Guide to Content Analysis Technical Processes for Contractors

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Volume 1

Data Entry Processes

Volume 2

Content Analysis Processes

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Introduction

This technical guide outlines policy and procedure for Content Analysis Processes.

The guide is divided in two volumes, which roughly correspond to the duties of Content Analysis' two primary content analysis functions: Data Entry, and Content Analysis. *Volume I, Data Entry Processes*, covers letter processing, log maintenance, mail identification, postal standards, comment entry, protocols, and validation. A significant part of this volume is dedicated to instruction in the Oracle v 1.0 database software. *Volume II, Content Analysis Processes*, comprises chapters on coding, identifying public concerns, writing narratives, editing, and creating appendices.

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Volume 1
Data Entry Processes

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Guide to CA Technical Processes

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Volume 2
Content Analysis Processes

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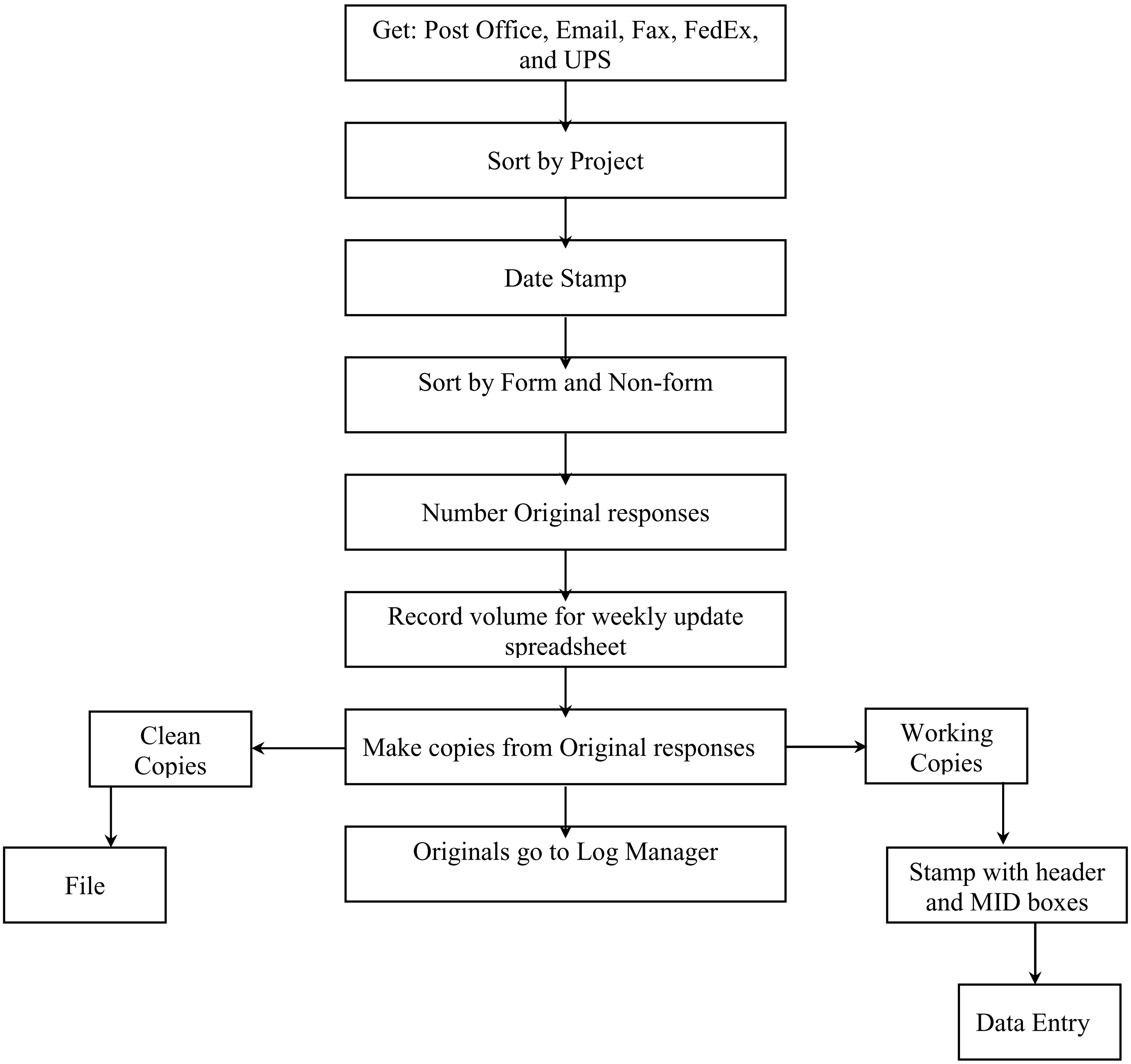
Chapter 1 ~ Mail Processing

Flow Chart of Mail Processing



Section 1.1 ~ Processing Incoming Mail

Before beginning the process of analyzing public comment, mail is collected and processed in a systematic manner. Following is the outline of responsibilities for the mail processor.

- Pick up the regular mail at regularly scheduled time. Pick up FedEx, UPS and express mail per their pre-determined schedules.
- Regularly check the e-mail project inbox and the fax machine for incoming mail.
- Sort the mail by project and put additional mail in the appropriate mailboxes.
- Remove the response from the envelope; make sure to keep the response and envelope together.
- Split all clearinghouse letters into individual responses.
- Date stamp all responses using a Date Received stamp.
- Sort the mail by individual responses, form letters, postcards, e-mail, and responses with envelopes, responses without envelopes, hearings, and petitions.
- Sort by single-page or multiple-page responses. Multiple-page responses can then be sorted for copying by: single-sided to double-sided, double-sided to double-sided, etc.
- Number all of the original responses, post cards, etc., using letter number labels (*See Appendix K, Numbering Labels*). Place or handwrite the number label in the upper right-hand corner, staying away from the edges. Handwrite the letter number on all subsequent pages of the response, including the cover sheet and any enclosures.
- Once the mail is date stamped, sorted, and numbered it is ready for copying.

1.1.1 ~ Helpful Hints

- Watch for responses or forms that do not pertain to the project. These are called "out-of-scope" responses. (*See Out-of-Scope Responses*)
- Watch for more than one response in an envelope. Individual responses need their own letter number.
- Watch for duplicate responses. The sooner multiple copies of the same letter are caught, the less chance there is of needlessly processing a duplicate response.
- Watch for Resolutions. Resolutions should be attached and processed with the letter they arrived with.

Section 1.2 ~ Copying Letters/Postcards

Make two copies of each response: a **clean** (reading file) copy and a **working** copy. Following is the process for making copies of the responses.

- Keep the numbered responses and postcards together in their respective groups. Using the auto feeder, place the numbered responses face up in the tray. Be sure to copy them in ascending numeric order.
- Clean copies are single-sided. To save paper, working copies are double-sided. Postcards are copied one per page.

- Make sure the letter number shows up clearly on all copies.
- Postcards, responses on dark stationary, etc. need to be hand-fed using the flatbed glass. Be sure to keep these in ascending order.
- After copies are made, staple the corresponding envelope to the back of the original response with the address facing out. File the originals and clean copies in numeric order in an accordion folder and place in the appropriate filing cabinet. Label each folder with the following information: "Originals, project name, and the letter number range (e.g., 475-780)." Do the same for the clean.
- Use the optional customized rubber stamps (*see Letter Attribution section*) and stamp the top of the first page of each working copy. Working copies go to the "MID folder" to be assigned a MID number. Working copies of form letters are organized by the assigned form number and put into the appropriate folder in the project bin. (*See the alternative ways for dealing with forms in Chapter 1, Form section*)
- The originals will be used by the log manager for entering into the Access correspondence log. For security reasons, the originals should be locked up in a filing cabinet when not being accessed.

1.2.1 ~ Helpful Copying Hints

- Align the postcard on the copier glass two inches from the top and left-hand side. The copy of the postcard will appear in the upper middle of the page.
- Any responses or postcards that are written in pencil or very light writing need to be darkened. Take the copier off of the AUTO mode and adjust the exposure level accordingly.
- Check the quality of the copies (e.g., exposure level, cut-offs, etc.) and correct when necessary.
- It is necessary to copy the envelope whether or not the respondent provides a complete and legible address on their response.
- Photocopy the envelope if the respondent does not provide an address or it is illegible on the response and it is legible on the envelope.
- Check the legibility of names and addresses on the postcards while copying. Copy both sides of the postcard if necessary.

1.2.2 ~ Letter Attribution Fields

Rubber Stamp method:

1234	I	1	2	1	(blank)

MID OT S RT DT IA and so on….

Or dash method: 1234-I-1-2-1-X-X-X-5-X-X-X

Customized Rubber stamps can be made to stamp the boxes used for labeling Letter Attribution codes. Each box can be labeled at the bottom with demographic/header codes (letter attribution fields) that identify a demographic type. An alternative method is to use dashes to separate codes. If using the dash method, always use an X for a default code for those fields that are not being used in Oracle. Information displayed in each box provides critical data used in reporting and in the demographic appendices *(For description of header information see CH 6, Letter Information Block)*.

Section 1.3 ~ Additional Mail Processing Responsibilities

The mail processor has the following responsibilities in addition to receiving mail and copying responses.

- Coordinate with the project assistant, the log manager, and the person designated to make letter number corrections, or to correct numbering or copying discrepancies.
- Identify forms, assign form numbers, determine form masters, and post additional copies for data entry and coding staff reference. (*See Forms*).
- Identify letter generators and locates the letter generator from the website, prints the complete list of possible comments, and determines the letter generator masters.
- Periodically check the "Possible forms" folder in the coders' bin to determine if there are enough responses to constitute a form.
- Keep the Project Team Leader and staff apprised of the volume of incoming responses.
- Assist the Project Team Leader with Freedom of Information Act (FOIA) requests and prepare the copies necessary to fulfill each request.

Section 1.4 ~ Forms or Organized Campaigns

The term **Form or Organized Campaign Letter** refers to responses that are received from different individuals but are identical in content. In cases when response text paraphrases the content of a form letter with no change in the topic discussed, the response is treated as a form.

Form Letter: Identical or very closely paraphrased text.

The mail processor designates a response as a form if an identical response has been received from five or more different individuals. Identical responses are placed in a "Possible Form Letter" folder. The possible form is considered a form when the total number of responses meets or exceeds five. Form letters are given to data entry and the form process begins.

Form Letter with Additional Comments: Identical or very closely paraphrased, with one or more additional comments that may or may not be codable. If the additional comments are not codable, then treat it as a regular form.

Form Master: A response chosen as the template for a particular form.

A copy of the form is designated as the Form Master. Form masters are coded, entered and used as a template for the pool of forms they represent. Once the form master is entered the remaining corresponding forms are entered using the letter numbers, MIDs, and letter attribution information. This process saves a significant amount of time.

Staff designates a person, called the "forms coordinator," to work with the mail processor in maintaining a main list of form numbers/names for each project.

1.4.1 ~ Form Master Process

- The mail processor identifies forms and determines which response is the form master. Forms with additional comments are not designated as the form master.
- Unless you don't have a choice, the forms coordinator for the coding staff codes the working copy of the form master, assigns comment numbers, and writes "Start additional comments at comment # __" The form master is given a unique number and a name descriptive of the response's content.

  Example:

  Form Letter #3 "We support Graylings."
- For reference, additional copies of the form master are posted for coder, mail processor, and data entry personnel reference.
- The coded form master is given a MID, entered, and placed in the project bin Form Master entered folder.
- Enter Form Number Master in Correspondence Log in Remarks field.

1.4.2 ~ Form & Form Letter Process

- Place identified forms in their corresponding Form Number folder in the project bin to receive a MID.
- Query Project ID and the letter attribution in the **Header Entry** Form.
- **Enter only** the header information, letter number, and MID.
- Form Letter with Additional Comments Process
- After the form letters are assigned a MID, they are put in the "1st Read" folder of the coders' bin.
- Additional comments are coded before forms are returned to data entry.
- **Important:** Do not begin additional comments at "one." Refer to the corresponding form master or "Additional Comments" sheet to determine the starting number for additional comments.

Section 1.5 ~ Out-of-Scope Responses

Out-of-Scope Responses are responses sent with content that does not pertain to the project. A Team Leader should make this final determination.

- Pull the original, clean, and working copies and staple them together.
- Write "Out-of-Scope" on the top copy.
- Record the information in the Out-of-Scope log in the project log Access database.
- If the MID has no other responses attached, it is deleted. Record the pertinent information in the MID Delete folder in the project file. A computer specialist must delete MID records, unless the MID number is reused.

The log manager records “OOS” in the comments column of the project log.

Out-of-Scope responses are returned.

Section 1.6 ~ Filing

File all response copies and originals to provide easy reference during the CA process and to protect the integrity of the original responses.

Working Copies:

Working copies of the response are filed in ascending MID order for easy reference during the validation process. The MID, written in the upper left-hand corner of the copy, is oriented so it is visible at the top of the file, i.e., file the left side up.

After the working copy is entered into the **Content Analysis** application *(see Chapter 6)*, it is placed in the appropriate MID folder in the “To Be Filed” project bin.

Place the ordered copies into accordion files and label with the following information: Working, project name, MID number range.

Place the accordion files, in numerical order, in a filing cabinet for easy access.

Watch for **duplicate letters** and **multiple MIDs** while filing. Staple the duplicate letters (letters labeled “dup of ”) to the corresponding coded letters. File responses with multiple MIDs in a separate folder labeled “Multiple MIDs.”

Clean Copies:

Place the clean copies into accordion files in numeric order by letter number. Label the accordion files with the following information: Clean, project name, letter number range. Clean copies aren't written on, stapled or marked in any way, because they will be used to scan or laserfiche the project responses.

After validation is completed, box and store the clean copies.

Original Responses:

After the clean, working, and any other client requested copies are made, the original responses are placed into accordion files in numeric order by letter number. Label the accordion files with the following information: Originals, project name, letter number range. The originals are then given to the log manager to be logged. The log manager places the folders in numeric order in a filing cabinet. The log manager is responsible for maintaining the locked cabinet of originals for the duration of the project.

Section 1.7 ~ Project Bin Setup

To organize each project, CAT uses a minimum of three large plastic bins with hanging folders: the coding bin, the data entry bin, and the filing bin.

Coding Bin

The coding team for a project uses the Coding bin to organize the different phases of the coding process. This bin is located in the coding room.

Folders in this bin are labeled:

- 1st Read: Place responses that have received a MID and are ready to be coded in this folder.
- 2nd Read: Place responses that have been coded and are ready to be reviewed and possibly revised in this folder.
- Data Entry: Place responses that have been coded and are ready to be entered into the database in this folder.
- Possible Forms: Place responses that are received separately but contain identical text in this folder. When their number is five or more they are considered a form.
- Out-of-Scope: Place letters that are not directed at the project being analyzed in this folder.
- Problems: Place duplicate letter numbers, multiple Mail IDs, responses with missing pages, fax cover sheets with no additional pages, etc., in this folder. (See Section 6.2, Letter Information Block, page 6-3, Section 4.3, Protocol For Multiple MIDs, page 4-23, and Section 2.2.1, Protocol For Log in Problems, page 2-6.)
- Flags: Place responses that meet the requirements for Immediate Attention, indicated by a red post-it attached to the left side, Comment Extension, indicated by a yellow post-it attached to the left side, or responses that contain an information request, indicated by a blue post-it attached to the left side, in this folder.

Data Entry Bin

Folders in this bin are labeled:

- Dups: Place responses that are copies of the same letter sent by the respondent in this folder.
- MID: Place the working copies of processed responses in this folder to receive a Mail ID.
- Form Master MID: Place the Form Masters in this folder to receive Mail IDs.
- Flags: Place responses that meet the requirements for Immediate Attention, indicated by a red post-it attached to the left side, Comment Extension, indicated by a yellow post-it attached to the left side, or responses that contain an information request, indicated by a blue post-it attached to the left side, in this folder. Red/Blue flagged responses are the priority for entry.
- Problems: Responses with missing pages, fax cover sheets with no additional pages, etc., in this folder. (*See CH 6, Letter Information Block, CH 4, Protocol for Multiple MIDs, and CH 2, Protocol for Log in Problems.*)
- Out-of-Scope: Place letters that are not directed at the project being analyzed in this folder.
- Possible Form: Place responses that are received separately but contain identical text in this folder. When their number is five or more it is considered a form.
- Project Info: This folder contains information on the project, including the coding structure, etc.
- Replicate Responses: Place responses that need to have comments replicated (a time saving procedure) in this folder.
- Enter: Place responses that have been coded in this file.
- Form Master Enter: After a Form Master is coded; place it in this folder to be entered into the database.

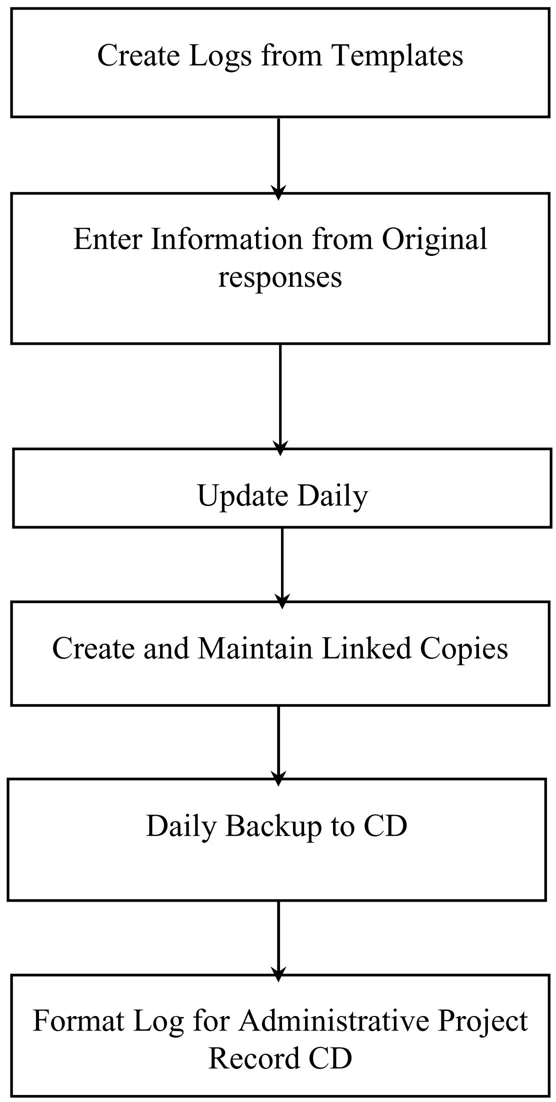
When form letters are received, two additional folders are made for each form number and are labeled:

- Form (#) MID
- Form (#) Enter

When letter generator responses are received, two additional folders are made for each letter generator number and are labeled:

- Letter Gen (#) MID
- Letter Gen (#) Enter

Chapter 2 ~ Log Procedures



For each project, a log of all responses received is produced and maintained in an Access database. The log tracks each letter number and provides a "real time" reference. The linked log is created and maintained in a database and is made up of the following information, at minimum:

- Letter # (Letter Number)
- SOP (Stage of Process)
- Organization
- Name (Last)
- Name (First)
- Name (Middle Initial)
- E-Mail (Address)
- Received Date(s)
- Remarks
- Optional automated fields:
- Input By
- Date Input
- Modified By
- Date Modified

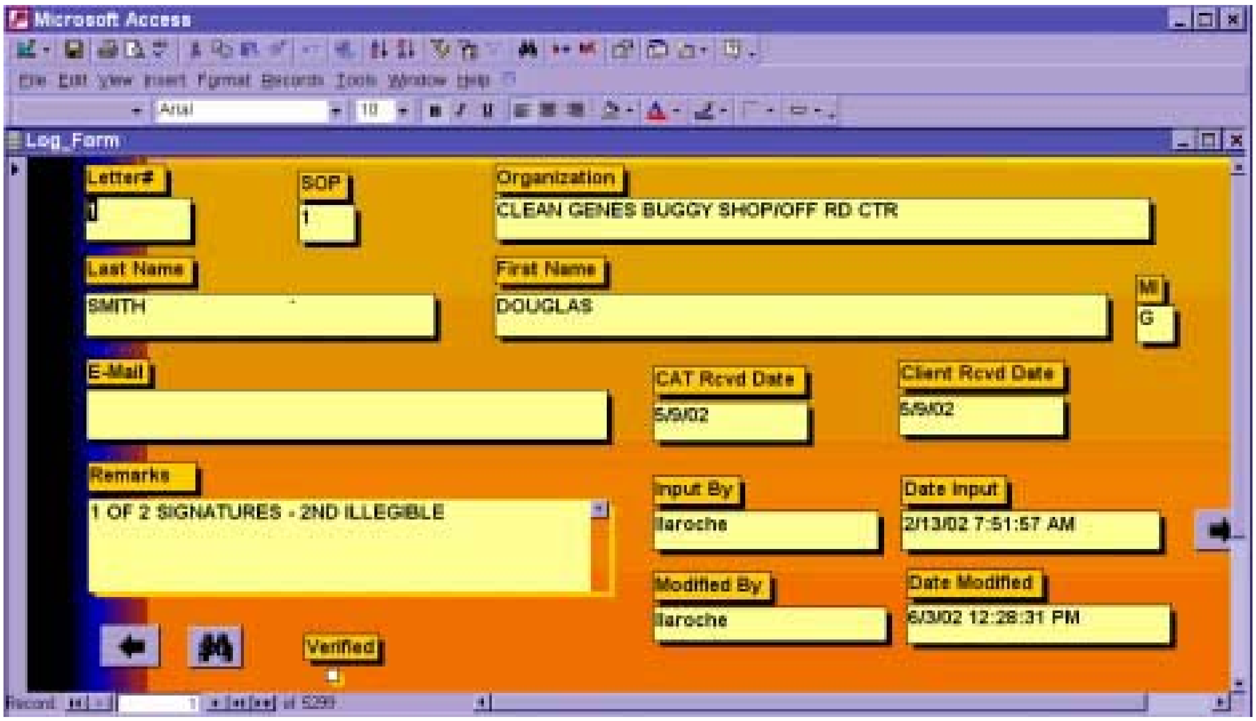


Figure 2.1: Log Entry Form

Section 2.1 ~ Log Entry Form Information

L#

The letter number (assigned by the mail processor) that is found in the upper right hand corner of the response is auto-filled into the database prior to beginning the logging process.

SOP

The Stage of Process is a one digit numeric code that indicates the current stage of process for the project. The Stage of Process code remains the same throughout that stage of the project, and like the letter number, is auto-filled into the database prior to beginning the logging process.

ORGANIZATION

When the author is speaking on behalf of the organization/business enter the name of the organization/business in this field. This allows for the retrieval of specific information from the database, such as how many state employees have responded to a project, etc. *(See Section Chapter 5, Organization/Business Addressing Standards).*

NAME

- Enter Last and First names, and Middle Initial in their respective fields.
- If the name and/or address on the envelope are different from the name/address in the body of the response, use the name and address data in the body of the response. (*See Chapter 4, Creating a New MID.*)
- Be sure to check the envelope for additional information such as complete names, middle initials, or complete addresses.
- Enter the author(s) of the response using the most complete name given.
- Enter RESIDENT if the author's name is missing, illegible or is only a first name, but the address is legible.
- Enter ANON if the signature and address are illegible. Enter ANON if the response is noted anonymous by the author.
- Enter UNUSED L# if a response number is skipped.
- Enter nothing in the name fields if the respondent supplies an e-mail address only.
- If there are several respondents and one provides a middle initial, enter the name that allows the use of the middle initial. Only enter the most complete name and indicate that it is 1 of however many signatures in the Remarks field.

E-MAIL

Enter a complete e-mail address only. Enter the address as it is written (e.g., LaLoBa@aol.com is not entered laloba@aol.com). If the domain is missing, leave the field blank. If there are two e-mail addresses, enter both separated by a comma and no spaces between.

RECEIVED DATE

Enter the date the response was received (as reflected in the date stamp). Check all Original copies to verify that all Received dates have been stamped by mail processors. **This is one of the most important pieces of information entered in the log.**

REMARKS

This field is used to enter special aspects of the letter or respondent. The drop-down list attached to this field includes the following notations to choose from; however information in the comments field is **not limited to** the drop-down list.

- OOS (Out of Scope)
- DUP of L#_____
- Form Master1 (identifying the form master of form #1)
- 1 of 2 Signatures (if two individuals with different names and/or addresses sign a response)
- Pet - 122 names (petition with 122 names)
- Illegible (for unreadable names)

- Pages 2 & 4 missing
- After Comment Period (for responses logged after the Federal Register deadline)
- Attachment (for a response with attachment)
- Cmnty Mtg (community meeting)
- /s/ (indicating someone other than the author signed the response)
- 1 of 2 Orgs (2 organizations have signed the response)
- YML Only (response has no codeable comments and has requested to be included on the mailing list)
- NML (response includes instructions to be excluded from the mailing list)
- Hnd Dlvrd (Indicates the response was hand delivered instead of being received by mail)
- Unused Ltr # (Indicates this response number was skipped or not used)

Input By

This field is automatically filled in with the logging person's computer profile name. This happens as soon as the log person begins to tab through the fields.

Date Input

This field is automatically filled in with the date and time at the same time the Input By field is created.

Next Record Button

When all necessary fields have been filled the log person tabs to the next record button, presses enter and the next response record appears.

Modified by

This field is automatically filled in with the log person’s computer profile name when the record is modified in any way.

Date Modified

This field is automatically filled in with the date and time at the same time the Modified By field is created.

Previous Record Button

Pressing this button allows the log person to return to previously entered records

Binocular Button

Pressing this button brings up a “find box” allowing the logging person to enter the piece of data being looked for. Using CTRL F will also bring up the find function. The database is indexed and if a match is found the record is retrieved.

Verified Check Box

This check box is used to indicate that a difficult to read name has been located and verified via the Internet, phone book, etc. When creating MIDs in Oracle for a respondent, use the log to verify hard to read information. The log person is creating the correspondence log by looking at original copies. They may have also looked up information on the internet to verify a name, etc.

Section 2.2 ~ Log Manager Responsibilities

The following steps help to successfully create and maintain a project log:

- Copy the Access log template found in the Templates folder into the specific project folder that was set up by the Computer Specialist on your C:\Drive or local network drive. At this point the linked back-end (be.) database is created. To do so, open the newly named log template, go to Tools> Database Utilities>Database Splitter. The Splitter Wizard form opens and you are prompted to create a backup database if data could be lost. If not, immediately choose "Split the database now." This process moves tables from the current database to a new back-end (.be) database. In multi-user environments, this reduced network traffic, and allows continuous front-end input without affecting data or interrupting users. It's the front-end that's copied onto the Desktop of the project log manager, and anyone else who is using the log. Be sure that it's a copy and not a shortcut. (Don't Click and Drag) The log manager now enters the project name on the files and on all of the logs within the files.
- Protect the Back-End by writing it to a CD on a daily basis as a backup measure.
- The Working Log is the individual team members' working copy. This copy of the log is stored on the individual computer Desktop. Data is saved automatically and immediately to the be. log via the link between the Desktop copy and the backend db. on the network drive.
- Enter information using the original copies.
- After the responses are logged place them in the labeled folder until it is full then place the folder in the file cabinet area designated for this project. The log manager is responsible for maintaining the originals file cabinet, including locking it at night.
- Refer to log procedures for guidelines on entering data. Always enter data consistently.
- Check all Access tables within the same project database. (e.g., Dups, Out-of-Scope, etc.). Enter information from these logs into the main log on a regular basis, usually weekly.
- Format and print the log as requested.
- Data may be modified by anyone throughout the project.
- After project completion the process of validation happens. The validation compares responses to the log, ensuring that respondents' names are correct.
- Provide a final log to the person scanning to be put on a CD.

2.2.1 ~ Access Database Trouble-Shooting

- When the computer has been on for more than 8 hours problems sometimes may occur, because the network will sometimes shut down a user if the connection has been up for a long period. Reboot to see if this corrects the problem.
- Make sure the initial set up of log on network drive is correct by doing the following:
    - The front-end database (.mdb) contains the forms, which are linked to the tables in the back-end database (be.mdb) on the network drive. The back end database has a "be" on the end of the file name.
    - It is important to copy the front-end database, not the back-end. Do not create a shortcut. To ensure it was copied right, click on the front-end database icon on your desktop and select Properties. The value for Type should be Microsoft Access Application, not

Shortcut. If it says Shortcut, delete it and copy the front-end database from the project log file on the network drive.

- Make sure the path to the back-end database is available. If not, logging is not possible and the following steps are necessary:
- If the above steps have been completed and there are still error messages, re-link to the back-end database by doing the following:
  - Open the log database.
  - Click on Tools>Database Utilities>Linked Table Manager
  - Click Select All and check the Always prompt for new location box.

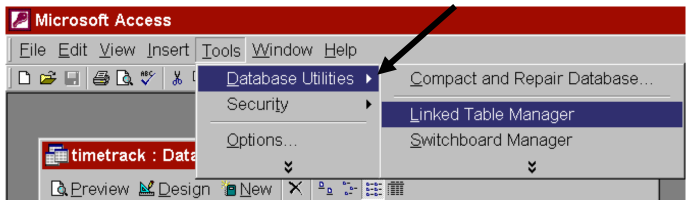


Figure 2.2: Tools Drop Down Menu

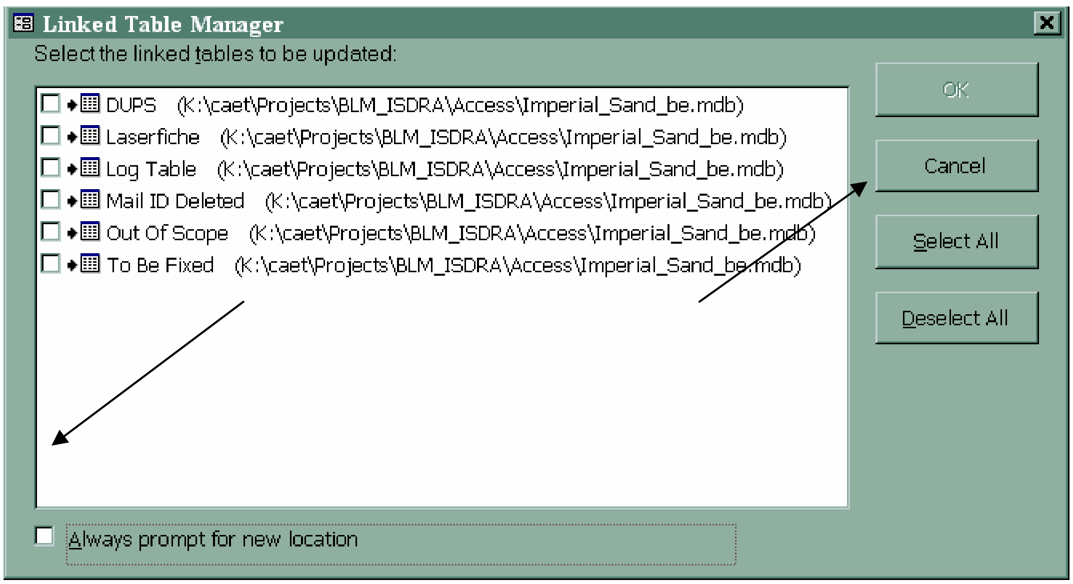


Figure 2.3: Linked Table Manager

  - When the Select New Location box appears, select the network drive, Projects folder, the appropriate project, and the be.mdb log, and click Open. The path name can vary depending on folder structures. The point is to find the log. be.
  - You should then get a message that says, “All of the selected tables were successfully refreshed”. Click OK and close the linked table manager.
- If “Admin” appears in the **Input by** and the **Modified by** fields instead of the user name do the following:
  - Check the pc mapping to the network drive. If the mapping is missing, close the log and re-map the drives. Re-open the log and continue working.
  - If the network drive is down, the program automatically inserts Admin into those records. This is acceptable. The records are updated to the correct user name when the network drive is back up. To successfully complete this update, it is important to keep track of letter number ranges and the time span for the ranges. This information is given to the log manager for update.

- If the previously entered records in the log can be viewed, and there are no error messages, the work **is saved** and logging can continue.

Section 2.3 ~ Logging FAQ's

The following is a partial list of **Frequently Asked Questions** about the Access log.

Q: Why do the Modified By and Date Modified fields fill in when a record is created?

A: These fields fill in when the record is entered because they are part of the underlying macro "Input By". However, when the record is entered and edited at a later date these fields fill automatically with updated information. (*See Chapter 2, Form Information, Modified By*.)

Q: Why are original responses used to log (when possible)?

A: Original responses are used to log because they usually provide a clearer example of the respondent's name and other information than a copied response.

Q: When do I check the "Verified" box?

A: The "Verified" box is checked whenever a data tech searches for and finds a difficult to read name and or address. This may be the person logging, creating mail ids or someone else. (*See Chapter 2, Form Information, Verified check box.*)

Q: What goes in the "Remarks" field?

A: This field is used to capture additional information about the respondent. This field has a List of Values (LOV) drop-down menu containing pertinent information. However, comments are not limited to this LOV. (*See Chapter 2, Form Information, Remarks*.)

Q: How do I go to the record I want to input?

A: There are several ways to advance to a record:

At the bottom of the form, highlight the **record number** and type the record number to be input. Press **Enter** and the desired record will appear.

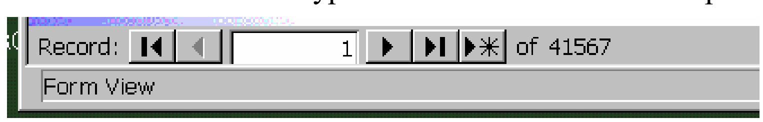


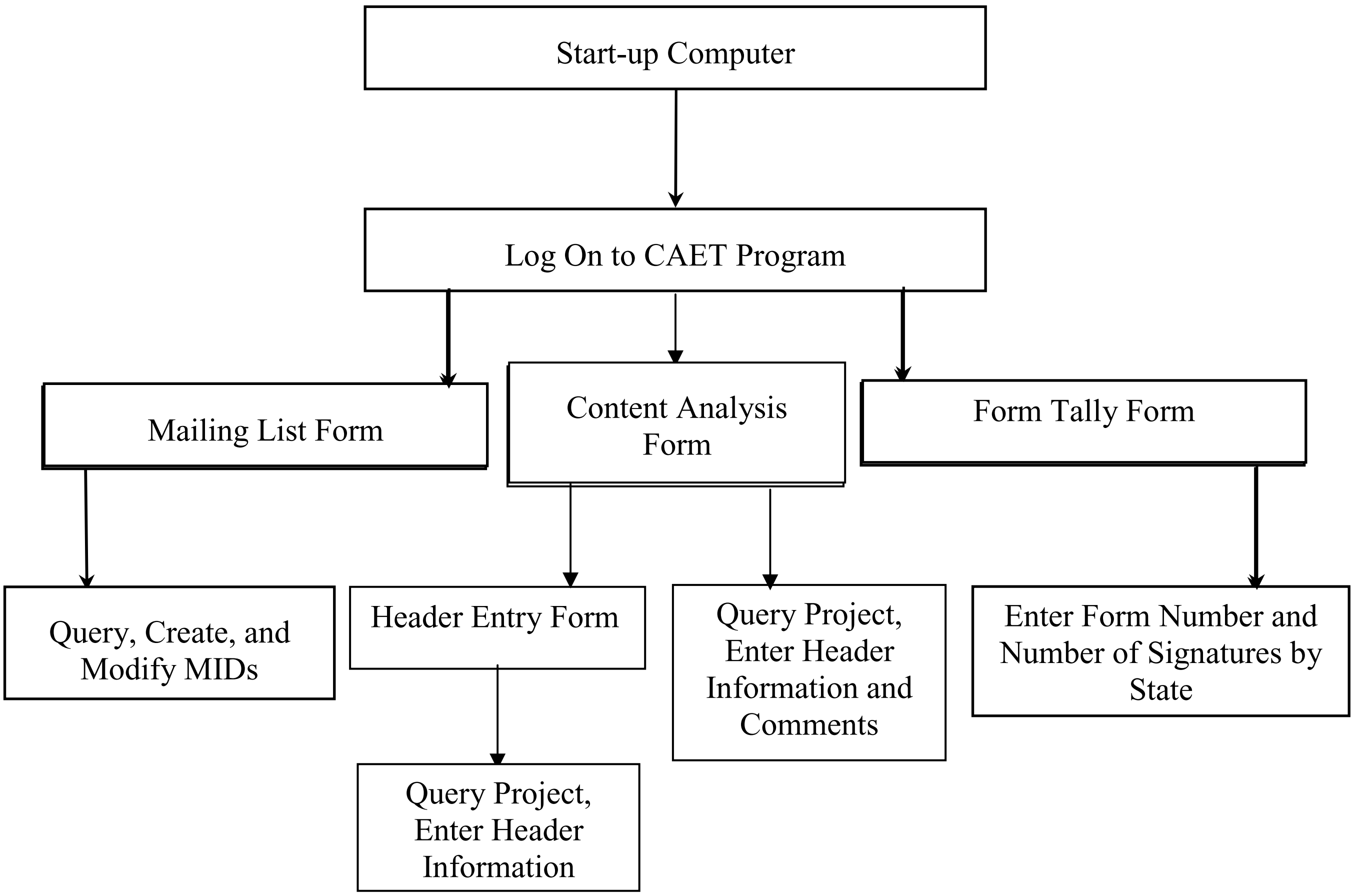
Figure 2.4: Record Number Field

Press the **Find** button (the **binoculars** icon) to bring up a find box where the desired number is input. Press **Find** and the desired record will appear. *(See Chapter 21, Form Information, Find Button.)*

Q: What are the arrows and binoculars buttons for?

A: These are navigational buttons: The arrow buttons allow the user to go forward one record or back to the previous record. *(See Chapter 2, Form Information, Next Record Button and Previous Record Button.)* The binoculars button is described above.

Chapter 3 ~ The CAET Oracle Program



Section 3.1 ~ Computer Commands

The Technical Guide uses words and symbols to describe a variety of actions. They are explained in more detail here to clarify the format of the Technical Guide.

Command	Description
Enter	The word **Enter** is used when referring to pressing the **Enter** key on the keyboard.
Execute	The word **Execute** is used when referring to performing an action in the program.
Cancel	The word **Cancel** is used when referring to the process of recanting any action performed in the program.
[ ]	Brackets are used when referring to a [**function**].
< >	Angle brackets are used when referring to a <**hot key**>.
Bold	Bold is used when referring to a **button, an action or an important word** (e.g., **Enter**, **Cancel, Never, Always** etc.).
Click	The word "click" is used when referring to selecting an icon or button, or clicking the mouse.
Select	The word "select" is used when referring to choosing menu items or using the mouse.
Press	The word "press" is used when referring to actions performed on the keyboard.

Figure 3.1: Computer Commands

Section 3.2 ~ Computer Start-Up

To start-up the computer, complete the following:

- Turn on the computer.
- Enter username. This needs to be setup by the Oracle Administrator. Press **Enter** or click **OK**.
- Enter user password. Press **Enter** or click **OK**.

Section 3.3 ~ Log On To CAET Program

In order to enter data into the Oracle database you must first log on to the program.

- Double-click on the program icon on the desktop.
- Enter username. Press **Tab**.
- Enter password. Press **Tab**.
- Enter database alias. Press **Enter**.

Section 3.4 ~ CAET Program

The CAET program is an executable program with two applications: the **Mailing List** application and the **Content Analysis** application. Each application is used during different stages of the CA process. The Mailing List application is used to assign mail identification numbers (MIDs) and to update already existing MIDs. The **Content Analysis** application is used to enter header information and each respondent's comments. To open an application, select the Menu item **File** or press <**Alt+F**> and choose one of the following: **Mailing List** to create or update MIDs or **Content Analysis** to enter responses. *(See Chapters 4, Mail Identification & 6, Entering Comments in the Content Analysis Application.)*

In each application there are different blocks that are tied to different tables in the Oracle database. In each of these blocks there is a series of fields in which to enter information. Each field is assigned a color that indicates a different mode or requirement. The following is a list of each mode and/or requirement:

Field Colors:

- Yellow indicates that the application or form is in query mode.
- Pink or blue indicates that the field information is required.
- Gray indicates a calculated field and the information in the field are displayed automatically.
- White indicates that the field is optional.

Both applications open in query mode. **It is necessary to exit query mode** <**Ctrl**+**Q**> **in any of the forms or applications before opening another form or application.**

Important: Do not minimize the forms. Use the buttons found at the bottom of the form to navigate between forms *(see Chapter, Additional Form)*.

