

APPENDIX I
CASE 10-T-0139
PUBLIC INVOLVEMENT PLAN/COMPLAINT RESOLUTION
PLAN (CC41)

CHAMPLAIN HUDSON POWER EXPRESS (CHPE)



PUBLIC INVOLVEMENT PLAN
SEGMENT 3 PACKAGES 1C and 2
WASHINGTON COUNTY

December 21, 2022

Revision 10

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1 Project Overview:

The Champlain Hudson Power Express (CHPE) is a renewable energy transmission project that is intended to deliver clean power to the New York metropolitan area. The energy brought to New York consumers through this project will be hydropower produced by Hydro-Québec in the Canadian Province of Québec utilizing natural water flows to generate electricity. The project will play a key role in New York's energy transformation by lowering greenhouse gas emissions while creating jobs and generating billions of dollars in new investments. CHPE will span nearly 339 miles from the U.S.-Canadian border to the heart of New York City (detailed in Figures 1 and 2). The project will deliver enough power for more than one million New York homes and will also supply power to sections of Quebec. CHPE will also deliver significant economic benefits to the Empire State, including an estimated \$1.7 billion in tax revenue for local municipalities.

The high voltage direct current (HVDC) transmission line (two 400kV cables with a fiber optic cable) is being constructed in both marine (192 miles or 56.6% of total alignment) and overland (147 miles, 43.4%) environments, with approximately three-quarters of the overland alignment within railroad (CP, CSX, an PA) right-of-way (ROW) and the balance of the overland miles (24.5%) in NYSDOT, Thruway Authority, local road ROWs, recreational sites, and private lands. All the HVDC transmission line will be placed underground in both the marine and overland alignment. In addition to the transmission line, CHPE will construct HVDC Converter Station in Astoria, Queens and a high voltage alternating current (HVAC) system including a 0.3 mile overhead line, modification of the Astoria Annex Substation, and a nearly 3.5 mile (two 345kV cables) from the Astoria Annex to the Rainey Substation, a.k.a. the Astoria-Rainey Cable (ARC). The Converter Station and HVAC system will be constructed on the Astoria Annex and underground city streets in Queens.

1.1 Impacted Municipalities:

- Washington County: Town of Putnam, Town of Dresden, Town of Whitehall, Village of Whitehall, Town of Fort Ann, Village of Fort Ann, Town of Kingsbury, and Village of Fort Edward.
- Saratoga County: Town of Moreau, Town of Northumberland, Town of Wilton, Town of Greenfield, City of Saratoga Springs, Town of Milton, Town of Ballston, and Town of Clifton Park.
- Schenectady County: Town of Glenville, Village of Scotia, and Town of Rotterdam.
- Albany County: Town of Guilderland, Village of Voorheesville, Town of New Scotland, and Town of Coeymans.
- Greene County: Town of New Baltimore, Town of Coxsackie, Village of Coxsackie, Town of Catskill, and Village of Catskill.
- Rockland County: Town of Stony Point, Village of Haverstraw, Village of West Haverstraw, Town of Haverstraw, and Town of Clarkstown.
- Bronx County: Bronx
- New York County: Manhattan
- Queens County: Queens

