



Hudson River - Black River Regulating District

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AGENCY NAME: Hudson River – Black River Regulating District

DELIVERABLES ACHIEVED SINCE 2021

- **Posted all active policies to the HRBRRD website.** HRBRRD posted all active, effective policies to its public-facing website: www.hrbrrd.ny.gov under Reports, Policies & Procedures. These include the Regulating District’s by-laws, code of ethics, communicable disease continuity of operations plan, disposition of property guidelines, NYS discrimination complaint form, equal employment opportunity rights and responsibilities employee handbook, as well as the Regulating District’s drug & alcohol testing, expense, reimbursement, policymaking, investment, immigrant access, inventory control, lobbying contacts, procurement, prompt payment, sexual harassment, social media, travel, vehicle use, whistleblower, and workplace violence prevention policies.
- **Posted employee agreements to the HRBRRD website.** HRBRRD posted its [employment rules and benefit guidelines](#) for non-represented employees, as well as its current [collective bargaining agreement](#) with CSEA-represented personnel on its website.
- **Included customer service surveys in HRBRRD newsletters.** HRBRRD incorporated polls in its [Winter, 2022](#) & [Spring, 2022](#) newsletters. The Winter, 2022 poll asked readers about the [online access permit renewal system](#). HRBRRD received 184 responses to the poll, with 83.2% of respondents indicating that they had used the system, and found it easy and convenient to use. However, eight respondents indicated that they had used the system, but wished that it was easier to use. HRBRRD utilized this feedback to make improvement to the system the following year, including the establishment of a dedicated user support [email](#) address for technical problems, and revising the user interface screen for credit card payments. The Spring, 2022 poll asked users about the functionality of HRBRRD’s website.

INITIATIVES TO BE IMPLEMENTED IN 2024

- **Conduct informational online webinars on upcoming capital projects and new initiatives.** HRBRRD will host webinars utilizing the GoTo Webinar platform to inform residents and other interested stakeholders about ongoing or planned capital rehabilitation projects, water management, new initiatives on an at-least annual basis, beginning in the

spring of 2024 with a presentation on the planned capital rehabilitation of the Conklingville Dam.

- **Host “open house” events in the Black River & Hudson River areas.** HRBRRD will open its doors at its Sacandaga Field Office & Black River Field Office facilities in 2024 to showcase its mission and capabilities, as well as to engage directly with residents and stakeholders who have questions about HRBRRD’s operations.