In each form in the CAET program there are buttons indicating a **List of Values** (LOV). This list displays all of the possible entries for a field. To display the LOV either click on the button to the immediate right of the field or press [**F9] while the cursor is in the field. Select the desired value by clicking on it or use the up and down arrows and press Enter.**

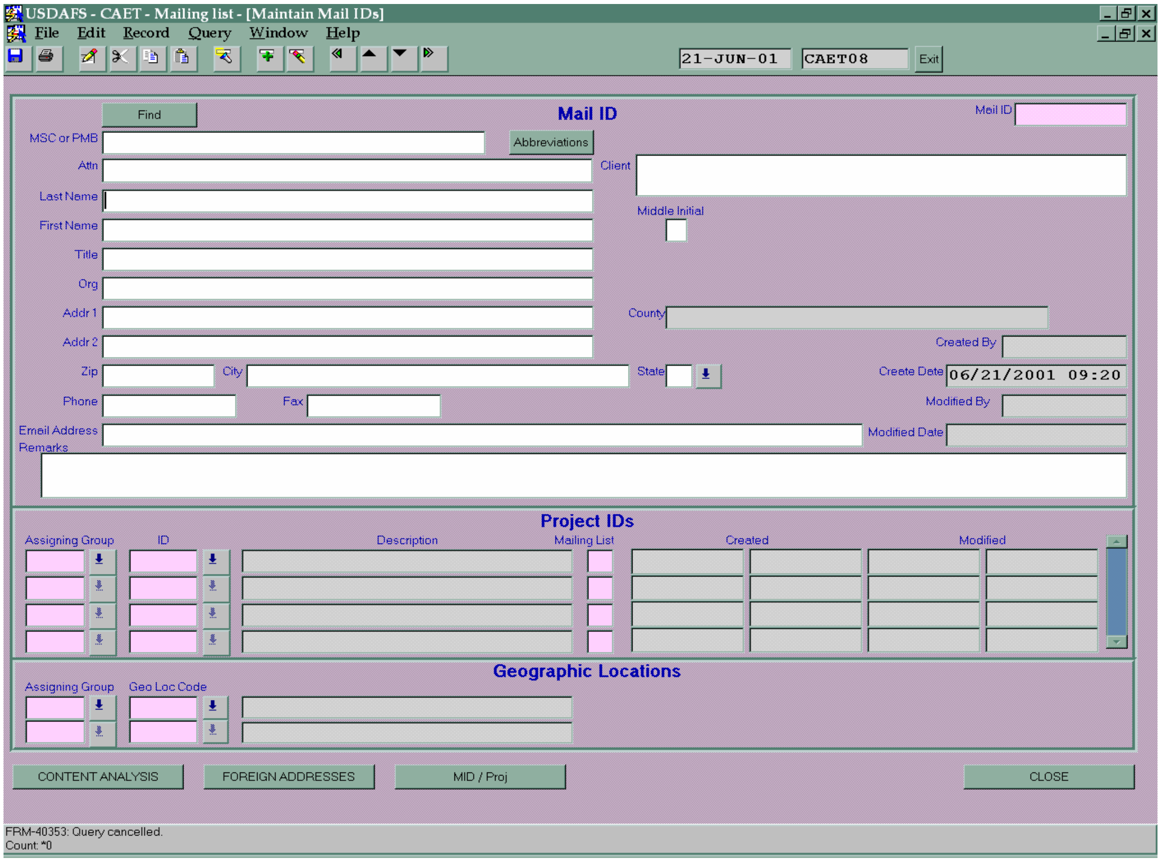


Figure 3.2: Mail List Application

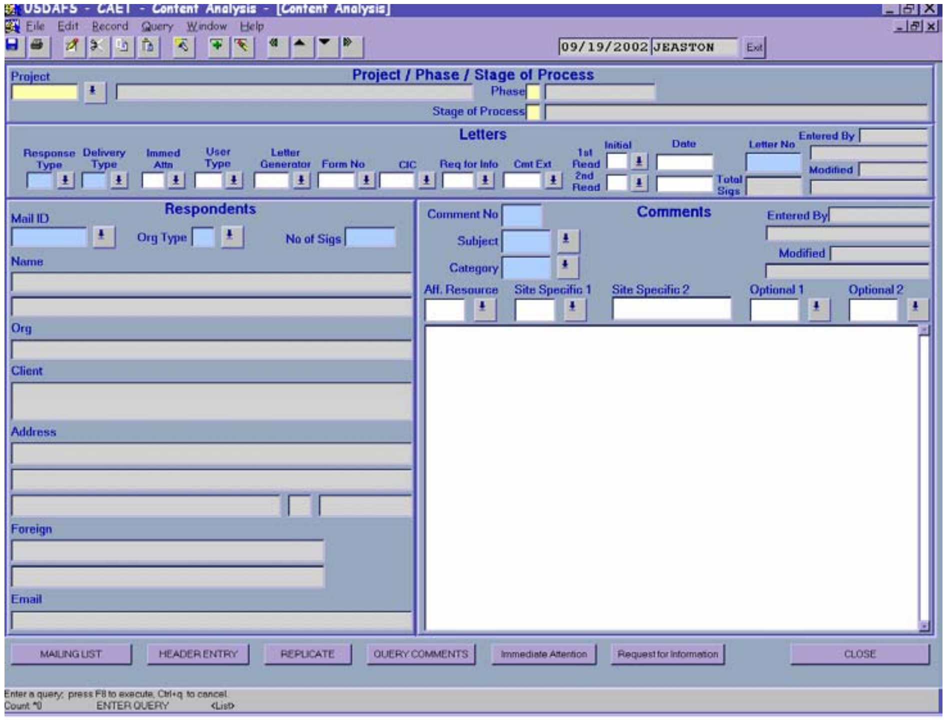


Figure 3.3: Content Analysis Application

3.4.1.a ~ Additional Program Forms

Each application contains buttons that open different forms. Each of these forms performs a different task. The following is a list of the names and functions of the forms accessible from the two main applications.

3.4.2 ~ Mailing List Application Forms

Click on the Content Analysis button (lower left) to toggle between the applications (Mail ID and Content Analysis). Click on the Close button to close the application. Click on the buttons at the bottom of the application to access these forms:

The **Foreign Addresses** form is used to create MIDs that include foreign address data.

The **MID/Proj** form is used in validation and verification of duplicate responses.

(For more information on these forms See Chapter 4 Accessing Forms In The Mail ID Application.)

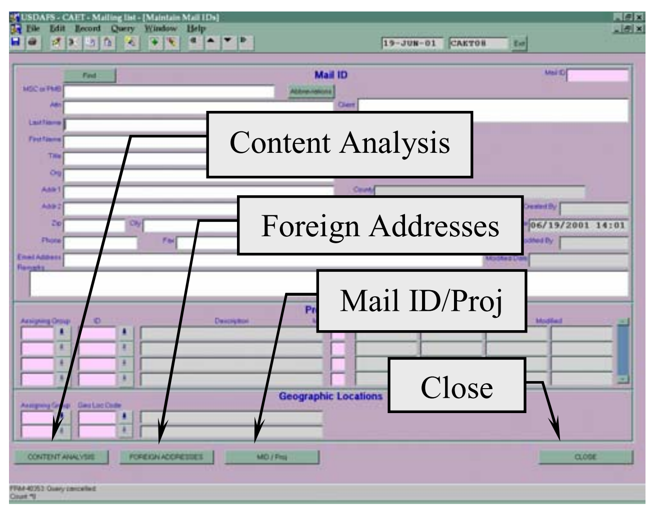


Figure 3.4: Mail ID Application Buttons

3.4.3 ~ Content Analysis Application Forms

Click on the Mailing List button (lower left) to toggle between the applications (Content Analysis and Mail ID). Click on the Close button to close the application. Click on the buttons at the bottom of the application to open these 5 forms:

The **Header Entry** form is used to enter header information and form letters without additional comments.

The **Replicate** form is used to copy comments from one response and paste them into another response.

The **Query Comments** form is used by the coding staff to find duplicate responses or responses that can be replicated. This form enables the user to query by a phrase or word, and thereby determine the letter number of a response with similar comments.

The coding staff uses the **Immediate Attention** form to make notes regarding a response requiring immediate attention.

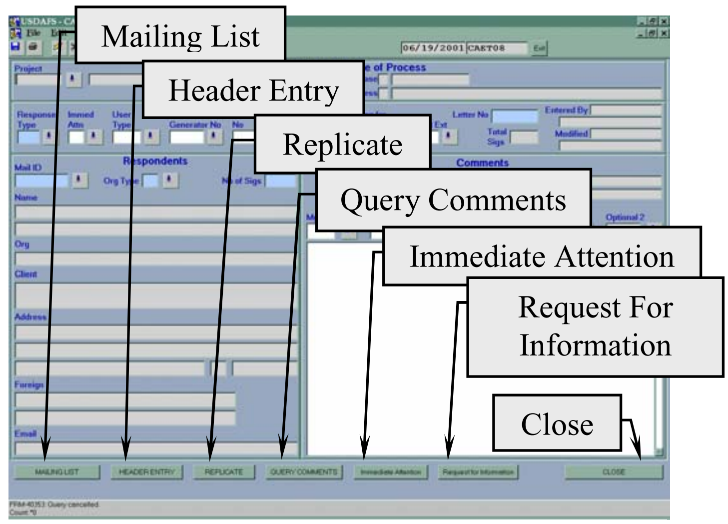


Figure 3.5: Content Analysis Application Buttons

The coding staff uses the **Request for Information form** to make notes regarding a response requesting information.

(For more information on these forms See Chapter 6, Forms In The Content Analysis Application.)

Section 3.5 ~ Menu Bar Drop-down Lists

The Menu Bar appears as a single line of menu titles and icons across the top of the primary window and contains choices for each of the drop-down menus and sub-menus in the CAET program.

Figure 3.6: Menu Bar

A **drop-down menu** appears when you choose a menu title in the menu bar. **Note:** The underlined letter indicates a keyboard shortcut. Press <**Alt+the letter indicated**> to produce the drop-down menu. Once the menu is displayed, simply press the letter indicated to perform the desired action.

The following pages look at each menu and its properties.

3.5.1 ~ File Drop-down Menu

The **File** drop-down menu items allow for opening the various forms and reports within the CAET program, as well as saving, printing, closing, and exiting the applications. The sub-menus of this drop-down menu are covered in detail in *Chapter 8, Database Reports*.

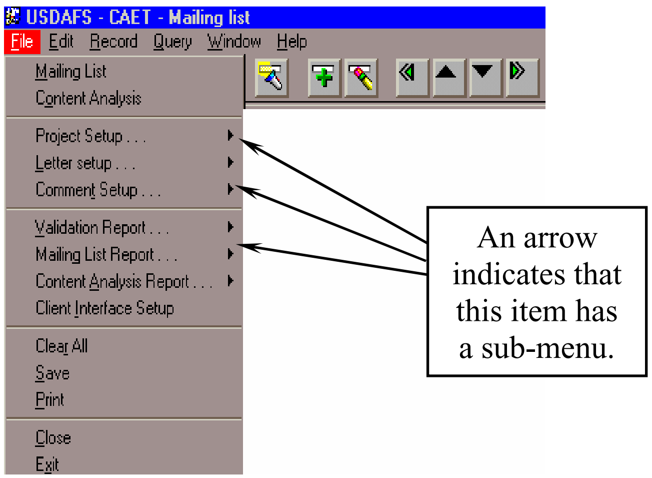
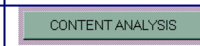
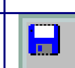
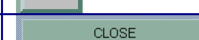


Figure 3.7: File Drop-Down Menu Items

COMMAND	DESCRIPTION	BUTTON/ICON
Mailing List	Opens the Mailing List form. Mail IDs are queried, modified, and assigned here	
Content Analysis	Opens the Content Analysis application. Respondents' comments are entered and attached to MIDs	
Form Tally	Opens the Tally form. Forms are entered and linked to demographic information.	
Project Setup	Opens a menu of form options for entering project codes required for a project. Sub-menu items include Project Code, Abbreviations, County Data, Assigning Group and Geographic Location	
Letter Setup	Opens a menu of form options for entering the codes required for letter setup. Includes project header information that will be attached to the respondents' comment.	
Comment Setup	Opens a menu of form options for coding comment information.	
Validation, Mailing List, Content Analysis Report	Reports	
Client Interface Setup	Creates a user name for a client to log in and use the access interface. This item is for administrative use only.	
Clear All [Shift + F4]	Removes current record from current block. Cleared record is not deleted from database.	
Save	Enters into the database all changes to a screen.	
Print [Shift + F8]	Writes the current window to a file and asks if user wants to print it.	
Close	Closes the application.	
Exit <Ctrl + Q>	Exits the application.	

3.5.2 ~ Edit Drop-down Menu

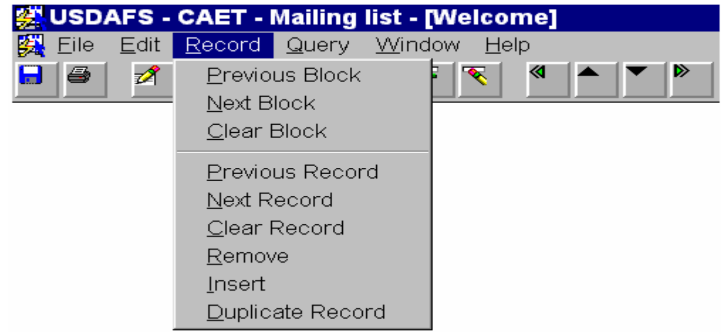
The **Edit Menu** provides actions for changing or editing the contents of documents or other data. These are common Edit menu items with mnemonics and keyboard shortcuts.

Figure 3.8: Edit Menu Items

COMMAND	DESCRIPTION	BUTTON/ICON
Cut <Ctrl + X>	Deletes selected item. Item may then be pasted into a selected location if desired. (See below)	
Copy <Ctrl + C>	Copies selected information, to be pasted in another location	
Paste <Ctrl + V>	Inserts cut or copied item into selected location.	
Edit <Ctrl + E>	Opens edit form to view selected information for editing. Also allows search and replace of information.	
Duplicate Field [F3]	Enters data from same field in previous record into new one.	

3.5.3 ~ Record Drop-down Menu

The **Record Menu** contains selections that allow you to move the insertion point throughout the application, as well as delete or insert data.

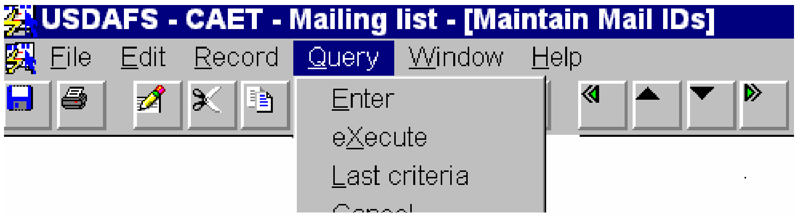


Figures 3.9: Record Menu Items

COMMAND	DESCRIPTION	BUTTON/ICON
Previous Block <Ctrl + Page Up>	Moves cursor to preceding block.	
Next Block <Ctrl + Page Down>	Moves cursor to next block.	
Clear Block [Shift + F5]	Clears block of all information.	
Previous Record <Shift + Up>	Moves cursor to preceding record.	
Next Record <Shift + Down>	Moves cursor to next record.	
Clear Record [Shift + F4]	Clears record of all information.	
Remove	Removes the record from the field.	
Insert [F6] or <Ctrl + L>	Allows the insertion of a new record.	
Duplicate Record [F4]	Inserts data from previous record into new one.	

3.5.4 ~ Query Drop-down Menu

The **Query Menu** provides actions for querying data.



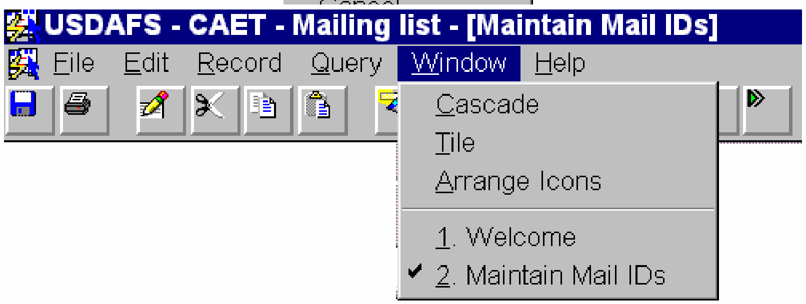


Figure 3.10: Window Menu Items

COMMAND	DESCRIPTION	BUTTON/ICON
Enter [F7]	Puts form in query mode.	Hit once to enter query mode.
Execute [F8]	Executes query.	Hit again to execute the query.
Last criteria	Allows for another query based on the last set of values.	
Cancel <Ctrl + Q>	Cancels query	
Count Hits [Shift + F2]	Counts number of results from the query.	
Fetch next set	Moves to the next record matching the original query values	

3.5.5 ~ Window Drop-down Menu

The **Window Menu** provides actions for arranging the applications and forms within the window, as well as listing the windows, applications, and forms that are open.

3.5.6 ~ Help Drop-down Menu

The **Help Menu** contains items that assist in trouble shooting, showing the keyboard shortcuts, and changing your password.

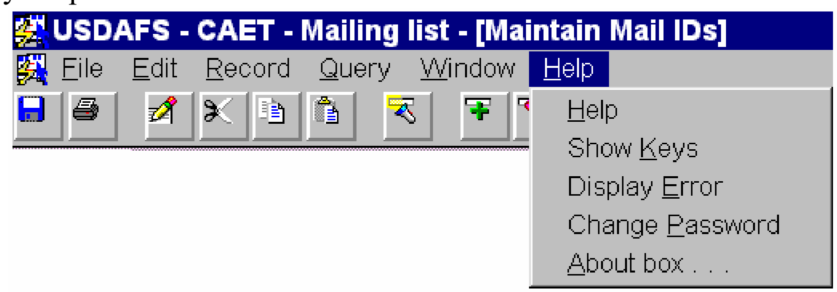


Figure 3.11: Help Menu Items

Cascade	Arranges open forms in a slightly overlapping "cascading" fashion within the window.	
Tile	Arranges open forms edge to edge in a "tile" fashion within the window.	
Arrange Icons	???	
Welcome, etc.	Shows all windows in the CAET program. A check mark indicates the selected form, etc. To open the form simply type the number to the left of the desired form.	

Section 3.6 ~ Keys in CAET Program

There are shortcut keys in the CAET program (also called Function keys and hot keys). To display the list of shortcut keys select **Help**>**Show Keys**. (*See the table on the following page for a complete list of CAET keyboard shortcuts.*)

COMMAND	DESCRIPTION	BUTTON/ICON
Help [F1]	Help desk coordinator	
Show Keys [Ctrl + F1]	Opens menu containing keyboard shortcuts.	
Display Error [Shift + F1]	Displays more information on an Oracle Error.	
Change Password	Opens form that allows user to change their password.	
About	Opens box identifying CAET program and defining CAET.	

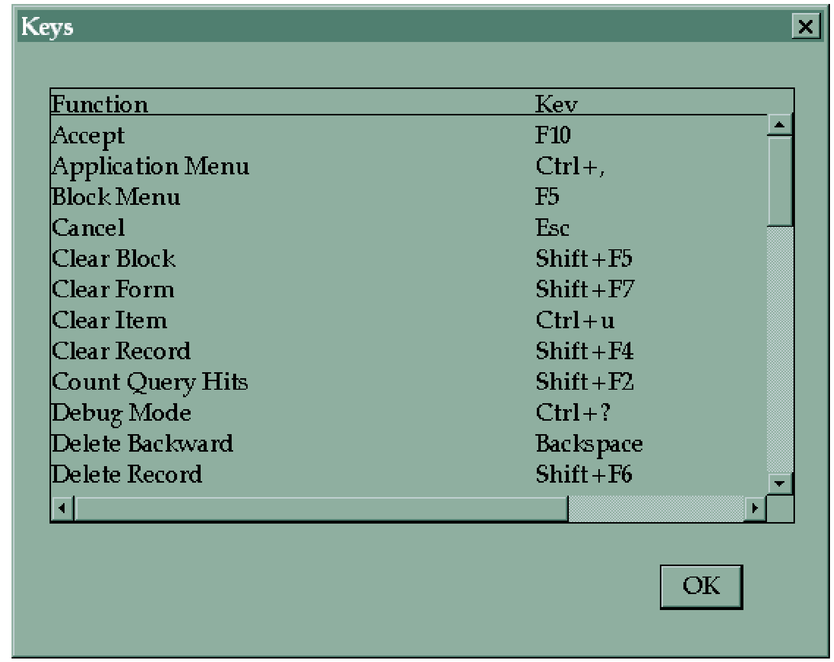


Figure 3.12: Shortcut Keys in CAET Program

FUNCTION	KEYBOARD SHORTCUT
Accept (Commit)	F10
Application Menu	Ctrl + Corresponding Letter
Block Menu	F5
Cancel	ESC
Clear Block*	Shift + F5
Clear Form*	Shift + F7
Clear Item*	Ctrl + U
Clear Record*	Shift + F4
Count Query Hits*	Shift + F2
Debug Mode*	Ctrl + ?
Delete Backward*	Backspace
Delete Record*	Shift + F6
Display Error*	Shift + F1
Display Windows	Alt + W
Down	Ctrl + L, Down Arrow
Duplicate Item	F3
Duplicate Record	F4
Edit*	Ctrl + E
Enter Query*	F7
Execute Query*	F8
Exit (Cancel Query)*	Ctrl + Q
Help*	F1
Insert Record	F6 or Ctrl + L
Left*	Left Arrow
List of Values*	F9
Main Menu*	Ctrl
Next Block	Ctrl + Page Down
Next Item*	Ctrl + Tab
Next Item*	Tab
Next Primary Key*	Shift + F3
Next Record	Shift + Down
Next Set of Records	Ctrl + >
Previous Block	Ctrl + Page Up
Previous Item*	Shift + Tab
Previous Item*	Shift + Control + Tab
Previous Menu*	Ctrl + Enter
Previous Record	Shift + Up
Print*	Shift + F8
Redefine Username/Password*	Ctrl + N
Return*	Enter
Right*	Right Arrow
Scroll Down*	Page Down
Scroll Up*	Page Up
Show Keys*	Ctrl + F1
Up*	Ctrl + P, Up Arrow

Figure 3.13: Function and Keyboard Shortcuts

This list is found in the **Help** drop-down menu. Select **Show Keys** to display this list.

** Indicates the function is also available in query mode.*

Section 3.7 ~ Project Specific Database Information

The Project database setup establishes the project coding structure and demographic codes that ensure that all entered data are consistent and accessible. This setup step is necessary before any response data can be entered. The Project Team Leader determines the Project Setup data through the creation of the project coding structure at the beginning of each project. Data entry enters these data into the program. The Oracle Administrator can transfer Attribution codes from the Master Project codes. After this has been completed, modifying the project specific codes can be done.

The following is a list of specific areas of the database that require setup at the beginning of a project.

Project Code

The Project Code is an up to six-character alpha/numeric code used to identify a project. Use a project acronym (e.g., SNFP; Sierra Nevada Framework Project) or a shortened version of the project name (e.g., PLANR; Planning Regulations) for the project code.

- In the CAET program click on **File>Project Setup>Project Code**.
- A list of projects appears. Press [**F6**] or select **Record**>**Insert** to insert a new project code.
- Enter the Project Code in the **Code** column and a description of the project code in the **Description column**.
- **Commit**.

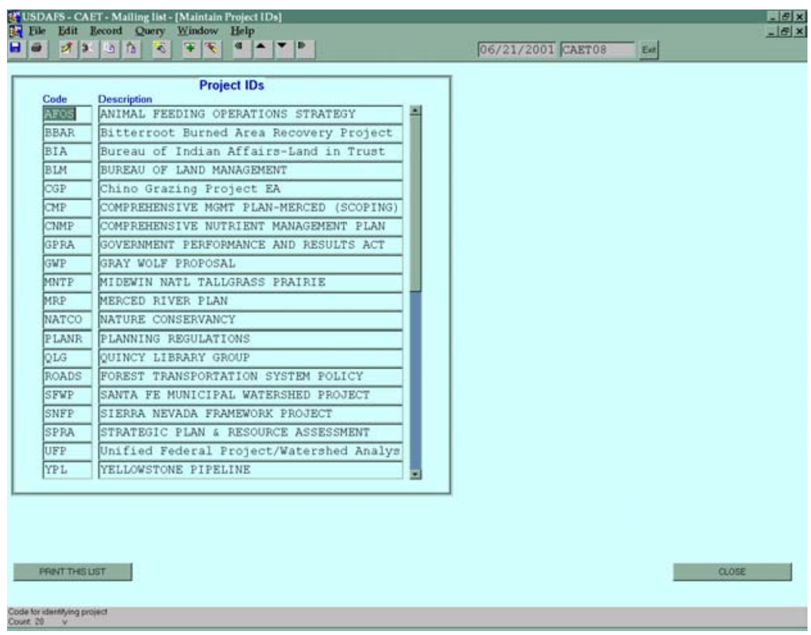


Figure 3.14: Project Code Setup Form

Phase

The Phase code is a one-character alpha/numeric code that indicates the stage of the project in relation to the NEPA and Rulemaking Processes (P: Prescoping (NOI), S: Scoping, D: Draft EIS, F: E, Supplemental EIS, Final EIS, I: Interim Rule, A Advanced Notice of Proposed Rule (ANPR), R Proposed Rule, and U: Unspecified.).

- Click on **File>Letter Setup>Phase**.
- In this form, **query** the appropriate project.
- Click on the arrows in any block and a drop-down list of all possible entries for that field appears. Choose the appropriate entry.

- **Commit**.

Stage of Process (SOP)

The Stage of Process code is a one digit numeric code that indicates the current stage of process for the project.

- Click **on File>Letter Setup>Stage of Process**.
- In this form, **query** the appropriate project.
- Enter the code and a description of the code in the Stage of Process block.
- **Commit**.

Response Type

The Response Type identifies the specific format of correspondence.

- Click on **File>Letter Setup>Response Type.**
- **Query** the project in the Response Type field.
- Enter the response codes and descriptions.
- **Commit**.

Delivery Type

The Delivery Type is an up to two-character alpha/numeric code that identifies how the letter was received.

This information is often consistent from project to project, but for accuracy and to account for possible differences, all of the codes and their respective descriptions are entered for each project. If they are the same, the computer assistant can copy them as mentioned above.

- Click on **File>Letter Setup>Delivery Type**.
- **Query** the project in the Delivery Type field.
- Enter the delivery codes and descriptions.
- **Commit**.

Immediate Attention

Immediate Attention codes are applied only to those responses requiring immediate response from the client. The Immediate Attention codes are listed in order by priority. If more than one code applies to a single response, the code with the highest priority is attached. There are six standard numeric immediate attention codes. A red “Post-It Flag” with the corresponding code on it is attached to the left side of the coded working copy to indicate it meets the requirements for one of the Immediate Attention categories. The Immediate Attention code is an up to two-character alpha/numeric code.

- Click on **File>Letter Setup>Immediate Attention**.
- **Query** the project in the Immediate Attention field.
- Enter Immediate Attention codes and descriptions.
- **Commit**.

User Type

The User Type code is an up to four-character alpha/numeric code that identifies the purpose for which a respondent uses public lands (e.g., Rock Climber, Hiker, Area Resident, etc.). This is an optional field provided at the clients' request.

- Click on **File>Letter Setup>User Type**.
- **Query** the project in the User Type field.
- Enter User Type codes and descriptions.
- **Commit**.

Letter Generator Number

A letter generator is created when an organization uses an interactive website that contains a selection of comments from which a respondent composes a letter. Letter generators are given unique numeric codes and descriptive names, and are copied and posted for easy access.

- Click on **File>Comment Setup>Letter Generator**.
- **Query** the project in the Letter Generator field.
- Enter Letter Generator numbers and descriptions.
- **Commit**.

Form Number

A form is defined as five or more responses received separately but containing virtually identical text. Each new form is given a unique number (in ascending order) and descriptive name by the forms coordinator for tracking purposes. The form code is an up to five-character alpha/numeric code.

- Click **on File>Letter Setup>Form Number**.
- **Query** the project in the Form Number field.
- Enter the Form Number and description.
- **Commit**.

Common Interest Class

The Common Interest Class is the up to five-character alpha/numeric code that categorizes respondents' overall views on a particular project. This is an optional field provided at the client's request.

- Click on **File>Letter Setup>Common Interest Class.**
- **Query** the project in the Common Interest Class field.
- Enter the Common Interest codes and descriptions.
- **Commit.**

Request for Information

The Request for Information code is an up to five-character alpha/numeric code that identifies the type of request for information pertaining to the proposal (e.g., requests for a copy of the DEIS summary, full copy of the DEIS, a full copy of DEIS on CD, etc.). There are currently eleven designated Information Request codes. The code is written on a blue "Post-It Flag" and attached to the left side of the working copy.

- Click on **File>Letter Setup>Request for Information**.
- **Query** the project in the Request for Information field.
- Enter the Request for Information codes and descriptions.
- **Commit.**

Comment Extension Period

The Comment Extension Period code is used to identify requests to extend the comment period.

- Click on **File>Letter Setup>Comment Extension.**
- **Query** the project in the Comment Extension field.
- Enter the Comment Extension Period codes and descriptions.
- **Commit.**

Organization

The Organization code is an up to two-character alpha/numeric code representing various Org types. Although these codes often remain the same from project to project, to be consistent the codes are entered for each project. To save time, if the codes are the same, the computer assistant can copy the codes from one project to the next.

- Click on **File>Letter Setup>Organization Type**.
- **Query** the project in the Organization Type field.
- Enter the organization data.
- **Commit.**

Subject

The Subject code is an up to five-character alpha/numeric code that represents broad themes associated with each project, such as natural resources, economics, wildlife, etc.

- Click on **File>Comment Setup>Subject.**
- **Query** the project in the Subject field.
- Enter the Subject codes and descriptions.
- **Commit.**
- After each subject is committed follow the steps to enter the subsequent category information.

Category

The Category code is an up to five-digit alpha/numeric code that that defines a specific subtopic within each subject code, arranged from general to specific.

- Click on **File>Comment Setup>Category**.
- **Query** the project in the Project/Phase block of the Category field.
- Select a subject and enter each category and its description into the Category Codes.
- Select the next subject and enter the corresponding category codes and descriptions.
- **Commit**.
- Repeat this procedure for each subject.

Category 2 Code, Site Specific 1 and 2, Optional 1 and 2

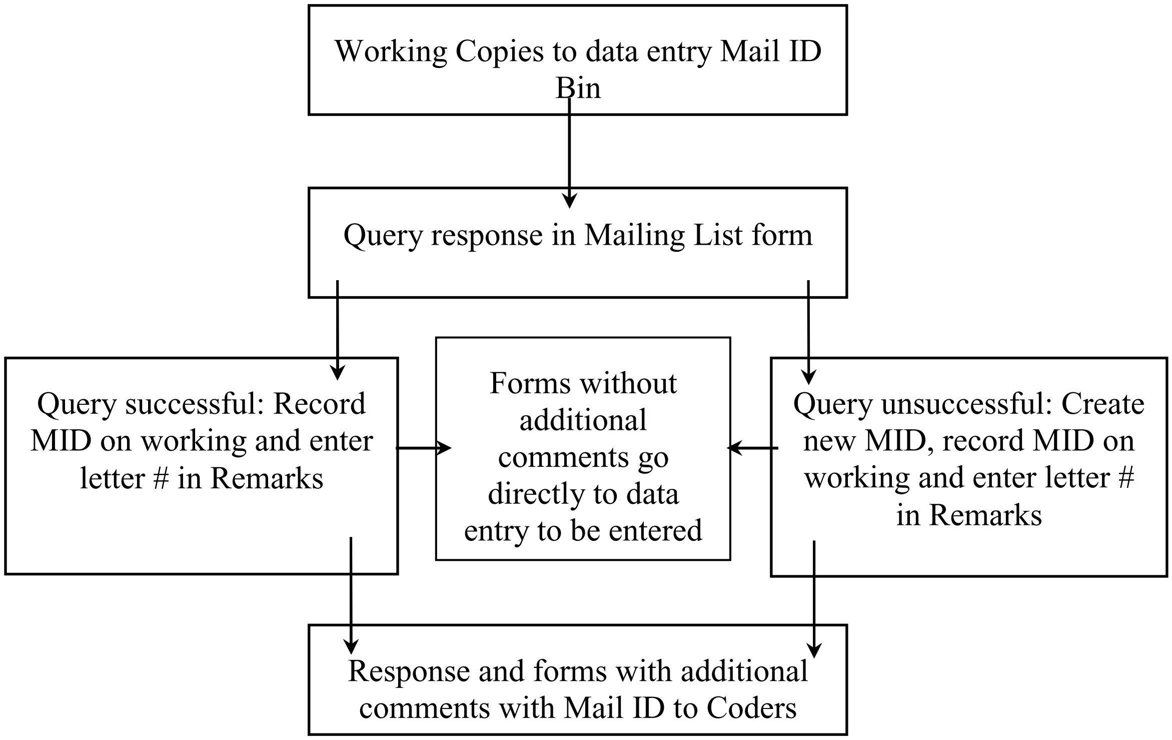
Alternative codes consist of the following fields: Category 2, Site Specific 1, Site Specific 2, Optional 1, and Optional 2. These are used on some projects to identify specific information not provided by Subject and Category codes. Alternative codes also provide an efficient way to access data for some reports. These codes are comment-specific and follow code entries in the left margin of the coded letter. Examples of possible Alternative type codes are national forest acronyms, regulation numbers, standard and guideline numbers, region numbers, theme codes, and Environmental Impact Statement (EIS) alternative numbers *(See Example 4)*.

- Click on **File**>**Comment Setup**>**Alternate, Site Specific, Optional 1, or Optional 2** (All of these forms are formatted identically).
- **Query** the project in the selected field.
- Enter the codes and their descriptions in the appropriate blocks.

Important: Database setup must be completed before the Mail ID process and letter entry can begin.

Remember: Close forms. Do not minimize them

Chapter 4 ~ Mail Identification



The **mailing list** allows us to create, retrieve, and update individual records in the database. These records contain the mailing information of people who comment on particular projects. These people are known as **respondents**.

Section 4.1 ~ Mail ID Basics

A MID or Mail Identification number is a sequence number, created and maintained by Oracle. Each respondent is given a MID number so his or her records can be easily accessed. The MID is a unique number defined by the mailing and demographic information (e.g. email address) provided by a respondent. This information is used to create mailing labels that allow the client to send information regarding the project to the respondents. Email addresses can also be grouped by project to send out project-related messages. Once a MID is created in the program, this unique number can be assigned or tied to many projects. These labels are printed in block format for easy referencing by the Postal Service. Use the most recent postal standards as a guide for creating MIDs.

MIDs are created using the Mailing List application of the CAET program. The Mailing List application consists of three blocks: the **Mail ID** block/table, the **Project ID** block/table, and the **Geographic Locations** block/table. Use the **Mail ID** block to create, retrieve, and update mailing information. Use the **Project ID** block to attach the respondent's record to the appropriate project. The **Geographic Locations** block gives the client the ability to assign

MIDs to geographic areas other than a State, County, City or Zip, such as “Northeast,” “Bull River,” or “South.”

4.1.1 ~ Getting Started in the Mailing List Application

Select **Mailing List** > **File** drop-down menu in the Welcome form: The Mailing List application opens in **query mode**, indicated by the yellow fill in the fields. The application must be in query mode in order to perform a query.

To exit query mode press <**Ctrl+Q**> or use the **Query** drop-down menu and select **Cancel**. To re-enter query mode press [**F7**], go to the Query drop-down menu and select **Enter**, or click on the **flashlight icon** at the top of the form.

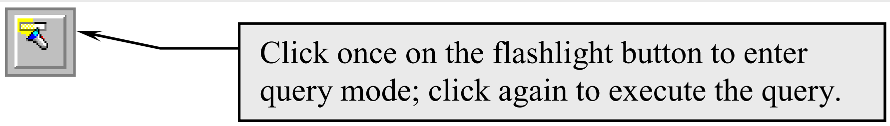


Figure 4.1: Flashlight Button

4.1.2 ~ Performing A Query

Executing a query is asking the computer to search the database for specific information. When creating a new MID, perform a query to see if the respondent’s record already exists in the database. Queries take place in the Mail ID block.

Performing queries thoroughly is essential in maintaining an accurate database. Multiple MIDs means that a respondent receives multiple copies of the final document, which is not cost efficient. Once a MID is modified or created, the number is written clearly in erasable red ink in the MID box in the upper left-hand corner of the response.

Queries are performed in any field or combination of fields. Including more information narrows the query and retrieves fewer records. **For best results query less information to retrieve more results**

Most records are queried by the last name, physical or email address. However, sometimes records are entered incorrectly. Therefore, a respondent is queried in at least two ways. If the respondent’s last name is spelled incorrectly, querying by last name and city will not retrieve the correct record. Querying by the street name and zip code, however, displays the correct record.

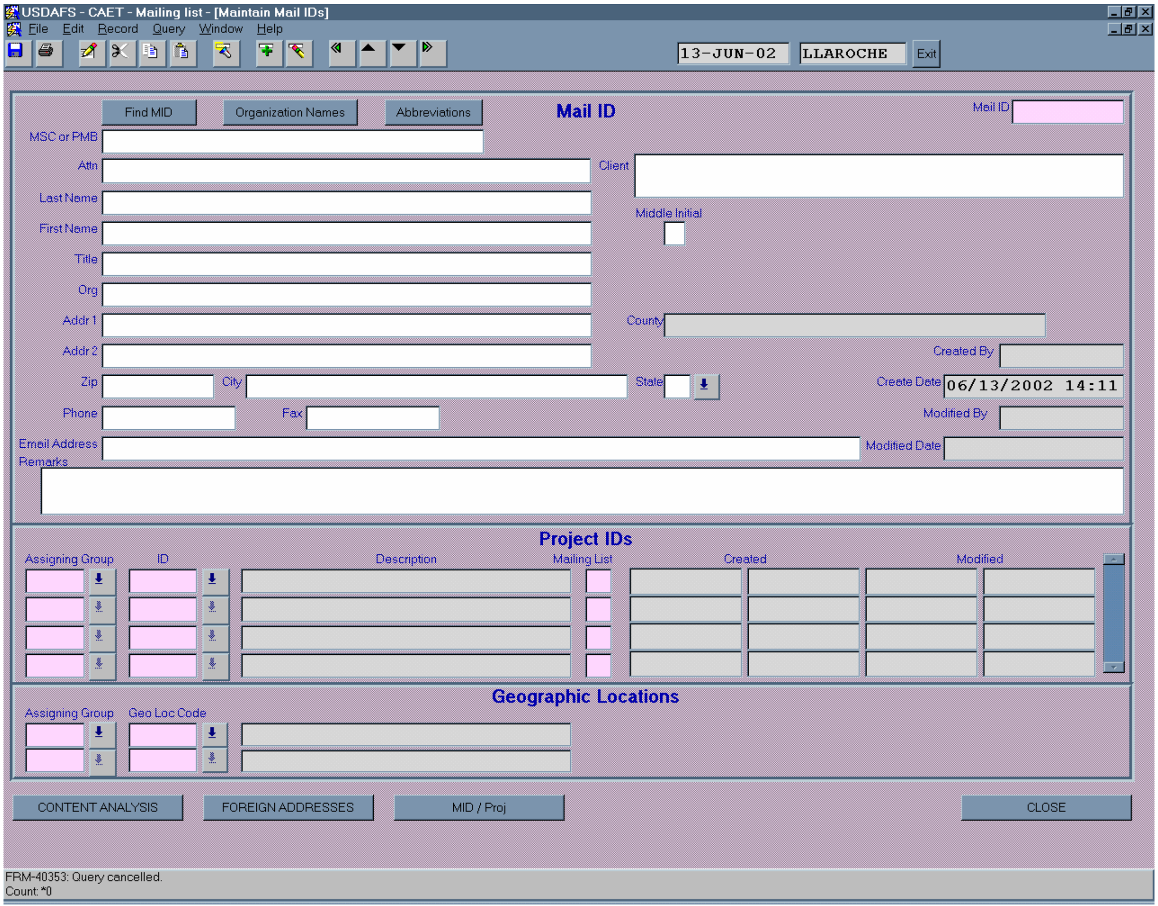


Figure 4.2: Mailing List Block

There are two fields available in which to enter address information. Most addresses are recorded in the Address 1 field. Occasionally, it is necessary to use both the Address 1 and Address 2 fields. Therefore, when querying an address, especially those of businesses and organizations, query in both of the address fields.

Every field in the Mailing List application is automatically entered in CAPITAL letters except for the Email Address field and the Remarks field.

The Percentage Sign

Use the percentage sign (**%**) when querying information. The % is a wildcard and allows for broader queries. Enter the information for the query then execute the query. To execute a query, press [**F8**], select the **Query** drop-down menu and click **Execute**, or click on the **flashlight icon**.