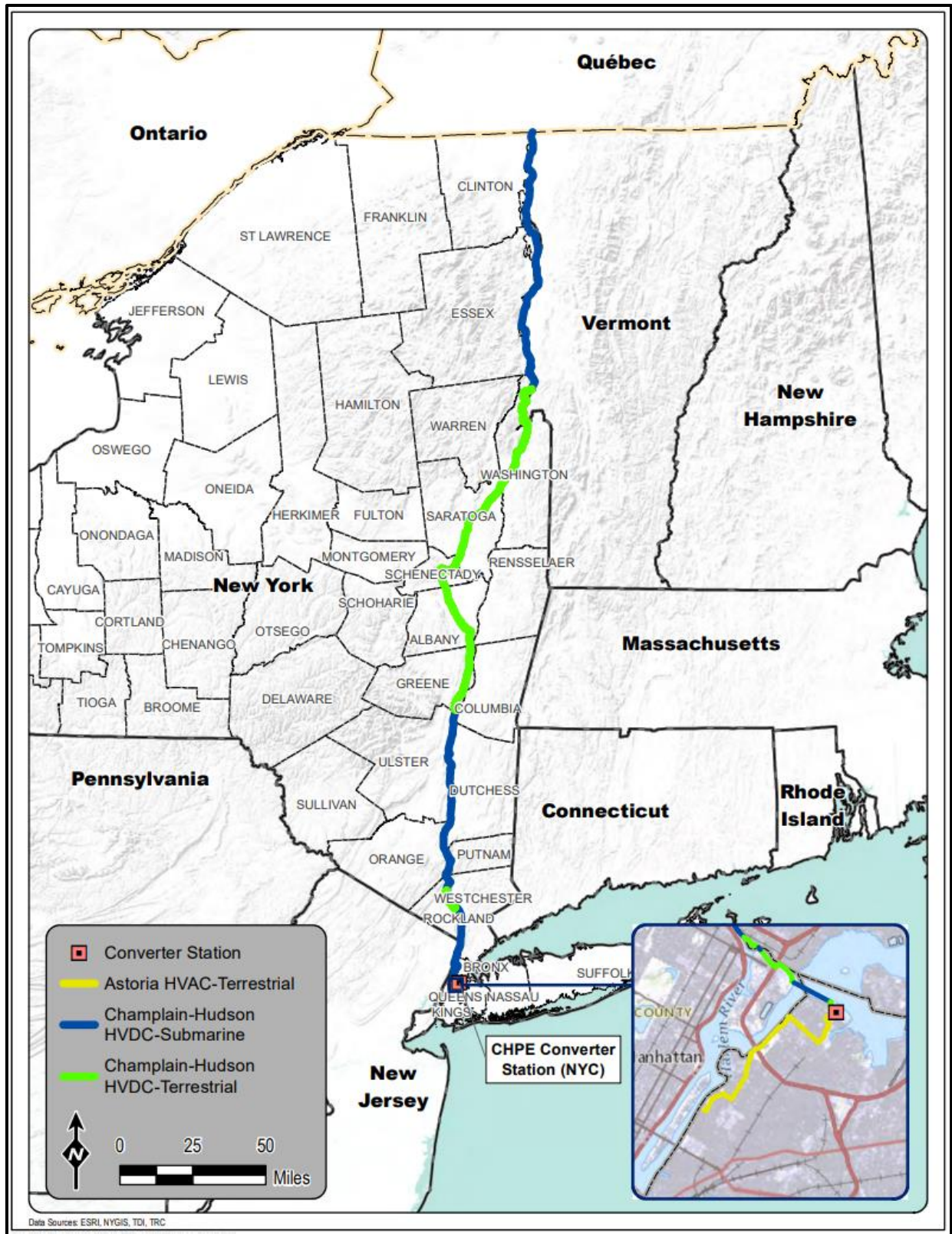


Figure 1: CHPE project route map.

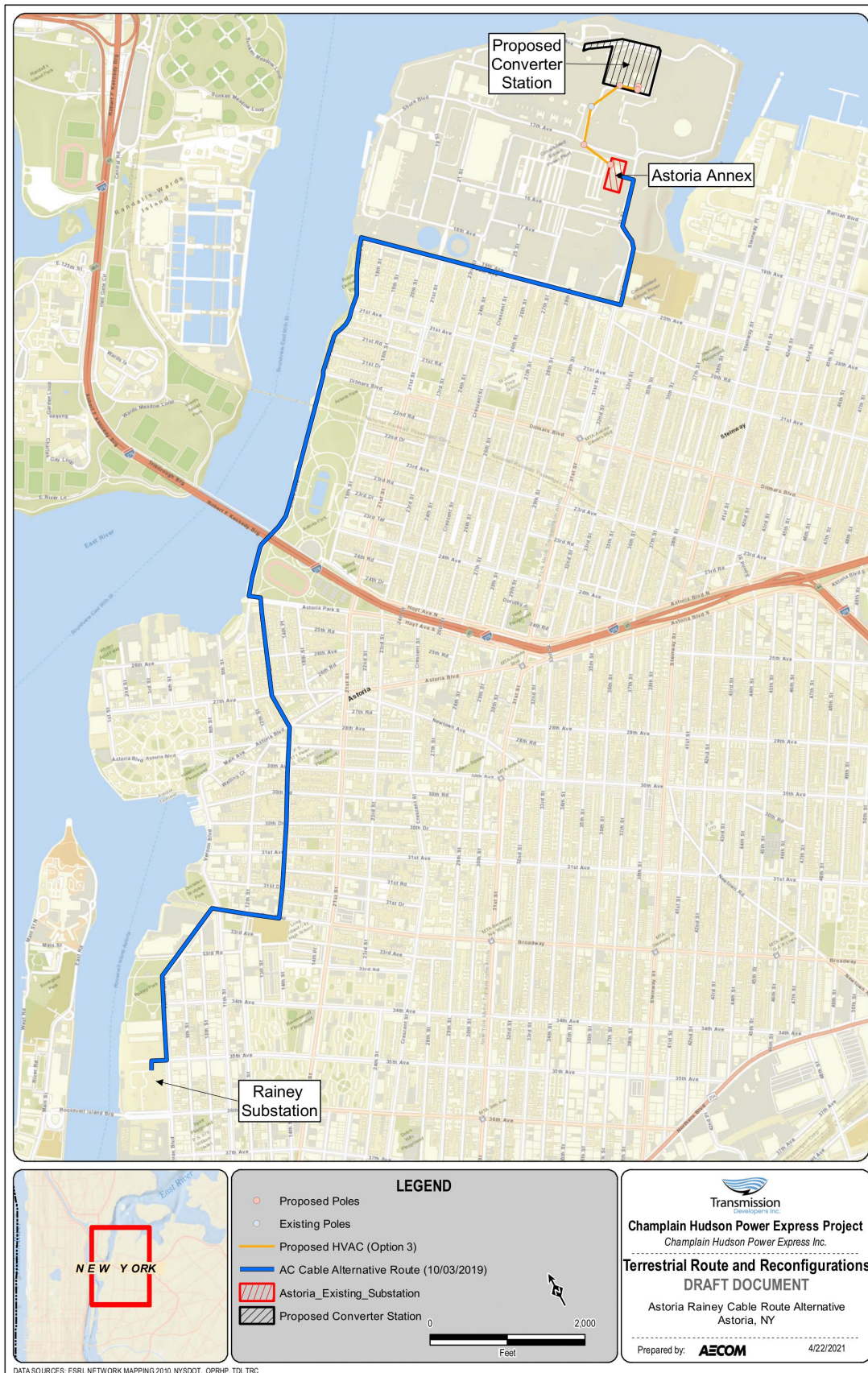


Figure 2: New York City: Astoria Annex.

2 Public Involvement Plan Overview:

The Public Involvement Plan (PIP) is a living document and serves as a proposed set of actions, strategies, methodologies, and overarching timeline to guide the outreach process throughout construction and post-construction site restoration. The PIP will be updated throughout the Project entering commercial operation.

The Public Involvement Plan has been developed to encourage public awareness and understanding of the CHPE project. The overall goal of the PIP is to promote two-way communication between the project and residents, public officials and business owners in each affected community.

