



Solutions for Managing Massive Amounts of Input

The Comment Response Management System efficiently triages high volumes of correspondence, while maintaining legal records and quality control

The Pacific Northwest National Laboratory (PNNL) Comment Response Management System (CRMS) is an end-to-end comment response solution to handle potentially massive amounts of public comments in a timely, systematic, traceable, and defensible process. It streamlines review times and reduces costs, especially when the same comments are duplicated in hundreds or thousands of form letters. The CRMS integrates PNNL-developed tools—Arch and the Comment Response Database (CRD)—and PNNL’s domain subject matter experts.

- Identifies mass mailings and eliminates duplicates to streamline review times and reduce costs
- Parses correspondence into customizable topic areas
- Maintains searchable comment archives
- Facilitates consistency and transparency
- Provides records of disposition
- Generates publication-ready output

Consistency and Public Transparency

PNNL’s CRMS improves the ability for agencies to identify and respond to public comments in a transparent manner. The CRD stores unique comments dispositioned in a database with search tools that enable users to retrieve comments and responses of interest across projects.

Broad Applications

The system can help better inform processes that use written comments or correspondence:

- National Environmental Policy Act reviews
- Other stakeholder engagement activities
- Rulemaking processes (state and federal)
- External or internal feedback (e.g., online surveys)

The main application has been for federal regulatory agencies to leverage more efficient and effective responses to public concerns during environmental reviews. While the main use has been for energy-related developments, the system can be customized for any agency.

HOW THE CRMS WORKS, FROM END TO END

- 1. Tracking:** Track incoming correspondence from all comment streams
- 2. Screening:** Identify and upload unique items or campaign letters with unique content added
- 3. Processing:** Delineate and bin correspondence into individual comments
- 4. Responding:** Write summaries and/or responses to groups of comments
- 5. Publishing:** Produce publication-ready reports designed with the client in mind to meet their publication needs

Selected Project: TEST-PNNL-PROD
For testing the production server

TEST-PNNL-PROD

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CONTACT CRD SUPPORT
Last Updated: September 2021
Version: 7.4.0

Active Projects

Project	Correspondence	Comments	Responses
BINS-LR1&2-DR	0/1	84/84	0/49
EYPS-LR1&2-DR	0/1	16/16	0/3
CBS-PH2-RFJ	102/102	820/820	0/38
CBS-PH3-RFJ	0/0		
CFF-SL&EIS-DR	21/22	30/259	0/22
CFF-SL&EIS-CRO	0/1	1/1	0/1
CR-DLA-DR	96/100	1102/1148	0/134



Multi-user web-based system allows for simultaneous access with unlimited users and projects



Cybersecurity measures such as firewalls, passwords, and authentication provide a secure environment to conduct work



Technical support desk provides experts who understand client needs



User-friendly tools support customized reporting and comment grouping tailored to specific needs



Storage and search features in the database inform users and enable the development of consistent responses

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