> *Example:*
>
> A query of %SMITH% retrieves GOLDSMITH, SMITH, and SMITHERS, because any record that includes but is not limited to SMITH is retrieved. A query of %SMITH retrieves GOLDSMITH and SMITH. A query of SMITH% retrieves SMITH, SMITHERS, SMITH JR & SMITH PH D.

The % sign is useful if the name is illegible.

Example:

If a respondent's last name is Johnson, but only "Johns" is legible, a query of JOHNS% could retrieve the appropriate MID.

The % sign is useful when it is unclear how the name might have been input.

Example:

Querying %Mally brings up O Mally (an incorrect use of a space) and O'Mally.

Use the % sign to query an address.

Example:

A query of %RIVER% retrieves a variety of addresses, from 1310 RIVERSIDE DR to 2 RIVER LN.

Use the box number to query a PO Box.

Example:

Query %1214% for PO BOX 1214. (To query an address or PO Box, if possible include the city, state, or zip code to narrow the search.)

Use the % sign to query a zip code.

Example:

A query of 11703% retrieves records that include 5 and 9 digit zip codes.

Use the % sign to query a fax number if only part of the fax number is legible.

Use the % sign to query an email address. This field is not case-sensitive.

Example:

A query of %MONROE@HOTMAIL.COM% retrieves the record monroe@hotmail.com. Notice a wildcard symbol is placed in front of and at the end of the email address. Many respondents will submit more than one email address. This query will find the address whether it is at the beginning or end of the multiple addresses. Enter all addresses that are known to be of the same respondent.

Multiple MID Records

When a query is executed and the records are retrieved there are often multiple records that match the query.

Example:

If Tom Smith sends a response and signs it Tom Smith, he receives his own MID. If Tom Smith of the same address sends a response and it is signed Tom and Mary Smith, they receive a separate MID. If Tom Smith sends a response on behalf of an organization, like the Sierra Club, he is assigned another MID because those comments are considered not only his, but the organization's as well. It is important to remember, the respondent must be writing **on behalf of** the organization, not just as a member.

Multiple matches are indicated at the bottom of the Mailing List application. The word “Count” appears followed by a number that indicates the record number currently viewed. If the number is followed by a “V” there are additional records that match the criteria of the search.

Move between records by clicking the **record up** and **record down** buttons on the toolbar or the **up/down arrows** or **Page Up/Page Down** keys on the keyboard.

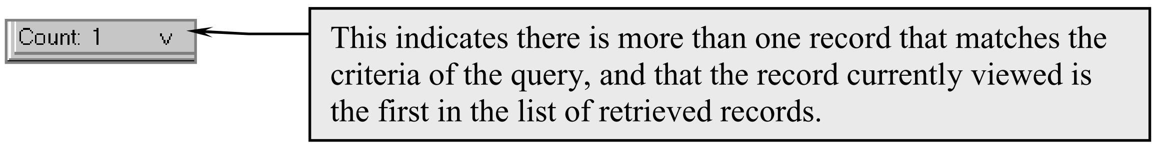


Figure 4.3: Query Results

If a query retrieves more than one record it is important to view each one. As mentioned earlier, a respondent may be assigned more than one MID number. **Check all of the respondent’s records to assure accurate MID assignment.**

To obtain the number of records that match the criteria of a query use the Count Query Hits button. In **query mode**, enter the criteria of the search then press <**Shift+F2**> (Count Query Hits). The number of records that match those criteria is listed at the bottom of the application.

Figure 4.4: Count Query Hits

If the respondent’s record exists in the database check the Remarks field to see if they have already responded to this particular project. If this is the case, check to see if the new response is a duplicate of a response already received. *(See Section 4.4, Duplicate Responses)*

If the respondent is queried and exists in the database, record the letter number of the response in the Remarks field of the MID block. *(See Section 4.1.3 Remarks Field)*

4.1.2.a ~ Creating A New Mail ID

If no records are retrieved when the query is executed the application remains in query mode. Exit query mode in order to create a new MID. Press <**Ctrl+Q**> or select **Cancel** from the **Query** drop-down menu. When the query is canceled the field color changes from yellow to white (enter mode).

If several records are retrieved but none of them match the respondent’s information, create a new MID. Press [**F6**] or select **Insert** from the **Record** drop-down menu.

The cursor begins in the Last Name field.

When entering the respondents' mailing information, adhere to the USPS postal standards. The more consistently these standards are followed, the fewer discrepancies there are in the database.

When querying and creating foreign address MID cancel the query in the regular MID form, press the Foreign Addresses button at the bottom of the form. This will bring up the Foreign Addresses MID form in query mode.

Abbreviate organization names, titles, and address information. The CAET program provides a list of abbreviations used in the MID process. Click on the **Abbreviations button** in the Mail ID block to open this LOV (List of Values). The abbreviations list is only displayed when the Mailing List application is **not** in query mode. To display the Abbreviations list without using the mouse, navigate to the Organization field and press [**F9**]. To exit the **Abbreviations** LOV click **Cancel**.

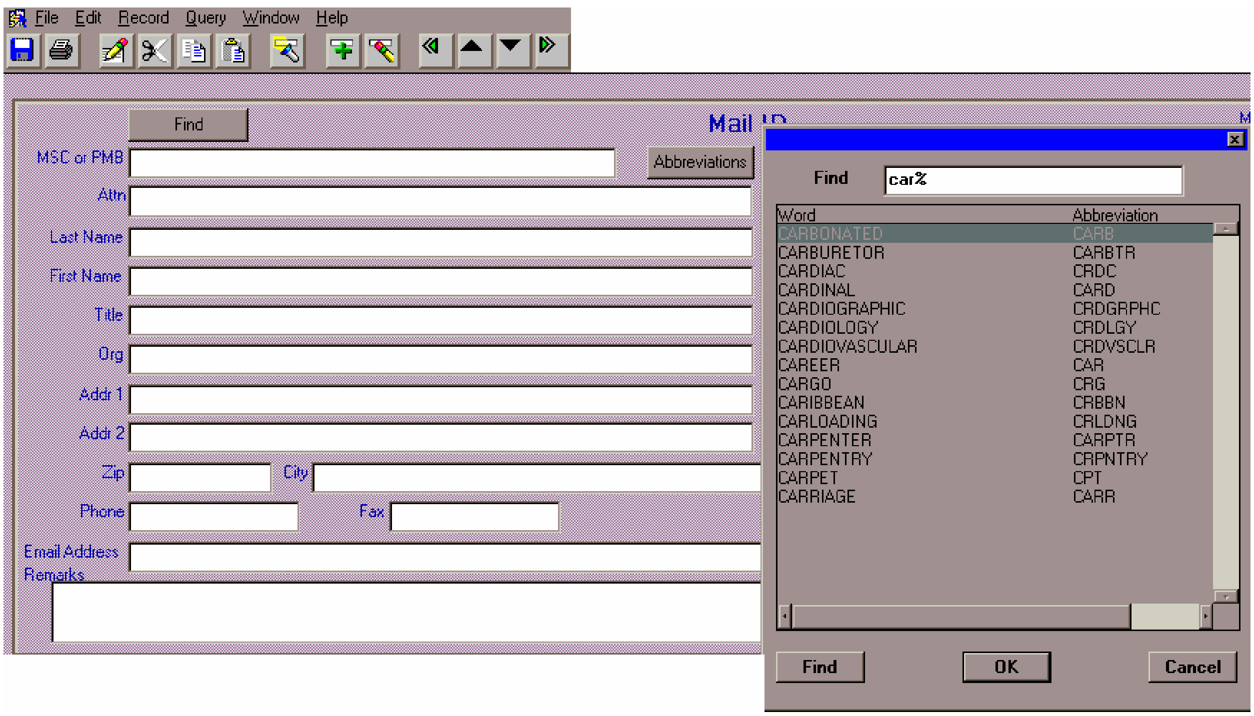


Figure 4.3: Abbreviations LOV

The Abbreviations Button provides a list of commonly used abbreviations. Use the % sign to narrow the search. In the example above "car%" brought up a list of words and their abbreviations beginning with c-a-r.

If the abbreviations list provides a plural alternative, do not include the parentheses in the abbreviation (e.g., "(s)").

This list of values window does not allow you to fill in or enter data. The data entry person will have to manually enter the abbreviation.

The Mail ID block consists of 23 fields. The following is a list of their names and functions.

Mail ID Field

The **Mail ID** field displays the MID number of the respondent's record. When the respondent's mailing information is entered and committed, this number is assigned automatically.

PMB or MSC Field

The attributes associated with the **PMB** or **MSC** (Private Mail Box or Mail Stop Code) field are discussed in *Chapter 5, Post Office Addresses/Private Main Boxes*.

Client Field

When consultants, lawyers, or other legal representatives respond on behalf of an organization or an individual, use the **Client** field to indicate whom they represent. The MID is assigned to the lawyer or consultant. Client field information is not included on mailing labels.

> *Example:*
>
> If a law firm represents several tribes, list the tribes in the Client field, the lawyer in the First and Last Name fields, and the law firm in the Organization field.

Always use the ampersand (&) for the word "and" in any relevant field in the Mail ID block. These fields include Org, Client, Title, Attn, and First Name. **Note**: If there is a long list in the Client field, separate the names using forward slashes, and not spaces.

Attention Field

Use the **Attn** field to indicate the recipient of future project-related mailings if the recipient is not the author. Use this field only when specified by the author. *(See last sentence of Last Name Field).*

> *Example:*
>
> Gov. Martz writes a letter but requests that Joe Smith (her aide) receive the response. The Attn field reads: JOE SMITH.

Do not use this field for an individual who signs on behalf of another individual.

Last Name Field

Use the **Last Name** field for the last name of the respondent, and also for any titles such as MD, PH D (note the space in PH D), or generational designations such as JR or SR. Do not use both DR and PH D for one name; if the respondent's signature contains a title, use that one. If not, choose one. Always refer to the signature. The designation ESQ is never used.

Enter names like O'NEAL and O'MALLY with an apostrophe but without spaces.

Enter names like MCDONALD, MCLEOD or DELAHOYA without a space. (Remember these rules when performing queries.)

When 2 or more respondents with different last names sign a response, enter one last name in the Last Name field, and all other names in the First Name field, also using the Middle Initial field if possible

Example:

Joe Meyers, Stacy M Powers and Marty J Mendel have signed the same response. There is only one address, therefore only one MID is created. The First Name field includes Joe Meyers, Stacy M Powers & Marty. The Middle Initial field has J, and the Last Name field contains Mendel.

The secondary first name usually holds the title and should be entered as such.

Example:

Marie and Jacob Evans PH D send a response. Following the above rule, the First Name field includes MARIE & JACOB and Last Name field EVANS PH D.

When the written signature and typed signature at the close of a letter are different, include both names in the MID.

Example:

Samuel S. Dodge signs a response, however the name and title directly below it indicate that Gerald Dean is the respondent. The First Name field includes Gerald Dean & Samuel, the Middle Initial Field includes S, and the Last Name field is Dodge.

Enter double Native American last names only after an Internet search to make sure it's actually two. For example, Thomas J Goes Running may actually be Thomas J GoesRunning. Query the program to bring up the name either way.

When two or more respondents sign a letter and one includes a middle initial, always input the respondent with the middle initial last in the First Name field allowing for use of the Middle Initial field. Always use the Middle Initial field when possible.

Example:

Michael T and Jennifer Atkinson sign a letter. The First Name field should read JENNIFER & MICHAEL and the Middle Initial field reads T.

Exception:

Sam L and Mrs. Keith write in. Use of the Middle Initial field does **not** take precedence over rule inputting Mrs as the second name. First Name field: SAM L & MRS, Last Name Field: Keith.

Enter the word RESIDENT when the address is legible but the name is not. Before doing this, always query the physical address to avoid creating multiple MIDs. Enter ANON, not RESIDENT, when only a city and state are provided.

Never enter just a first name. Enter RESIDENT in the Last Name field if an address is provided. Enter ANON in the Last Name field if an address is not provided.

When assigning MID's to anonymous letters (no name or address) or letters where the respondent information is illegible, enter ANON in the Last Name field. Include any demographic information available. Using the postmark is acceptable, but use the state only, not the city.

There are pre-designated ANON MIDs in the database for anonymous responses containing only a state name. There is also a pre-designated "generic anon" in the database that is used when the response lacks any mailing or demographic information.

Enter only the last name if the letter is signed Jones Family, Jones Residence, or if the letter is signed with a last name only.

Never use RESIDENT or ANON in conjunction with an organization or business.

If the respondent's name is difficult to read, check the project log, ask a co-worker for their opinion, or use the Internet to search for the respondent.

Enter the entire hyphenated last name in the Last Name field. If a respondent has two last names that are not hyphenated, enter the first last name in the First Name field, and the second last name in the Last Name field.

> *Example:*
>
> Maria Gonzales-Gomez sends a response. The First Name field reads MARIA; the Last Name field reads GONZALES-GOMEZ.
>
> *Example:*
>
> Sean Simpson O'Rourke sends a response. The First Name field reads SEAN SIMPSON. The Last Name field reads O'ROURKE.
>
> *Example:*
>
> Roy Ford Jr and his wife, signing only as Mrs, send a response. The First Name Field reads ROY & MRS. Last Name field reads FORD JR.
>
> *Example:*
>
> Barb Hayward-Johnson and Scott Johnson send a response. Because JOHNSON is the shared last name it's entered into the Last Name field. The first Name field includes SCOTT & BARB HAYWARD. However, if Barb is the only one to send a response, HAYWARD-JOHNSON goes in the Last Name field.
>
> *Example:*
>
> Rachael and C W Quade send a response. RACHAEL and C are entered in the First Name field, W in the Middle Initial field.

Note: If a person signs a letter on behalf of another person, assign the MID to the individual who makes the comments, not the person who signs the letter.

First Name Field

The **First Name** field is used for first names, but can also include additional signatures on a letter. *Example:*

If a letter is signed by John Jacobs, Millie Nelson, and Tyler Stewart, enter JOHN JACOBS & MILLIE NELSON & TYLER in the First Name field. Enter STEWART in the Last Name field.

Include honorifics in the First Name field such as DR, REV, and also the ranks of current or retired military personnel.

Example:

If Reverend Martin Luther King Jr. writes a letter, enter REV MARTIN LUTHER in the First Name field and KING JR in the Last Name field.

Example:

Retired Lt. James T Simmons writes a letter. Enter LT JAMES in the first name field, T in the middle initial field, and SIMMONS in the Last Name field.

Enter the most **complete** name given. For example, if the signature is Bill and the address label says William, use William

Do not use periods.

Do not use Miss, Ms, Mr, or Mrs.

Exceptions:

- If Mrs. William Wilson sends a response, enter MRS WILLIAM in the First Name field, and WILSON in the Last Name field.
- If Mr. and Mrs. James P Jones send a response, enter JAMES P & MRS in the First Name field, and JONES in the Last Name field.
- If Prof. and Mrs. John Sullivan send a response, enter PROF JOHN & MRS in the First Name field, and SULLIVAN in the Last Name field.
- If two doctors with the same last name (Drs. Ken & Katherine Larson) send a response, enter DR KEN & DR KATHERINE in the First Name field, and LARSON in the Last Name field.

Never enter just a first name. Enter RESIDENT in the Last Name field if an address is provided. The one exception is religious clergy: Sister Katherine or Father Thomas is entered in the first name field, and if a last name is provided it's entered in Last Name field.

Enter ANON in the Last Name field if an address is not provided.

Never abbreviate a first name, and always enter the most complete name.

Example:

Wm. is entered as WILLIAM.

Example:

If a respondent signs a letter Mike Jackson, but the return address reads Michael Jackson, use MICHAEL in the MID.

Never use nicknames unless it’s the only name given.

Example:

A respondent signs a letter Henry “Skipper” Henderson. Do not include Skipper in the MID. However, if Skipper Henderson is the only name given, the nickname is used.

If Mary and John Smith are included in the return address, but Mary Smith signs the letter, enter only MARY SMITH in the MID because the comments are hers.

If the signature reads F W Jones, enter F in the First Name field, W in the Middle Initial field, and JONES in the Last Name field.

If the signature reads J George Jones, enter J GEORGE in the First Name field, and JONES in the Last Name field.

Never include a space in a first name. Le Roy is entered as LEROY, La Donna as LADONNA, and La Verne as LAVERNE.

Middle Initial

Only one character may be entered in the **Middle Initial** field.

If respondents use their full middle names, enter this information in the First Name field.

Example:

Anna Mae Aquash sends a response. Enter ANNA MAE in the First Name field and AQUASH in the Last Name field.

If respondents use two initials in their names, enter the first initial in the First Name field, and the second initial in the Middle Initial field.

Example:

Olive I.M. Boyle sends a response. Enter OLIVE I in the First Name field, M in the Middle Initial field, and BOYLE in the Last Name field.

If a response contains two names, each with a middle initial, enter the names in such a way that one of the initials is entered in the Middle Initial field.

Example:

Clara E. and Malcolm P. Walker write a letter. Enter CLARA E & MALCOLM in the First Name field, P in the Middle Initial field, and WALKER in the Last Name field.

Figure 4.5: Correct Entry of Two Middle Initials

Organization Field

Org stands for organization. Use the **Org** field if the respondent represents an organization. Data from this field is used to generate demographic reports; therefore it is important to fill in this field when applicable.

Use the Org field if the response contains the comments of the organization or business. The text will usually include pronouns like “we” and “our.” However, if the respondent uses the letterhead of the organization or business, and the comments are from an individual, place the organization/business name in the Address 1 field, the mailing address in the Address 2 field, and do not use the Org field. Remember: for delivery purposes a physical address is less important than a PO Box.

If an organization or business sends a letter and there is no signature it is acceptable to list the organization or business without an individual attached to the MID.

If a response is faxed from a business, but the comments are from an individual and include an individual address, do not include the business name in either the Org field or Address 1 field.

Do not use ANON or RESIDENT in conjunction with an organization or business.

Do not abbreviate key words in an organization name.

Example:

ABC Academy should be ABC ACADEMY

Do not use any punctuation except slashes (/). Replace “and” with &.

Do not use the word “The” at the beginning of an organization or business name.

Do not use acronyms in this field unless this is the only information provided. If the respondent gives an acronym, search for its meaning on the web. The site **www.acronymfinder.com** is useful in this instance. Also query the address in Zip+4, which may give the business name. Be aware that some acronyms have multiple meanings.

- Always abbreviate the organization type.

  Example:

  Corporation should be CORP - do not use periods.

- Always abbreviate state names.

  Example:

  Montana should be MT - do not use periods.

- Do not use apostrophes.

  Example:

  Johnson’s Logging should be JOHNSONS LOGGING

Title Field

Use the **Title** field only if the respondent has a title and an organization affiliation (e.g., PRES, V PRES, or SECY). Use standard abbreviations for all titles.

Example:

If a respondent signs her letter Josie Simmons, Vice President, but she does not specify what she is the Vice President of, then omit the title from the MID.

Do not use PH D in this field; include this title in the Last Name field.

Use Slashes (/) to separate multiple titles. Do not use Dashes (-).

Address 1 Field

The **Addr 1** field contains not only PO Boxes and street addresses, but also business name information.

Use Addr 1 to record a more specific department of a large business or university.

> *Example:*
>
> If the Forest Products Laboratory at the University of California writes a letter, enter UNIV OF CA in the Org field and FRST PRODTS LAB in the Addr 1 field.

Use appropriate abbreviations for suffixes, directionals, numeric street names, highways, rural routes, highway contract routes, and PO Boxes. Use the Abbreviations list or see *Chapter 5 Postal Standards*. If there is any doubt about an address, check the Zip+4 website: **www.usps.com/zip4/**.

If an address contains two or more consecutive words that appear in the USPS standard abbreviation list, abbreviate the last of the words. The first word(s) is part of the primary name.

> *Example:*
>
> Both 789 MAIN AVENUE DR and 2345 DEER MOUNTAIN RD are correct.

If the respondent provides both a PO Box and a street address, enter the physical street address in Addr 1 and the PO Box in Addr 2. When entering the zip code, verify it is the zip code for the PO Box.

> *Example:*
>
> If respondents list their address as 129 Kennedy Ct/PO Box 305, enter 129 KENNEDY CT in the Addr 1 field and PO BOX 305 in the Addr 2 field.

If there is not enough room for the unit designator and the secondary address identifier (e.g., STE 1300, FL 3, RM 233), enter these alone in Addr 1, and enter the street address in Addr 2.

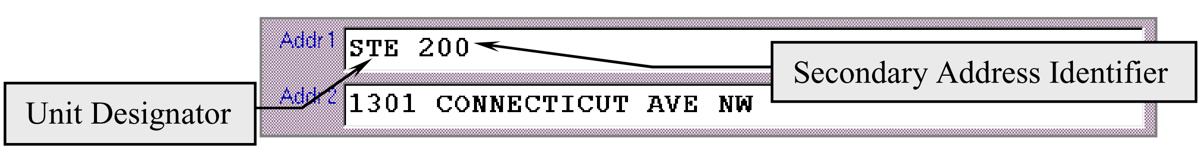


Figure 4.6 Unit Designator & Secondary Address Identifier

Do not double space between words.

Check all pound signs (#) at the Zip+4 website. Use proper unit designators.

Do not add a space in a secondary address identifier unless it is verified at the Zip+4 Website.

Example:

APT 6E – there is no space between 6 and E.

Do not use dashes unless they are verified at the Zip+4 website.

Check all addresses with punctuation at the Zip+4 website.

Do not put a space in street names like MCDONALD. There may be exceptions, check the Zip+4 website.

Check all highway addresses at the Zip+4 website.

If an address is checked at the Zip+4 website and modifications are required, record all changes in erasable red ink next to the address on the working copy.

When a **clearinghouse** is used to process an organization's letters enter the clearinghouse's address in the Addr 1 field. Enter whom the clearinghouse is representing in the Client field.

Note: If an individual sends a response using the letterhead of an organization (this includes ranches and schools), but does not refer to the organization in its content by using pronouns like "we" and "our," enter the organization name in the Addr 1 field. If the comments are those of the author and the organization's, enter the organization name in the Org field.

County Field

The **County** field fills automatically when a zip code is entered.

Address 2 Field

The contents of the **Addr 2** field depend on the contents of the Addr 1 field.

If the Addr 1 field is used to specify a department at a university or business, enter the mailing address in the Addr 2 field.

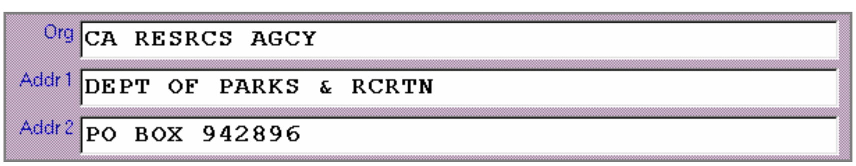


Figure 4.7: Department in Addr 1

If there is a PO Box and a street address, enter the street in the Addr 1 field, and the PO Box in the Addr 2 field.

Example:

If respondents list their address as 129 Kennedy Ct/PO Box 305, enter 129 KENNEDY CT in the Addr 1 field and PO BOX 305 in the Addr 2 field.

Zip Code Field

Enter either the five- or nine-digit zip code in the **Zip Code** field and press **Enter**. The city, state, and county fields fill in automatically. The city and state fields highlight to remind the user to verify that the information is correct.

Figure 4.8: Highlighted City Field

When an incorrect zip code is entered, simply move the cursor back one field by pressing <**Shft+Tab**>. Typing the correct zip code replaces the existing information.

If the street address is not provided, but the city and state are available, always look up the zip code for that area at the Zip+4 Website: **www.usps.com/zip4/**. Select the **first** zip code from the list that is designated “ACCEPTABLE (DEFAULT).” Including the zip code is necessary for gathering demographic information.

If the address is researched at the Zip+4 website, add the additional four digits of the zip code to the MID. Record these four digits next to the zip code on the working copy.

If the four digits are added, include a dash between the original zip code and the additional four digits.

City Field

Enter the city name in the **City** field. When the zip code is entered, the city field is filled in automatically.

State Field

When the zip code is entered, the State field is entered automatically. The **State** field requires the two-character abbreviation. Access the drop-down list of abbreviations located to the immediate right of the State field if filling in the State only, and are unsure of the abbreviation..

To access drop-down list of state abbreviations, click on the button, or press [**F9**] when the cursor is in the State field.

Figure 4.9: Drop-Down Button

When an address is not provided but the letter has a legible postmark, use the postmark for the purpose of gathering demographic information. Use the state only. Do not use the city name included in the postmark.

Phone Field

Phone field is optional.

Fax Field

Enter the fax number in the **Fax** field. The dashes are added automatically upon exiting the field.

Email Address Field

Use the **Email Address** field for email addresses only. Do not enter websites. An email address includes the "@" symbol.

If a respondents send email and does not provide name and or address, input the email address only. Do not add ANON or RESIDENT in the Last Name field.

Some email headings provide the email address and a name at the top of the page. Use the name at the top only if the email is not signed. Do not use a name in the Last Name or First Name fields that is part of the email address only.

> *Example:*
>
> Do not use the name Johnnie Jones if the only information on the response is johnniejones@juno.com. Include the Name in the MID if Johnnie Jones is provided along with the email address.

It is acceptable to add multiple email addresses to a respondent's MID. Use commas to separate the information, but do not include spaces.

> *Example:*
>
> jim@juno.com,jimmy@hotmail.com,james@yahoo.com

Do not add respondents to the mailing list if their MIDs consist of an email address only.*(See Mailing List Status)*

Remarks Field

The **Remarks** field is a record of the responses affiliated with a respondent and particular project. Each time a respondent comments on a project, the remarks field of the respondent's MID is updated.

Each MID's remark field has a specific string of codes. The purpose of this string of codes is to identify the project, the type of document (i.e., a form), and the letter number. It is ultimately used to identify duplicate responses and the phase of the project.

Ml#6435/1706[Sl#p4478(NML)][V2h#20133,l#4727][BTl#361]

A String of Codes

Note: The easiest way to add the string of codes when creating and updating MIDs is to copy and paste the information changing only the letter number each time.

The string of codes begins with a **Project ID Abbreviation**. Responses addressing the same project are added to the existing string. Responses addressing a different project initiate a new string of codes beginning with a new Project ID abbreviation. Use brackets to distinguish between projects, but do not include them around the first project listed in the string. Do not use spaces to separate the data.

Example				
Project	***Code***	***Document***	***Phase***	***Remark Code***
215 Appeals	AP	l	u	APl#u

The Document Code identifies the type of response. This	**Type of Document**
f	Form (is followed by the form number)
g	Letter Generator
h	Hearing (Transcript)
l	Letter
p	Petition
r	Request (followed by a request type)
w	Workshop Notes
x	Resolution

Phase Code	**Phase**
d	Draft
f	Final
p	Pre-scooping
s	Scoping
i	Interim Directive
a	Advanced Notice of Proposed Rule Making
E	Draft Supplemental EIS
R	Proposed Rule
u	Unspecified

Note: If two forms with additional comments are sent by the same respondent, but the additional comments differ, indicate that additional comments differ (adtl cmts diff) in the remarks field.

Example:

[P2fl#r1121,1303(adtl cmts diff)]

Mailing List Status

The two abbreviations in this section are only used in special cases. No Mailing List (NML) is used if the respondent requests removal from the mailing list of a project or if the respondent has a non-deliverable physical or email address (e.g., returned mailings). Enter (**NML**) at the end of the string of codes. Yes Mailing List **(YML**) is used if the respondent does not provide a mailing address, but resides in a town with only one zip code; therefore the mail is deliverable due to the size of the town. Verify this at the City/State Website. (YML) is also used if the respondent requests to be added to the mailing list for a project but makes no comments on the project itself, such as filling out a sign-in sheet used at a public hearing. Include (NML) or (YML) at the end of the string of codes for the pertinent project.

Ml#6435/1706[Sl#p4478(NML)][V2h#20133,l#4727]

Mailing List Status
for the SNFP project

Distinguishing Duplicate Letters

The Remarks field is the best way of catching duplicate responses. *(See Chapter 4, Protocol For Duplicate Responses).* If the letter is a duplicate of another response for the same project, this must be recorded in the Remarks field. Use a slash to indicate duplicate responses. The / literally means "is a duplicate of."

Example:

Rosa Parks responds to the Gray Wolf Project. She mails one response and emails a second response. The first response is numbered W3075. She is assigned a MID and the response is recorded in the Remarks field as Wl#3075. The second response arrives and is assigned the number W4583. Rosa Parks' information is queried in the database. The Remarks field of her MID indicates she has already responded to the Gray Wolf Project. The clean copy of L#3075 is checked, and its content is identical to the content of response 4583. In the Remarks field (Wl#4583/3075) is recorded. This means Gray Wolf Project response 4583 is a duplicate of L#3075. The first response to be given a MID (3075) is the response that is coded.

Examples of Strings of Codes

The following are examples of strings of codes and their literal translations:

Sf9#s2244[Rf16#6245,l#x6744/7123][Wl#s275(NML)]

> Sierra Nevada Framework Project form 9 #scoping 2244; Forest Transportation System Policy form 16 #6245, letter# late scoping 6744 is a duplicate of 7123 (7123 is the coded letter); Gray Wolf Project letter# scoping 275 No Mailing List for the Gray Wolf project

Created By, Create Date, Modified By, Modified Date Fields

The **Created By** field displays the profile of the user who created the record. The **Create Date** displays the date and time the record is first committed. The **Modified By** field displays the profile of the user who last committed any changes to the record. The **Modified Date** displays the date and time the modifications are committed. These fields fill in automatically. It is possible to query by these fields.

4.1.2.b ~ School Responses

Schools often respond to projects. Classes sending batches of letters often include different information, which require different considerations when assigning a MID. Follow these examples:

Example 1:

A class sends a batch of responses. The teacher's name is included in the mailing information, but the students sign only first names on their letter. Create a MID using the teacher's name in the First and Last Name fields. Enter the name of the school and the class name (e.g., 4^{th} Grade Class) in the Addr 1 field and the mailing address of the school in the Addr 2 field. List each response in the Remarks field of the teacher's MID. The mailing list status for this MID is "Yes." Do not list the students' first names anywhere on the MID.

Example 2:

A class sends a batch of responses. The teacher's name is not included in the mailing information. Create a MID using the mailing information and the name of the school. Enter nothing in the First and Last Name fields. Enter the name of the school and the class name in the Addr 1 field and the mailing address of the school in the Addr 2 field. List each response in the Remarks field of the MID. The mailing list status for this MID is "Yes." Do not list the students' first names anywhere on the MID.

Example 3:

A class sends a batch of responses. Some students list first and last names on their letter. In this case, each student that provides his or her first and last name is assigned his or her own MID. The students that do not provide their last names are combined in one MID. Use example 1 if the teacher's name is included and example 2 if it is not included.

4.1.3 ~ Project IDs Block

Navigate to the **Project IDs** block. The information entered in this block determines whether or not the respondent is included on the mailing list, and to which projects the respondent's MID is attached.

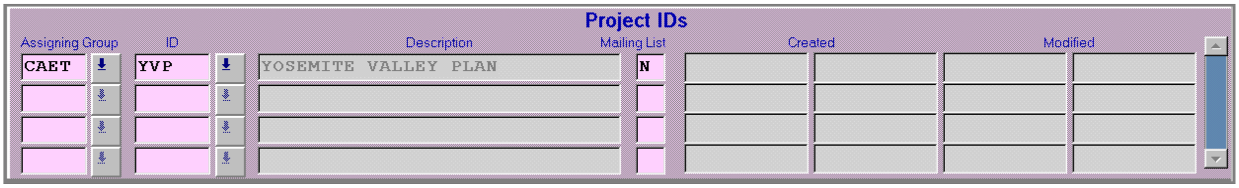


Figure 4.11: Project IDs Block

Assigning Group

The **Assigning Group** field should be done by an Oracle programmer. District and Forest level offices will want to assign their own group name.

Example:

Enter TLRD Tally Lake Ranger District

ID

Enter the Project ID in the **ID** field. Use this only once per project, even though a respondent may respond to more than one phase of the project. When the Project ID field is entered twice an error message indicates that the row already exists with the same MID code.

Example:

Enter GWP for the Gray Wolf Project; enter SNFP once for any phase of the Sierra Nevada Framework Project, etc.

Description

The **Description** field fills automatically after entering the project in the ID field.

Mailing List

Enter "Y" for Yes or "N" for No. Yes indicates either the respondent provided a complete mailing address or lives in a small town with only one zip code. (Use the City/State Website to check.) In the latter case, be sure to enter "(YML)" in the **Remarks** field. This indicates the zip code was verified on the Internet and is the only zip code for the town in question.

To remove an incorrect Y or N or the project code: In the ID or Mailing List field remove the record by pressing <**Shift+F6**> or selecting **Remove** or **Clear Record** from the **Record** drop-down menu., or by backspacing out the unwanted character, entering the correct one and pressing commit. After removing the record press [**F10**] (commit). Finally, enter the correct code and **commit** again.

Created and Modified Fields

These fields display the date and time the Project ID is committed and modified, as well as the profile of the user who created and/or modified the record.

4.1.4 ~ Editing MIDs

To edit a record that already exists in the database, simply query by the MID. Once the record is retrieved you can edit, add, or remove information. **Always** remember to **commit**.

Find Form

The **Find** form, accessed in the Mailing List application, enables the user to perform a query and view a list of the results highlight the desired row. Press **Tab** or click **Accept** to close the Find form and display the Mail ID form with the corresponding MID To display the Find form, the Mailing List application must be in query mode. The Find form is titled “Mail ID LOV.” LOV stands for “List of Values.” The fields in this form include: Last Name, First Name, Organization, City, and Mail ID. Query by any one or a combination of these fields. Use this form to display possible multiple MIDs. Use the **up/down arrow** keys to move around the form..

- If an individual writes on behalf of an organization or business and refers to “we” in the letter, the organization or business is assigned its own MID. If the respondent writes a letter and uses the organization’s letterhead and the pronoun “I,” then the respondent is assigned his or her own MID. **Remember:** in the former case the organization name is entered in the Org field and in the latter case the organization name is entered in the Addr 1 field.
- In some cases, when petitions or other letters with multiple signatures contain individual complete addresses for each respondent, the respondents receive their own MID. It is acceptable to combine two or three individuals in a MID if they list the same address. Assign government officials their own MID. If the petition contains only one address, choose one name (try to use an individual with a title) from the signatures and assign only one MID.
- A letter written and signed by several individuals from various organizations but affiliated with one main organization (with or without a complete address) receives one MID. **Remember:** Enter the organization name in the Org field.
- To fix the incorrect entry of a MID when in the Content Analysis form: delete the incorrect MID, enter the correct MID, press enter, and then commit.
- When a congressperson or senator sends a response, check to make sure that it is more than a cover letter. Many times individuals write a letter to their congressman or senator and these offices forward the letters. Check for a letter attached from the respondent.
- When a clearinghouse is used to process an organization’s letters enter the clearinghouses’ address in the Addr 1 field. Enter whom the clearinghouse is representing in the Client field.

Entering the Address

- If the respondent provides a PO Box only, enter it in the Addr 1 field.
- If a respondent provides both a physical address and a PO Box, enter the physical address in the Addr 1 field and the PO Box in the Addr 2 field.
- Use standard abbreviations unless the word is part of the street name.

    Example:

129 STORM CR RD or 12 S ST should be 129 STORM CREEK RD or 12 SOUTH ST.

- Use the proper unit designator, not the pound sign (#) *(See Section5.1.3, Directionals as Part of Street Name)*. Use the ZIP+4 Website to verify.

  Example:

  129 MAIN ST # 6 should be 129 MAIN ST APT 6.
- Never use more than one space between words or numbers.
- Enter Zip code., City, State and County will automatically fill.

Section 4.2 ~ Protocol For Multiple MIDs

A **Multiple MID** occurs when a respondent is inadvertently assigned more than one MID. A report is generated after each project to check for multiple MIDs. The following rules are used to decide when more than one MID for a respondent is correct.

Correct uses of Multiple MIDs:

- Tom Smith responds to a project on his own behalf and is assigned a MID.
- A new MID is assigned when Tom Smith and Janet Inez write in together (there are two signatures, Tom Smith and Janet Inez, and one address).
- A new MID is assigned when Tom Smith writes a letter on behalf of an organization with the organization's address.
- A new MID is assigned when Tom Smith writes in using email and only includes his email address. "N" is entered in the Mailing List field to indicate the lack of a physical address.

Correcting Multiple MIDs:

Tom Smith writes another letter using the same address information as his first response, but is accidentally assigned a new MID. To delete the duplicate MID:

- **Query** the MIDs and decide which MID is easiest to remove from the database. The MID with the fewest number of responses entered in the Remarks field is the easiest to remove.
- Record all of the entries in the Remarks field that will be added to the current MID and replace them with the word DELETE in the old MID.
- Remove all Project Codes in the old MID by selecting **Remove** or **Clear Record** from the **Record** drop-down menu, or <**Shft+F6**> followed by [**F10**] (commit).
- Record the MID to be deleted in the Delete MID folder in the appropriate Access project log file stored on the K:/drive.
- To replace the duplicate MID with the correct one, **query** each attached letter number and project in the Content Analysis application. In the MID field, **delete** the old MID number, **enter** the correct one, and **commit**. **This step is very important**.

Section 4.3 ~ Protocol For Duplicate Responses

A **Duplicate Response** occurs when the same respondent or respondents send more than one copy of the same letter or form.

Query the respondent in the Mailing List application to see if they have already been assigned a mail identification number (MID). If the respondent is already in the database, do not create a new MID. Check the Remarks and Project ID fields in the respondent's MID to determine if they are attached to the project of inquiry. If it is not a duplicate, follow the procedures for updating MIDs. (*See Chapter 4, Editing MIDs*). If there is another letter for the project, it is necessary to compare the letter **about to be** MID'd with the letter **already** MID'd.

- If it is a duplicate, record the MID number in the upper left-hand corner, record "Dup of L#7" (7 being the letter number of the previously processed response) under the duplicate's letter number, then initial.
- Enter the duplicate's letter number in the Remarks field of the Mailing List application as: l#20/7, which reads, "Letter number 20 is a duplicate of letter number 7." Letter number 7 is already accounted for in the system; therefore it is processed and coded first.
- Staple the working copy of the duplicate response to the working copy of the coded response, found in the data entry project bin folder. If both copies are not available, put the duplicate response in the project bin folder labeled "Dups."
- Open the Dup log found in the Access database and record the pertinent information in each field of the log.

The log manager transfers information from the project dup folder into the project log's comments column on a weekly basis.

When entering the comments of a response and a duplicate response is attached, check to see that the duplicate response is entered in the Dup log.

Duplicate responses placed in the "Dup" folder in the data entry project bin are attached to the coded response after all of the working copies have been filed.

Section 4.4 ~ Accessing Forms In The Mail List Application

Within the Mail ID application there are the **Foreign Mail IDs** form and the **Mail List/Proj** form. They are accessed by way of the buttons found at the bottom of the **Mail ID application**.

4.4.1 ~ Foreign Mail List Form

The Foreign Mail ID form is identical to the Mail ID form except the fields Foreign State/County/Province, Postal Code, and Country replace the state and zip code fields. Follow the steps for creating and/or editing a MID. *(See Chapter 4, Creating a New Mail ID).* If the foreign address seems incomplete research the international standards on the Internet. Do not input overseas military addresses in this form.

The Find feature in this form differs from the Find feature in the Mail ID block. The only fields in this Find form are Last Name, First Name, Country, and Mail ID. Perform a query in any of these fields. After retrieving the desired results use the **down arrow** to scroll through the records. Select a record and press **Enter**, **Tab,** or click **Accept**. This closes the Find form and displays the record in the Foreign MID form. Only foreign address MIDs are retrieved in the Find form of the Foreign MID form.

4.4.2 ~ Mail List/Proj Form

Use the Mail List/Proj form in the validation process and to determine duplicate responses. This form combines the information in the MID application and the Content Analysis application.

The form opens with the MID and Project Code fields in query mode. These fields can be queried together or independently. Use the **Tab** key to move the cursor between the two fields. If more than one MID or project is retrieved, use the **down arrow** key to display each record.