The PIP provides an overall framework for conducting a comprehensive and effective information exchange throughout the entire project. However, the framework is also flexible, scalable and customizable to most effectively meet the specific communication needs of each affected community. The PIP can also be modified based on suggestions from community members and officials.

Lists of specific Public Involvement activities for this project segment and affected stakeholders as well as public meeting and notification information can be found in Attachment 1 at the end of this document.

2.1 Public Involvement Goals:

The goals of the construction-phase outreach program will be to:

- 1) Communicate information, proposed schedules and other matters to the public and stakeholders regarding Environmental Management and Construction Plans (EM&CPs) submitted for each segment of the line, as well as upcoming construction activities during the construction phase.
- 2) Keep residents and officials in affected communities; local stakeholders and interest groups; and the news media informed in a timely manner of major project activities.
- 3) Provide a method for stakeholders to inquire and raise concerns with the project team.
- 4) Work to create and maintain, through an active Public Involvement plan, a climate of understanding and trust aimed at providing information and responding to concerns in a timely manner.
- 5) Comply with Article VII public outreach requirements.

The term “stakeholders” includes a broad range of individuals and organizations including agencies and community groups with specific interests in renewable energy including elected and appointed officials, business and/or commercial entities, emergency responders, schools, transit companies, landowners (host and abutting), and others located within or having interests within the Project Area. This term also applies to members of the general public in the Project Area.

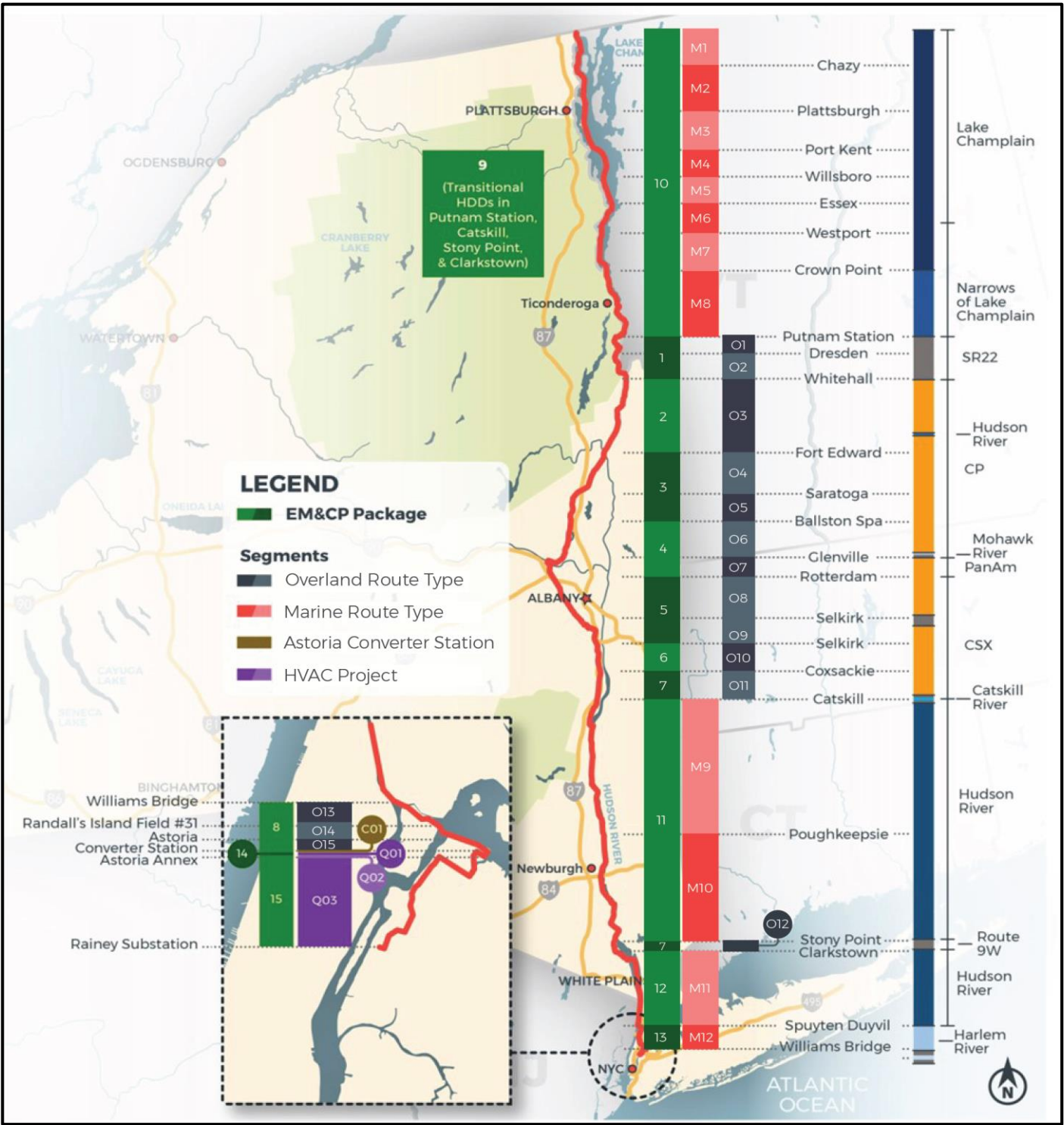
2.2 Public Involvement Team:

The Public Involvement Plan will complement previous and ongoing outreach efforts. The Certificate Holder's outreach will be supported by WSP and will include a number of project partners. WSP is one of the world's leading engineering, environmental and professional services firms comprised of engineers, planners, technical experts, and construction managers and communications and public involvement professionals. Having a clear division of roles and responsibilities will maximize the Certificate Holders' Outreach team communication efforts and provide consistency of messages and approach. The following highlights the delineation of major responsibilities:

- Public Outreach Program Oversight, Public Relations & Media Engagement - Certificate Holders
- Public Outreach Program – WSP, with support from the Certificate Holders
- Public Relations & Media Engagement along with oversight of Public Outreach Program – Certificate Holders
- Public Relations/Tech Support – Mower
- Press & Media Engagement – Risa Heller
- Regulatory Compliance – Young/Sommer LLC

2.3 Community Outreach Stages and Schedule:

Outreach for the CHPE project will be ongoing and vary depending on the stage of the project, the geographic segment, and construction method. This project has been broken into multiple segments and will include overland and marine construction. See segments in Figure 3. Proposed outreach actions/strategies are presented below.



