether or are faced with expensive connection fees for last mile or long driveway service.

	Budget	Use
1	\$75,000	Equipment
2	\$50,000	Urban literacy
3	\$25,000	Spanish and Q'eqchi support
4	\$50,000	Rural literacy
5	\$10,000	Community awareness
6	\$500,000	Long driveway issues for low income
7	\$7,796,000	Wired network infrastructure
8	\$1,240,000	Point to multi-point fixed wireless access
	\$9,746,000	

ACTION ITEMS

- 1. Expand access to equipment:** Allocate \$75,000 to provide computers, tablets, and other digital devices to residents in urban and rural areas lacking equipment. The program should prioritize households with covered populations, such as people of color, low income, seniors and those that have school-aged children.
- 2. Develop digital literacy training programs:** Allocate \$50,000 to develop digital literacy training programs for residents in urban areas. These programs should teach basic computer skills and provide resources for online safety and cybersecurity and should be offered in Spanish and Q'eqchi.
- 3. Address low literacy and language barriers:** Allocate \$25,000 to provide language assistance to Spanish and Q'eqchi speaking residents in urban areas. This can include translation services for online materials or hiring bilingual trainers for digital literacy programs.
- 4. Develop digital literacy training programs for seniors:** Allocate \$50,000 to develop digital literacy training programs for seniors in rural areas. These programs should teach basic computer skills and provide resources for online safety and cybersecurity.
- 5. Promote the digital equity programs:** Allocate \$10,000 to develop a marketing campaign to promote the digital equity programs. The campaign should use a variety of media channels to reach as many residents as possible.
- 6. Expand broadband use and adoption:** Allocate \$500,000 to expand broadband access in unserved and underserved rural areas. This funding can be used to waive or reduce connection fees for low-income households to address the issues of long driveways and difficult to access broadband serviceable locations.
- 7. Expand broadband access:** Allocate \$7.8 million to extend wired network infrastructure to all broadband serviceable locations of the County that currently lack any such infrastructure. There remain approximately 600 locations that lack wired network infrastructure.
- 8. Expand and improve Fixed Wireless Access broadband:** Allocate \$1.2 million to design and build a point to multi-point fixed wireless access broadband system to connect hard to reach locations built upon the County's Public System Radio Towers.

In summary, the proposed budget for the design and implementation of the full Digital Equity Plan in Ulster County includes a total of \$9,746,000 to address the main issues faced by the population. The budget focuses on providing middle and last mile wired infrastructure, creating fixed wireless access, expanding access to equipment and broadband in rural areas, developing digital literacy programs with necessary equipment for both urban and rural populations, and addressing low literacy and language barriers in urban areas.