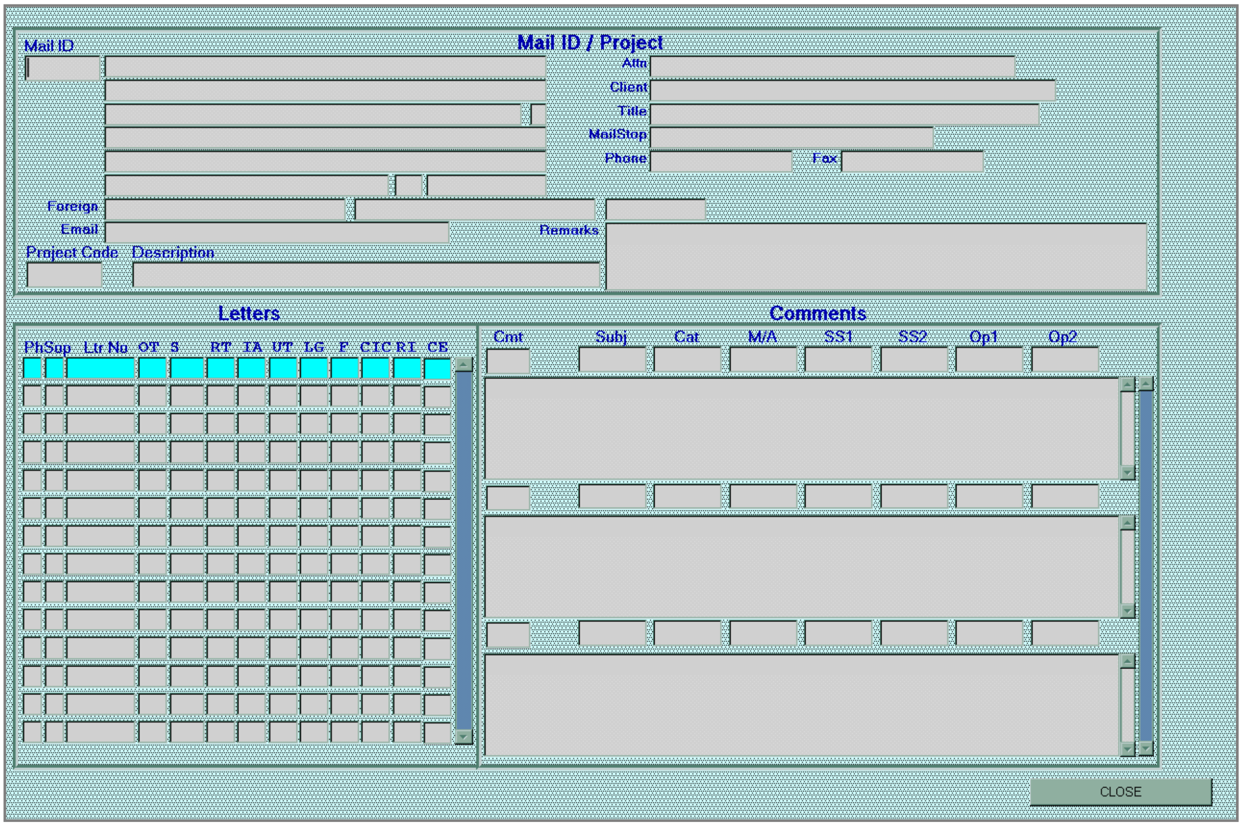


Figure 4.13: Mail ID/Project Form

Querying the MID retrieves the MID information and a list of projects attached to the MID. Querying the project retrieves a list of MIDs attached to the project. Query by both fields to narrow the search.

The responses attached to the project displayed in the Project Code field are listed in the Letters block.

> *Example:*
>
> If 62593 is listed in the MID field and GWP is listed in the Project Code field, the responses in the Letters block are MID 62593's responses for the Gray Wolf project.

Use the **down arrow** to view each project and its corresponding responses.

The Letters block is linked to the Comments block. The comments and their codes listed in the Comments block are attached to the response highlighted in the Letters block.

Use the **small scroll bars** to the right of each comment to view the whole comment. Use the **large scroll bar** to the far right for viewing the remaining comments of the highlighted response.

Section 4.5 ~ Searching The Internet

A respondent does not always provide a complete mailing address or have legible handwriting. The Internet can provide a more complete listing of an individual's full name and mailing information. Searching the Internet for addresses and complete names helps maintain the accuracy of the database. Linking phone and fax numbers to more detailed information is done to gather more detailed demographic information.

4.5.1 ~ Types Of Searches

The purpose determines the type of search. These searches include: reverse lookup, people/address search, map search, acronym search (mainly for businesses and organizations), phone search, international address search, and international people search. Before selecting a search site, identify the desired results.

To expedite the search process, it is helpful to add search sites to the Favorites window.

Reverse Lookup

Use this search when the respondent's name is illegible but the address is not. For example, if a respondent provides the address 123 A St Missoula, MT 59802, but the name is illegible, enter the address into any number of reverse search sites listed in Section 4.6.3 Helpful Websites, to search for the complete name.

The reverse lookup sites usually provide a field for email addresses that are useful if the respondent only provides their email address. Occasionally, the search will turn up an address or city and state.

Reverse lookup searches can be broad or narrow depending on how much information is provided.

People Search

This search requires a last name, a city and a state. Use this type of search to find the complete mailing address of a respondent. Even if the only information provided by the site is a city and state, that information should be added to the MID for demographic purposes.

Map Search

The map search is useful if the respondent misspells any address components and the Zip+4 Website cannot verify the address. The map search can also be helpful if the respondent provides a corner address.

Acronym Search

Use this search if a respondent uses an acronym that is not listed in the Master Acronym List.

International Address Search

If a response is from a foreign country, use this search to clarify the respondent's address.

International People Search

If a response is from a foreign country, use this search to clarify the respondent's name.

4.5.2 ~ Saving Frequently Used Websites

Click on **Start**> **Programs**> **Internet Tools**> **Internet Explorer.**

Open the web page to be saved by entering the web address in the address field, (e.g., **www.m-w.com** (Merriam Webster On-line dictionary)).

Open the Favorites window by clicking on the **Favorites** button at the top of the window. The Favorites window opens to the left of the window currently displayed.

Click on the **Add** button in the Favorites window. The Website is now saved in the Favorites window.

4.5.3 ~ Helpful Websites

The following Websites can be helpful in creating and editing MIDs.

Lookups

Area Codes and Phone Find: http://**www.primeris.com/fonefind/** - Provides city and state possibilities when inputting area code and/or prefix.

Advanced Name & Address Lookup: **www.anywho.com/wp.html**

Ultimate White & Yellow Pages: **www.theultimates.com/white/** - Provides white and yellow pages searches, an email directory, map sites and reverse phone number searches. Each site provides about six different search engines for one search topic.

US West White & Yellow Pages: **www.qwestdex.com/** - Provides searches for businesses, residential listings, government listings, and toll free phone numbers.

Google: **www.google.com/ -** Large search engine, providing searches for people, business

Webcrawler People Search: **www.webcrawler.com/** - Provides links to yellow pages, people searches, maps and directories.

Yahoo People Search: **www.people.yahoo.com**

White Pages: **www.smartpages.com**

Advanced Business Search: **www.anywho.com/bgq.html**

Reference

LookUp Directory: **www.infospace.com** - Provides links to map guides.

Yahoo Reference: **www.dir.yahoo.com/Reference/** - Provides links to acronym and abbreviation websites and dictionaries.

Thesaurus & Dictionary: **www.m-w.com/home.htm**

Ask Jeeves: **www.askjeeves.com**

Acronyms: **www.acronymfinder.com**

Postal Information

Zip+4 Code/City/State Zip Code Associations Lookup: **www.usps.com/zip4/**

Yahoo Postal Info (countries): **www.dir.yahoo.com/Reference/Postal_Information/** - Provides links to several sites providing postal code information to various countries and to USPS sites.

Canadian Postal Codes: http: **www.westminster.ca/**

International Postal Standards: **www.bitboost.com/ref/international-address-formats.html**

International Directory: **www.cern.web.cern.ch/CERN/Divisions/SPL/INFO-PAGE.html** - Provides an international people search.

Postal Information and Resources: **www.postinfo.net**

Australian Postal Information: **www.auspost.com.au/international/**

Government Information

Executive Branch Agencies: **www.whitehouse.gov/government** - Provides links to the three branches of government and to federal and independent agencies like the FBI, IRS, and the USPS.

Links to House/Senate members, addresses, etc.: **www.thomas.loc.gov/** - Provides links to House and Senate members and their staff.

US Fish & Wildlife Service: **www.fws.gov**

USGS Survey Results (Fact Sheets By State): **www.water.usgs.gov/public/wid/index-state.html**

USDA FS directory: **www.fs.fed.us/intro/directory**

USDA FS/Region 1 directory: **www.fs.fed.us/intro/directory/rg-1.htm**

USDA telephone directory: **www.usda.gov/phonebook** - Provides links to agencies and staff offices in the USDA.

BLM Directory: **www.blm.gov/nhp/directory/index.htm**

BIA: **www.doi.gov/bureau-indian-affairs.html** - The "links" page provides links to websites of tribes, intertribal organizations, environmental organizations and cultural organizations. The home page provides links to offices and divisions of the BIA.

Agency Search: **www.govspot.com** - Provides links to local, state and world government sites. The three branches of government, justice and military links are also provided.

Agency Search: **www.firstgov.gov/** - Provides an excellent keyword search of government agencies.

Search Site: **www.ciir2.cs.umass.edu/Govbot/** - Provides a search of Government websites. This site has almost 1.6 million websites in its database.

Chapter 5 ~ USPS Postal Standards

Use the most up-to-date postal standards to create the mail identification numbers (MIDs) used to print labels that are easily referenced by the Postal Service. *(See Chapter 4 Mail Identification)* The more consistently these standards are followed, the fewer discrepancies there are in the database.

Jointly developed by the Postal Service and mailing industry, standardized address information enhances the processing and delivery of mail, reduces undeliverable-as-addressed mail, and provides mutual cost reduction opportunities through improved efficiency.

A standardized address is one that is fully spelled out and abbreviated using the Postal Service standard abbreviations as shown in the Postal Service **ZIP+4 Website** (http://www.usps.com/zip4/)**.**

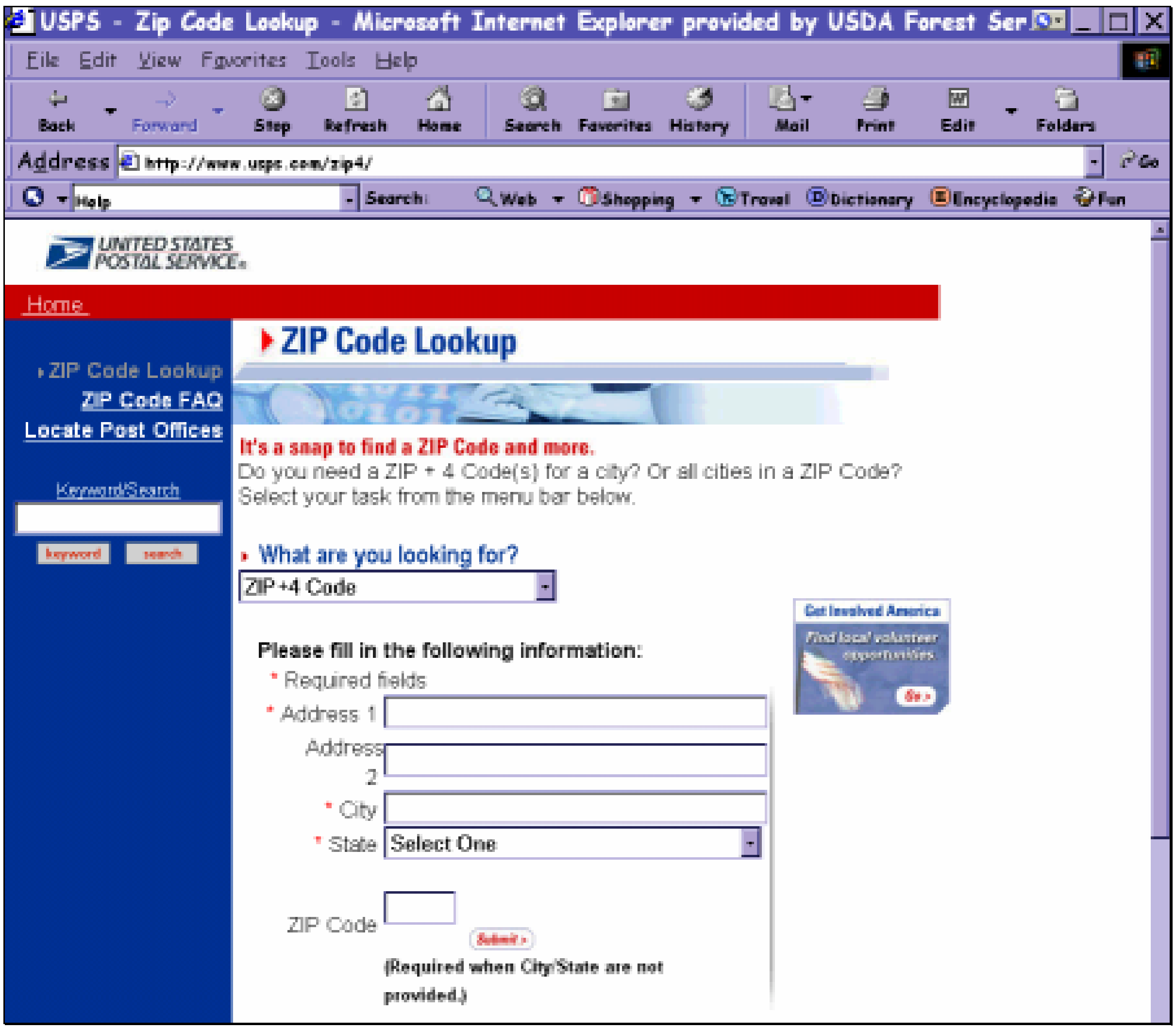


Figure 5.1: Zip+4 Website

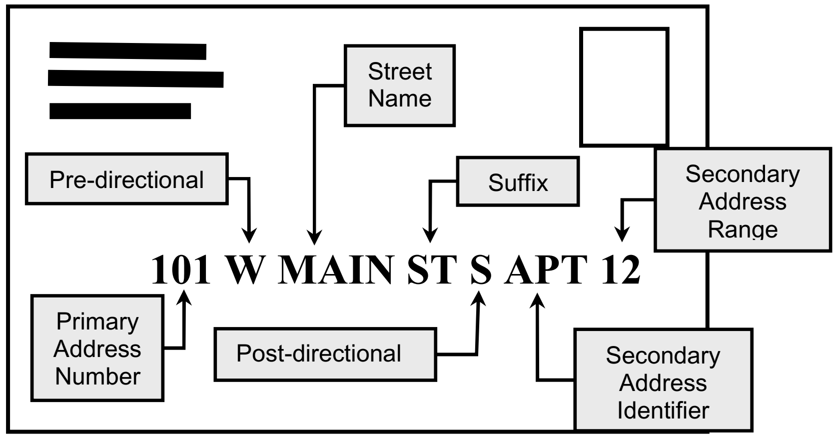


Figure 5.2: Delivery Address Components

Section 5.1 ~ Delivery Address Components

5.1.1 ~ Street Name

The **ZIP+4 Website** indicate the preferred primary street name.

Example:

MID-ISLAND PLAZA **should be** MID ISLAND PLZ

5.1.2 ~ Directionals

This is a term the Postal Service uses to refer to the part of the address that gives directional information for delivery (i.e., N, S, E, W, NE, NW, SE, and SW). Abbreviate directionals to the appropriate one- or two-character abbreviation. Refer to figure 5.2 for examples of pre- and post-directionals.

5.1.3 ~ Directional As Part Of Street Name

The directional is not abbreviated if it is part of the primary name and appears between the street name and the suffix. Verify this at the **ZIP+4 Website**.

Example:

BAY W DRIVE **should be** BAY WEST DR

Pound Sign (#)

Do not use the pound sign (#) as a secondary unit designator if the correct designation, such as APT or STE, is known or is shown in the **ZIP+4 Website**. If the pound sign (#) is used, there is a space between the pound sign and the secondary number

Example:

1500 E MAIN AVE # 201 **should be** 1500 E MAIN AVE STE 201

425 FLOWER BLVD #72 **should be** 425 FLOWER BLVD # 72

5.1.4 ~ Suffixes

Abbreviations

The suffix of the address should conform to the standard suffix abbreviations listed in the **ZIP+4 Website**.

Two Suffixes

If an address has two consecutive words that appear on the suffix table, abbreviate the second of the two. The first of the two words is part of the primary name.

For example:

789 MAIN AVE DR **should be** 789 MAIN AVENUE DR

4523 3RD ST CIRCLE W **should be** 4523 3RD STREET CIR

Numeric Street Names

When there are duplicate numeric street names within a postal delivery area one is spelled out and one is abbreviated. Enter numeric street names exactly as they appear in the **ZIP+4 Website**.

Example:

7TH ST **or** SEVENTH ST

Corner Addresses

Corner addresses are replaced by physical street addresses. If a respondent gives a corner address with no primary address number, search for it on the Internet. *(Chapter 4 Mail Identification Section 4.5)* If the physical street address is not found, enter the corner address.

Example:

5TH AND HIGH **should be** 514 HIGH ST

5.1.5 ~ Rural Route Addresses

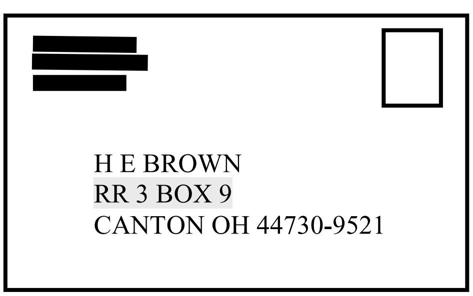


Figure 5.3: Rural Route

Format

Rural Routes are always abbreviated RR and include a Box number.

Example:

RURAL ROUTE 2 BOX 152 **should be** RR 2 BOX 152

Leading Zero

Do not include a leading zero before the rural route number.

Example:

RR03 BOX 98D **should be** RR 3 BOX 98D

Hyphens

Include hyphens as part of the box number only when indicated in the **ZIP+4 Website**.

Example:

RR 4 BOX 19-1A is acceptable.

Designation RFD and RD

Change the designations RFD and RD (Rural Free Delivery or Rural Delivery) to RR

Example:

RFD ROUTE 4 #87A **should be** RR 4 BOX 87A

Additional Designations

There are no additional designations, such as town or street names, included with the rural route addresses.

Example:

RR 2 BOX 18 BRYAN DAIRY RD **should be** RR 2 BOX 18.

Example:

RR 3 BOX 22 NORTH HAMPTON **should be** RR 3 BOX 22

If secondary name information is used, as in the Bryan Dairy Road example, place it in the **Addr 1** field, and the Rural Route in the **Addr 2** field of the **Mail ID block**.

5.1.6 ~ Highway Contract Route Addresses

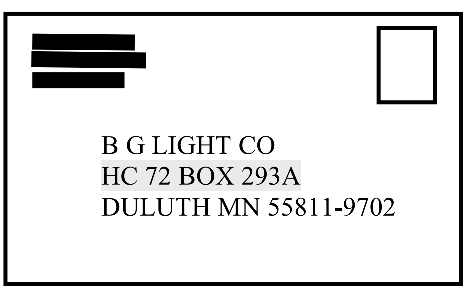


Figure 5.4: Highway Contract

Format

Highway Contract Routes are always abbreviated HC and include a Box number. Do not use the words HIGHWAY CONTRACT, ROUTE, NUMBER, NO., or the pound sign (#).

Example:

HIGHWAY CONTRACT ROUTE 68 BOX 23A
should be HC 68 BOX 23A

Leading Zero

Do not add a leading zero before the highway contract route number.

Example:

HC068 BOX 98D **should be** HC68 BOX 98D

Hyphens

Include hyphens as part of the box number only when indicated by the **ZIP+4 Website**.

Example:

HC 68 BOX 19-2B

Star Route Designations

Change the designation STAR ROUTE, which usually refers to highway contract route, to HC

Example:

STAR ROUTE 68 BOX # 45 **should be** HC 68 BOX 45

Additional Designations

Do not add designations such as town or street names to the highway contract route addresses.

Example:

HC 72 BOX 18 BRYAN DAIRY RD **should be** HC 72 BOX 18

If secondary name information is used, as in the above example, place it in the **Addr 1** field, and the Highway Contract Route number in the **Addr 2** field of the **Mail ID** block.

Highway Standardization

The following are examples of county, state, and local highway primary names and the standardized format.

Example	Standard
COUNTY HIGHWAY 140	COUNTY HIGHWAY 140
COUNTY HWY 60E	COUNTY HIGHWAY 60E
CNTY HWY 20	COUNTY HIGHWAY 20
COUNTY RD 441	COUNTY ROAD 441
COUNTY ROAD 110	COUNTY ROAD 110
CR 1185	COUNTY ROAD 1185
CNTY RD 33	COUNTY ROAD 33
CA COUNTY RD 150	CA COUNTY ROAD 150
*CALIFORNIA COUNTY RD 555	CA COUNTY RD 555
EXPRESSWAY 55	EXPRESSWAY 55
FARM TO MARKET 1200	FM 1200
FM 187	FM 187
HWY FM 1320	FM 1320
HIGHWAY 101	HIGHWAY 101
HIWAY 108A	HIGHWAY 108A
HWY 64	HIGHWAY 64
HWY 11 BYPASS	HIGHWAY 11 BYP
HWY 66 FRONTAGE RD	HIGHWAY 66 FRONTAGE RD
HIGHWAY 3 BYP ROAD	HIGHWAY 3 BYPASS RD
KY ST HWY 1	KY STATE HIGHWAY 1
KY STATE HIGHWAY 24	KY STATE HIGHWAY 24

Example	Standard
*KENTUCKY STATE HIGHWAY 625	KY STATE HIGHWAY 625
KENTUCKY 440	KENTUCKY 440
HIGHWAY 189	KY HIGHWAY 189
KY 1207	KY HIGHWAY 1207
KY HWY 75	KY HIGHWAY 75
I10	INTERSTATE 10
INTERSTATE 40	INTERSTATE 40
IH280	INTERSTATE 280
INTERSTATE HWY 680	INTERSTATE 680
I 55 BYPASS	INTERSTATE 55 BYP
I 26 BYP ROAD	INTERSTATE 26 BYPASS ROAD
I44 FRONTAGE ROAD	INTERSTATE 44 FRONTAGE RD
ST HIGHWAY 303	STATE HIGHWAY 303
STATE HIGHWAY 60	STATE HIGHWAY 60
SR 220	STATE ROAD 220
ST RD 86	STATE ROAD 86
STATE ROAD 55	STATE ROAD 55
SR MM	STATE ROUTE MM
ST RT 175	STATE ROUTE 175
STATE RTE 260	STATE ROUTE 260
TOWNSHIP RD 20	TOWNSHIP ROAD 20
TSR 45	TOWNSHIP ROAD 45
US 41 SW	US HIGHWAY 41 SW
US HWY 44	US HIGHWAY 44
KENTUCKY 440	KY HIGHWAY 440

*Excessive characters. **Note**: When the name of a state is used as a portion of the primary street name, the standard two-letter abbreviation is recommended. Spell out the state name completely when the state name is the complete primary street name, such as “OKLAHOMA AVENUE.”

5.1.7 ~ General Delivery Addresses

Format

Use the words GENERAL DELIVERY, **do not abbreviate.** Add “ –9999” to the end of the zip code.

Example:

MR JOHN ADAMS

GENERAL DELIVERY

TAMPA FL 33602-9999

5.1.8 ~ Post Office Box Addresses/Private Mail Boxes

Format

PO Boxes are **always** abbreviated PO BOX.

Example:

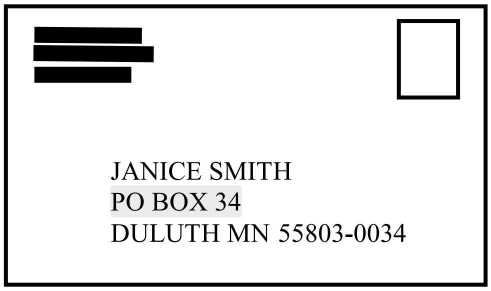


Figure 5.5: Post Office Box

PO BOX 11890

PO BOX G

Remove leading zeros in PO Box numbers as shown in the **ZIP+4 Website**.

Example:

PO BOX 00145 **should be** PO BOX 145

Designations

PO Box addresses often appear with the words CALLER, FIRM CALLER, BIN, LOCKBOX, or DRAWER. Change these to PO BOX.

Example:

DRAWER L **should be** PO BOX L

Private Mailbox Address

Private companies offer mailbox rental service to individuals or businesses. This service may require a “box” number for their final sort. Enter this number, with the appropriate designator (i.e., MSC (Mail Stop Code) or PMB (Private Mail Box)) in the MSC PMB field of the Mail ID block. The MSC or PMB number should never be placed in the Addr 1 or Addr 2 fields of the Mail ID block.

Example:

ABC COMPANY	**should be**	MSC 1587
MSC 1587		ABC COMPANY
12 E MAIN AVE STE 209		12 E MAIN AVE STE 209
KRYTON TN 38188-3637		KRYTON TN 38188-3637

Section 5.2 ~ Organization/Business Addressing Standards

Organizations and businesses often include nonessential information in their addresses for prestige purposes, and occasionally use multiple versions of their firm name. Organizations and businesses do not always apply abbreviation and compression tactics recognized by the Postal Service. This inconsistency can result in multiple MIDs and non-deliverable mail.

The purpose of standard abbreviations and compression guidelines is to provide a uniform reference when there is a need to condense address data. The standards contain the following components: the preferred arrangement of address information, prioritization of optional line compression steps, and a table of standard abbreviations for the most commonly used business words. Adhere to these rules of standardization to create and maintain an accurate database.

5.2.1 ~ Address Information Compression Guidelines

The Postal Service equipment reads a maximum of 40 characters per line with a maximum of 8 separate words per line. If either parameter is exceeded, the entire line is ignored. Apply the following steps, if it is necessary, to reduce the number of words or characters from an organization or business address. The organization/business name is printed on a single line for the purpose of creating a mailing label.

Abbreviations

Use the standard abbreviations for address information whenever necessary. These abbreviations are found in the **Abbreviation** list accessed in the Mail ID block.

Right-to-Left Evaluation

Evaluate each of the address data elements in each address line separately. **Always** work from the right to the left within each address line.

Example:

Big Business Incorporated **is entered** BIG BUS INC

Special Characters

Remove special characters, multiple blanks, and punctuation as listed below in this order:

- * Asterisks, except in the Optional Endorsement Line
- , Commas
- “ ” Quotations
- : Colons
- . Periods
- ; Semi-colons
- ( ) Parentheses
- ‘ Apostrophes
- @ At
- - Hyphens, except in hyphenated last names, otherwise replace with a space

- / Back slash, remove spaces before and after the /
- & Ampersand.
- Remove Certain Words

Replace or remove certain words as listed below. **However, the use of the standard abbreviations is preferred over the removal of words**. The following compression technique is applied only if there is not a standard abbreviation for the word, or to fit words into a **Mail ID** block:

- Replace **and** with “&”.
- Replace number words with numeric symbols: First with 1st.
- Remove **etc., i.e., in care of,** and **et al.**
- Remove words like **the, of, by, for, at,** and **also**.
- Remove **ATTENTION, ATTN**: Attention is a Mail ID block field option.
- Remove gender words like **MS, MRS, MISS, MR, SIR, and ESQ.**

Alternate Location

When the mailing address information (e.g., APT or STE) is part of the address but does not fit in the **Addr 1** field, all secondary components should be placed in the **Addr 1** field and the rest in the **Addr 2** field.

Standard State Name Abbreviations

An individual state name that appears anywhere in a business or organization address is abbreviated because of space restrictions. Use the **Standard State Abbreviations found in the State field’s list of values in the Mail ID block**. Whenever possible, begin an organization’s name with the state.

Example:

The State Assembly of California **is entered** CA ASMBLY.

Repetitive Word Removal

Remove repetitive words; however, standard abbreviations are preferred over word removal. The compression technique in this step is applied only if standard abbreviations do not meet data entry needs.

Example:

GOODMAN GOODMAN WILSON & HAROLDSON

GOODMAN WILSON & HAROLDSON – **Repetitive word removed**.

Vowel Removal

It is recommended that vowels not be removed if the desired address information can be compressed by first using the standard abbreviations.

From the right side of the address lines, beginning with the rightmost word, remove vowels as necessary on a word-by-word basis to achieve desired compression. If the first character of a word is a vowel, do not remove that character. It is also recommended that the vowels not be removed from the leftmost words.

Section 5.3 ~ Military Addresses

5.3.1 ~ Overseas Locations

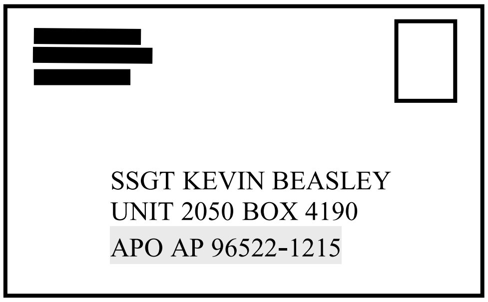


Figure 5.6: Military Address

Enter overseas military addresses in the MID form, not in the Foreign MID form. Overseas military addresses contain the APO or FPO designation along with a two-character “state” abbreviation of AE, AP, or AA and the ZIP Code or ZIP+4 codes.

Example:

APO AE 09001-5275

FPO AP 96606-2783

APO AA 34035-4198

APO stands for Army and Air Force Post Office.

FPO stands for Fleet Post Office.

AE is used for armed forces in Europe, the Middle East, Africa, and Canada.

AP is used for armed forces in the Pacific.

AA is used for armed forces in the Americas excluding Canada.

5.3.1.a ~ APO/FPO **Military Addresses Standardization**

Enter APO or FPO in the City field, AE, AP, AA in the **State** field and the Zip code in the **Postal Code** field. Standardize the APO/FPO military addresses as follows:

SGT ROBERT SMITH	SGT KEVIN TAYLOR	SEAMAN JOSEPH DOE
PSC 802 BOX 74	UNIT 2050 BOX 4190	USCGC HAMILTON
APO AE 09499-0074	APO AP 96278-2050	FPO AP 96667-3931

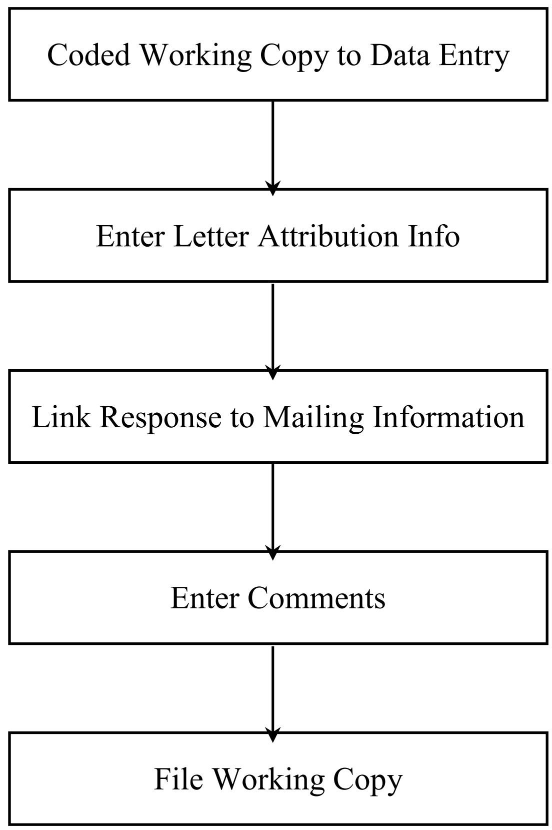
5.3.2 ~ Domestic Locations

Use only the approved city name as listed in the **City State File** at the **ZIP+4 Website**, along with the two-character abbreviation and the ZIP Code or Zip+4 code.

Example:

MINOT AFB ND 58705-1253

Chapter 6 ~ Entering Comments in the Content Analysis Application



Use the **Content Analysis** form to capture the comments of respondents and attach the comments to the respondent's mailing information. The **Content Analysis** form includes the **Project/Phase/Stage of Process** block/table, the **Letters** block, the **Respondents** block, and the **Comments** block. Navigate from block to block by pressing <**Ctrl**+**Page Down**> or click the **Next Block** icon.

Section 6.1 ~ Project/Phase/Stage Of Process Block

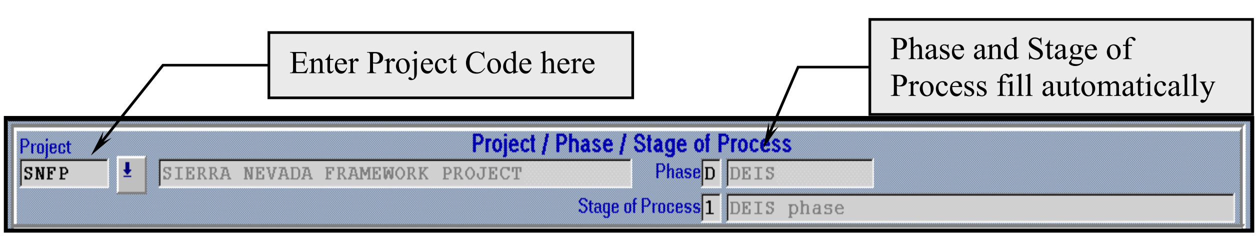


Figure 6.1: Project/Phase/Stage of Process

This block contains the codes to distinguish between various projects. Identifying a project is the first step to enable tracking of a project.

Project

Query the project code in this field. This is an up to six-character alpha/numeric code. **Note:** If you use the mouse to access the Project LOV, you do not have to Execute Query. If you use the function keys, [F9], or key in the Project ID, you do.
This code is unique to each project.

Example:

The Sierra Nevada Framework Project is entered as SNFP.

Phase and Stage of Process

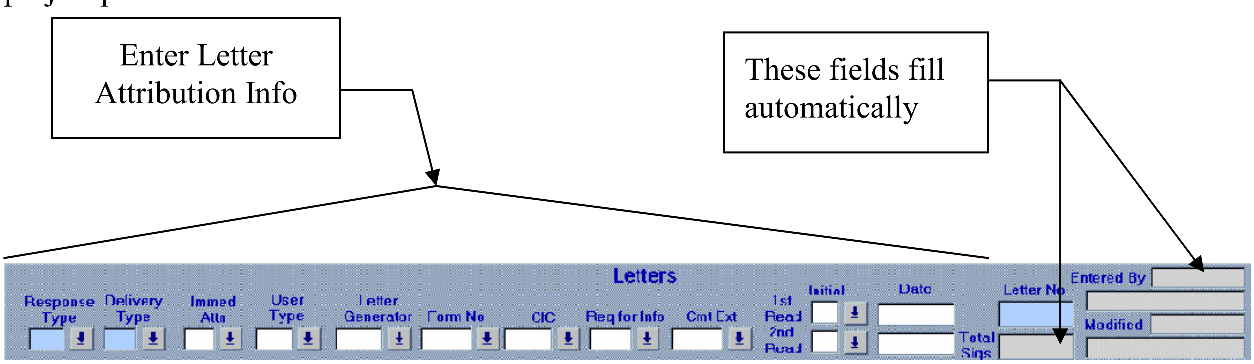
Enter the project code and these fields fill automatically. The phase is entered as a one-character alpha/numeric code, and the SOP is entered as a one character numeric code. **Note:** If the application is in query mode, and you do not use the LOV, but key in the Project ID, you must also key in the Phase and SOP. Then when you Execute Query, the descriptions will fill. In addition, if the project has only one phase, it fills automatically. If the projects have more than one phase, the program will not automatically know which one is correct. You will need to choose, either in the LOV, or by entering it before Execute Query.

Example of Phase:

DEIS Phase is entered as "D."

Section 6.2 ~ Letter Information Block

The Letter Attribution information is found in the string of boxes at the top of the letter. The boxes correspond with the following fields used to complete the **Letter Attribution Block**: Response Type, Delivery Type, Immediate Attention, User Type, Letter Generator, Form Number, Common Interest Class, Request for Information, Comment Period Extension, and Total Signatures. Check with the coding staff if any information is missing or inconsistent with project parameters.



Letter No (Number) Field *(required)*

Enter the letter number, an up to six character numeric code, found in the upper right-hand corner of the letter. If the letter has already been entered, the following message will be displayed: "row exists already with same ProjID, Phase, SOP, Letter No." If this message appears, it is necessary to query the letter number. A query should reveal that:

- The header or letter attribution information has already been entered. Begin comment entry.
- The letter number was entered incorrectly. This will require some investigation:
  - In the Mailing List Application, query the MID attached to the letter number. Ensure that the correct letter number is in the remarks field.
  - The letter number field is a protected field and can only be updated by the computer assistant. Follow protocols for correcting protected fields before proceeding with entry of this letter.
- The letter has already been entered and is an actual duplicate letter. This should rarely occur because of the use of numbered labels when numbering letters. However, the copy machine will occasionally produce two copies of the same letter. If this is the case, shred the duplicate letter.
- Two separate letters received the same letter number. This should also occur very rarely because of the use of numbered labels when numbering letters. If this happens, do the following:
  - Search for the respondent in the project log to see if the letter number has been changed. If not, the person responsible for letter number corrections assigns a new number for the working copy, corrects the original and clean copies, and, on a daily basis, informs the log manager of the reassigned letter numbers.
  - On a weekly basis, the log manager records the newly assigned letter numbers in the working log.
  - Data entry enters the response after a new letter number has been assigned, and corrects the MID information when necessary.

Response Type Field *(required)*

Enter the up to two-character numeric code.

Delivery Type Field *(required)*

Enter the up to two-character alpha code.

Immed Attn (Immediate Attention) Field

Enter the up to two-character alpha/numeric code. A red post-it flag is attached to the left side of the page with the Immediate Attention code written on it.

User Type Field

Enter the up to four-character alpha/numeric code. This is an optional field provided at the clients' request.

Letter Generator Field

Enter the numeric code.

Form No (Number) Field

Enter the number of the form, found in the Letter Attribution information.

CIC (Common Interest Class) Field

Enter the up to five-character alpha/numeric code. This is an optional field provided at the agency's request.

Request for Info (Request for Information) Field

Enter the up to five-character alpha/numeric code. The code is written on a blue “Post-It Flag” and attached to the left side of the working copy. If the letter is a FORM with additional comments that has been designated "non-codeable" by a coder, then this field should be left blank.

Cmt Ext (Comment Period Extension) Field

Enter the alpha/numeric code.

1st/2nd Read Initials and Dates Field

Enter the coder initials for the corresponding comments, and then enter the date that the letter was coded found in the lower right-hand corner of the letter. If the letter was only read once, then leave the 2nd Read fields blank.

Total Sigs (Signatures) Field

Attach one or more mail identification numbers (MID) to a response and then the number of signatures is automatically tallied.

Entered By, Entered Date, and Entered Time Fields

Commit the comments and these fields are automatically filled.

Modified By and Date Fields

Modify the record and these fields are automatically filled.

Section 6.3 ~ Respondents Block

This block contains the mailing information to which the comments are attached.

6.3.1.a ~ Mail ID Field *(required)*

The Mail ID is written in erasable red ink in the string of boxes in the upper left-hand corner of the response. Enter the respondent’s Mail ID number in the Mail ID field. After pressing **Enter**, or [**F10**] (Commit) the respondent’s name and address will automatically be displayed.

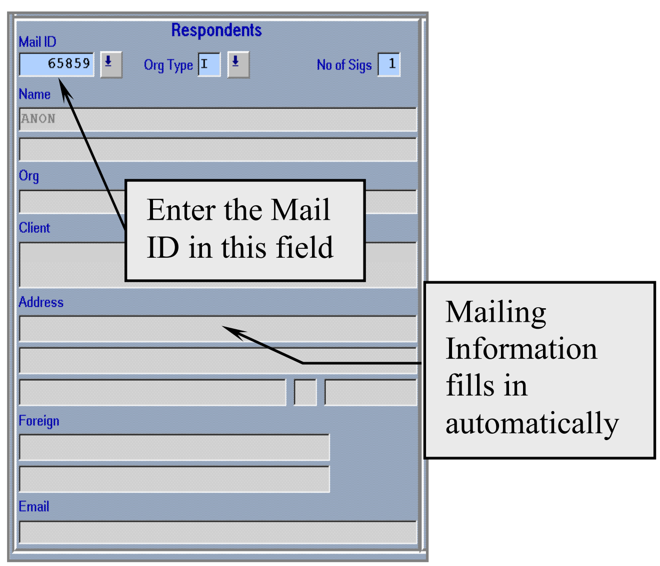


Figure 6.3: Respondents Block

If the response has more than one MID, enter the first MID then press the down arrow to clear the field. The MID field must be empty every time a new MID is added or the existing MID in the field will be replaced. (It is not necessary to commit after each new MID is added.)

If the respondent’s Mail ID number is not known, there is a pull down menu next to the MID field that lists all the MIDs for that project.

A master mailing list box will open. Use the **Find** function to locate the respondent's MID and click **OK** or press the **Enter** key. This inserts the record into the field.

If the MID is not listed in this box, it means the respondent's MID is not attached to the project listed in the Project/Phase/Stage of Process block above. To enter more than one MID per response, use the down arrow in the MID field, enter the additional MID. Add the Org Type and number of signatures for that MID. Commit.