- Lake Champlain
 - Construction Expected: April 2023 – July, 2024 2024
 - In preparation for marine construction, outreach will be conducted at recreation centers, marinas, parks/visitors' centers, and ferry terminals. Flyers and signage will be posted to notify recreators of any potential access restrictions. Official notice of construction will be sent to mariners, local officials, and host/abutting property owners in the area, as well as relevant state and federal regulators. Although construction is on the New York side of Lake Champlain, outreach may also be conducted on the Vermont side since construction will likely be visible from both shorelines at times and construction may impact access to Vermont recreators.
 - Outreach Tactics: Meetings with all key elected officials and other stakeholders (as guided by elected officials), direct mail, flyers, text messaging and signage. Tactics described in more detail in section 3.
 - Outreach Anticipated: Q1 2023 – Q4 2024
 - Sequence of Outreach:
 - Pre-construction – Outreach to property owners and affected stakeholders; virtual meetings with local officials; Any required notifications sent according to regulation.
 - Construction – Continued communication with community through outreach tactics as construction progresses
- Capital Region (Putnam Station to Catskill)
 - Construction Expected: November 2022 – August 2025
 - Overland construction is largely within railroad right of way in this corridor and traverses a variety of rural, residential, and industrial areas. Overland construction has the potential to impact roadways as deliveries and equipment may need traffic control, which could impede the normal flow of traffic.
 - Outreach Tactics: Meetings with key elected officials and stakeholders identified through meetings, direct mail, flyers, text messaging, doorhangers, variable message boards, public meetings. Tactics described in more detail in section 3.
 - Outreach Anticipated: Q4 2022 – Q4 2025
 - Sequence of Outreach:
 - Pre-construction – Individual outreach to host property owners and meetings with local officials
 - Two weeks prior to site preparation - Official notice to local officials and host/abutting property owners
 - Construction – Kick-off open house public meeting; continued communication with community through outreach tactics as construction progresses
- Upper Hudson River (Catskill to Stony Point)
 - Construction Expected: April 2023 – August 2025

- The Upper Hudson marine portion of this project has many marinas, docks, parks, recreational sites, and businesses along the river.
- Outreach Tactics: Direct mail, flyers, text messaging, signage. Tactics described in more detail in section 3
- Outreach Anticipated: Q1 2023 – Q4 2025
- Sequence of Outreach:
 - Pre-construction – Individual outreach to host property owners and meetings with local officials
 - Two weeks prior to site preparation - Official notice to mariners, local officials, and host/abutting property owners
 - Construction – Continued communication with community through outreach tactics as construction progresses
- Rockland County (Stony Point to Clarkstown)
 - Construction Expected: May 2023 – August 2025
 - As population density increases the closer the project is to New York City, it will be important to leverage relationships with local governments and community organizations to disseminate project messaging and updates. Overland construction in Rockland County will likely affect local traffic and access to businesses and residences. In addition to notifying individual businesses and residences, communication channels through local government and business or neighborhood organizations will help relay project notifications and construction impacts, reaching a larger audience. The project will coordinate step-by-step with those stakeholders that have previously been involved in project development.
 - Outreach Tactics: Direct mail, flyers, text messaging, variable message boards, public meetings. Tactics described in more detail in section 3.
 - Outreach Anticipated: Q1 2023 – Q4 2025
 - Sequence of Outreach:
 - Pre-construction – Individual outreach to host property owners and virtual meetings with local officials
 - Two weeks prior to site preparation - Official notice to local officials and host/abutting property owners
 - Construction – Kick-off open house public meeting; continued communication with community through outreach tactics as construction progresses
- Lower Hudson River and Harlem River (Clarkstown to New York City)
 - Construction Expected: April 2023 – August 2025
 - Communications to local marinas, parks, piers, businesses, and environmental groups will continue to play an important role in the project’s success as submarine construction begins in the Lower Hudson River.
 - Outreach Tactics: Direct mail, flyers, text messaging, signage. Tactics described in more detail in section 3.

- Outreach Anticipated: Q1 2023 – Q4 2025
- Sequence of Outreach:
 - Pre-construction – Individual outreach to host property owners and meetings with local officials
 - Two weeks prior to site preparation - Official notice to mariners, local officials, and host/abutting property owners
 - Construction – Continued communication with community through outreach tactics as construction progresses
- New York City (Randall’s Island and Queens)
 - Construction Expected:
 - Harlem River – May 2023 - July 2025
 - Randall’s Island – June 2023 – November 2024
 - Queens – TBD
 - Overland construction on Randall’s Island will require close coordination with Randall’s Island Park Alliance and the New York City Department of Parks and Recreation. Communicating through their channels will be beneficial to provide construction updates and impacts to a wide audience.
 - Coordination and communication with businesses, docks, and marinas along the Harlem and East Rivers is crucial in a dense area such as this. Understanding the access needs of the businesses and waterways will help mitigate potential issues due to access constraints.
 - Overland construction in Astoria will require the use of direct mailers, signage, and flyers to notify businesses, residents, and passersby of upcoming construction impacts.
 - Outreach Tactics: Direct mail, flyers, text messaging, signage, social media, public meetings, variable message boards. Tactics described in more detail in section 3.
 - Sequence of Outreach:
 - Pre-construction – Individual outreach to host property owners and meetings with local officials
 - Two weeks prior to site preparation - Official notice to local officials and host/abutting property owners
 - Construction – Kick-off open house public meeting; continued communication with community through outreach tactics as construction progresses