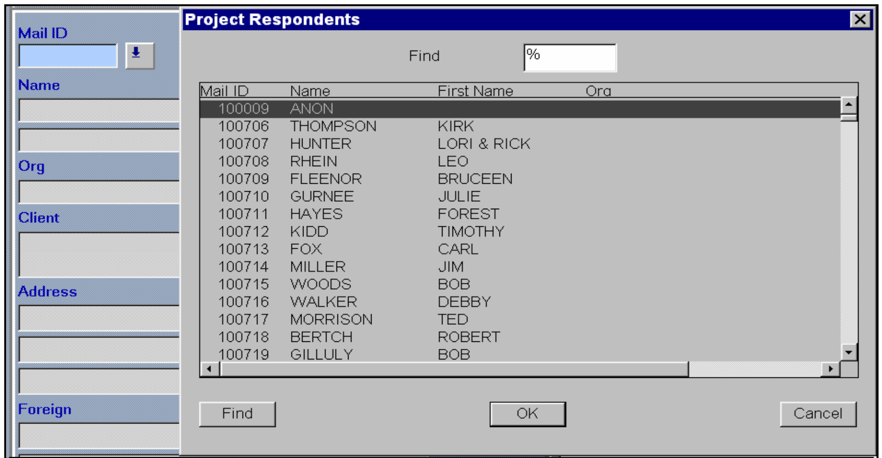


Figure 6.4: Project Respondents drop-down menu

Org Type (Organization Type) Field *(required)*

The Organization Type code identifies a specific type of organization, association, government agency, elected official, or individual.

Sigs (Signatures) Field *(required)*

It is possible for more than one name to be associated with one MID (e.g., if more than one person signs their name to a response). This field indicates the number of signatures associated with the MID.

Section 6.4 ~ Comments Block

The respondents' comments are entered in this block. The coding team selects the comments to be entered by highlighting them. They then write the following codes in the margin next to the comment: Subject, Category, Category 2, Site Specific codes, and Optional codes. (White fields indicate the codes are optional.) These numeric codes are entered in their corresponding fields. Press [**F9**] while the cursor is in any of these fields or click the drop-down menu button for the appropriate list of values.

The keyboard shortcuts <**Ctrl**+**L**> or [**F6**] act as the insert record function in the comment field. They also move the cursor from the comment field to the comment number field.

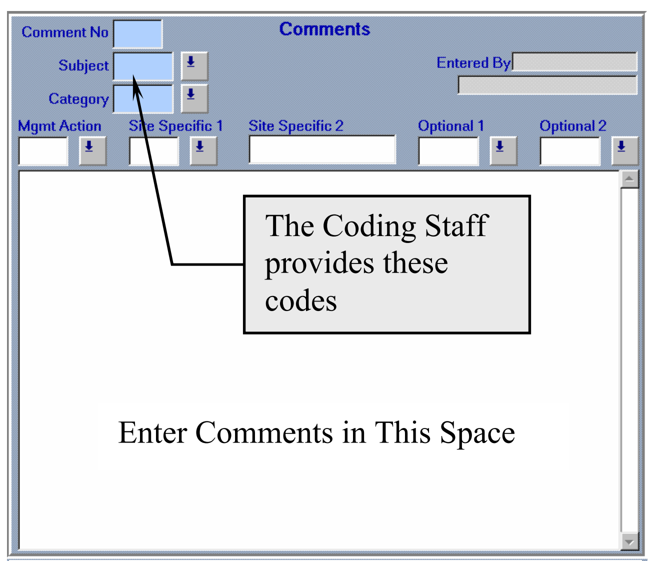
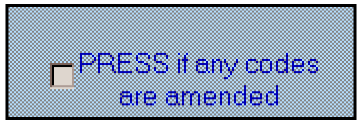


Figure 6.5:Comments Block

Comment Amended Check Box

If a Coder/Analyst has changed any comment codes after the comment has already been entered into the database, there will be a check in the Amended Codes Box.



Comment No (Number) Field

Data Entry personnel numbers each coded comment in erasable red ink, and sequentially enters these in the Comment Number field. A "comment" is a coherent segment of text that will stand-alone as a suggestion, idea, request, or critique. Sometimes the same comment is scattered throughout the letter so pay attention to the numbers and any "(cont.)" notes or arrows used by the coders.

Subject Field

Enter the up to five-character alpha management action code.

Example:

A subject code for wildlife related comments might be "RECRE."

Category Field

Enter the up to five-character numeric management action code.

Example:

A category code for RECRE might be "45000."

Category 2 Field

Enter the up to five-character alpha/numeric code in this optional field. This field is often used for an affected resource code.

Site Specific 1 and Site Specific 2 Fields

Enter the up to five-character alpha/numeric code in these optional fields.

Optional 1 and Optional 2 Fields

Enter the up to five-character alpha/numeric code in these optional fields.

6.4.1 ~ Entering Text

After a response is coded, it is returned to data entry to be entered into the database in such a way as to maintain the integrity of the comment.

For speedier proof reading, the comments are first entered in a Word document, then cut and pasted into the Comments Block. Enter the comments for the response, then go to the **Tools** pull down menu and select **Spelling and Grammar.** Make any corrections necessary. After spell checking, cut **<Ctrl+x>** each comment then paste **<Ctrl+v>** each comment into the Comments Block.

- Correct all of the respondent's spelling and punctuation errors made within the comment.
- If a sentence is unclear due to a missing word, but the meaning is obvious to data entry, add the missing word or words by using brackets ([ ]) to indicate the insertion.

- When beginning a paragraph do not indent. Always separate paragraphs with a blank line.
- If a respondent uses capitalized words for emphasis, DO NOT type in capital letters to show the emphasis. Letters written entirely in capital letters need to be retyped in lower case letters.
- Legal documents or Resolutions should be typed exactly as they appear.

  Example:

  WHEREAS, the court...... OR

  THEREFORE, the city of.....

- If a respondent uses an acronym, check the acronym list found on the K:\ drive to see if it's included. If the acronym is on the list, do not spell it out in any of the comments; that is, use the acronym. If the acronym is not on the list, then it is necessary to spell it out at the beginning of each coded comment in which it is used. It is important to notify the Staff Assistant, Program Assistant, or Project Assistant of frequently used acronyms. They will determine if the acronym is added to the acronym list.
- If a respondent uses a bullet (●), replace it with a dash (-).
- If a respondent uses quotation marks (") for emphasis, they should be entered as such.
- If a respondent uses the section symbol (§), replace it with [section].

  Example:

  Enter §23456.82a as [section] 23456.82a.

- If a respondent uses the ampersand symbol (&) in a comment, replace it with the word "and."

  Example:

  Enter My Family & I as My Family and I

- If a respondent uses strikethroughs to show that they disagree with a particular statement, use the following: [delete] and then type what they are crossing out.

  Example:

  ~~"The reservation shall cede the following" should be entered as ([delete] The reservation shall cede the following.)~~

- If a respondent uses bold, italics, highlights, or underlines, do not indicate an emphasis.
- If a respondent has a word or words in brackets, enter the comment using double brackets. This indicates that data entry personnel did not add them.

  Example:

  Enter [choose] as [[choose]]

- If a word or words are illegible, indicate this with a question mark in brackets: [?].
- If there are coded attachments to the main body of a response, enter the attachments. Each attachment should be numbered at the top of the first page, and the title of the document should be marked and coded. Enter the codes as usual. In the comment field, **first** enter the attachment number in brackets; for example, [ATT 1], then type in the title and author that has been marked by the coder, as well as any additional notes they have written. If any

comments within the attachment have been coded, place the attachment number in brackets before the text of the comment.

- If a letter contains footnotes that are coded, include the footnote with the coded comment it references unless the coded footnote is coded differently (Subj./Cat.) then do the following:

  Example:

  Enter Footnote comment separately [see cmt 2 as a reference]

- After entering a comment in Microsoft Word, CHECK YOUR TYPING ACCURACY (Spell Check) then cut and paste into Oracle, press [**F10**] to commit and save. The first commit will save all records in the form, such as the MID and Project ID fields. To enter the next comment, press [**F6**] or <**Ctrl**+**L**> or click the **Next Record** icon to insert a new record. The status bar at the bottom of the screen will register the number of comments accepted.
- If a comment is over 2,000 characters (In Word go to Tools>Word Count), you must continue the comment on the next comment screen. Enter the appropriate comment number, subject, category, category 2, site specific and optional codes. Begin the extended comment with (cont from cmt no.__).

After completing entry of the comments, initial and date the letter in red ink under the Mail ID number. Draw a diagonal line across the comments (also in red ink) to indicate the letter has been entered.

Modifying Protected Fields

There are certain fields in the CAET Program that are entered and committed, which can only be modified by Oracle computer personnel. In the Content Analysis application, these are the Project ID field, the Stage of Process field, the Phase field, and the letter number field.

- To correct errors in these protected fields, record the problem in the “Problems” project folder on the network drive.
- Make instructions specific.

  Example:

  Enter: “change letter number 215 to 214” in the Problems folder.

- Initial and date the instructions.
- If it is not possible to enter the letter until after the correction has been made, put it in the Project Problem folder found in the project’s bin.

  For example:

  If an incorrect letter number is entered in the letter number field, inform the computer technician, and then place the letter in the Project Problem folder in the project bin. It will be entered after the incorrect letter number has been corrected in the database.

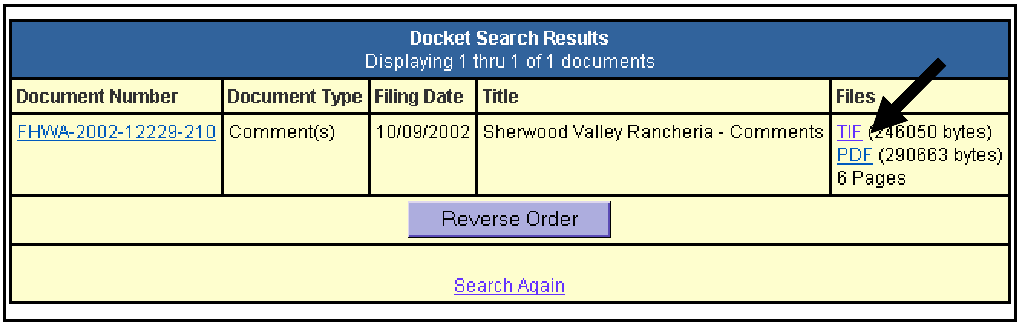
Section 6.5 ~ Converting Electronic Text

Using Electronic Data

For some projects, letters can be obtained via the Internet or other electronic formats. When a letter is available in .TIF (a very large high quality image) or .PDF (Adobe Acrobat Portable

Document) file format, it is possible to enter comments into Content Analysis by converting the letter into text and then cutting and pasting.. This conversion is done by using Optical Character Recognition (OCR)..TIF Files

- Locate the **.TIF file** on the Internet or e-mail that you wish to copy comments from. Click on the file you wish to convert.



Docket Search Results Displaying 1 thru 1 of 1 documents				
Document Number	Document Type	Filing Date	Title	Files
FHWA-2002-12229-210	Comment(s)	10/09/2002	Sherwood Valley Rancheria - Comments	TIF (246050 bytes) PDF (290663 bytes) 6 Pages
Reverse Order				
Search Again				

Figure 6.6: Locating .TIF File

- A window will open telling you that you have chosen to download a file. Click **OK.**
- A **Save As** window will appear. Save the document to your **Desktop** and name it the number of the letter you are entering into Content Analysis. Click **Save**.

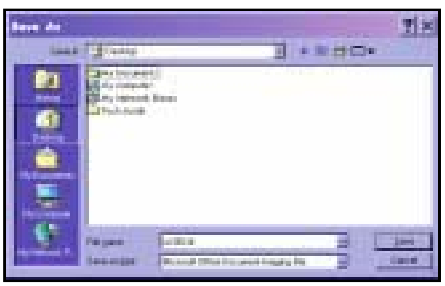


Figure 6.8: Saving .TIF File

- A **Download Complete** window will appear. From your **Desktop**, open the downloaded document.

- The first page of the document will appear with the additional pages in a vertical row on the left side of the screen.

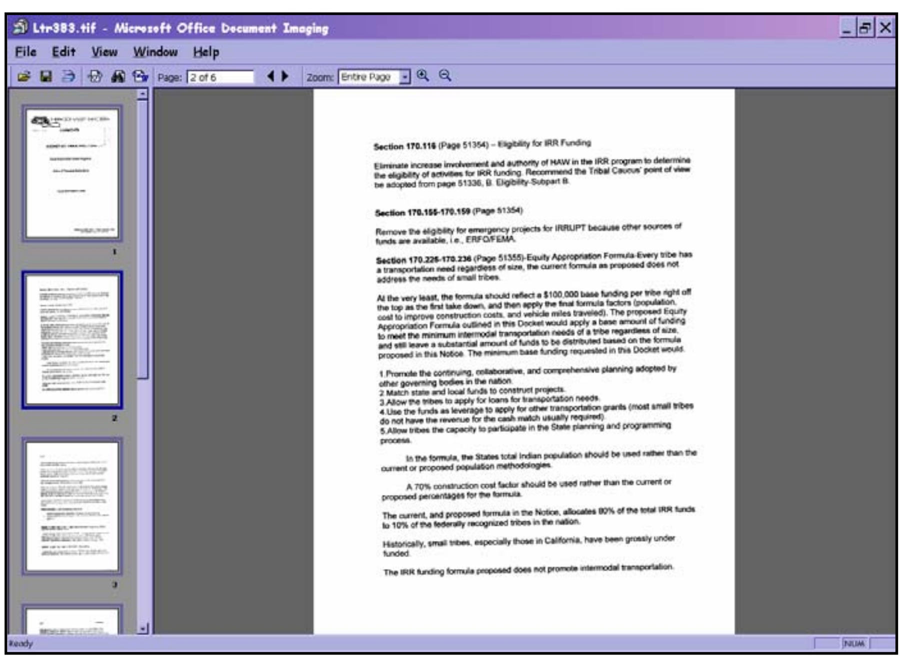


Figure 6.9: .TIF File

- From the **File** drop-down menu , select **Send Text to Word…**. OR click on the **Send Text to Word** button on your toolbar

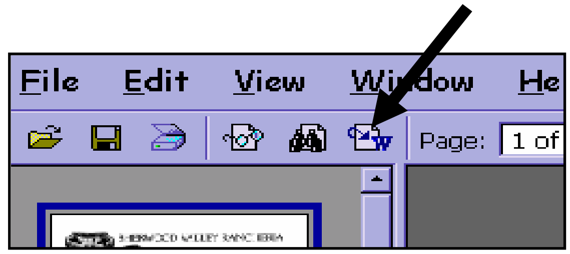


Figure 6.10: Send Text to Word Button

- An Error Message reading "**Microsoft Office Document Imaging must recognize the text in this document (OCR) before you can perform this operation. This may take a while**" will pop up. Click **OK**. It usually takes a few seconds.

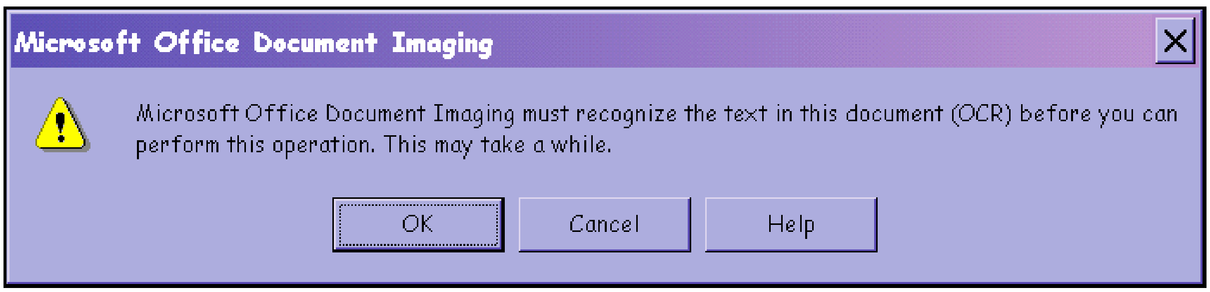


Figure 6.11: OCR Error Message

Figure 6.12: OCR Text Recognition

- When OCR is finished recognizing text, a **Send Text to Word** message will appear. Select **All Pages > OK**.

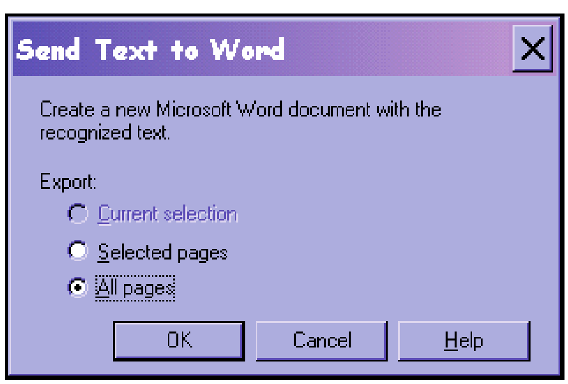


Figure 6.13: Text to Word Box

- After a few moments, a document will open in **Word** format.

Proofread for any errors that OCR may have made in its text recognition process. It is crucial to correct errors, or it may change the entire context of a letter.

- Cut and paste into the Comments Block in the CAT Program. *(See Section 6.4.1, Entering Text)*

On your desktop screen, you will notice that the letter icon you have downloaded will still appear. When you are finished with the letter, downloaded pages can simply be deleted.

6.5.1 ~ .PDF Files

- Locate the **.PDF file** on the Internet or e-mail that you wish to copy comments from. Click on the file you wish to convert, just as you would for a **.TIF file** *(See Chapter 6)*
- Adobe Acrobat Reader will automatically open, and the selected file will appear. Find the page you wish to copy.

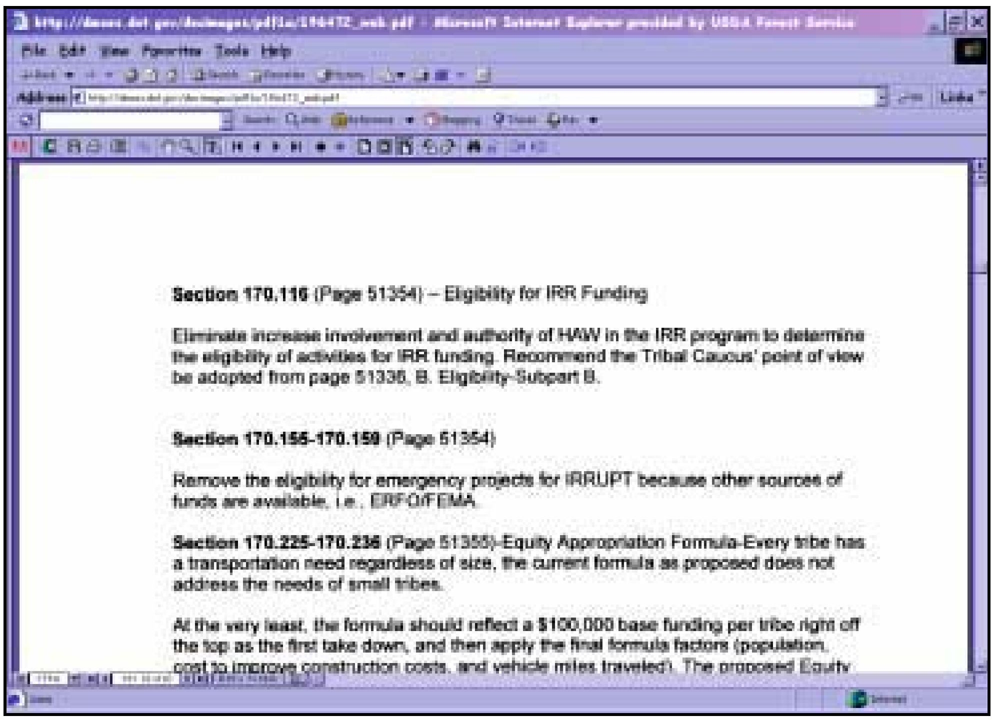


Figure 6.14: Adobe Acrobat Reader

- Select the **Text Select Box** on the Adobe Toolbar.

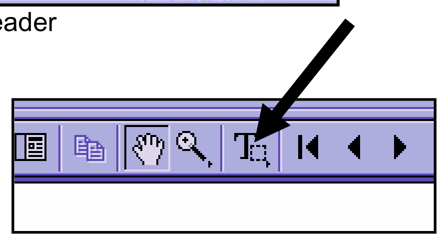
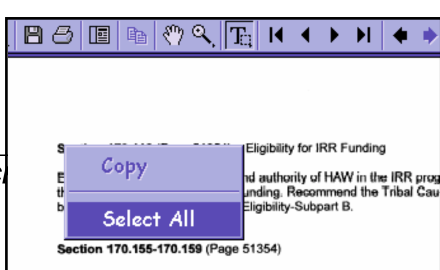


Figure 6.15: Text Select Box



- **Right Click** on the Document, and **Select All** to highlight the text in blue.

Figure 6.16: Select All

- **Right Click** on the blue text and **Copy**.

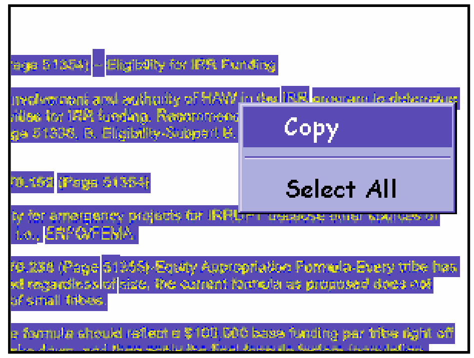


Figure 6.17: Copying Text

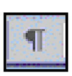
- Paste the selected text into an open **Word** document.

Proofread for any errors that may have been made in the text recognition process. It is crucial to correct errors, or it may change the entire context of a letter.

- Cut and paste text into the Comments Block in the CAT Program. *(See Section 6.4.1, Entering Text)*

6.5.2 ~ Helpful Hints

- To make proofreading the converted text easier, use the **Show/Hide** feature button on your toolbar to see where Hard Returns are located. Forms in the Content Analysis Application



Within the Content Analysis application are five other forms useful to data entry and coding personnel. They are the **Header Entry** form, the **Replicate** form, the **Query Comments** form, the **Immediate Attention** form, and the **Request for Information** form. They are accessed by way of the buttons found at the bottom of the **Content Analysis** form.

6.5.3 ~ Header Entry Form

The **Header Entry** form is useful for quickly entering form letters. The form letter header or letter attribution information is entered first and then all corresponding letter numbers and the corresponding MID numbers can be attached all at once. *(For a description of form letters see Chapter 1).* Form letters are organized before entry by corresponding header information.

> *Example:*
>
> Combine all of the Form letter #5's with the header information "I-1-1" into one group for quick entry.

This form is also used when the header information for a group of responses is entered in the database before the comments are coded. This is done for an advanced look at demographic information.

From the Content Analysis application press the **Header Entry** button found at the bottom of the form. The **Header Entry** form will open in the query mode and the project ID must be queried before continuing.

The **Header Entry** form has three blocks: the **Project/Phase/Stage of Process** block, the **Header Information** block, and the **Letter Numbers/Respondents** block.

Project/Phase/Stage of Process

The form opens in query mode. Query the appropriate project. Check that the Phase and the Stage of Process fields are correct. *(See Ch. 6, Project/Phase/Stage of Process Block)*

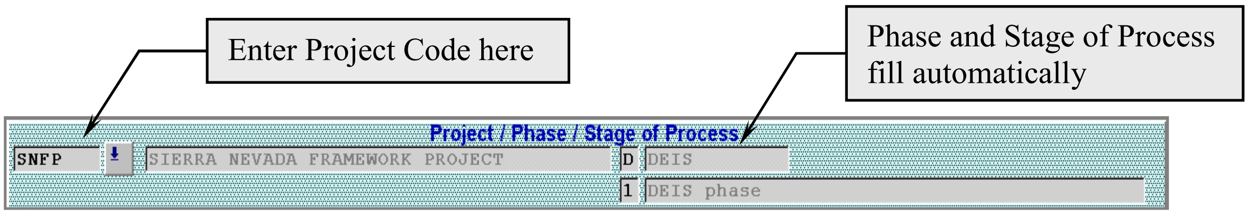


Figure 6.19: Project/Phase/Stage of Process Block

Header Information/Letter Attribution

Navigate to the header block. Enter the form letter's header information into the corresponding fields. Each field has a pull-down menu to describe the entries. *Header entries are covered in*

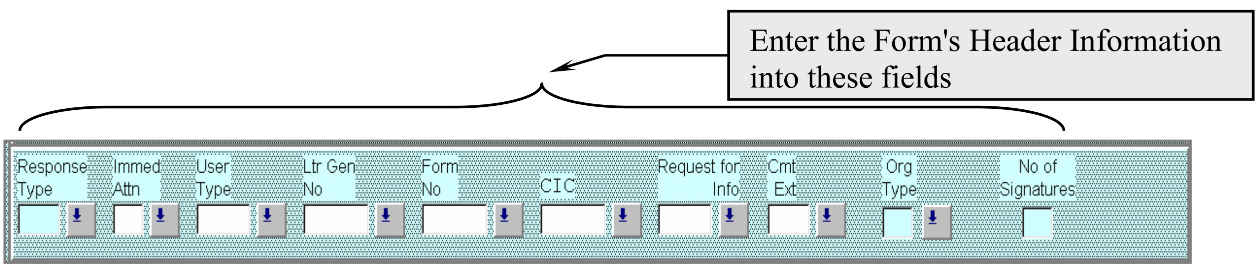


Figure 6.20: Header Information Block

Letter Number/Respondent Information

After entering the header/letter attribution information, attach the corresponding letter and MID numbers by entering them in the appropriate column. There is no limit to the number of letters and MIDs entered in this form before saving the information.

After entering the corresponding letter numbers and MIDs, click the **Execute** button to save and validate the information. Start the process over with a different header. (The **Commit button** is not functional.) The **Execute** function first checks that the MID and letter number are attached to the project listed in the Project field, then commits the information entered in the letter number and MID fields.

In certain circumstances, data entry enters the header information before the letter is coded to establish the demographics in the database more quickly. This allows the team to run demographic reports before the project has been completed. When you've entered the header

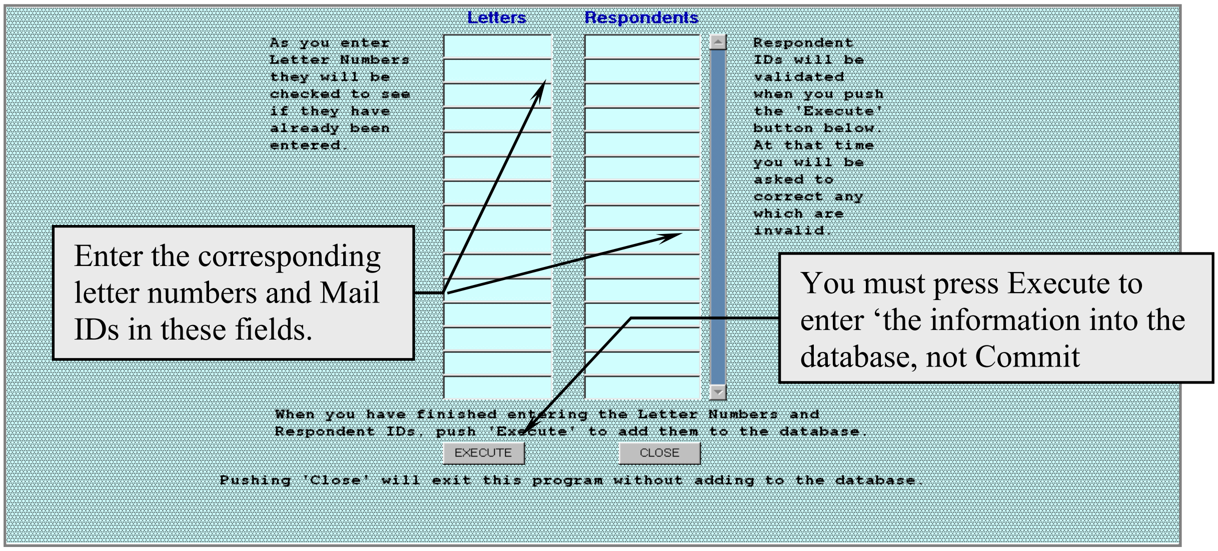


Figure 6.21: Header Entry Form

information, place the letters in the Filing Bin to be filed. It is NOT necessary to write your initials in red ink to indicate you have entered them.

6.5.4 ~ Replicating Form

Use the **Replicate** form to copy the comments of one response and paste them into the comments of another response.

From the Content Analysis form click the **Replicate** button found at the bottom of the form. The **Replicate** form opens in the query mode and the project ID is queried before continuing.

The Replicate form has three blocks: the **Project/Phase/Stage of Process** block, the **Letter to Be Replicated** block, and the **View Comments** block.

Project/Phase/Stage of Process

The Replicate form opens with the **Project/Phase/Stage of Process** block in query mode. Query the appropriate project. Check that the Phase and the Stage of Process fields are correct.

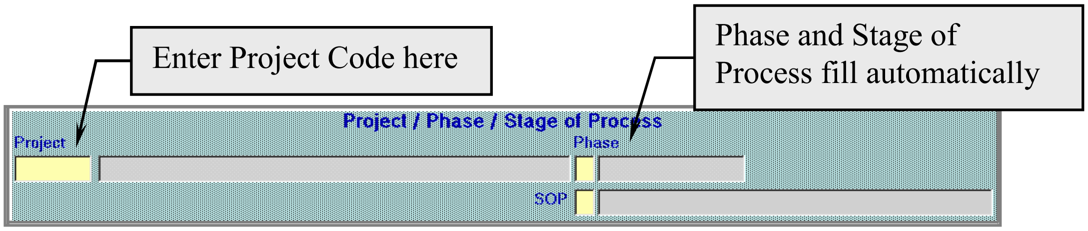


Figure 6.22: Project/Phase/Stage of Process Block

Letter to be Replicated

Verify that the header information for the letter having comments added to it is entered and is correct by querying it in the **Letter to be Replicated** block. Then query the letter to be replicated.

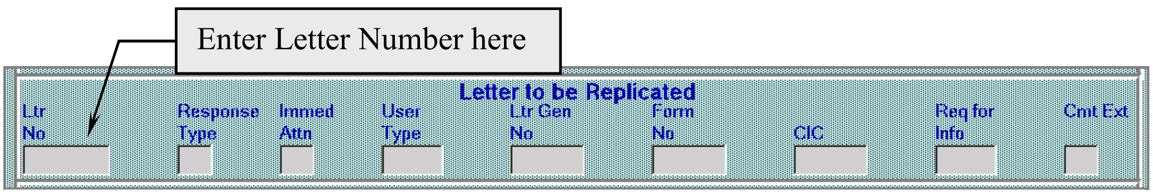


Figure 6.23: Letter to be Replicated Block

View Comment

Query the first comment to be replicated in the **View Comment** block.

Example:

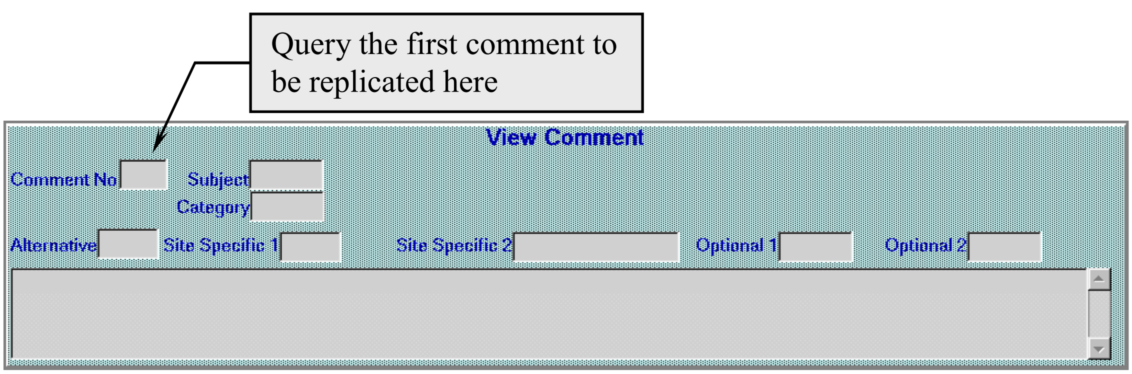


Figure 6.24: View Comments Block

If comment numbers 3, 4, 5, and 6 are to be replicated, query comment number 3. Verify that this is the correct comment.

There are three fields in the lower right-hand corner of the form: the **Last Original Comment** field, the **New Letter Number** field, and the **New First Comment Number** field.

- Enter the last comment number to be replicated in the Last Original Comment field.

  Example:

  Text of Comment appears in this field

  If replicating comments 3, 4, 5, and 6, enter 6 in the field.
- Enter the letter number of the response the comments will be added to in the New Letter Number field.
- If the letter having the comments added to it already has comments of its own, enter the appropriate number into the New First Comment Number field.

  Example:

  If the letter has 8 comments, enter "9" into the New First Comment Number field.

After entering all of the information, click the **Execute** button. The message "Replication has completed successfully" appears on the screen.

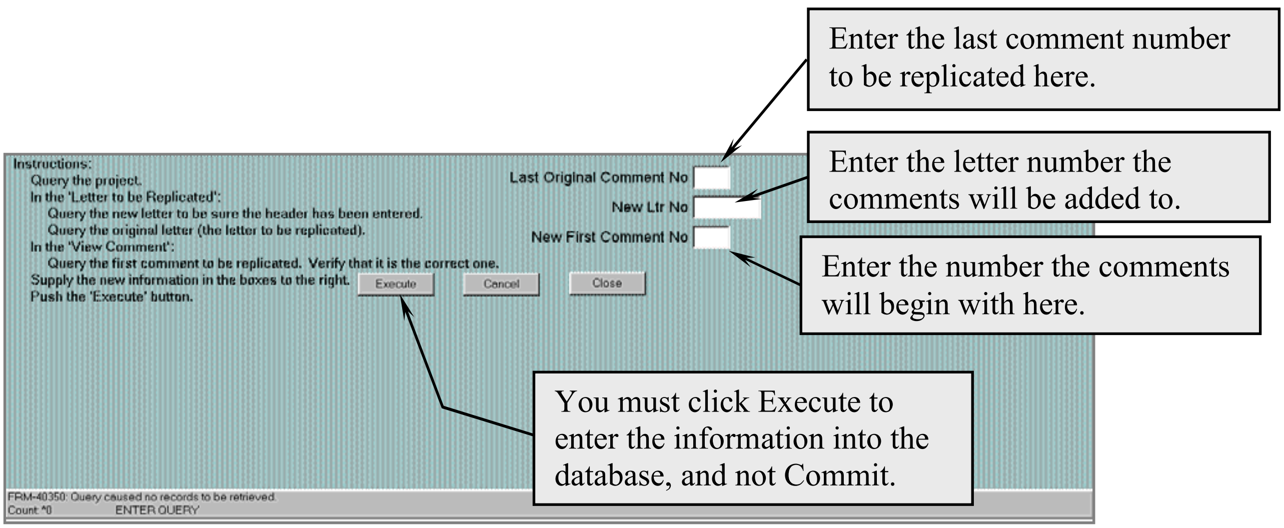


Figure 6.25: Replicating Form

6.5.5 ~ Query Comments Form

Use the **Query Comments** form to determine if the comments of one response match those of another response. This is helpful to the coding staff when they recognize certain phrases in a comment and want to ensure that they are not coding a duplicate letter or a letter than can be replicated.

From the Content Analysis form click the **Query Comments** button found at the bottom of the form. The Query Comments form opens in the query mode and the project ID is queried before continuing.

The Query Comments form has two blocks: the **Project/Phase/Stage of Process** block and the **Comments** block.

Project /Phase/Stage of Process

The form opens with the **Project/Phase/Stage of Process** block in query mode. Query the appropriate project to retrieve all of the comments entered for the project to date. Check that the Phase and the Stage of Process fields are correct.

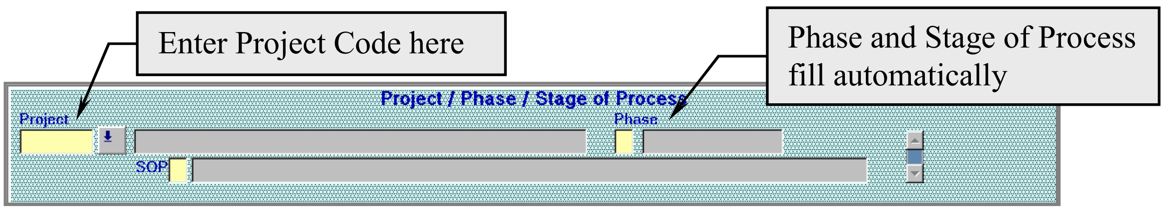


Figure 6.26: Project/Phase/Stage of Process Block

Comments

Pressing <**Ctrl**+**Page Down**> moves the cursor to the **Comments** block. Query by any word or phrase in this field using the "%" *(See Section 4.1.2, Performing a Query).* If no records are retrieved the field remains in query mode.

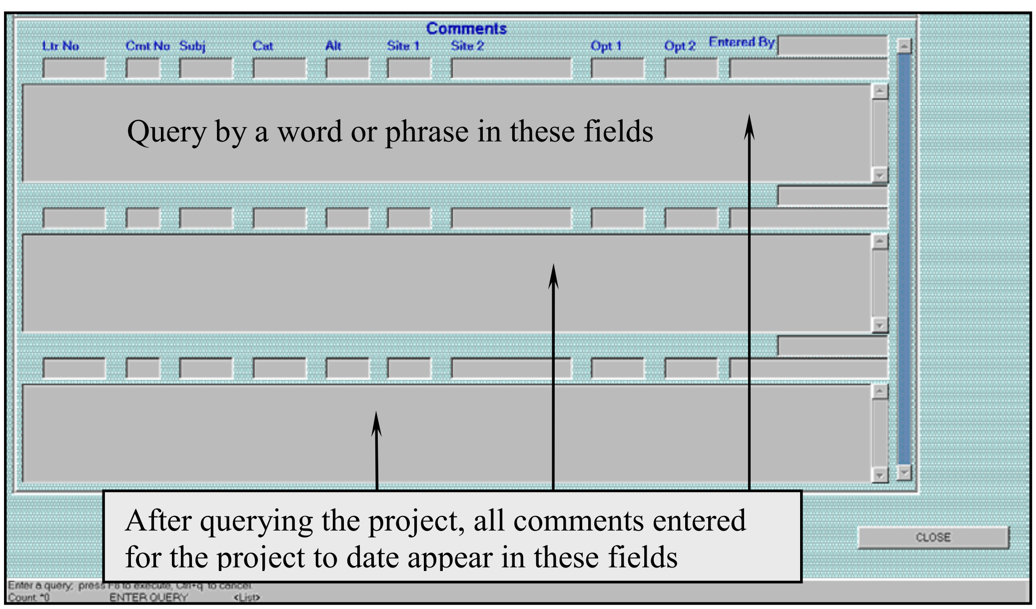


Figure 6.27: Comments Block

6.5.6 ~ Immediate Attention Form

This form is used to further document Immediate Attention letters. After completing data entry of Immediate Attention letters, **Query** the project and all the IA letters for the particular project will appear in the form. In the remarks field, enter a short summary of why the letter needs early attention. For instance, if it receives a FOIA request IA code, then a remark comment might look like this:

Example:

(Enter initials) This request needs to be filled by August 15, 2003 due to the FOIA time period.

Note: The Immediate Attention manager needs to enter a remark for all letters or the Immediate Attention Report will not include those letters (*See the Database Report Appendix*).