3 Public Involvement Outreach:

Throughout the lifespan of the CHPE design and construction project, the Certificate Holders’ Outreach team will create informational materials to be disseminated to the public during the course of public meetings or events, as well as on an as needed basis. Materials produced by the Certificate Holders’ Outreach team will include materials for the existing project website (www.chpexpress.com), project factsheets, project plans, and other materials deemed necessary by the project team with the Certificate

Holders' approval. Communication with affected communities will continue throughout construction as work progresses.

Materials will be translated into the most prevalently spoken languages in the community and will be translated into additional languages upon request. Virtual and in-person meetings have been held with officials to introduce the project, discuss the route through affected communities, answer questions and establish ongoing communication between municipalities and the project.

A total of nine virtual meetings have been held with 59 local officials participating. An in-person meeting will be conducted with officials in Rockland County.

3.1 Notices and Public Inquiries:

Prior to beginning of construction within a segment, notification mailers will be sent to the following groups at least two weeks prior to the beginning of site preparation for construction:

- Local emergency personnel and local officials in the area where construction will occur
- Owners and occupants of properties within 100 feet of construction
- Public and private utilities within the construction area

In addition to mailed notification to property owners, and the local officials, and emergency personnel listed in Appendix 1, notification will be posted in local media and displayed in public places also listed in Appendix 1. (post offices, community centers, libraries, bulletin board, etc.) no less than 2 weeks prior to the beginning of site preparation. If site work is delayed significantly, additional notice will be provided to the public before site work resumes. Notification materials will include a map of the construction zone, anticipate date for the start of construction, a statement that the facility is under the jurisdiction of the Public Service Commission, which may be contacted directly, and the following information for stakeholders to inquire or express a concern about the project

- Toll-Free Phone Number
 - To provide the public and interested stakeholders with a direct line to the project, the Certificate Holders' Outreach team established a 1-800 number that will record calls and alert team members when a concern or comment is placed. The established number for the project is 1-800-991-CHPE (2473).
 - Messages received through the project toll-free number will be responded to within two business days. The voicemail box message acknowledges receipt of message.
- Project Email Address
 - To address comments and concerns from the public, the Certificate Holders' Outreach team has arranged for a project email address. The email account will receive public input and be accessible by members of the Public Involvement Team. The established project email address is publicoutreach@chpexpress.com. Inquiries, comments, or concerns sent to the Project Email Address will be responded to within two business days. An automated reply acknowledges receipt of message.
- Website
 - A comment form will be established on the project website. Comments, concerns, and general feedback submitted through the website form will be directed to the project email account listed above that will be checked regularly by the Public Involvement Team. The project webpage is <https://chpexpress.com/>.

- Inquiries, comments, or concerns forwarded to Project Email Address from the website comment form will be responded to within two business days.
- Point of Contact
 - Molly Hollister has been appointed as primary point of contact for the Project at WSP USA, One Pennsylvania Plaza, New York, New York 10119
 - Phone: 800-991-CHPE (2473)
 - Email: publicoutreach@chpexpress.com
 - Michelle L. Phillips, Secretary to the Commission, New York Department of Public Service
 - Phone: 518-474-4520
 - Email: secretary@dps.ny.gov
 - Matthew Smith, Office of Electric, Gas and Water, New York State Department of Public Service, Three Empire State Plaza, Albany, NY 12223
- Phone: (518)474-8702 Email: Matthew.Smith@dps.ny.gov. Text Message Notification
 - The public will be able to sign up for text message notifications of construction activities in their specific region by opting in using a keyword that would add them to a notification list for their area.

Molly Hollister will be the point of contact overseeing the Certificate Holders' Outreach team members assigned to check the toll-free phone number and project email address daily. All website comments will be routed to Molly Hollister and WSP to address. WSP will be responsible for confirming receipt of the inquiry within two business days, routing it to the appropriate project team member for response, following up on a resolution, and logging the communication in the stakeholder database.

Communications with stakeholders will be logged in a database. This will include any inquiries or comments received via the toll-free number, project email, or website, as well as the project team's response and outgoing communication efforts, like construction notices. For complaints, a log will be maintained which lists at least the date of any complaint, identity and contact information for the complaining party, the date of the Certificate Holders' response, and a description of the outcome. Call logs will be maintained and reported to the DPS in accordance with the Article VIII Certificate.

3.2 Website Materials:

To aid in public awareness of the CHPE project, the Certificate Holders' Outreach team will collaborate with the larger project team to develop relevant materials aimed at keeping the public and identified stakeholders apprised of project activities, both past and future. The website includes maps of the project area and the construction schedule and complaint resolution procedures

Materials produced by the Certificate Holders' Outreach team will not be limited to informational materials.

3.3 Informational Pamphlets and Factsheets:

Informational material will be developed by the Certificate Holders' Outreach team throughout the duration of construction. A project factsheet has been created that explains the project at-large, and project impacts/benefits at the local level. It also includes project contact information and Frequently Asked Questions from the public about how construction will proceed. Informational material will be delivered to points of interest along the corridor, including libraries and other community centers.

Materials will be available in multiple languages based on most frequently used languages in the host community.

3.4 Flyers:

Flyers will be developed to notify the public of upcoming construction. Based on the needs of specific project segments and communities within the segment, these flyers will be distributed to local marinas, bait and tackle shops, recreation facilities, libraries, post offices, community bulletin boards, and other public facilities to provide notice of construction. Applicable contact information will be included on the flyer.

3.5 Doorhangers:

Doorhangers will be developed and printed for use in the field in the event contact needs to be made with a resident or business that cannot be reached by other methods. Notification materials can be attached directly to the doorhanger or a note may be written on them. Doorhangers will include applicable contact information.

3.6 Contact Cards:

Contact cards, the size of a business card, will be developed and printed for use in the field. The contact cards will include the toll free number, project email address, and website for field personnel to distribute to the public if inquiries or concerns arise. All inquiries and concerns need to be routed to the Certificate Holders' Outreach team to be responded to and catalogued in accordance with Article VII.

3.7 Signage:

Yard signs will be developed and printed with applicable contact information and will be placed at construction sites. These signs will provide an additional level of notification to the public and allow contact information to be easily accessed should public questions or concern arise.

3.8 Variable Message Boards:

As necessary, the Certificate Holders' Outreach team will work with the construction team to post variable message boards in advance of traffic impacts and in areas where ingress/egress may be affected.

3.9 Social Media:

Social media will be used to increase awareness, promote the project, and provide construction updates and notifications. The Certificate Holders' Outreach team will have accounts and develop content for use on social media channels, such as Facebook, Instagram, and Twitter. The hashtag #CHPE will be used to make it easy for the public to find and engage with posts.

The Certificate Holders' Outreach team will identify related organizations, such as local municipalities and/or community organizations and request their participation in sharing the CHPE social media posts to increase reach.

4 Media:

Due to the size and reach of the project, considerable media attention is expected throughout the project's construction phases. The project Certificate Holders' Outreach team will coordinate media requests and availability with the Certificate Holders.

4.1 Media Opportunity Availability:

The project Certificate Holders' Outreach team will accept media requests and work with the larger project team to determine the appropriate project representative to respond to media availability requests.

Media requests will be evaluated on a case-by-case basis by the Certificate Holders' Outreach team to determine if members from the larger project team need to be involved in the response to request.

5 Open House Public Meetings:

The Certificate Holders' Outreach team will coordinate and support open house public meetings for the overland construction areas to re-acquaint the public with the project, provide a timeline of upcoming construction, and inform the local community about what to expect during construction. There will be a series of in-person meetings in an open house format with informational boards and collateral materials like project factsheets, as well as project team members available to talk to the public and answer questions about the project. An online virtual open house will be linked to the website with the same collateral available at the in-person open houses for members of the public who could not attend. Translators and translated materials will be provided for these meetings as necessary. Public meeting notifications will also include the opportunity for community members to request translators for their specific language need.

For each overland project Segment, CHPE will hold at least one public meeting at a location convenient to residents of the affected communities. Meetings will be advertised in local print and online outlets as well as through social media and municipal calendars.

5.1 Meeting Coordination:

To arrange and coordinate planned project public meetings, the Certificate Holders' Outreach team will book meeting venues, secure a virtual platform and manage all aspects of virtual meetings, advertise meetings in print and online, organize meeting materials, attend meetings to oversee and take notes, as well as work with the larger project team on relevant meeting aspects.

5.2 Meeting Materials:

Ahead of each public meeting, the Certificate Holders' Outreach team will develop meeting materials. Meeting materials will primarily include traditional meeting materials like sign-in sheets, comment cards, wayfinding signs, factsheets, and presentation boards, as applicable.

6 Complaint Resolution and Reporting:

A stakeholder management database will be used to log calls, complaints, and inquiries received from the toll-free phone number, email address, and website as outlined in Section 3.1. Each correspondence will be logged listing the date of the inquiry, contact information for inquiring party, inquiry or complaint, and description of the outcome. The inquiry log will be made available to Certificate Holders upon DPS request. The Certificate Holders' Outreach team will notify Certificate Holders if a complaint cannot be resolved after reasonable attempts, so Certificate Holders can report to DPS within the three business days, as required by the Certificate.

The Certificate Holders' Outreach team will do its best to address all claims, track responses, and make a best effort to resolve all complaints. However, resolution may not be possible in every circumstance.

The Certificate Holders' Outreach team will be responsible for regularly reporting public outreach activities to Certificate Holders on a monthly or as requested basis. The public involvement report will include information being tracked by each project partner supporting the public involvement plan. At the end of each year of construction, the Certificate Holders' Outreach team will provide a report of public outreach activities that year, as well as a look ahead for the next year, until the Facility reaches commercial operation.

Attachment 1: Community Profile and Public Involvement Activities

Segment 3, packages 1C and 2 are located entirely within Washington County in the Towns of Whitehall, Kingsbury, and Fort Ann. This area is part of the Glens Falls Metropolitan Statistical Area, defined by the U.S. Census Bureau as two counties, Warren and Washington, anchored by the City of Glens Falls. It is also considered by many to be part of the Lake George / Saratoga Region of New York State.

The segment is located within a very rural part of New York State. According to the U.S. Census Bureau, rural areas consist of open countryside with population densities of less than 500 people per square mile or locations (villages) with a population of less than 2,500. The Town of Whitehall has a population density of 54 people per square mile, Fort Ann has 58 people per square mile, and Kingsbury has 326. In comparison, the Town of Rotterdam in Schenectady County has 855 people per square mile, and the Town of Haverstraw in Rockland County has 1,764. Although population density increases as you move south and east from Whitehall to Kingsbury and closer to increased opportunities for employment, shopping, and entertainment, all three towns share quite similar demographics.