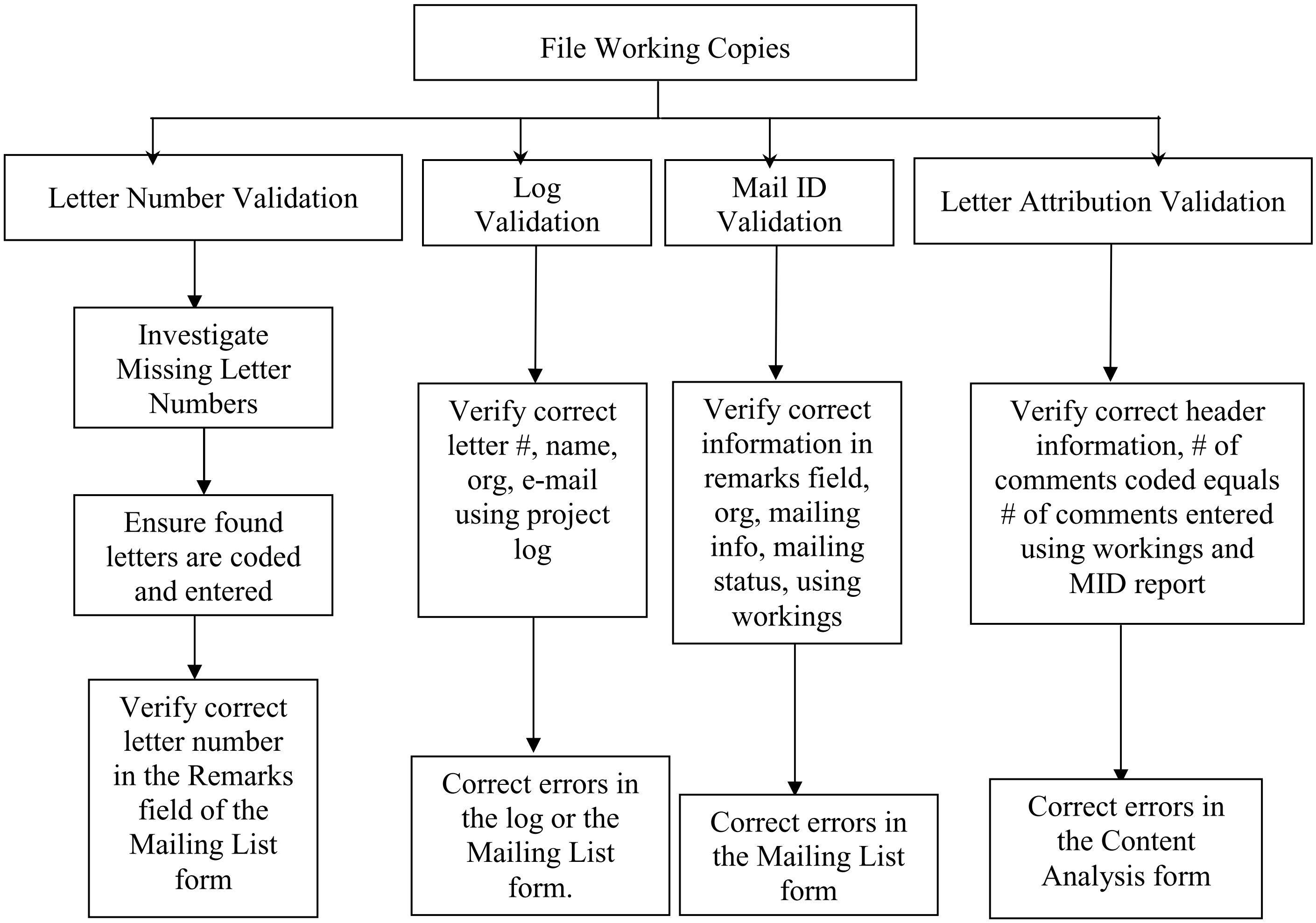
6.5.7 ~ Request for Information Form

This form is similar to the Immediate Attention Form. You need to enter something in the remarks for the RI to run properly.

Example:

(Enter initials) Request filled on August 30, 2003. Sent copy of DEIS.

Chapter 7 ~ Validation Process



Validation is the process by which a project database is checked for accuracy and completeness. Validation involves checking the information on a response against the information in the database. In this chapter, some phases of validation refer to using "original/clean" responses. This is a matter of preference. If possible, use the original response, as it contains more information. However, sometimes the original responses are sent to the client and are not available for use in the validation process. In this case, use the clean copies.

Validation consists of three phases. **Phase I** is a validation of the letter number, accounting for every response and ensuring that the letter number is in the remarks field of the Mailing List form *(See Chapter 4, Creating a New Mail ID, Remarks)*. **Phase II** is a verification of the name by corroborating the information on the letter number report, original or clean copies, and the project log. **Phase III** is a validation of the mailing information, which involves checking the MID Report against the working copies. **Phase IV** is a validation of the header information *(See Chapter 6, Letter Information Block)* and the comments entered in the database *(Chapter 6, Comments Block)*, which involves checking the header information and number of comments on the MID Report against the working copy of the response. **Note:** Phase IV is required if a letter browser is being created for the project, otherwise it is optional.

Section 7.1 ~ Pre-Validation Setup

Do the following in preparation for the Validation process:

- File all responses in ascending MID order.
- Staple all duplicate responses to their corresponding responses and file them.
- Print a copy of the Dup log with the letter numbers in ascending order.
- Print a copy of the Out-of-Scope log with the letter numbers in ascending order.
- Ask the log manager to print a copy of the “UNUSED” letter number portion of the project log to assist in finding missing letter numbers.
- Ask the Computer Assistant to print a copy of the last page of the letter number report before the full report is run. This page will indicate whether any mistakes were made during response entry.

  Example:

  If the last letter number in the project is 12,051 then any number greater than 12,051 is incorrect.

Section 7.2 ~ Phase I: Letter Number Validation

Phase I accounts for all letter numbers and verifies the letter number in the **Remarks** field of the Mailing List form.

Step One

Identify inconsistencies in the numeric order of the validation report.

- The project lead produces the letter number validation report with the letter numbers in ascending order.
- Ask the Oracle Administrator to run a missing letter numbers report with the letter numbers in ascending order. Note: This report is not part of the canned Oracle validation reports.
- Transfer the information derived from the missing letter numbers report to the letter number validation report.

  Example:

  If there is a gap between letter number 1201 and 1203, write the number 1202 between the two. This indicates a missing letter number(s) that must be accounted for later in the process.

Step Two

Account for duplicate responses, out-of-scope responses, and unused letter numbers.

- Check the Dup log, the Out-of-Scope log, and the Unused Letter Number list for letter numbers not found on the validation report. These are the only legitimate reasons for a missing letter number.

When the missing letter number is accounted for, record the number where it would appear on the report and the reason for the inconsistency.

Step Three

- Circle all duplicate letter numbers within the same column.

Letter #	MID	Respondent
4	65509	SABRINA BROCK SPOKANE, WA 99203 WI#4
5	65509	SABRINA BROCK SPOKANE, WA 99203 WI#5
6	65606	SHANNON MARTIN BALTIMORE, MD 21224-6321 WI#6
7	62219	HAROLD CHRISTIANSON NEW YORK, NY 10026 WI#7
7	62222	STEVEN WRIGHT FARGO, ND 58102 WI#7
8	62228	CHERYL A MACCARONI TITUSVILLE, NJ 08560-1619 WI#8,f10#2251[SI#d7560]
8	62110	ANGELA HUGHS MISSOULA, MT 59801 WI#80

Figure 7.1: Duplicate Letter Numbers

Possible reasons for **repeat letter numbers** include responses with more than one Mail ID attached to it or more than one MID attached inadvertently.

- Check the remarks on the validation report to verify whether the MID should be attached to that response.
- After each letter number on that page has been verified, make a check mark in the upper right corner to indicate the entire page has been reviewed.

Step Four

Investigate the missing letter numbers not found in Step 3.

- Query the missing letter number in the Remarks field of the Mailing List form and compare the results with the letter number report.

Example:

To query Gray Wolf L#1234 enter %W%1234%.

If the query is successful, the response was assigned a MID, but the MID was not attached to the response:

- Write the MID next to the missing letter number on the validation report.
- Check the Remarks field for information to determine why the letter number is missing on the validation report. This field also shows if a response is a duplicate, a multiple-signature document, etc.
- Correct all errors.

If the query is unsuccessful, either the response did not receive a MID or the letter number was incorrectly entered in the **Remarks** field:

- Check the originals and cleans to determine if a copy of the letter exists.
- If it does, use the information to find it in the Mailing List form and the Content Analysis form.
- Check the working copy of the response to determine if it has been coded. If the response has not been coded, give it to a member of the appropriate coding team to code. Once it's coded, enter the response and file it. If the working copy of the response is coded, query the letter number in the Content Analysis form to verify that the response is entered. If the query is unsuccessful, enter the response and file it. On the validation report record "entered," your initials, and the date next to the letter number.
- If the working copy of the response cannot be found, check the Comments column in the project log to determine if the response is a duplicate, a petition, or an unused number. A letter number is most commonly unused because a letter number is skipped, the response is out-of-scope, or the letter number was never reused.
- If the working copy of the response still cannot be found, the Oracle Administrator will search for it in the database using SQL. If this is unsuccessful, make a photocopy of the response using the clean copy and stamp "COPY" on the first page. Have the "COPY" coded and entered. (If the working copy is eventually found it will replace the "COPY").

Always query in the **Content Analysis** application. Often the letter number is entered incorrectly and/or attached to the incorrect MID.

Step Five

Verify that the letter number in the **Remarks** field is accurate.

Fix any errors in the **Mailing List** form, and record all changes on the validation report.

Section 7.3 ~ Phase II: Log Validation

Phase II ensures that the letter number, name, organization, and e-mail address in the Project log match the letter number report and original/clean copy.

First, compare the original/clean to the letter number validation report, and then compare the in the original/clean to the city, state, and zip in the code project log. Next, assure that the letter number, name, organization, e-mail address, and comments information on the original/clean match the information in the project log.

Remember: The log person does not spend as much time searching for a respondent on the Internet as a data tech. Although the information entered into the log is usually accurate, defer to the validation report.

Section 7.4 ~ Phase III: MID Validation

Phase III verifies that the mailing information with the assigned MIDs.

Compare the information on the original/clean with the "Mail ID for a Project" validation report to ensure that the correct MID is attached to the corresponding response.

- Compare the letter number on the working with the letter number on the validation report to ensure accuracy.
- Compare the Org on the working copy with the Org on the validation report to ensure data entry standards are used.
- Compare the full name on the response with that in the database to ensure that the spelling is correct.
- Compare any other mailing list information, i.e., PMB, Attn, Client, Title, FAX.
- Compare the address on the working copy with the address on the validation report to ensure that the two coincide. MIDs must follow the Postal standards.
- Compare the e-mail information on both the working copy and the validation report.
- Compare the mailing list status on the validation report and the mailing information on the working copy to verify that the appropriate mailing status is assigned. Check in the comments for a request to be removed from the mailing list.
- Verify that the correct form number is entered.
- Verify that the remarks have the correct project code, document code, letter number, and/or form number.

Place a check mark next to each of the aforementioned components of the MID to indicate the information on the validation report has been reviewed.

Make all corrections in the Mailing List form, and record the corrections on the validation report. When changing a letter number or MID, record the changes on the validation report and communicate this information if it affects another person's validation report.

Most duplicate responses are discovered in Phase I; however, some are missed.

> *Example:*
>
> A duplicate response is entered in the Mailing List form but not in the dup log, or a duplicate response has been entered incorrectly in the **Remarks** field.

If a duplicate response is discovered, follow the protocols for resolving duplicate responses. *(See Chapter 4, Protocol for Duplicate Response)*

Section 7.5 ~ Phase IV: Letter Attribution Validation

Phase IV ensures that the header or letter attribution information and the comments entered in the database match the working copies. A random ten percent of the working copies are checked. Verify that the header information on the response matches the information on the validation report for the following: Org Type, No of Sigs, Response Type, Immediate Attention, User Type, Letter Generator No, Form No, Common Interest Class, Req for Info, and Cmt Ext. Correct any mistakes in the Content Analysis application.

Verify that the number of comments coded on the working copy corresponds with the number of comments entered in the Content Analysis application. If the two values are inconsistent, query the response in the Content Analysis application to determine the error and correct it.

If a Coder/Analyst has changed any comment codes after the comment has already been entered into the database, there will be a check in the Amended Codes Box. It will not be necessary to change codes to match the working copy.

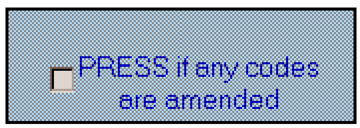


Figure 7.2

Remember: Always communicate clearly with the Oracle Administrator, make correction requests specific, and **always** confirm that the problem has been fixed.

Chapter 8 ~ Form Tally

For large projects, the team may receive hundreds of thousands of form letters. The **Form Tally** allows us to track how many forms have been received, how many signatures are linked to each form, and basic demographic information from each form letter within the project.

Select **Form Tally** > **File** drop-down menu in the Welcome form.

Section 8.1 ~ Project/Phase/Stage of Process Block

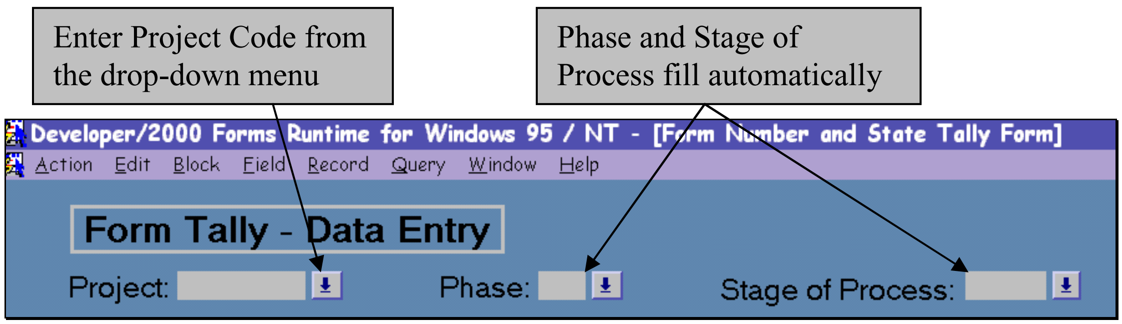


Figure 8.1: Project/Phase/Stage of Process Block

This block contains the codes to distinguish between various projects. Identifying a project is the first step in enabling the team to track the form information. (*See CH 6, Project/Phase/Stage of Process Block, for a detailed description of each field*)

Section 8.2 ~ Entering Form Information

Sequence Number, Form Number, Number of Signatures, and State Abbreviations will be used to capture the form information.

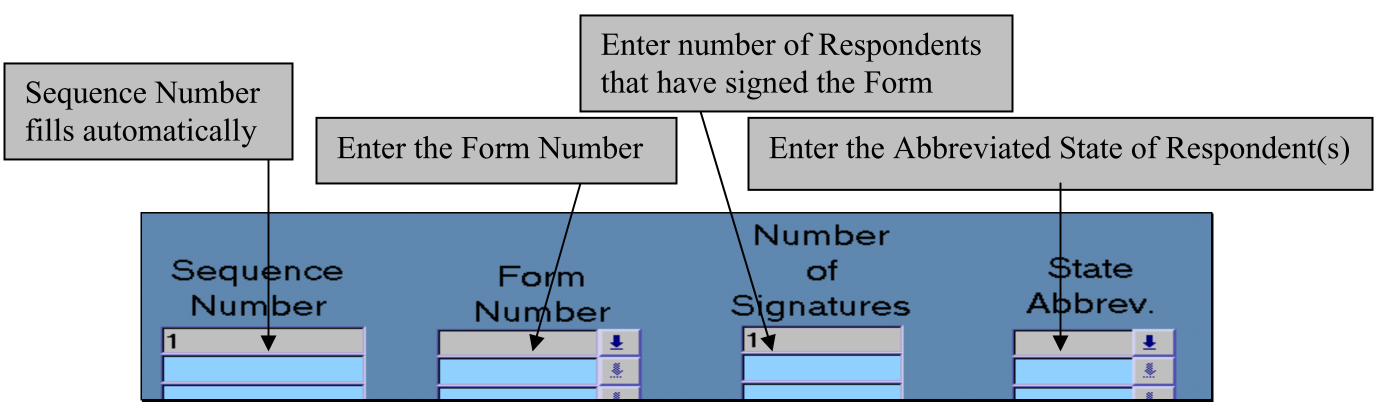


Figure 8.2: Form Information

Sequence Number

This is the number of Forms that you have tallied for this group. This field fills automatically and will keep progressing after every form you enter. Whenever possible, tally forms in groups of 100 or 200 in case an error/problem occurs. (*See Form Tally Helpful Hints.*)

Form Number

Forms are sorted during mail processing and will have a corresponding form number (*See CH 1 Forms*). Enter this number once, and the same number will automatically appear for every form entered within this group.

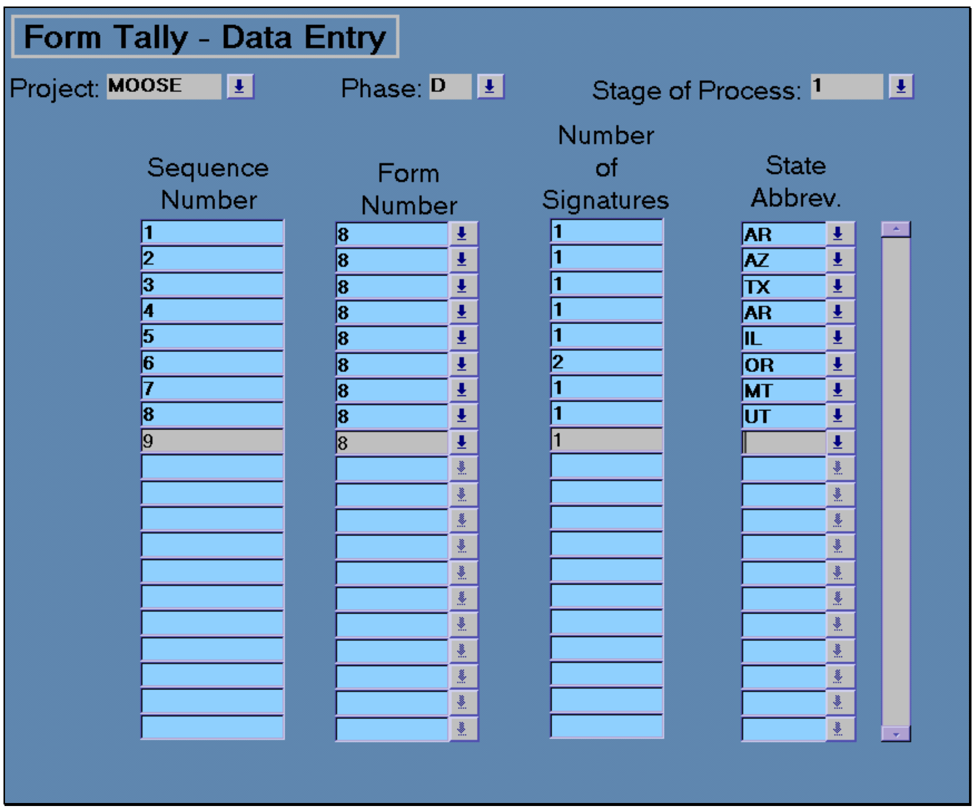


Figure 8.3: Entering Form Information

Number of Signatures

Enter the number of respondents that have signed the form. This field will automatically fill with a (1) every time you hit <**Enter**> unless you click in the field and manually change it.

State Abbreviation

Enter the Abbreviated State of the respondent(s). Use the drop-down menu if you need help and ANON if there is no state provided.

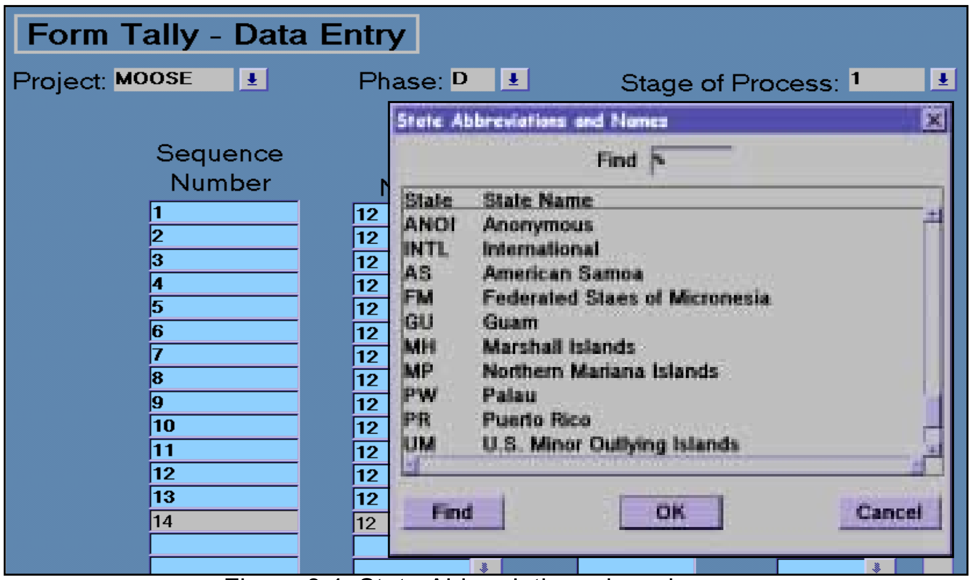


Figure 8.4: State Abbreviations drop-down menu

**When there is a ONE form with multiple signatures from multiple states, count the number of signatures belonging to each state. Enter the TOTAL number of signatures belonging to each state in the Form Tally.

Section 8.3 ~ Saving Tally Information

When finished tallying a group of forms, click on the **Commit** Button.

- If all information has been entered correctly, all fields will return blank and a message will appear at the bottom of the screen indicating how many records have been saved
- Secure the group of tallied forms together with a rubber band or paper clip
- In the top right-hand corner of the first form in the group; indicate the amount of forms tallied, the date, the form number, the State (or Misc. if there are several states tallied at once), and your initials in red ink
- Place the tallied group of forms in the "Forms Tallied" bin located near the project filing bins

Section 8.4 ~ Helpful Hints

Data entry personnel have found the following tips helpful in completing Form Tallies.

- If a group of forms will not save, make sure that you did **NOT** hit the <**Enter**> key after your last entry

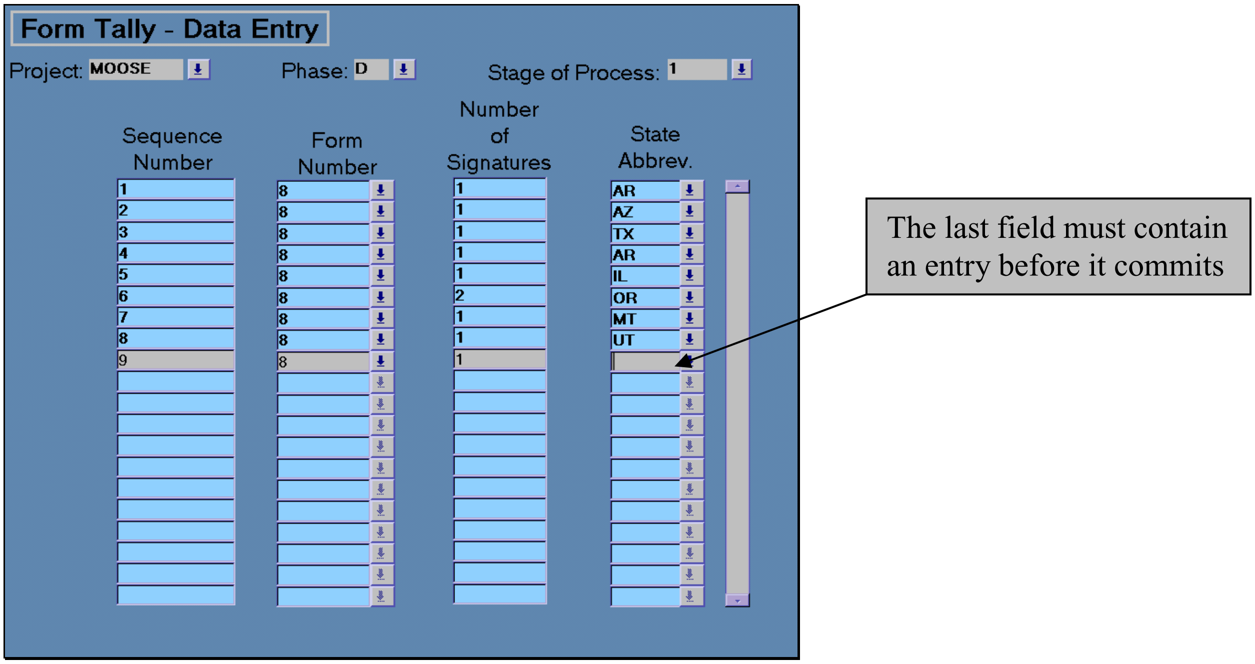


Figure 8.5: Form Tally that cannot be committed

- To remove a record, make sure appropriate record has gray fill, click on <**Record**, <**Remove**

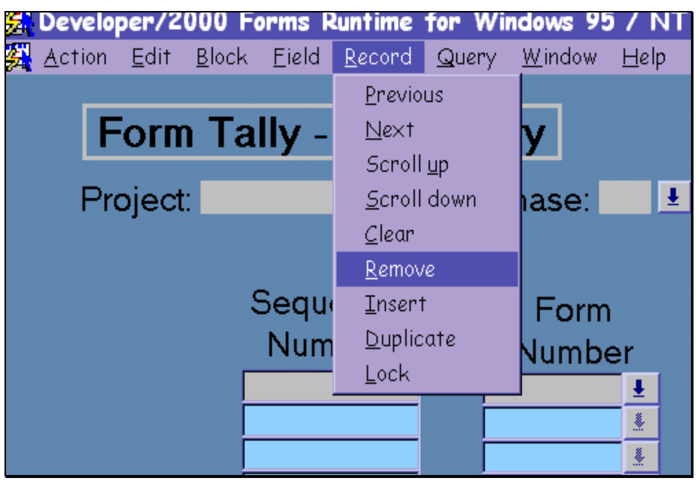


Figure 8.6: Removing a Record

- To track your daily records, you may perform a query. To perform a query, click on the **Queries** button and a Query Screen will appear.

- If you have made a mistake, the Oracle Administrator may alter, add, or delete your records.

Section 8.5 ~ Email & Fax Form Tally

When Emails and Faxes remain in electronic file format in Lotus Notes or through a Fax Server, Form Tally (*Chapter 9: Form Tally*) can be done without the use of any paper.

8.5.1 ~ Lotus Notes Email

In order to tally emails without printing them, you must toggle between the Content Analysis **Form Tally** application in Oracle and the **Lotus Notes** project database.

- Open the Form Tally screen and the **Form Folder** in Lotus Notes that you wish to tally
- Set up the **Form Tally** application to the desired project and the appropriate form number, etc.

By pressing **Alt+Tab**, you may toggle between the Form Tally active screen and the Lotus Notes active screen.

1. Press **Alt+Tab** to move back to the Lotus Notes screen
2. Open the first form that you wish to tally
3. View the **# of Signatures** and the **State** of the respondent
4. Press **Alt+Tab** to move back to the Form Tally screen
5. Enter the Signature and State Information of the form in the Form Tally application and then **<Enter**
6. Press **Alt+Tab** to move back to the Lotus Notes screen
7. Open the next form to be tallied by pressing **<Enter** or using the mouse

Repeat steps **3-7** until you have tallied <u>200 records</u> or the <u>entire folder</u>, whichever is less.

8. In the Form Tally application, **Commit** the records you have entered

9. Move the most recently tallied emails into the form's corresponding **Tallied Sub-Folder.** Make sure to move all of the forms you have tallied into the correct folder. You may drag multiple emails to the same folder by selecting all emails you wish to add to the folder with a checkmark to the left of the email.

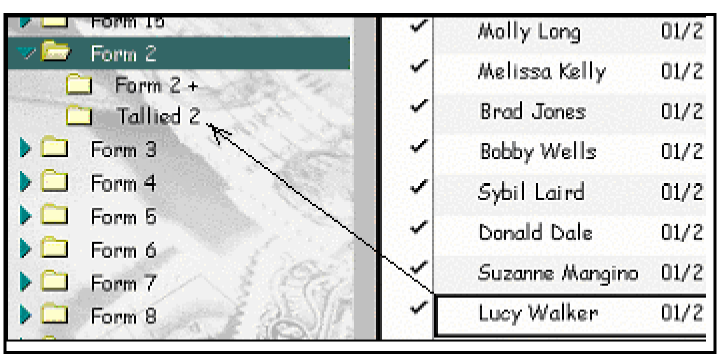


Figure 8.7: Moving Multiple Emails to Tallied Sub-Folder

- Start the entire process over again until the entire folder for the form is tallied.

8.5.1.a ~ Helpful Hints

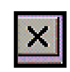
- Check that the correct Project IDs and Form Information are entered **each** time you begin to tally a new batch of forms.
- Remember: **Alt+Tab> State >Enter > Alt+Tab> Enter> Alt+Tab> State > Enter >Alt+Tab** as the pattern to tally with.

8.5.2 ~ Faxes

In order to tally fax .tif files without printing them, you must toggle between the Content Analysis **Form Tally** application in Oracle and the **Folder on the C:Drive** containing the fax files.

- Open the Form Tally screen and the **Form Folder** that you wish to tally
- Set up the **Form Tally** application to the desired project and the appropriate form number, etc.

By pressing **Alt+Tab**, you may toggle between the Form Tally active screen and the Folder screen containing the .tif files.

1. Press **Alt+Tab** to move back to the Form Folder screen
2. Open the first form .tif file that you wish to tally
3. View the **# of Signatures** and the **State** of the respondent
4. **Close** the form .tif file by clicking the **X** in the upper right hand corner of the screen with the mouse 
5. Press **Alt+Tab** to move back to the Form Tally screen
6. Enter the Signature and State Information of the form in the Tally and then **<Enter**
7. Press **Alt+Tab** to move back to the Form Folder screen
8. Open the next form to be tallied by double clicking the .tif file with the mouse

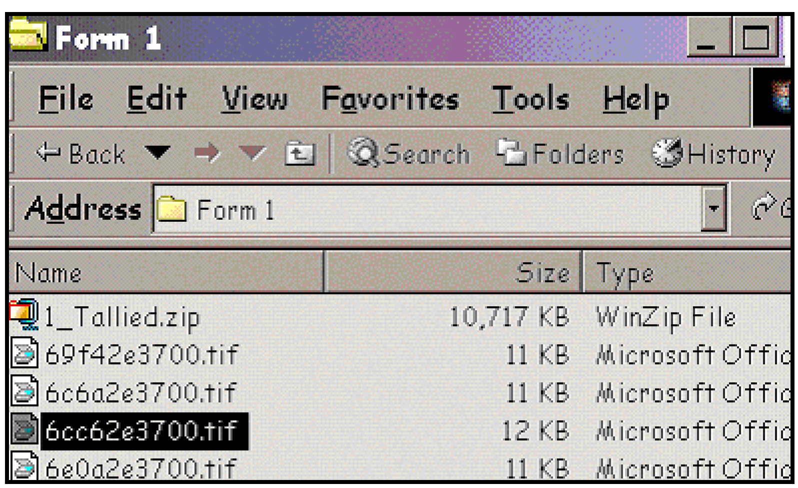


Figure 8.8: Opening Fax .tif Files

Repeat steps **3-7** until you have tallied 200 records or the entire folder, whichever is less.

9. In the Form Tally application, **Commit** the records you have entered

10. Move the most recently tallied emails into the form's corresponding **Tallied .zip File.**
    - Select all files to be added to the .zip file by holding down the **shift** key and highlighting selected files with the mouse
    - With files still highlighted, **Right-click**. Select **Winzip>Add Files to Winzip**

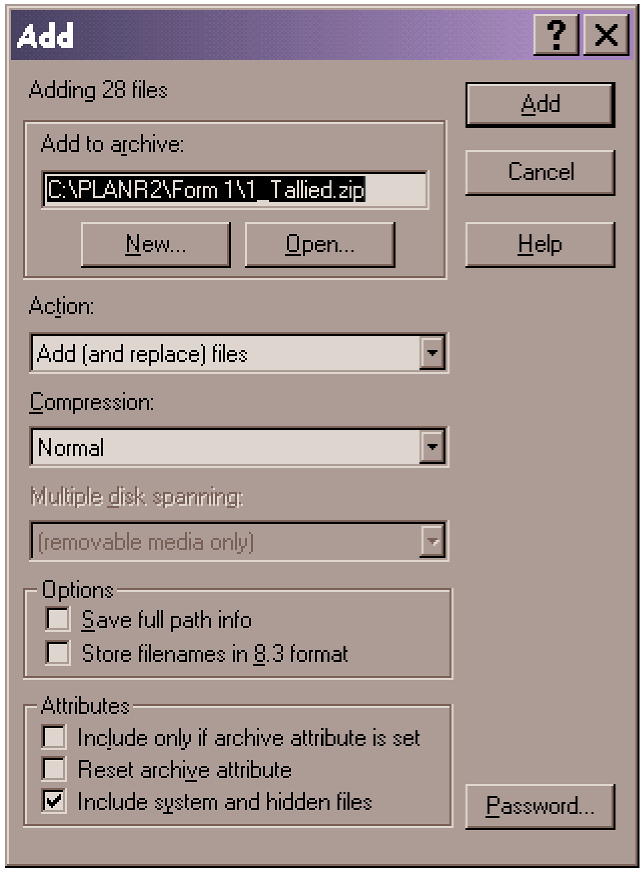


Figure 8.9: Adding .tif files to Zip File

- Click **Add**

Note: Make sure to move all of the forms you have tallied into the correct folder.

- Start the entire process over again until the entire folder for the form is tallied.

8.5.2.a ~ Helpful Hints

- Check that the correct Project IDs and Form Information are entered **each** time you begin to tally a new batch of forms
- Remember: **Alt+Tab> State >Enter > Alt+Tab> Select File> Open File > Close File> Alt+Tab> State > Enter >Alt+Tab** as the pattern to tally with

Chapter 9 ~ The Coding Process

Coding is the foundation of the content analysis process. It provides a starting point for identifying public concerns from letters, faxes, emails, and public hearing transcripts (all generically referred to as "letters" in this chapter). Specific codes are applied to each respondent's comments, which are entered into a database. Database reports are then generated and analyzed to develop public concern lists, appendices, and summaries.

Section 9.1 ~ The Fine Art of Coding

Public comment letters display a range of depth and emotion, and vary from bold, simple statements to highly detailed analyses of a proposal. Coders are charged with the task of dissecting pieces of correspondence and determining which statements are relevant to the proposal, which are outside the scope of the proposal, and which restate comments coded earlier in the same letter. This section explains what a comment is and what the coding process entails.

9.1.1 ~ What's a Comment?

Although many federal agencies use the word "comment" to describe any piece of correspondence submitted on a planning project, the Content Analysis Program uses the word much more specifically. The word "comment" can be defined as a coherent segment of text that will stand-alone as a suggestion, idea, request, or critique. Each comment is assigned a specific Management Action and Affected Resource code listed in the coding structure .It is important to note that although the team considers every word a person writes, a letter may contain zero coded comments or dozens of coded comments.

Public comments can range from general statements or questions ("I like this . . . I don't like that . . . You should do this . . . Why are you . . ."?) to specific discussion of details ("Your analysis of the grazing impacts to allotment 5 does not adequately assess the contribution of . . . ."). It is important that coding captures both the content and emotion of a letter.

Keep in mind that the goal of public comment analysis is to facilitate an accurate and comprehensive response to that comment. According to 40 CFR 1503.4 (a), "An agency preparing a final environmental impact statement shall assess and consider comments both individually and collectively, and shall respond by one or more of the means listed below, stating its response in the final statement. Possible responses are to:

- Modify alternatives including the proposed action.
- Develop and evaluate alternatives not previously given serious consideration by the agency.
- Supplement, improve, or modify its analyses.
- Make factual corrections.

In addition to the reasons identified by regulation, the process of coding searches public comments for people's explanations of why something should or should not be done. Identifying these reasons is important to developing an adequate response to public comment.

It is also important to capture the general feeling of the public. However, sometimes a public comment does not appear directed at the specifics of the project. These comments are considered "out of scope"—outside the scope of the project. There are two different kinds of out of scope responses, each of which we deal with in a different way. The first kind is a response regarding one project that somehow gets mixed in with the response of another. Usually the mail sorters notice and identify this kind of out of scope response and redirect to the correct project or agency. If you should come upon one of these letters while coding, please bring it to the attention of the Team Leader. The other kind of response is where the sender actually is directed toward the particular project, but is not really relevant. While not necessarily related to evaluation of alternatives or modification of analyses, comments outside the scope of the project can provide important insight into the concerns of people and how they perceive the project. Entire letters considered "out of scope" are generally logged and returned to the client for further evaluation.

Some comments are within the scope of the project but not codeable. Examples of this type of comment would include attachments such as newspaper articles, independent studies, etc. *(see Coding Attachments)* or anecdotal comments ("My family has been spending our summers in Housekeeping Camp for the past 20 years . . .").

9.1.2 ~ Coding Structure Development

The coding process begins with the development of a coding structure, which is a topical outline with alpha and numeric codes attached (*see Appendix for a Standard Coding Structure Template*).The coding structure is used as a tool to identify public comments and sort them into recognizable topic categories. Once comments are assigned codes, they are then entered into a database from which they can be reported and sorted in any combination needed for analysis.

The coding structure is logically organized to capture potential public comment on a proposal. It includes main topic areas addressed in the proposal as well as those not addressed but still likely to receive comment. Letters arriving early in the project may help identify these additional areas of concern. The coding structure should be both flexible enough to account for this wide range of information and specific enough to avoid ambiguity in coding.

Coding structures are organized into Management Action and Affected Resource codes. The Management Action code represents a specific action that is requested by the individual submitting the comment. A Management Action code is made up of a subject code and a category code. Subject codes are five-character alpha codes that represent broad themes associated with a project, such as natural resources, economics, wildlife, etc. Coders should be able to easily recognize sections by subject code names. For example, the **environment** subject code might be assigned the letters **ENVIR**. Category codes are five-digit numeric codes that define specific subtopics within each subject code, and they are generally arranged from the general to specific with subcategories nested within categories. For example, the LEGAL subject code has a general category code of 30000 and includes a category entitled Federal Laws, Acts, and Policies – 30300, under which several subcategories are nested including NEPA (National Environmental Policy Act) 30301; APA (Administrative Policy Act) 30302; CAA (Clean Air Act) 30303; CWA (Clean Water Act) 30304. *(See Example 1)*

Example 1 ~ Management Action Codes (With Subject and Category Codes)

LEGAL 30000 Relationship to Applicable Laws, Regulations, and Policies

Subject code

Category code

30100 Adequacy of analysis
30200 Constitution
30300 Federal Laws, Acts, and Policies
30301 NEPA (National Environmental Policy Act)
30302 APA (Administrative Procedures Act)
30303 CAA (Clean Air Act)
30304 CWA (Clean Water Act)
30305 ESA (Endangered Species Act)
30306 Fish and Wildlife Conservation Act
30307 Migratory Bird Treaty Act
30308 50CFR 21.43 (Depredation Order)
30309 FIFRA (Federal Insecticide, Fungicide, and Rodenticide Act)
30400 Relationship to state and local policies and laws
30401 North Dakota Century Code
30402 North Dakota Pesticide Act of 1975
30403 South Dakota Statutory Titles Chapter 11 Section 41-11-10
30404 South Dakota Codified Laws, Title 38 Sections 20, 20A, 21
30405 Administrative Rules of South Dakota (Water Quality)

CATEGORY 2 FIELD

Affected Resource Code (the whys – the effect)

The third code assigned to a comment is the Affected Resource code. This code represents either the reason why the specific management action is requested or the resource that is affected by the action. Affected Resource codes are three digit numbers that generally correspond to the numerical scheme of the Management Action codes. In the following example, the affected resource code for Legal is 300 while the Management Action codes for Legal are found under LEGAL 30000. (*see Appendix for standard Affected Resource codes*)

100 – Planning decisions/decision authority
101 – Other USDA/APHIS rules/policies
102 – Administrative effectiveness/efficiency
103 – Trust and integrity - general
104 – T&I USDA/APHIS
105 – Influence of interest groups
106 – Influence of industry groups
107 – Influence of environmental groups
108 – Public relations/public involvement/public opinion
109 – Adequacy/availability of information
110 – Outreach/agency communication efforts
111 – Public education/understanding
112 – Relations with other agencies/orgs
113 – Agency funding/staffing/structure

200 – Alternatives

300 – Laws, policies, and legal issues

9.1.2.a ~ Project Specific Database Setup

The Project database setup establishes the project coding structure and demographic codes that ensure that all entered data are consistent and accessible. This setup step is necessary before any response data can be entered. The Project Team Leader determines the Project Setup data through the creation of the project coding structure at the beginning of each project. Data entry enters this data into the program. If there is a change in the coding structure, make sure it gets added or deleted in the setup.

The following is a list of specific areas of the database that require setup at the beginning of a project.

Project Code

The Project Code is an up to six-character alpha/numeric code used to identify a project (e.g., SNFP; Sierra Nevada Framework Project, or PLANR; Planning Regulations) for the project code. This project ID will remain the same throughout all of the different phases of the project.

- In the CAT program click on **File>Project Setup>Project Code**.
- A list of all CAT projects appears. Press [**F6**] or select **Record**>**Insert** to insert a new project code.
- Enter the Project Code in the **Code** column and a description of the project code in the **Description column**.
- **Commit**.