According to the U.S. Census, the Town of Kingsbury is 94.5% White, and Whitehall is 84% White. Interestingly, the Town of Fort Ann is only 65% white, 25% African American and 13% Hispanic. However, these numbers include the inmate populations at the two State prisons located within the segments. (Until very recently, the Census counted inmates as residents of the location of the prison they are held and not their last home address.)

Segment-wide, the Census reports less than 5% of households indicated a language other than English is commonly spoken at home (although this increases to 11% in Fort Ann, attributed primarily to the inmate population at the Great Meadow and Washington Correctional Facilities). In comparison, in the Town of Haverstraw in Rockland County, 46% of households indicate a language other than English is spoken at home. There is a small population of migrant workers in Washington County with Limited English Proficiency primarily employed at area farms and stone quarries.

According to the 2020 Census, 18% of the segments' residents are age 65 and over, approximately 85% of housing units are owner-occupied, and 82% of households have broadband internet access (slightly less than the county-wide amount).

Agriculture, retail, construction materials (quarries), tourism, forestry, and the public sector provide most of the jobs in the area. In addition, many residents commute to work outside the three affected towns, mostly traveling alone by automobile via State Routes 4 and 149 to jobs primarily in healthcare, insurance, retail, and manufacturing employment in nearby Glens Falls, Lake George and Queensbury and some in Saratoga and Albany County.

In addition to local drivers, the two major state highways, New York State Routes 4 and 22 are heavily utilized by commercial trucks and tourists traveling to and from Vermont. Motorists also share the road with heavy, slow-moving equipment used in commercial farming operations, especially during busy spring planting and fall harvest seasons.

Aside from school buses and transportation services for senior citizens, non-emergency medical visits, and those with special needs, these segments have no regularly scheduled public transportation. Greater Glens Falls Transit does have a route that connects the Village of Ft. Edward and Glens Falls just outside Segment 3 Package 2.

The four area school districts (Whitehall, Fort Ann, Hudson Falls and Fort Edward) are a central focal point and source of pride for the communities they serve. The quality of life in each town is almost inextricably tied to the safety and quality of its schools. Therefore, it is critical to keep school districts informed about the project and any potential impacts on student transportation.

Residents also pay close attention to the workings of their local government, especially regarding safe and well-maintained roads and anything that might negatively impact the area's rural character, natural resources, and beauty. That is why CHPE has made a conscious effort to establish close working relationships with local town supervisors, highway superintendents, law enforcement, and volunteer fire and emergency service agencies – not only to share information about the project, but also to stay informed about and address any questions or concerns residents may have.

The major local news outlet is the daily print and online versions of the Glens Falls Post-Star. Several radio, television, and cable news outlets, based in Glens Falls, Albany, and Rutland, Vermont, also serve the area. The Washington County Broadband Initiative estimates that about 95% of the approximately 29,000 housing units in the County have access to high-speed broadband internet, with about 82% now connected and able to access on-line news sources and social media.

The Public Involvement Plan for these segments will be adjusted to the demographics, media habits, and concerns of residents living in the affected communities. However, communicating often and openly with community leaders will be a constant. CHPE will continue to maintain transparent, two-way communication with community leaders, school officials, law enforcement and emergency personnel throughout the project so that they in turn can provide timely and accurate information to their constituents, school parents, employees and neighbors.

Even though broadband internet access is widespread, this area has a somewhat older population and many residents living outside of town, some in isolated locations. Therefore, the Public Outreach Team will deploy more traditional forms of communication such as signage, door hangers, and direct mail when necessary to ensure all affected residents are notified well in advance of any pre-construction, construction, or restoration activities.

Finally, given the significant number of residents who drive out of the area to work and the number of truckers and tourists unfamiliar with area roads, the Public Outreach Team utilizes signage, media releases, and text alerts to inform motorists of any construction activities that may impact them.

Public Outreach Activities Planned for These Segments Include:

- Ongoing communication and close coordination with local officials and stakeholders have and will occur at every step of planning, pre-construction, construction, and restoration. Since 2013, CHPE representatives have met with officials from Washington County, The Warren-Washington Industrial Development Authority, and the Towns of Fort Ann, Whitehall, and Kingsbury to introduce the project and then again to discuss the need for municipal consent, all of which have been granted. CHPE has provided local officials with email updates on significant project milestones and responded by telephone, email and in person to questions and requests for information concerning the project. CHPE held a virtual Pre-EM&CP submittal meeting with Washington County and Town officials on May 31, 2022, to provide a project update and answer questions. On November 14, 2022, CHPE and its contractors held a pre-construction meeting for the Whitehall laydown yard with State, County, and Town officials participating. CHPE addressed concerns raised by the Whitehall Supervisor in a follow-up meeting and provided additional requested information. The laydown yard will serve as a contact point for public outreach activities and public inquiries. Close coordination between the CHPE Public Outreach Team and construction personnel will ensure timely responses to questions and concerns from the public. CHPE construction contractors will brief their personnel on how to record and forward public questions or concerns. CHPE and agency contact information will be posted at the laydown yard. Finally, on November 30, 2023, Governor Hochul held the groundbreaking for the entire 339 mile CHPE project very appropriately in Whitehall with many County and Town officials, local residents and stakeholders in attendance. This event was the culmination of close to a decade of consultation, communication and cooperation between CHPE and local officials and stakeholders.
- Before the start of construction, CHPE will mail an official notification to local officials and stakeholders, post the notification in the public locations listed below. It will also disseminate the notice to local media and provide it to personnel in the regional offices of elected State and Federal officials in Glens Falls and Albany so they can better and more quickly address any constituent inquiries or concerns about the project.
- Before the start of construction, CHPE will hold an open house for the public at Fort Ann High School, which is centrally located within the segment.
- Project fact sheets with contact information have been distributed to town offices and libraries throughout the segments. Additional informational materials will be supplied and replenished throughout the project at various locations including those listed below.
- Signage with contact information will be placed conspicuously along the route with particular attention to wherever construction vehicles may be entering or leaving the road.
- Contact has been made with the State Department of Transportation to coordinate with NY511 and NYALERT to provide text message alerts regarding any significant construction impacts on traffic.

**Local Stakeholders, Emergency Service Agencies, Public Transportation Providers,
Public Notice and Information Distribution Locations In Segments 1c and 2**

MUNICIPALITIES	Communication with municipalities has been ongoing throughout the planning and design process and has included both in-person and virtual meetings with local officials and agencies. Contact will continue prior to and during construction and restoration. Will be sent official notification prior to the start of construction.		
Washington County	County Manager	Melissa Fitch	countyadmin@washingtontownny.gov
	Public Works Superintendent	Deborah Donohue	ddonohue@washingtontownny.gov
	Public Works Manager	James Hogan	jhogan@washingtontownny.gov
Town of Whitehall	Supervisor	John Rozell	(518)499-1535
	Deputy Supervisor	David Hollister	town@whitehallny.org
	Highway Superintendent	Louis Pratt	(518)499-1467
	Town Clerk	Patti Gordon	town@whitehallny.org
Village of Whitehall	Mayor	Julie Eagan	(518)499-0871
	DPW Manager	Steven Brock	(518)320-5024
	Village Clerk	Stephanie LaChapelle	village@whitehallny.org
Town of Fort Ann	Supervisor	Samuel J. Hall	fortanntownsupervisor@yahoo.com
	Town Clerk	Miranda Herringshaw	mlh.fortanntownclerk@yahoo.com
	Highway Superintendent	Paul Winchell	518-639-1063
Village of Fort Ann	Mayor	Denis J Langlois	
	Village Clerk	Linda Blondin	
Town of Kingsbury	Supervisor	Dana Hogan	518-747-2188 x3007
	Town Clerk	Cynthia A. Bardin	518-747-2188 x3001
	Highway Superintendent	Michael Graham	518-747-6231
SCHOOL DISTRICTS	School districts will be contacted prior to the start of construction and provided CHPE contact information; will be kept informed of any changes in construction		

	schedules that might impact their transportation operations.		
Whitehall CSD	Superintendent	Patrick Dee	pdee@railroaders.net
	Transportation Director	Charles Wilbur	cwilbur@railroaders.net
Fort Ann CSD	Superintendent	Justin Hoskins	Jhoskins@fortannschool.org
	Transportation Director	Mark Larrow	MLarrow@fortannschool.org
Fort Edward Union Free School District	Superintendent	Richard DeMallie	rdmallie@fortedward.org
	Transportation Director		(518) 747-4529 Ext. 3120
Hudson Falls CSD	Superintendent	Dan Ward	(518) 681-4124
	Transportation Director	Aaron Cooper	acooper@hfcasd.org
FIRE AND EMERGENCY MANAGEMENT AGENCIES	Will be contacted prior to the start of construction as required and provided CHPE contact information; will be kept informed of any changes in construction schedules.		
Fort Ann VFC	Chief		(518) 639-8811
West Fort Ann VFC	Chief		518-792-0161
Fort Edward VFC	Chief		(518) 747-5127
Hudson Falls VFC	Chief		HFVFD36@gmail.com
Skenesborough VFC	Chief		(518) 499-0720
Skenesborough Emergency Rescue Squad	Captain		518) 235-7670
Fort Ann Emergency Rescue Squad	Captain		(518) 639-1005
Fort Edward Rescue	Captain		(518) 747-6198
Washington County	Director of Public Safety	Glen Gosnell	518-746-2255
	Sheriff	Jeffrey J. Murphy	(518) 746-2475
Public Notice Locations	Required public notices will be posted two weeks prior to the start of construction.		
	Kingsbury Town Hall 6 Michigan Street Hudson Falls, NY		
	Fort Ann Town Hall 80 George St. Fort Ann, NY 12827		

	Whitehall Town Hall 57 Skenesborough Dr. Whitehall, NY 12887		
	Fort Ann Library 53 George St., Fort Ann NY, 12827		
	Hudson Falls Library 220 Main St., Hudson Falls, NY 12839		
	Isaac C. Griswold Library 12 Williams St., Whitehall, NY 12887		
	Washington County Offices Ft. Edward		
	USPS Whitehall 12887		
	USPS Fort Ann 12827		
	USPS Hudson Falls 12839		
	Stewarts Shops Whitehall, NY		
	Cumberland Farms Fort Ann		
	Cumberland Farms Hudson Falls		
	Cumberland Farms Ft. Edward		
	Stewarts Shops Ft. Edward NY		
INFORMATIONAL MATERIALS LOCATIONS	Project fact sheets with contact information will be made available at the following locations.		
	Kingsbury Town Hall 6 Michigan Street Hudson Falls, NY		
	Fort Ann Town Hall 80 George St. Fort Ann, NY 12827		
	Whitehall Town Hall 57 Skenesborough Dr. Whitehall, NY 12887		
	Fort Ann Library 53 George St., Fort Ann NY, 12827		
	Hudson Falls Library 220 Main St., Hudson Falls, NY 12839		
	Isaac C. Griswold Library 12 Williams St., Whitehall, NY 12887		

	Washington County Offices Ft. Edward		
PRE-CONSTRUCTION OPEN HOUSE	Fort Ann High School Auditorium 1 Catherine St, Fort Ann, NY 12827		