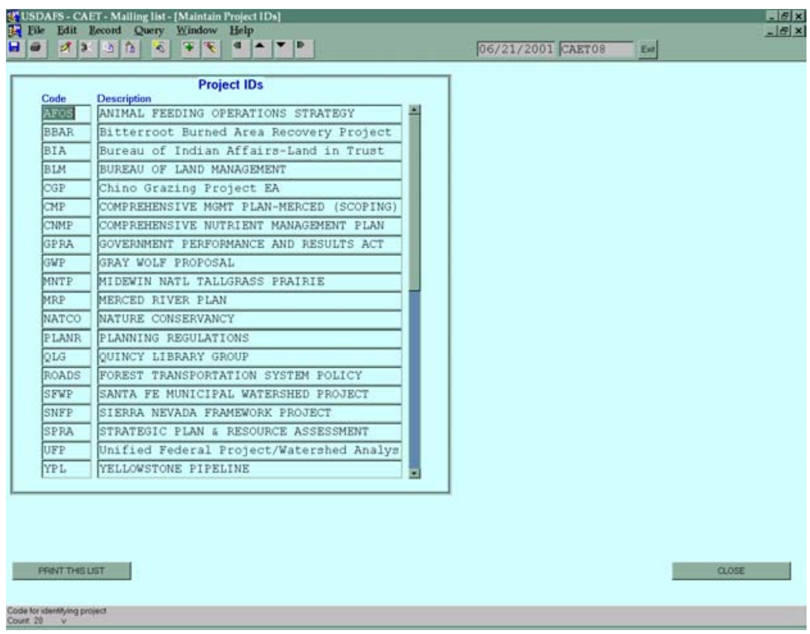


Fig. 9.1 Example 2 ~ Project Code Setup Form

Phase

The Phase code is a one-character alpha/numeric code that indicates the stage of the project in relation to the NEPA or Rule-making process (P: Pre-scoping, S: Scoping, D: Draft EIS, E: Draft Supplemental EIS, F: Final EIS, I: Interim Directive, A: Advanced Notice of Proposed Rule, R: Proposed Rule, and U: Unspecified.).

- Click on **File>Letter Setup>Phase**.
- In this form, query the appropriate project.

- Click on the arrows in any block and a drop-down list of all possible entries for that field appears. Choose the appropriate entry.
- **Commit**.

Stage of Process (SOP)

The Stage of Process code is a one digit numeric code that indicates the current stage of process for the project. In the SOP description, enter the comment period dates. If the comment period gets extended, use a new SOP period. This allows you to run separate database reports for each comment period.

- Click on **File>Letter Setup>Stage of Process**.
- In this form, **query** the appropriate project.
- Enter the code and a description of the code in the Stage of Process block.
- **Commit**.

The letter attribution codes can be transferred from the Master Project set up in the Oracle Program. The Project ID in Oracle is called: MTRPRJ

An Oracle Administrator can transfer these codes.

Response Type

The Response Type identifies the specific format of correspondence. The code is an up to two numeric codes.

- Click on File>Letter Setup>Response Type.
- Query the project in the Response Type field.
- Enter the response codes and descriptions.
- Commit.

Delivery Type

The Delivery Type is an up to two-character alpha/numeric code that identifies how the letter was received.

- Click on **File>Letter Setup>Delivery Type**.
- **Query** the project in the Delivery Type field.
- **Enter** the delivery codes and descriptions.
- **Commit**.

Immediate Attention

Immediate Attention codes are applied only to those responses requiring immediate response from the client. The Immediate Attention codes are listed in order by priority. If more than one code applies to a single response, the code with the highest priority is attached. There are six standard numeric immediate attention codes. A red “Post-It Flag” with the corresponding code on it is attached to the left side of the coded working copy to indicate it meets the requirements for one of the Immediate Attention categories. The Immediate Attention code is an up to two-character alpha/numeric code.

- Click on **File>Letter Setup>Immediate Attention.**
- **Query** the project in the Immediate Attention field.

- **Enter** Immediate Attention codes and descriptions.
- **Commit**.

User Type

The User Type code is an up to four-character alpha/numeric code that identifies the purpose for which a respondent uses public lands (e.g., Rock Climber, Hiker, Biker, Area Resident, etc.). This is an optional field provided at the clients' request.

- Click on **File>Letter Setup>User Type**.
- **Query** the project in the User Type field.
- **Enter** User Type codes and descriptions.
- **Commit**.

Letter Generator Number

A letter generator is created when an organization uses an interactive website that contains a selection of comments from which a respondent composes a letter. Letter generators are given unique numeric codes and descriptive names, and are copied and posted for easy access.

- Click on **File>Comment Setup>Letter Generator**.
- **Query** the project in the Letter Generator field.
- **Enter** Letter Generator numbers and descriptions.
- **Commit**.

Form Number

A form is defined as five or more responses received separately but containing virtually identical text. Each new form is given a unique number (in ascending order) and descriptive name by the forms coordinator for tracking purposes. The form code is an up to five-character alpha/numeric code.

- Click on **File>Letter Setup>Form Number**.
- **Query** the project in the Form Number field.
- **Enter** the Form Number and description.
- **Commit**.

Common Interest Class

The Common Interest Class is the up to five-character alpha/numeric code that categorizes respondents' overall views on a particular project. This is an optional field.

- Click on **File>Letter Setup>Common Interest Class**.
- **Query** the project in the Common Interest Class field.
- **Enter** the Common Interest codes and descriptions.
- **Commit**.

Request for Information

The Request for Information code is an up to five-character alpha/numeric code that identifies the type of request for information pertaining to the proposal (e.g., requests for a copy of the DEIS summary, full copy of the DEIS, a full copy of DEIS on CD, etc.). There are currently eleven designated Information Request codes. The code is written on a blue “Post-It Flag” and attached to the left side of the working copy.

- Click on **File>Letter Setup>Request for Information.**
- **Query** the project in the Request for Information field.
- **Enter** the Request for Information codes and descriptions.
- **Commit**.

Comment Extension Period

The Comment Extension Period code is used to identify requests to extend the comment period. Standard list:

- Click **on File>Letter Setup>Comment Extension**.
- **Query** the project in the Comment Extension field.
- **Enter** the Comment Extension Period codes and descriptions.
- **Commit**.

Organization

The Organization code is an up to two-character alpha/numeric code representing various Org types. Although these codes often remain the same from project to project, to be consistent the codes are entered for each project.

- Click on **File>Letter Setup>Organization Type**.
- **Query** the project in the Organization Type field.
- **Enter** the organization data.
- **Commit**.

Subject

The Subject code is an up to five-character alpha/numeric code that represents broad themes associated with each project, such as natural resources, economics, wildlife, etc.

- Click on **File>Comment Setup>Subject**.
- **Query** the project in the Subject field.
- **Enter** the Subject codes and descriptions.
- **Commit**.

After each subject is committed follow the steps to enter the subsequent category information.

Category

The Category code is an up to five-digit alpha/numeric code that that defines a specific subtopic within each subject code, arranged from general to specific.

- Click on **File>Comment Setup>Category**.
- **Query** the project in the Project/Phase block of the Category field.
- Select a subject and enter each category and its description into the Category Codes.
- Select the next subject and enter the corresponding category codes and descriptions.
- **Commit.**

Repeat this procedure for each subject.

Category 2 Code, Site Specific 1 and 2, Optional 1 and 2

Alternative codes consist of the following fields: Category 2, Site Specific 1, Site Specific 2, Optional 1, and Optional 2. These are used on some projects to identify specific information not provided by Subject and Category codes. Alternative codes also provide an efficient way to access data for some reports. These codes are comment-specific and follow code entries in the left margin of the coded letter. Examples of possible Alternative type codes are national forest acronyms, regulation numbers, standard and guideline numbers, region numbers, theme codes, and Environmental Impact Statement (EIS) alternative numbers *(See Example 4)*.

- Click on **File>Comment Setup>Alternate, Site Specific, Optional 1, or Optional 2** (All of these forms are formatted identically).
- **Query** the project in the selected field.
- **Enter** the codes and their descriptions in the appropriate blocks.

Important: Database setup must be completed before the Mail ID process and letter entry can begin.

Remember: Close forms. Do not minimize them.

9.1.3 ~ Coding Process

The job of the coder is to determine which Management Action and Affected Resource codes apply to a variety of responses. Sorting through this information can be a daunting task. Therefore, Content Analysis Team developed some basic rules for coding public comments to allow more consistency and less redundancy:

- Be concise and avoid coding lengthy sections. However, in order to accurately reflect a person’s sentiments, it may be appropriate to code a large portion of a response document as one comment. Code what is necessary to capture why someone feels a certain way.
- Be as specific as possible without losing the substance of the comment. In other words, do not split paragraphs so that the full meaning or emphasis of the comment is lost. When in doubt, lump rather than split. If the coded comment cannot stand alone, then go back and reread the entire section and include any additional information necessary to form an understandable comment.
- Try to avoid redundancy. If you’ve already captured the facts or sentiments of a statement in an earlier comment in the same letter, then skip it. You don’t need to code every line, especially when it’s been expressed somewhere else in the document. You may want to write “already coded” in the left margin as a hint to your second reader.

9.1.3.a ~ Management Action Coding

Identifying Comments and Their Subjects

Read each comment and identify:

WHO is the comment directed to?

WHAT is the respondent asking for?

WHERE is the location that the comment is directed to?

WHEN should this activity/action take place?

WHY is the respondent asking for a certain activity/action?

HOW can the Forest Service (or other agency) accomplish what the respondent is asking for?

The following is a set of basic rules and processes to ensure more accurate and efficient subject and category coding:

- Be consistent when selecting a subject and category code for certain types of comment. For example, all comments about snowmobile access on public lands get coded to RECRE 42300. Consistency helps ensure that information is located within relatively discrete sections of the database, which increases the efficiency and accuracy of the public concern identification process. When overlap or ambiguity occurs, team members decide as a group where the specific comment type should be coded. These items should then be documented in a "coding bin" (list of group coding updates), which should be posted in the coding room or made available in hard copy form.
- Pick the Management Action code that best captures the action requested by the individual writing the comment.
- Always code in pencil to allow for corrections.
- Mark coded comments by placing brackets before and after the selected text.
- Enter the Management Action and Affected Resource codes in the left margin of the coded comment. This allows data entry personnel to easily read and track comments. If there is no room in the left margin, use your best judgment in writing the code where data entry can easily read it. When a comment continues onto the next page in a letter, write "cont" after the category code so that data entry personnel can easily track the comment.

Figure 9.2 Example 3 ~ Coded Letter

59470 P 1

01-013-1
B1-127

JUDITH M. YERKEY

DETROIT PEREGRINE COORDINATOR ~ MDNR/NGWF/NHP - GRANTEE ~ 18922 Kenosha ~ Harper Woods, MI 48225
Phone (313) 527-O692 ~ Fax (313) 527-0692** ~ Home Phone (313) 527-0692 ~ **Email: anatum@earthlink.net**

18 April 2001

Docket 01-013-1
Regulatory Analysis and Debelopment,
PPD, APHIS,
Suite 3C03
4700 River Rd., Unit 118
Riverdale, MD 20737-1238

I	M							
RT	DT							

RE: Docket 01-013-1

The proposed plan for the poisoning of Red-winged Blackbirds should be denied for the following reasons: Repeat 3X

MGMNT 25300 416 1. These birds are prey for non-target wildlife. The concern here lies in the fact that the **Peregrine Falcons** take Red-wing Blackbirds as one of their many species of birds for their prey. The Peregrine Falcons were driven to the brink of worldwide extinction from the use of DDT for the eradication of insects. The poison was absorbed from the birds that ate the sprayed insects/plants then it was stored in the peregrine's fat tissue interfering with the production of calcium for egg formation. **This can happen, again!**

MGMNT 25300 419 2. Other non-target species of wildlife will be affected. Animals that feed upon the dying birds would be impacted. Raptors (hawks, eagles and owls) feed upon those animals! Hawks would also feed upon those poisoned birds!

MGMNT 25300 417 3. Poisoning these blackbirds would never effectively protect the sunflowers from damage since these species are so abundant!

Please reconsider!

Respectfully,

Judith M. Yerkey

Judith M. Yerkey,
S'e MI Peregrine Coorinator,
Grantee: MIDNR/NGWF/NHP
18922 Kenosha
Harper Woods, MI 48225
(313) 527-0692 (voice/fax)
anatum@earthlink.net

RECEIVED
APR 05 2002
CAET

RECEIVED
APR 23 2001

J 6/13/02
HF 6/14/02

- When splitting out bulleted statements or separate sentences from within a paragraph to place into different code categories, consider whether you have coded a complete thought or concern. In order to ensure the integrity of the comment, sometimes you should include the lead-in statement with each comment. See Example 3 for an example of repeating a statement for bulleted comments.

- Without the lead-in statement, the bulleted comments lose the intent of the writer. Code the lead-in statement by writing "REPEAT" in the left margin along with the total number of comments included with the statement. In this example you would write "REPEAT 3 times" in the left margin by the lead-in statement and color the lead statement as you would for other coded comment.
- Do not include transitional phrases such as "because," "however," "in addition," or an ellipsis at the beginning of a coded comment. Begin your first bracket after the transitional phrase, and make sure the rest of the sentence can stand alone to represent the respondent's comment accurately.

9.1.3.b ~ Alternative Codes

Alternative codes consist of the following fields: Category 2, Site Specific 1, Site Specific 2, Optional 1, and Optional 2. These are used on some projects to identify specific information not provided by Subject and Category codes. Alternative codes also provide an efficient way to access data for some reports. These codes are comment-specific and follow the Management Action and Affected Resource code entries in the left margin of the coded letter. Examples of possible Alternative type codes are national forest acronyms, regulation numbers, standard and guideline numbers, region numbers, theme codes, and Environmental Impact Statement (EIS) alternative numbers *(See Example 4)*.

Figure 9.3 Example 4 ~ Alternative Codes **Letter with alternative codes**

SITE SPECIFIC 1 FIELD

PNF - Plumas NF
ENF - Eldorado National Forest
LNF - Lassen National Forest
MDF - Modoc National Forest
TNF - Tahoe National Forest
LMU - Lake Tahoe Basin Management Unit
STF - Stanislaus National Forest
SQF - Sequoia National Forest
SNF - Sierra National Forest
INF - Inyo National Forest
PSW - Pacific Southwest Research Station
RO5 - Regional Office, Region 5
SAC - Sacramento/Sierra Nevada Framework Project
TOF – Humboldt/Toiyabe NF, Region 4
XXX – No originating forest

100000

MID	OT	S	RT	DT	IA	UT	LG	F	CIC	RI	CE
99991	*G*	*1*	*1*	*E*							

GG 01/01/01

USDA Forest Service
Sierra Nevada Framework
PO Box 7669
Missoula, MT 59807

Comments on Sierra Nevada Forest Plan Amendment Draft Environmental Impact Statement

ECONO [I am sitting here, in the middle of our grazing
81200 allotment on the **Modoc National Forest**, writing to
100 you about a most important proposal. If either of the
MDF preferred alternatives are implemented our livelihood will
be negatively effected.]

PLANN[I'm having a hard time becoming motivated to write
15100 these comments. We have been bombarded with such an
100 array of proposals that we can't keep them straight. We
XXX don't understand what the overall, combined effect of the
roadless, roaded, business plan, water plan, framework, etc. will be. No analysis has been offered to the public. I've heard the same from USFS personnel, we don't have the time to do our work plus the reading, research, and critical thinking and writing needed for all of these proposals.]

9.1.3.c ~ Coding Long, Dense Letters

Concise letters that are well-organized and well-written often contain many codeable comments. These letters can be challenging and may be a bit confusing. You will need to be more attentive when coding these lengthy letters. Some will receive a red flag and an Early Attention code (*see Early Attention)* that shows they require detailed review by the agency. In most cases, you will also code them, but the amount you code will be determined by the type of letter and the client's needs and wishes. You may want to consult with your team leader when you begin to receive big letters on a project. Below are a few types of lengthy letters and some advice on handling them:

- *Letters that analyze the proposal in detail*. These letters may be 10 to 20 pages long or even longer. As long as the comments can be separated and sorted without losing valuable context, code as you would normally. Because authors of these letters often repeat themes in introductions and summaries, as well as in the body of the letter, watch out for duplication. If you have already coded a particular sentiment on page 3, don't code it again on page 13. If the comment on page 13 is more clearly worded or includes more useful detail, code the comment on page 13 and erase the codes for the same type of comment on page 3. As a hint to your second reader, you may want to write "already coded" in the left margin near the comment not selected.
- *Legal letters that analyze the proposal in detail and supply numerous pages of legal arguments and citations.* Again, as long the comments can be separated and sorted without losing valuable context, code them. However, you will want to cut out not only duplication, but also much of the legal minutiae not central to the authors' main points. These letters generally are well-organized around topic headings that identify respondents' primary concerns. Make sure to code any informative topic headings and adequate supporting information. Some of the legal arguments will be relevant and should be coded, but pages of case histories often add little value to the database. Check with your team leader or ask an experienced second reader to check your coding. The second reader is responsible for ensuring that the first reader attaches red flags to these letters *(see CH 10 First and Second Readings)*. A red flag indicates to client that the particular letter is worthy of special attention and consideration.
- *Letters with voluminous attachments, including newspaper articles, research studies, statistics, etc.* Sometimes letters with attachments can pass the 1,000-page mark, and while some of these attachments must be coded, some can be left alone. Consult with your team leader regarding how much to code *(see Coding Attachments)*.
- *Letters with fully developed, detailed alternatives.* Often the text of a fully developed alternative loses value out of context. Usually you will code some of the summary information but not the entire text. You will want to check with your team leader regarding the client's wishes for how to analyze a comprehensive alternative.

9.1.3.d ~ Coding Attachments

Some individuals responding to a call for public comment will include attachments in the form of newspaper articles or editorials, journal articles, doctoral dissertations or other written material. All attachments shall be coded to the standard attachment code ATTMT 99999, and code the subject of the attachment to the affected resource. Code only the title of the attachment and the citation (author and publication). Do not code the attachment itself unless the author of the attachment is the same as the person submitting it. In that case, you will code the attachment as you would any other response.

If, for example, an individual attaches a journal article written by a colleague on the impact of roadless areas on water quality, the attachment will be assigned a management code of ATTMT 99999 and an affected resource code that captures the water quality aspect of the article.

Another type of attachment that occasionally appears is when an individual submits an email with the comment on a project attached as a word document. In this situation, first ensure that the document has indeed been attached to the email and was downloaded by the data technicians. Next, the attached comments should be coded as usual (assuming the attached document was written by the sender of the email).

9.1.3.e ~ First and Second Readings

Letters are read two times to ensure accuracy and consistency. The following defines the roles and responsibilities of first and second readers in the coding process.

First Reader's Responsibilities:

The first reader reviews letters and codes comments according to the coding structure and "coding bin" items. The specific tasks of the first reader include the following:

1) Ensuring that a letter is in scope. If not, the letter is filed in the "Out of Scope" folder.
2) Ensuring that a letter is not a form *(see Chapter 10 for instructions on how to identify and process forms)*.
3) Assigning header codes *(see Demographic and Header Information)*.
4) Placing brackets before and after the comment.
5) Assigning Management Action and Affected Resource codes to each comment in the clearest location on the page—in the left margin when possible.
6) Assigning alternative codes if applicable.
7) Applying red or blue flags, if applicable, to the *left* edge of the page.
8) Initialing and dating the lower right corner of the first page.

Second Reader's Responsibilities:

The second reader reviews the coded letters and either concurs with the first reader or revises the coded comment(s). Before making changes, the second reader needs to consult with the first reader. If the second reader finds regular occurrences of what the reader perceives to be a specific coding error, the second reader should discuss the perceived inaccuracy with the first reader and determine the best code for that specific type of comment. The specific tasks of the second reader include the following:

1) Checking header information for accuracy.
2) Checking that correct alternative codes have been assigned, if applicable.
3) Checking Management Action and Affected Resource codes for accuracy.
4) Coloring comments.
5) Numbering comments—*only* if the letter is a form master or a form with additional comments *(see Chapter 10, Forms)*.

6) Initialing and dating the lower right corner of the first page below the initials of the first reader.

Coloring the comments

The second reader also has the task of coloring the coded comments. After reviewing the coded letter, the second reader colors each comment with highlighter pens. Coloring helps to reduce error and eye strain when comments are entered into the database. The basic rules of coloring are these:

- Use only transparent colored highlighter pens.
- Color the comment along with its corresponding codes.
- Color only around the perimeter of the comment and codes. Do not highlight all text or every other line in the comment.
- Alternate colors to help data entry personnel keep track of their place while entering comments.
- Avoid dark colored highlighter pens that make it difficult for data entry people to read the text (purple, etc.).

Alternate Second Read Option

On a project specific basis, there is another type of second read that may be employed. This type of read is generally known as the "group read" and involves the printing out and group review of a database to help ensure consistent and correct coding. This process, which may be modified for different projects, can be summarized as followed:

1) First reads are done as usual.
2) One person is in charge of second reads. The headers are checked for accuracy and the comments are colored.
3) The comments are entered into the database.
4) A database is printed and reviewed for accuracy by the coding team. Each Management Action and Affected Resource is checked for consistency.
5) Any changes are entered into the Oracle database.
6) The original coded letters are pulled and changed as needed.

Depending on the size and complexity of the project, a database may be reviewed only once or may be reviewed several times at various stages of the project. In some cases, only certain sections of the database may have to be reviewed by the coding team. The Team Leader will make the determination as to the frequency and detail of database review sessions.

Section 9.2 ~ Letter Attribution Information

Demographics give clients the opportunity to identify information including geographic area, organization affiliation, response type, and number of respondents. The demographic data is supplied by information entered into the Mail Identification (Mail ID) tables in the database by the Data Technicians. The Data Technicians will assign each letter a Mail ID number while Coders fill in the additional header or letter attribution information. These fields are named accordingly in Oracle: Org Type (OT), No of Sigs (S), Response Type (RT), Delivery Type

(DT), Immed Attn (IA), User Type (UT), Letter Generator (LG), Form No (F), CIC (CIC), Req for Info (RI), and Comment Ext (CE).

9.2.1 ~ Letter Attribution Fields

x	x	x	1	x	x

Each box is labeled at the bottom with header codes that identify a demographic type. The goal is to organize header information from each response, which allows for more efficient processing of header information into the database. Information displayed in each box provides critical data used in reporting and in the appendices *(For description of letter attribution information see CH 6, Letter Information Block)*.

9.2.1.a ~ Letter Attribution Descriptions

The following are descriptions of the header codes displayed at the top of each response and the information captured within each code. Header code information is subject to change depending on the specific project. These are standard and optional codes to choose from.

MID (Mail Id) Field *(required)*

The Mail ID is a unique number that is associated with respondent’s name and address information. The Mail ID number is assigned by the database.

Org Type Field (OT) *(required)*

The Organization Type code identifies a specific type of organization, association, agency, government agency, elected official, or individual. The following are standard organization types:

Government Agency/Elected Officials

Code	*Description*
F	Federal Agency/Elected Official
N	International Government/Association
S	State Government Agency/Elected Official/Association
C	County Government Agency/Elected Official/Association
T	Town/City Government Agency/Elected Official/Association
Q	Tribal Government/Elected Official/Tribal Member/Assn

***Interest Group* (includes legal representatives of interest groups)**

A	Agriculture Industry or Associations (Farm Bureau)
B	Business (my/our (someone speaking for or as a business owner), chamber of commerce)
D	Place Based Group (homeowner’s associations, planning cooperatives, i.e. Quincy Library Group)
E	Government Employee/Union

G	Domestic Livestock Industry (incl. permittees)
H	Consultants/legal representatives
I	Individual (unaffiliated, unknown or unidentifiable)
J	Civic Group (Kiwanis, Elks, Community Councils)
K	Special Use Permittee (Rec. homes, Backcountry huts, Outfitter/Guides)
L	Timber or Wood Products Industry or Associations
M	Mining Industry/Association (locatable)
O	Oil, Natural Gas, Coal, or Pipeline Industry (leasable)
P	Preservation/Conservation
R	Recreational (motorized/non-motorized, conservation, non-specific (-use this general code when client does not require the specific recreational organizations- see below)
U	Utility Group (water, electrical, gas)
X	Conservation District
Y	Other or unidentified Organization
Z	Multiple Use or Land Rights Organization

***Optional Organization Codes* (Project Specific)**

AD	Academic (professor, research scientist, university department)
AR	Animal Rights (humane treatment org)
BL	BLM employee
BI	BIA employee
CF	Commercial Fishing
CH	Church/Religious Group
EO	Extension Office (University)
FS	Forest Service Employee (analyzed separately)
HT	Hunting/trapping industry or Organization
KS	Special Use; Ski Industry (operators, management, interest group
LO	Private Land Owner
MN	Miners (unspecified)
NP	National Park Employee
PA	Professional Association/Society
QQ	Tribal Non-Governmental Organization/Member
RB	Mechanized Recreation (bicycling)
RC	Recreation/Conservation Organization (Trout Unlimited, Elk Foundation)
RM	Motorized Recreation (4X4, OHV, snowmobiling)
RN	Non-Motorized/Non-Mechanized Recreation (hiking, x-c ski, horse/stock animals)
SF	Small farms/farmers
XX	Regional/other governmental agency (multi-jurisdictional)

*There may be additional Organizational Types added on a project specific basis.

Notes on Organization Type Identification:

Letters from businesses are categorized as "B" only if you believe or they assert they are impacted by the decision, otherwise they are considered to be individual responses. A letter from a member of an organization is considered to be an individual response unless the author is writing on behalf of the organization.

Letters from government employees submitted as personal are categorized as "I" rather than as codes F, N, S, C, T, Q, which are reserved for official comments from an elected official or government agency or department. Letters from government employees submitted on government letterhead or via government email are considered to be internal comment, and are separated from public comment and analyzed separately.

Sigs Field (S) *(required)*

The number of signatures is the total count of names associated with a particular Mail ID number. The procedure for determining the number of signatures per Mail ID number is consistent across all response types. In other words, letters, emails, and other response types will be treated the same for determining the number of signatures.

- Each individual name associated with one Mail ID is counted as one signature.
- When a Mail ID has no complete name associated with it, such as an anonymous letter or an email address, it is counted as one signature.
- Mr. and Mrs. are counted as two signatures.

Response Type Field (RT) *(required)*

The ***Response Type*** identifies the specific format of correspondence. The following is a standard list of Response Type codes and definitions:

Code	*Description*
1	Letter (postal service, FedEx, UPS, etc.)
2	Form/Letter Generator
3	Resolution (generally from local Government such as a County Commission)
4	Action Alert (NGO constituent comment guide)
5	Transcript (dictated Audio, Video, Telephone response)
Optional Project Specific Codes:	
6	Public Meeting Comment Form
7	Public Meeting Transcript (hearing/oral testimony)
8	Public Meeting Group Notes
9	Workshop Notes
10	Web-based Comments
11	Petition (use when project petitions are of interest)

Delivery Type Field (DT) *(required)*

The ***Delivery Type*** is the mode of delivery of the original correspondence.

Code	*Description*
E	Email

F	Fax
H	Hand delivered/oral testimony (personally delivered)
M	Mail or Commercial Carrier (FedEx, UPS, includes video, audio, letter format)
T	Telephone
U	Unknown

Immed Attn Field (IA)

Immediate Attention codes are applied only to those documents requiring an immediate or early response by the project team. The Immediate Attention codes are listed in order by priority. If more than one code applies to a single document, the code with the highest priority is attached. For example, if a State Congressman threatens bodily harm to a Forest Service representative, the letter would receive a "1" instead of a "6." A ***red flag*** is attached to the ***left side*** of the page with the Immediate Attention code written on it. There are six standard immediate attention codes:

Code	*Description*
1	**Threat of harm** – Any response that threatens physical harm to the administration or to project or agency personnel.
2	**Notice of appeal or litigation** – Any response that describes intent to appeal an action or brings legal suit on the agency.
3	**Freedom of Information Act (FOIA)** – Any response that officially requests information and documentation under the FOIA.
4	**Proposals for new alternatives (in NEPA documents)** – Any response that discusses a proposal for a new alternative.
5	**Requires detailed review** – Any response that requires a detailed review. These responses may include map enclosures, detailed scientific analysis, or extensive technical edits.
5a)	**Provides extensive technical edits - deletions/replacements (optional)**
5m)	**Map(s) attached (optional, project specific)**
6	**Government entities** – Any response from an elected official, writing in his/her official capacity, from federal, tribal, state, county, and municipal governments; or any official correspondence from a government agency.
6a)	**Requests for cooperating agency status from a government entity**
7	**Requests Public Hearing (optional, project specific)**

User Type Field (UT)

User Type is an optional code supplied by CAT at the client's request. A user code defines the purpose for which an individual, organization, or agency uses public lands. User types vary depending on the project or client needs. Here are some examples of User Types:

Code	*Description*
A	Area residents

B	Businesses and services
K	Bikers
C	Campers
F	Anglers
H	Hikers
P	Photographers
W	Non-motorized watercraft users
R	Rock climbers
S	Stock users
X	No identifiable type

Letter Generator Field (LG)

A letter generator is a document that enables respondents to extract specific text from a selection of prewritten comments. These responses are usually created through an interactive website that offers a selection of comments and allows a person to choose which ones to include in their personal letter. Many projects will not have any letter generators. It is often large, national projects that have portions of letter generators submitted as comment. Example 5 shows a letter generator from the Sierra Nevada Framework Project, a project that attracted the attention of many national environmental groups.

To process this type of response, a team member locates the letter generator, often from the source website, and prints the complete text. From there, the complete text is coded, given a unique numeric code, labeled as the "letter generator master", copied, and posted for reference. Coders need to be familiar with letter generators during the coding process to be able to identify and process them correctly.

Responses that include portions or all of the coded comments from the "letter generator master" with no additional comments are not coded. These responses are linked to the master in the database with a designated "letter generator number." Coders simply write the corresponding "letter generator number" in the LG box of the purple worm. We treat all letter generator responses as if they contain all the comments in the master. If a response includes additional, unique comments, code these and treat the response like a form with additional comments *(see Forms (F))*. Enter the "letter generator number" in the header with a plus (+) sign and code the additional comments(s).

Figure 9.4 Example 5 ~ Letter Generator (LG)

High Desert Multiple Use Collation Page 1 of 2

August 11, 2000

D-10560

USDA Forest Service- CAET
Sierra Nevada Framework Project
PO Box 7669
Missoula MT 59807

RECEIVED
AUG 14 2000
CAET

Dear CAET-USDA

Please accept and fully consider the following comments in opposition to all alternatives proposed by the Sierra Nevada Forest Plan Amendment (SNFPA) Draft Environmental Impact Statement (DEIS).

Dirt bikes, mountian bikes, hiking

The SNFPA is premature and I urge the Forest Service to withdraw it until other pending decisions regarding ~~Forest planning~~ regulations, ~~road maintenance and construction~~ policy, and the Roadless ~~Area~~ Initiative are finalized. At a minimum the comment period must be extended 180 days.

The SNFPA is in direct conflict with many federal laws that mandate the management direction for public lands and natural resources administered by the Forest Service. Federal laws contradicted by this plan include; the National Environmental Policy Act, the Multiple Use and Sustained Yield Act, the National Forest Management Act, the Organic Act, and other federal statutes

The DEIS is deficient in the integration of science, disregards public comments, ignores human needs for forest resources, fails to provide an analysis of a new policy regarding risk to human life and property, and will ensure an imminent legacy of catastrophic and escaped prescribed fires. The SNFPA represents the worst scenario for the management of public land.

Implementing the standards and guidelines as proposed, will circumvent the public process requirements mandated by the National Environmental Policy Act. Before implementing on-the-ground management actions, the Forest Service must include public involvement in site-specific management activities to ensure all aspects and consequences are considered.

The DEIS does not consider the potential impacts of further limiting motorized recreational use on national forest administered public lands. The DEIS does not consider the agencies own information regarding the potential for significant economic, social, and environmental impacts caused by displacing additional motorized uses. Further road closures, when combined with increasing demand for motorized recreational opportunities, are most likely to cause more concentrated adverse effects on the public lands remaining open to motorized use. The SNFPA must address known recreational trends and demands. According to the 1997 Forest Service Resource Planning Assessment, less than 2% of forest users visit Wilderness areas, yet, 18 % of all NF lands are designated Wilderness. Compare that to the fact that driving for pleasure has increased 1,000% (one thousand percent) on national forests since 1950, and roads take up less than 2% of all national forest administered land. In 1997, the public drove over 13 million miles per day on Forest Service roads. Therefore, in an attempt to meet the growing demand for motorized recreation, the loss of motorized access caused by this plan must be mitigated by relocating existing routes or developing new ones before obliteration of existing routes occurs.

The Forest Service should maintain rather than obliterate roads. It is 59 times more expensive to obliterate a road than it is to maintain it. The Forest Service could maintain 8,850 miles of road per year for the cost of obliterating 1,500 miles of existing roads. Considering the increase in recreational demands, this makes a lot more sense.

Proposed standards and guidelines for assessment of dispersed campsites for possible closure is an

http://www.bradyranch-technologies.com/letgen/letter.htm 8/11/00

Form No. Field (F)

The method of processing “forms” began as a device to alleviate the inefficiency of entering multiple copies of the same letter into the database. A “form” is defined as five or more responses received separately but containing text that is so close that there is no significant difference and the difference does not alter the context of the response.

A “master form” is coded and entered into the database with all of the content information. All responses with matching text are then linked to this master form within the database with a designated “form number”*(see example 7).* If a response includes all of the core text from the “master form” plus additional text, it is entered as a “form with additional comments.” Such letters are identified as forms with additional comments by entering their form number in the header with a plus (+) sign *(see example 8)*. All additional comments are coded, numbered using the next sequential number after the last comment number on the “master form,” and entered into the database. If a respondent omits significant portions of the text presented in a given form, or if a respondent makes any substantive changes that clearly alter the context of the form, the response is entered as an individual letter. Duplicate responses from four or fewer respondents are also entered as individual letters.

Each new form is given a unique number and descriptive name. One coder is designated as the “forms/letter generator coordinator” for a project and is responsible for numbering and tracking new forms and letter generators. In addition, the “forms/letter generator coordinator” is responsible for the following tasks.

- Coding all new forms and letter generators and numbering each comment.
- Writing “MASTER FORM” or "LETTER GENERATOR MASTER" along with a descriptive name and a form or letter generator number on the form – preferably at the top of the response when possible.
- Making 3 copies of the “form master” or "letter generator master."
    1) One copy plus the master goes to data entry.
    2) One copy is filed in a separate folder for the “forms/letter generator coordinator.”
    3) One copy is posted in a convenient location for easy access by coders (coding room wall or forms/letter generator book).

All coders are responsible for checking any suspected forms or letter generators against copies of the masters and for giving new forms and letter generators to the “forms/letter generator coordinator” to process. Forms and letter generators with additional comments are generally numbered by data entry using the original “form number” or "letter generator number" followed by a plus (+) sign. These forms or letter generators are returned to the coders who code only the additional comments and apply the next consecutive comment number from the master to the additional comments *(see example 8)*.

Figure 9.5 Example 6 ~ Form Master

MID	OT	S
59660	I	1

RT	DT	IA	UT	LG	F	CIC	RI	CE
2	E				1			

B3-40

"ctuley & mmoore" <mmchris@totalaccess.net> on 12/21/2001 09:38:40 AM

CAET RECEIVED
APR 0 5 2002

To: <regulations@aphis.usda.gov>
cc:

Subject: docket no.01-013-3

My name is Marsha Moore
10 pine valley ct.
paige texas 78659

Under fierce pressure from the National Sunflower Association, the United States Department of Agriculture's Wildlife Services (USDA-WS, formerly Animal Damage Control) is proceeding with plans to poison as many as 6 million red-winged blackbirds during a three-year perioo On December 6, 2001, USDA-WS posted a request for public involvement asking citizens to comment on the scoping document developed for an environmental impact statement (EIS) that USDA-WS is preparing in order to evaluate the effects of reducing blackbird damage to ripening sunflowers in North and South Dakota.

MGNNT
25200
417

[Please help stop the implementation of this egregious, unprecedented attack on wildlife. I urge the USDA-WS to rely only on nonlethal control methods to reduce crop damage by blackbirds.]

Form 1

RK
6/12/02
HF 6/10/02

Figure 9.6 Example 7 ~ Form with additional comments

56684	I	1
MID	OT	S

B3-511

Rebeca Miles <remi7db@yahoo.com> on 01/12/2002 06:24:02 AM

Please respond to remi7db@yahoo.com

To: regulations@aphis.usda.gov
cc:

2	E				10			
RT	DI	IA	UT	LG	F	CIC	RI	CE

Subject: Docket No. 01-013-3

To Whom It May Concern: F-10+

I understand that the current proposal to poison millions of blackbirds is under Docket No. 01-013-3 with the Regulatory Analysis and Development Section.

MGMUT 25200 417

I oppose the chemical poisoning of birds and other wildlife. [Please find more humane alternatives in general, like sterillization or relocation.]

Thank you for considering the public's comments regarding this issue.

Sincerely,

Lelia Cosimbescu, Ph.D.
89 Cor Mar Ln.
Rochester, NY 14616

Do You Yahoo!?
Send FREE video emails in Yahoo! Mail!
http://promo.yahoo.com/videomail/

RK 6/18/02
TB 6/19

RECEIVED

CIC Field (CIC)

The Common Interest Classification codes are an optional. The code represents an effort to capture each respondent's overall view on a proposal. The range of views on a project assumes an almost infinite number of values, as each respondent contributes something personal and subjective to the analysis.

CIC codes are not used as a voting procedure. However, CIC categories provide managers with an estimate of the respondent's range of interests, including a range of management actions that respondents deem appropriate. CIC codes vary depending on the customer needs.

Some examples of Common Interest Classifications are:

Code	*Description*
O	No preference stated. Category O responses are requests for information or are requests to extend the comment period and contain no indication of position or preference.
I	Respondent favors a more restrictive combination of alternatives/policy options. This category includes all responses that claim the chosen alternatives do not offer strong enough protection to roadless areas. These responses may include suggestions for policies not discussed.
II	Respondent favors a less restrictive combination of alternatives/policy options. This category includes most responses that convey a degree of support for the direction of the policy, but with specific exceptions.
III	Respondent favors no action, a combination of alternatives, or general opposition to the plan.
IV	Respondent favors the preferred combination of alternatives or expresses general support for the plan.

Request for Info Field (RI)

Request for Information codes are applied only to those documents with specific requests for information pertaining to the proposal. The client determines the level of specificity for identifying information requests. A ***blue flag*** is attached to the ***left side*** of the page with the information request code written on it. There are currently eleven designated Information Request codes:

Code	*Description*
A	Mailing List only/nothing to code (*do not attach a flag*)
B	Request to be removed from mailing list/Do not include on mailing list (*do not attach a flag*)
C	Request copy of the Federal Register Notice/IDs
D	Other requests for specific information
E	Request for confirmation of receipt

Optional Project Specific Codes:

F	Request for hard copy of summary of the DEIS
G	Request for full hard copy of DEIS

H	Request for CD version of DEIS
I	Request for hard copy of summary of the FEIS
J	Request for full hard copy of FEIS
K	Request for CD version of FEIS
L	Request for draft copy of proposed rule/policy
M	Request for final copy of rule/policy
Ch	Hard copy of Fed Register Notice of the Proposed Rule
Cd	CD of Fed Register Notice of Proposed Rule
Ce	Electronic copy of Fed Register Notice of Proposed Rule

Comment Extension Field (CE)

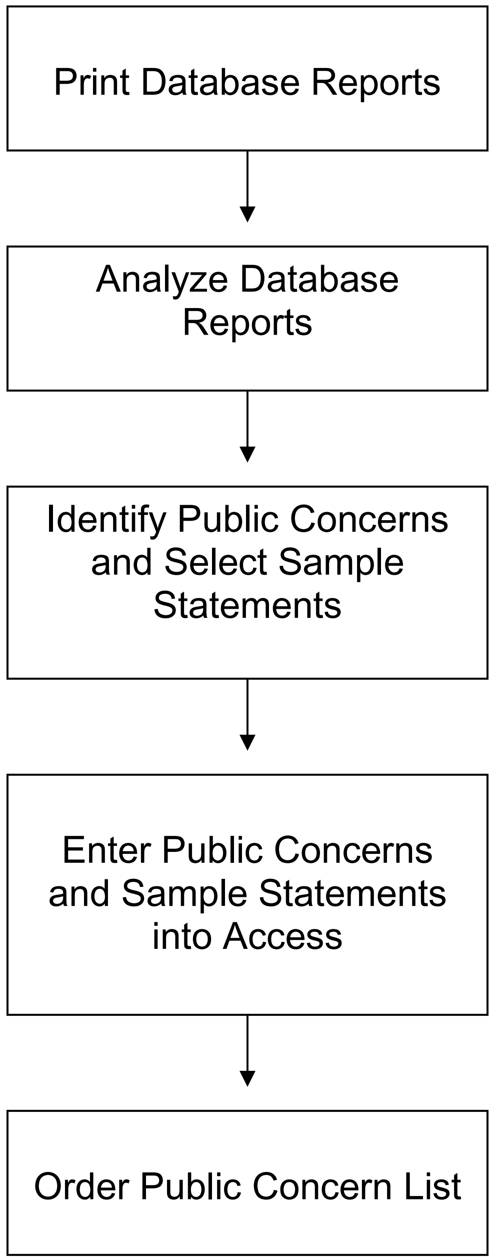
The Comment Period Extension code is entered when there is a specific request for an extension of the comment period included in a letter. A ***yellow flag*** is attached to the ***left side*** of the page with the comment extension code written on it. The following is a list of codes for specific requests for comment period extension:

Code	*Description*
0	General request for extension of comment period
15	Request for a 15 day extension of comment period
30	Request for a 30 day extension of comment period
45	Request for a 45 day extension of comment period
60	Request for a 60 day extension of comment period
90	Request for a 90 day extension of comment period
120	Request for a 120 day extension of comment period

Total Signatures (TS)

This field will tally automatically in Oracle Content Analysis Application form.

Chapter 10 ~ Analyzing Databases and Constructing Public Concerns



The Analysis Team produces a public concern list in its analysis of public comment as one tool to assist clients in meeting regulatory requirements. A public concern list identifies distinct concepts respondents want the client agency to address and organizes these topics into a condensed format to facilitate the client agency's issue identification and response to comment. To develop a public concern list, the team evaluates public comments, selects quotations that are representative of key ideas, and distills these key ideas into statements that summarize respondents' sentiments regarding a project.

Section 10.1 ~ Database Analysis

After a letter has been coded, all reference information and comments are entered into a computer program called the comment database. The database allows the team to store and organize every segment of information through electronic associations. The team can use these associations to recall pertinent information according to multiple variables. During the analysis phase of a project, team leaders will periodically distribute a printout of the comment database to team members. As standard procedure, all comments coded to specific management action codes are grouped together for the database reports; however, the needs of a particular project may require a different configuration. For further detail on the structure of database printouts, please refer to the sample printout that accompanies this chapter.

Analysts are responsible for the last four steps in the process illustrated in the flow chart at the beginning of this chapter. Step 2, analysis of the database report, involves reading through assigned sections to identify relevant and coherent quotes that express distinct concepts the client agency can or should address. The team refers to a relevant and coherent quote from a respondent as a sample statement. Not all comments in the database are sample statements. The standards for identifying sample statements (SS) are further defined below. In Step 3 analysts must recognize related statements and select the SSs that best represent distinct concepts the agency can or should address. Working from these distinct concepts, the analyst drafts a sentence that accurately captures the idea as an action or decision to be made by the client agency, or a topic to be addressed in subsequent publications of the agency's proposal. A sentence capturing the action, decision, or topic for agency review is known as a public concern. Public concerns (PC) are further defined following a discussion of SSs.

Sample statements are quotes from the comment database (or directly from letters under rare circumstances) that satisfy three requisite standards. Comment segments that are *relevant*, *coherent*, and express *a distinct concept the client agency can or should address* are identified as sample statements. Conceptually, SSs presents the subject of a respondent's concern and why the individual or group believes it is of importance. Sample statements may also impart the author's suggestion(s) on how, when, or where the concern should be addressed. Sometimes a full comment from the database may serve as a SS but often sample statements are only a segment of the database entry.

The standard for ***relevancy*** dictates that a quote must meet <u>at least one</u> of the following criteria:

- Addresses the details or themes of the agency's proposal.
- Refers to actions, complications (indirect effects), statutory requirements, or questions connected to the agency's proposal.
- Requests that no actions be taken or no changes made to existing policies.

An agency may identify specific topics it considers *irrelevant* to the proposal but the team retains the authority to include these comments or topics in the analysis if the project team believes it is a concern the agency legitimately should address.

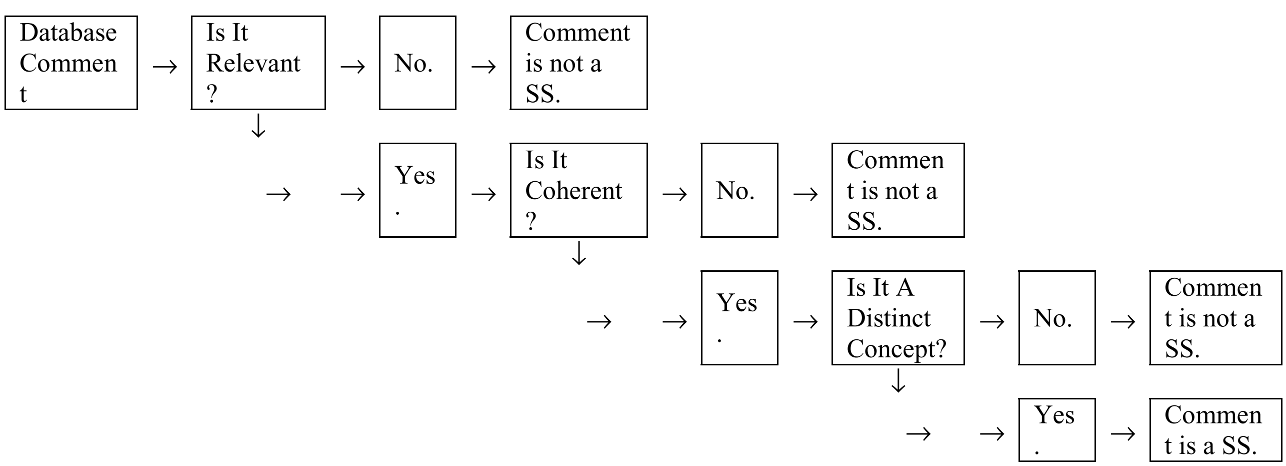
The standard for ***coherency*** dictates that a quote must meet all of the following criteria:

- Presents an identifiable question, suggestion, interest, or request.
- Possesses adequate grammatical accuracy to express a clear concept.
- Communicates sufficient information to form a complete thought the agency can address.

The standard for ***a distinct concept the client agency can or should address*** dictates that a quote must meet at least one of the following criteria:

- Informs the agency of the respondent's preferred action or decision regarding the proposal (may or may not be one of the agency's preferred alternatives or the proposed action).
- Identifies a topic to be addressed in subsequent publications of the agency's proposal.
- Questions the accuracy of information as presented in the published document.
- Questions the adequacy of environmental and/or other analyses as presented in the proposal.
- Questions the appropriate use and/or span of the responsible agency's authority (this includes appropriate scale of planning, public involvement, and legal authorities).
- Identifies a suggestion consisting of statements of value or preference with a rationale.
- Requests revisions that may—
  - Help to clarify, improve, or evaluate the adequacy of the public involvement, planning or NEPA process.
  - Result or call for a modification of the proposal.
  - Result in additional analysis.

The process for applying SS standards is summarized by the following flowchart:



Public Concerns are statements drafted by the analyst to summarize the content and context of SSs to facilitate the agency's response to topics within public comment. A public concern identifies who should respond (which may actually be a subsequent document); and what is the question, problem, suggestion, or interest expressed by respondents. Whenever clearly stated by respondents, public concerns also identify the environment or resource affected by an action, the hierarchical or geographical location for decisionmaking, and the stage of planning or implementation at which the question, problem, suggestion, or interest should be addressed. Some public concerns are specific to sections of the proposed action and others address broad themes that may underlie or inform the agency's proposed action.

For more information on the structure of PCs and SSs for public concern reports, please see sections [2.2] and [2.5], respectively.

10.1.1 ~ Techniques for Database Analysis

The goal of database analysis is to select the sample statements that best express a public concern and encompass the full range of rationales presented by respondents. Analysis Team members may use a variety of techniques to accomplish the task of database analysis but all acceptable techniques must conform to the following standards:

- Accuracy – the analyst must endeavor to capture public concerns within the context of the actual statements. What a respondent may have "really meant" or "should have said" is beyond the realm of analysis. There are some limited exceptions to this standard with regard to capturing comments within the required structure of a PC. (See the General Guidelines in section 2.3).
- Consistency – the analyst must attempt to review each assigned segment of the database following the same criteria (within each report and for successive reports).
- Brevity – the analyst must strive to focus the consideration of public comment upon coherent subjects and abridge the extent of considerations by excluding duplicative, incoherent, or irrelevant comments/comment segments.
- Thoroughness – all sections of the database must be reviewed for each report. Additionally, the analyst must recognize that a database comment may contain more than one relevant SS and, thus, may present more than one PC.
- Timeliness – the analyst must be able to complete this process with enough time to write and edit a full PC list before the deadline set by the team leader or project editor.

As well as these standards, there are some general guidelines to consider when analyzing a database report:

- Establish reasonable time limits to analysis. If an existing PC cannot be identified or a new one drafted relatively quickly, reevaluate the comment for compliance with SS criteria. If the comment is confirmed to meet SS criteria, the analyst should seek advice from the project editor or team leader.
- Scan each section prior to beginning detailed analysis. Mark obviously duplicative comments, such as minor alterations of form letter submissions.
- Write "hold" (or some other marker) near SSs that present a definite PC but are not articulately stated. "Hold" SSs may be reviewed in conjunction with subsequent database reports to help identify new SSs that may articulate the concern more clearly. If a more eloquent SS cannot be identified, then a PC can be drafted for the "hold" SS to make sure the topic receives agency review.

Though each analyst will develop a personalized technique that may be adjusted from one project to another, there are at least two effective base techniques for database analysis.

Option 1

Read each comment within a database section (either a full Management Action Code or limited to an Affected Resource Code within the Management Action Code) and follow these steps:

- Mark relevant, coherent comment segments that meet the SS criteria.
  1) Note comments that explicitly state or clearly imply what the agency should do.

     "Please consider the impacts on small communities before you move forward with this plan. A reduction in recreation opportunities will destroy our economy."

     This comment explicitly states a request and provides a meaningful context underlying the request.

     "The Forest Service gives too much power to bureaucrats in Washington. Local people know what's best for the land and those who make their living from it."

     Though not as explicit, the respondent clearly implies a suggestion that local citizens should be given more say in decision-making.
  2) Avoid comments that present only statements of fact or emotion.

     "Wolves were once plentiful across this beautiful land but now they can only be found in a few isolated places."

     This statement of fact provides no meaningful concern to which the agency can respond. Does the person support wolf recovery, want further research, or simply prefer to announce the obvious?

     "What gives you the right to do this to us? Have you no decency?!?"

     Though the respondent clearly does not like the proposal, without more specific identification of an aspect to which the writer objects, the agency cannot provide a meaningful response.
  3) Be spare with comments that are too clever or simplistic to elicit a meaningful response from the agency.

     "I like wolves, especially bar-b-qued."

     The agency could not possibly respond to this statement in a meaningful way.

     "This forest plan is just another example of how the Forest Service caters to extraction industries."

     Though the author's perspective is clear and a workable PC could be written—'*The FS should not cater to extraction industries*'—without an indication of how the plan caters to extraction industries, the agency doesn't have much upon which to base a response.
  4) Be careful with comments that are so complex that a legitimate PC statement would have to restate a significant portion of the comment – review these comments according to the guidelines for Technical and Editorial statements established in section 2.6.
- Write notes in the margin/open spaces to capture the key concept(s).
- Disregard comments that do not meet SS criteria or are redundant.

Review written notes and follow these additional steps:

- Identify comments that express a similar concept or suggest a similar action for the agency to consider but provide different rationales to support their positions.

1) When logical and possible, draft a PC broad enough to capture each SS.

> "The Forest Service needs to adopt the SEPRT Alternative because it is the only one that guarantees protection of all forest resources."
>
> "Please adopt the SEPRT Alternative. Economic considerations must come second to protecting the environment."
>
> "The SEPRT Alternative is your only real choice. The jerks who created this problem are going to file suit if you choose anything other than Alternative 3 (No Action) so you might as well go for broke."

These three respondents support the same Alternative but for divergent reasons. Each is directly urging selection of a specific alternative and provides a straightforward rationale for that position. Therefore, the SSs would best be captured under one PC with a subconcern (section 2.4) to capture the rationale presented in each SS.

2) When the rationales are too disparate or constitute fundamentally different manifestations of the requested action, the accuracy standard may dictate that the SSs be captured under different PCs.

> "I support the proposal to reclassify wolves from endangered to threatened. Reclassification will help promote recovery by reasonably addressing the concerns of those who see wolves as a threat to their livelihood without relaxing regulations to such a point that wolves are likely to face extinction."
>
> "Gray Wolf recovery is a success. The proposal to reclassify should be implemented as soon as possible."
>
> "Wolves should have been reclassified years ago. There are so many in this area now that I fear for the safety of my children when they play outside. Environmentalists keep saying that wolves don't attack people but what happens when one finally does? I'm in favor of any proposal that will allow people more freedom to protect themselves."

The first and third SSs support the same proposal but from nearly opposite perspectives. Though the agency may chose to provide the same response to these divergent motivations, the team's responsibility is to reflect, as accurately as possible, the spirit of public comment as well as the overlaying theme. Therefore the fist and third SSs should be captured under different PCs. The second SS is opaque and may be closely aligned with either perspective and should be dropped unless the database report gives more context to help determine the intent of the author.

- Identify existing PCs that may accurately capture each new SS.
  1) Evaluate whether the new SS provides substantive context to the PC beyond that established within existing SSs.
  2) Mark the PC # for these additional SSs.
  3) Disregard SSs that do not provide additional substantive context.
- Note modifications for existing PCs that can be reasonably broadened or narrowed to capture new SSs.
- Identify SSs that constitute new concerns and draft a PC for each. Mark other new SSs that may be incorporated within the new PC.

Option 1 Advantages and Disadvantages

Advantages

- Written notes reflect a relatively complete analysis enabling a fellow team member to enter the material if needed.

- This method allows the analyst to consider all relevant material within a section before making PC/SS decisions (reduces potential for duplicative or hairsplitting entries).
- The first pass through a database printout emphasizes the identification of key concepts within possible SSs, reducing the potential for an analyst to become bogged down with how to write a PC for a particular SS when there may be other, possibly better, SSs deeper into the section.

Disadvantages

- Two passes through the database and detailed notes may be difficult to accomplish during project crunch times.
- May lend itself to over-analysis of questionable SSs.

Option 2

Read each comment within a database section and follow these steps:

- Mark relevant, coherent comment segments that meet the SS criteria (please refer to examples from Option 1).
- Immediately identify an appropriate existing PC or draft a new public concern for each SS.
- Disregard comments that do not meet SS criteria or are redundant.

Enter new material into the Access Database.

Some analysts employ a variation on this approach by entering new material as it is identified rather than after completing analysis of the full section. However, we try to discourage this variation because it increases the potential for entering PCs that will be significantly modified or even wholly replaced by subsequent SSs in the database report.

Option 2 Advantages and Disadvantages

Advantages

- Though some analysts may not be comfortable enough to make decisions on the first run through the database, this option is quicker than Option 1 and should reduce the potential for over-analysis.

Disadvantages

- Single review of comments may lead the analyst to make too quick a decision on complicated expressions of opinion or fact.
- Without a second review of comments, the analyst may tend to select inadequate SSs.
- Immediate decisionmaking may increase the potential for duplicative or hairsplitting entries. The analyst's PC report may become overloaded with highly particular PCs and bury the themes that underlie the respondent concerns.

10.1.2 ~ Redirecting Miscoded or Potentially Overlapping Material

The multifaceted process of coding comments often results in similar concepts appearing in different sections of the database reports. Sometimes comments may be miscoded, despite the precautions of the coding process. Whatever the reason, it is important that team members communicate with each other to address these matters without stalling progress towards completion of the analysis. In the end, a project may necessitate some degree of thematic overlap as a result of the client's requests or complex interrelationships between different segments of the proposal. To accomplish this facet of database analysis, the following guidelines have been established:

- Evaluate the comment for relevancy to the client's proposal and coherency of expression.
- Assess the comment for compliance with the SS criteria detailed in Section 2.1.
- Draft a PC for SSs that meet the criteria and deliver to the team member analyzing the section where it may be more appropriately placed.
- Allow the team member time to review the possible PC and, if appropriate, discuss options for addressing the material.

Section 10.2 ~ Structure of Public Concerns

PCs are always directly followed by SS(s) that support the concern statement. Generally it is good to have three to five SSs in support of each public concern but each PC must have at least one supporting sample statement.

Public concerns are not "issues." The National Environmental Policy Act establishes a legal definition for the term "issue" within an agency's decision-making process [reference CEQ regs?]. The agency has the authority and responsibility to determine if a PC (or multiple concerns if combined) constitutes an issue, therefore, these documents do not refer to any topic as an issue.

Public concern statements follow a standard format consisting of the **actor**, "**should**," **verb**, **action or effect**, **affected environment or resource,** and **location, level, or time** (when possible).

The **actor** is the organization (usually a government agency) responsible for making decisions based on public comment and formulating responses to explain those decisions.

The **"should"** is a mechanism within each PC statement to positively and assertively focus analysis upon actions the responsible agency can accomplish or effects the document can address. In limited cases, the "should" can be replaced by "must" or "should not."

The **verb** clarifies a method of approach for the responsible agency (either in terms of active management or amending the published document). The actor-verb agreement material below provides a short sampling of appropriate verbs relating to the agency as actor and a document as actor. Section 3.4.2 details a more extensive list of verbs appropriate for use in narratives.

The **action or effect** is the key concept (the question, problem, suggestion, or interest) expressed in respondent comments.

The **affected environment or resource** is the direct object of the action or effect. The affected environment or resource often accentuates the rationale underlying a respondent's assertions or clarifies the larger context that informs a highly specific suggestion. Not all respondents clearly identify an affected environment or resource; therefore not all PCs contain this element.

The **location or level** is the geographic location of a concern and/or the hierarchical level at which the concern should be addressed. The **time** is the stage of planning or implementation at which a suggestion should be incorporated. Not all respondents clearly identify a location, level, or a time; therefore not all PCs contain these elements.

Examples:

Public Concern: The Bitterroot National Forest [actor] should conduct [should and verb] salvage logging [action] to reduce fuels [affected resource].

Public Concern: The Forest Service [actor] in the Final EIS should address [should and verb] the cumulative increase in water yield [affected environment] as a result of fire and intermediate harvesting [effect].

Public Concern: The Ciudad National Forest [actor] should prohibit [should and verb] roadbuilding [action] in the Lohantan Basin [location].

Public Concern: The Forest Service [actor] should protect [should and verb] local economies [affected environment] by granting final decision authority [action] to the forests and districts [level].

Section 10.3 ~ How to Word a Public Concern

Extracting a PC from one or more SSs can be challenging for several reasons. Respondents do not always express their ideas eloquently, succinctly, or within the clear parameters of the agency's proposal. However, these problems do not diminish the validity of an individual's concerns. This section presents general guidelines for PC development as well as some procedures for handling common problem areas.

General Guidelines

Be as Literal as Possible when Interpreting Sample Statements – One of the biggest challenges to drafting a PC is to identify the central concept and accurately capture it within the standard PC format. Analysts can reduce the risk of introducing personal bias into a PC by seeking to interpret public comments as literally as possible. One method to accomplish the literal interpretation goal involves using the respondent's own language in the PC. The critical step in using this technique is to identify a short segment that captures the respondent's central concept without simply restating the full comment as a PC.

Public Concern: The Forest Service should in the Final EIS display forest growth baseline numbers as an indicator of wildfire potential.

"It appears the forest growth baseline numbers have conveniently been left out of the DEIS. Our forest grows 2.2 billion board feet of timber each and every year. Restricted logging and thinning over the last 6 years account for less than 30% of growth, adding to wild fire acres burned. The most liberal alt. in DEIS allows less than 30% to be thinned (690 MBF). This increases wild fire potential."

Make Sure the SSs and PC Are in Agreement –A concern statement must be supported by its associated SSs. It should not state *more* than the SSs support. Additionally, each SS must support the PC statement. While it is good to include multiple SSs, each providing distinct context to the PC, every SS must have a direct relationship to the PC rather than serving to clarify another SS.

State in the Positive When Possible – Though "should not" statements are acceptable for limited cases, statements made in a negative form are much more likely to become convoluted than those stated in a positive form.

> **(Marginally Acceptable) Public Concern: The Forest Service should not promote transportation management decisions that cause habitat fragmentation and erosion.**
>
> "We need to protect these important habitats from being fragmented. Building logging roads cuts through sensitive habitat and wildlife corridors as well as causes erosion in steep areas."
>
> **(Much Better) Public Concern: The Forest Service should emphasize habitat connectivity and soil retention within transportation management decisions.**
>
> "We need to protect these important habitats from being fragmented. Building logging roads cuts through sensitive habitat and wildlife corridors as well as causes erosion in steep areas."

Keep It Simple and Concise – If a PC statement is longer than three lines the key concept is likely to be buried. Instead, evaluate the material following the Technical and Editorial (T&E) criteria (section 2.2.3) or seek advice from the project editor.

Use Consistent Terminology – Variety is good in narrative analysis, but PCs are the framework for the agency's response to public comment and should be as consistent as possible. Do not vary key references between PC statements. A "final rule" is always a "final rule" and should not be alternately referred to as a "proposal," a "plan," or a "final document." The "U.S. Fish and Wildlife Service" should not be called the "Service" or the "Agency."

Be Specific – When appropriate reference specific regulations, acts, or laws (e.g., use "American's With Disabilities Act" if respondents refer to "the disability law").

Use Key Process Words and Phrases – Sometimes analysts can concisely and accurately capture a respondent's intent by using common process words such as "objectives," and "standards,"

> **Public Concern: The Boiselle National Forest should establish in the Management Plan clear <u>standards</u> for streamside vegetation stabilization.**
>
> "You haven't even addressed how this plan will affect streamside vegetation stability. Field personnel need guidance before they try to implement this proposal. Nothing should be finalized unless the plan contains clear directions for these people."

Or phrases such as "address the cumulative impacts of …," and "establish evaluation criteria for… ."

> **Public Concern: The Boiselle National Forest should <u>address</u> in the Final Management Plan <u>the cumulative impacts of</u> vehicle-induced pollution on aquatic and avian species.**
>
> "Increasing human population within Sinkhole National Park means increased non-point source pollution from parking lots, residential and working facilities, and vehicle deposits on road beds. This may adversely affect populations of aquatic insects, especially those that are sensitive to pollution, which may adversely affect bat, bird and fish populations."

Often laundry lists of actions or resources can be concisely and accurately captured by using standard terminology such as "ecosystem health" "

Avoid Comparative Structures – Comparative structures (such as “more” or “rather than;”) are a common gateway to tortured and ineffective PC statements. Statements such as, “The Forest Service should provide more funding for …” appear very inviting but the ID team will be saddled with pondering, “more than what?” before they can even respond to the concern. “Rather than” structures are also problematic because they tend to de-emphasize or obfuscate the preferred management action and/or affected resource by inserting a wildcard comparative element.

Public Concern: The Park Service should emphasize adequate staff and funding for facility maintenance.

“The Park Service wastes our taxes on these endless planning efforts. Instead of blowing money on glossy documents that are obsolete before they even reach our doorsteps, you should be using your time and money to fix the campground toilets and other NECESSARY facilities.”

Even though the respondent spends a fair amount of space criticizing the agency’s planning efforts, this individual’s main point is that more attention needs to be directed at the facilities visitors use on a regular basis. Although it may seem reasonable to craft a PC statement that proposes ‘the Park Service should do X rather than Y,’ the ID team needs to focus on the management action they should consider and the potential for beneficial impact on the affected resource. In the above example, the concern the ID team needs to address is adequate staff and funding for facility maintenance. The diversion of limited funds to produce materials for public consumption is a relevant, yet tangential, perspective.

Avoid Use of Acronyms – Most acronyms should be spelled out. Often our PC lists are not accompanied by an acronym decoder list so we should try to keep them free of these opaque references as much as possible.

When the Proper Actor Is Not Clear:

“Congress should fully fund all Park Service efforts to repair recreational facilities.”

The actor in each PC statement should be the responsible agency. A respondent may explicitly state that another party (such as the U.S. Congress, the President, an uninvolved government agency, a non-governmental organization, etc.) should address a demand. The responsible agency cannot, however, direct any of these entities to act. An agency can, though, coordinate cooperative effort, seek authorization, request additional support, etc. In very limited circumstances an agency may be able to provide a meaningful response to a PC that identifies another agency as the primary actor (advice should be sought from the project editor or team leader regarding this possibility within a project). If an analyst cannot identify language that accurately captures the sentiment of the comment segment AND states it as an action within the authority of the responsible agency, the comment segment should be reviewed for compliance with SS criteria.

Public Concern: The National Park Service should request full Congressional funding for projects to repair recreational facilities.

“Congress should fully fund all Park Service efforts to repair recreational facilities.”

When the “should” Statement Is Implied:

“CASPOs rely on dense, old growth stands for nesting. Over the past thirty years intensive logging of Pacific Northwest ecosystems has reduced the availability of adequate CASPO habitat.”

Some respondents do not clearly state what they want the agency to do in response to a proposal even though it may be clear they are expressing a concern. If a more direct SS cannot be identified, use helpful process phrases such as those detailed earlier to capture the implied action within our PC format.

> **Public Concern: The Forest Service should consider the impacts of timber management practices on California Spotted Owl habitat.**
>
> "CASPOs rely on dense, old growth stands for nesting. Over the past thirty years intensive logging of Pacific Northwest ecosystems has reduced the availability of adequate CASPO habitat."

When Respondents Provide a Laundry List:

> "First you took away our hunting rights with endangered species laws. Then you cut off weekend recreation with road closures and special management areas. Now you want to take away our jobs with reduced timber sales and more hoops for mineral exploration. Yet you say you are not responsible for what happens to our towns! What happens when we become the endangered species?!"

Some sample statements include a laundry list of items for consideration or respondents will share a concern but for a variety of reasons. To help facilitate the response to comment PC statements should not include a list of considerations. In these situations the analyst should look for a thematic phrase to capture the central concept. Phrases such as "cumulative effects" and "systemic impacts" can help to concisely capture a closely related list.

> **Public Concern: The Forest Service should consider the cumulative impacts of management decisions on local communities.**
>
> "First you took away our hunting rights with endangered species laws. Then you cut off weekend recreation with road closures and special management areas. Now you want to take away our jobs with reduced timber sales and more hoops for mineral exploration. Yet you say you are not responsible for what happens to our towns! What happens when we become the endangered species?!"

Section 10.4 ~ Subconcerns

A subconcern (SC) is a topic of public comment that is most logically evaluated within the parameters of a larger PC. A SC is constituted upon an expression that could stand alone but is so interrelated with a broader PC that separating it out as its own PC would likely produce a redundant response from the agency ID team. There are two scenarios that are most likely to produce a SC:

- Many respondents express the same idea but provide a myriad of distinct rationales to support their common conclusion.

> **Public Concern: The Yosemite Valley Plan should retain historic bridges in Yosemite Valley.**
>
> "I join many of my constituents in objection to the removal of the Sugar Pine, Stoneman and Housekeeping bridges from Yosemite Valley. As I mentioned to you in our meeting, I believe very strongly that these bridges are an important and valued historical attribute of Yosemite National Park and that all efforts should be made to preserve them as part of any future management of Yosemite Valley."
>
> "I am opposed to the removal of historic bridges, particularly Stoneman and Sugar Pine Bridges. These stone bridges are truly a work of art. I believe these stone bridges are in keeping with the natural setting and do not detract from the visitor's experience. These bridges also can serve a continuing useful purpose if used for pedestrian and bicycle paths."

PROVIDE PROOF OF DETRIMENTAL EFFECTS TO THE MERCED RIVER

"It is very bewildering that if a bridge has been determined to adversely affect the flow of the Merced River, then all Alternatives should address that problem; remove, rebuild or relocate. We, therefore, object to the removal of any bridge unless absolutely proven that it is detrimental to the river, and that issue has never been publicly shown to be true. They have historical value and beauty."

MITIGATE BRIDGE IMPACTS ON THE MERCED RIVER

"The bridges afford important access benefits to disabled visitors, to hikers of limited ability who wish to make short 'loops,' and to bicyclists who are furthering the SEIS goals by helping to reduce automobile congestion in the Valley. If saving these historic resources can be reconciled with a stronger riparian management strategy, I would endorse a blended alternative that accomplished this while repairing flood-damaged facilities. For example, can levees and channeling be altered to allow the river to meander around the bridges, thereby reducing upstream erosion and helping to restore certain surrounding meadows outside the campgrounds?"

- A respondent expresses a topic and rationale similar to others but asserts that the application should be focused (geographically, administratively, or conceptually) on a more restricted scale.

Public Concern: The U.S. Department of Defense should consider additional alternatives to those identified in the proposed action.

"The alternatives identified and dismissed in the public notice to transfer management of base lands to the BLM are totally inadequate. We've provided the Secretary of the Army with several viable alternatives that are not even addressed in your document. We demand a substantive evaluation of the SVCOC alternatives before the DOD proceeds to a final decision on this matter."

ANALYZE ALTERNATIVES FOR USE OF THE AIRFIELD

"The D-M Airfield is a valuable asset and should not be casually discarded. It should be used to promote economic development within the valley. Your proposal doesn't consider any options other than closure. Some base resources may need to be decommissioned for safety or security reasons but the airfield could be sold to private investors, transferred to the county, or allocated to a non-profit management group. The proposal needs to be redone to include meaningful analysis of these, and possibly other, alternatives."

A subconcern is located under a PC and receives a distinct heading to demark it from other SSs under the PC. The SC heading should be a brief phrase capturing the fundamental concept that distinguishes the SS(s) from the parent PC. SCs are primarily a tool the team uses to organize subservient topics and accurately identify highly specific comments within PC lists.

Section 10.5 ~ How to Structure Sample Statements for Use in a Public Concern List

Sample statements consist of the comment segment within quotation marks followed by an attribution. The attribution is a systematic method of identifying contextual information about each respondent without revealing the identity of the author. One exception, however, is if the respondent is an elected official. In this case, the name of the elected official is included in the attribute information. The specific style of attributions will vary from project to project but it is of significant importance to maintain consistency of attribution within any given project so as to avoid implications of disparate treatment for different authors.

It is important to emphasize again that every SS must support the PC statement with which it is associated. If a comment does not stand alone, with a direct and meaningful relationship to the PC, it should not be used as a SS. In other words, a comment should not be included to clarify or support the context of another comment. It may be necessary to rewrite the concern statement to establish a direct relationship with each SS. Every PC statement must have at least one SS. Ideally PCs will have 3 to 5 SSs. More than five SSs is excessive and likely either includes significant overlap or a PC statement that is too broad to accurately capture the associated SSs. Conversely, if every PC provides only one SS it may indicate that the PC statements are too narrowly worded and reflect hairsplitting differences rather than substantive diversity of public concern. ****[Importance of quotes to search strings?]****

10.5.1 ~ Editing sample statements

The analyst's role is to facilitate the client's response to comment. This means we also have a responsibility to present public comments in a form that will help generate a meaningful response from the agency. Minor editing of SSs improves the potential for serious consideration of a public comment as well as reduces the potential for publishing an error that was inserted into the comment during its entry into the CA database. Use the following guidelines when considering edits to SSs:

- **Spelling** – Correct misspelled words and remove [sic] marks. Read all SSs thoroughly for misspellings. Do not rely on spell check to catch all misspellings.
- **Grammar** – Be spare in adding or removing text to achieve grammatical clarity.

  > "Wolves the last symbol of everything wild and beautiful. Please let me know how I can keep these wonderful creatures extinct."

  - Appropriate grammatical correction:

    > "Wolves <u>are</u> the last symbol of everything wild and beautiful. Please let me know how I can keep these wonderful creatures extinct."

  - Questionable grammatical correction:

    > "Wolves are the last symbol of everything wild and beautiful. Please let me know how I can keep these wonderful creatures [<u>from becoming</u>] extinct."

  - Inappropriate/unnecessary grammatical correction:

    > "Wolves are the last symbol of everything wild and beautiful. Please let me know how I can <u>help to</u> keep these wonderful creatures extinct."

  - Best correction:

    Look for a different SS that captures the concern but lacks the obvious incongruity in this quote.

- **Capitalization, Punctuation, and Quotation Marks** – Use your time judiciously. Capitalize words that should be capitalized; insert correct punctuation; and convert internal quotation marks to single quotes. Don't spend an inordinate amount of time trying to decide if caps or excess punctuation should be removed. Sometimes authors will capitalize a whole string of words or even sentences for emphasis. Use of multiple exclamation marks is another common occurrence. While these may be visually distracting, there is no need to spend time converting material that is essentially a matter of preference.
- **Editing out text –** Ellipsis Marks (Gregg Manual, paragraphs 274-280, 291). Sometimes respondents include personal histories, annotated legal precedents, or other digressions in the middle of a significant comment. Sometimes an individual will write two or more pages to convey one fundamental concept. While this material is important to the author and may yield some degree of insight into a comment, they often include information that is irrelevant

or redundant. In either case, the digression usually distracts attention away from a concern that legitimately needs to be addressed. Analysts should use the following guidelines when editing out text from a SS (this example does not necessarily represent a comment that needs to be edited down but simply shows how to accomplish the task for different needs).

"I believe Yosemite National Park should be protected from money hungry capitalists and massive commercialization. Shouldn't the Park be protected for future generations? I want my children to experience it as I did."

- Omitted words within a sentence:

  "I believe Yosemite National Park should be protected from . . . massive commercialization. Shouldn't the Park be protected for future generations? I want my children to experience it as I did."

- Omitted sentences:

  "I believe Yosemite National Park should be protected from money hungry capitalists and massive commercialization. . . . I want my children to experience it as I did."

- Omitted words at the end of a sentence:

  "I believe Yosemite National Park should be protected from money hungry capitalists and massive commercialization. Shouldn't the Park be protected . . . ? I want my children to experience it . . . ."

Section 10.6 ~ Technical and Editorial Comments

Technical and editorial (T&E) comments are primarily remarks that identify text corrections with the intended purpose to provide greater clarity/consistency within the proposal rather than a change in meaning. T&E comments of this nature include the following:

- Identification of grammatical mistakes.
- Corrections of inaccurate support material references.
- Suggestions of alternative word choices to clarify language without changing the intended meaning.
- Identification of inconsistent terminology/phraseology.

In addition, comments that suggest a more accurate application of scientific models or procedural decisionmaking may be considered T&E comments if their application would not constitute a change in the intention of the proposal. In this case, the author would have to explicitly state that their suggestion would not change the intentions of the proposal. Otherwise, such a comment should be captured within a PC.

For some projects (and under limited circumstances) the team may identify another type of comment within the T&E category. If the client agrees to the circumstances, analysts may identify as T&E statements that provide such a highly technical response to the proposal so that only the agency's Interdisciplinary Team can properly evaluate their meaning and intention. In these cases, the comments are so dependant on context that an adequate PC statement would have to recapitulate most of the SS and would be best handled by direct agency review. This provision does not mean that the T&E category is an appropriate place to shove troublesome SSs. Again, the circumstances are restrictive and analysts should always seek advice from the editor or team leader before assigning such a comment to the T&E category.

The Analysis Team does not draft a PC statement for T&E comments. T&Es are usually placed at the end of chapters, sections or sub-sections depending on project needs. They are distinguished from PCs by a distinct font heading stating only "Technical and Editorial." If a project requires PC numbering to help facilitate response to comment, then every T&E should have its own number.

Section 10.7 ~ Entering and Ordering Public Concerns

After the analyst has identified SSs within the database and drafted PCs (or noted existing PCs) for each SS, these materials should be entered into the document outline as provided by the document editor. All PCs and SSs should be grouped under the appropriate chapter and sub-sections. The editor will provide further instruction on the proper protocols to use when readying the document for an initial edit.

Section 10.8 ~ Public Concern List Review

Before submitting a public concern list to the project editor, please review your document in light of the following checklist:

- Verify PC-SS agreement for every PC.
- Review the content and context of every PC for duplication and/or conceptual overlap with other PCs—removing duplicate material and combining PCs when possible and logical.
- Confirm compliance of all PCs with the “how to word a public concern” guidelines (section 2.3).
- Correct all PCs for spelling, capitalization, and grammar (with particular attention for sentence fragments).
- Correct all SSs according to “editing sample statements” guidelines (section 2.5.1).
- Review all project specific style sheets and attribution lists.

Sample Database Printout with Analysis

SOP	Respondent	Or	Form	Ltr No	M/A	Subject Code	Affected Resource Code	Cmt No	Comment
3	Dayna Greenroyd	I		286	25300	MGMNT	700	1	Please do not poison the birds. There has got to be a humane way of relocating or exterminating these birds. Poisoning them is going to cause them to die slow, cruel, and sick deaths. In relation to docket #01-013-3 please find a more humane way to stop the birds.
1	Judi Dipillo 613 Bunting Ln Mount Prospect, IL 60056	I		23				2	So get it and put your energy into worthwhile project—one that the public would favor for a change.
3	Blaze Cascade Starkey	I		446	70100	SOCIO	920	3	I find it disturbing that after people have completely destroyed much of there habitat needed by birds and other creatures, and then planted a vast amount of one of their favorite foods in a main migratory route, that some people would be willing to kill millions of a species over relatively small amount of money.
3	Mary Roberts 1000 Bourn Ave Columbia, MO 65203	I		227	60100	NRCOM	906	3	And we shall be looking into companies who purchase seeds from those who might have accepted your generous offer.
3	Jennifer Lutz 380 Wild Turkey Lane Charlottesville, VA 22903	I						1	I urge Morning Song to terminate business with farmers who are represented by the National Sunflower Association. I am IMMEDIATELY terminating my purchase of ANY seeds from companies that work with this association.
3	Mollie Stapleton	I		444	60100	MGMNT	920	1	I heartily object to the poisoning of fields directed at red wing blackbirds. I will go so far as to boycott the sunflower seeds of North Dakota, and postpone any travel to South Dakota if this takes place. It seems rash to put poison out willy nilly and poison lots of birds to kill one type especially ones so prolific.
3	Allison Levin 160 Frisbie St	I		440	25300	MGMNT	425	1	I am opposed to the proposal to poison Redwinged Blackbirds in the Dakotas, as a means of

This sample statement (SS) yields a clear public concern (PC): APHIS/Wildlife Services should not poison Blackbirds.

There is no clear request for action in this SS. Perhaps it could have been better coded.

A bit unclear as to what action this individual is requesting from the agency. The first SS better states the request that APHIS/Wildlife Services not use lethal methods to control Blackbirds.

Again, perhaps this SS should have been coded differently. It is unclear as to what this respondent is referring to.

Difficult to write a PC for this SS as the respondent is requesting action from a private company, Morning Song.

This SS contains a clear PC: APHIS/Wildlife Services should not poison Blackbirds and a possible subconcern (SC): To prevent economic repercussions in the form of a boycott.

	Oakland, CA 94611							controlling their impact on sunflower seed production. I am concerned: –for the ENVIRONMENT. Poisons always pose a greater threat to multiple species, clean waters, and healthy crops, than anticipated. –for the REDWINGS and OTHER BIRDS who will be killed, including Western Meadowlarks, Savannah Sparrows, Mourning Doves, and other grassland species associating with redwings in spring or feeding on their own in the treated fields. –for RAPTORS feeding on these birds, such as Northern Harriers and American Kestrals—species which are already facing pressures from environmental loss.
1	Jim Bob Davis 1200 Main Street Baltimore, MD 12006	I	123	25300	MGMNT	700	1	I do not agree with the plan to use lethal methods to control Blackbird populations. It seems very cruel and I shudder to think of those poor birds suffering. Every year I look forward to the Blackbird migration and it reminds me of when I was a young fellow and my father would take my out in the woods and we would seek out Blackbird roosts. We would always stop at the same café and have lunch. I knew spring was here when we took those trips.
1	Dean Pedersen Agway Inc. PO Box 169 Grandin, ND 58038	I	160	25311	MGMNT	907	1	I am writing in support of removing 2 million blackbirds in a spring baiting program. I am employed by Agway, Inc. in Grandin N.D. and crop losses by blackbirds and other weather related problems directly affect my continued employment. I consider it more important to have food and shelter for my family of five than to have a few birds in our front yard feeder and am an avid hunter. I believe in population management for available habitat. It is clear that the blackbird population is too high. Again, removing 2 million blackbirds will not harm the future of blackbirds but it would provide some relief for those employed by the sunflower industry. It is the right thing to do.
1	Mary Jo Johnson 215 Boston Street	I	437	43000	ENVIR	200	1	I would encourage APHIS to pursue an alternative that protects water quality. It seems as though

Clear PC in this SS with several possible SCs
PC: APHIS/Wildlife Service should not poison red-winged Blackbirds.
SC: Because of environmental reasons
SC: Because of the impact on non-target bird species
SC: Because of the impact on predators

Some of the personal narrative in this SS is irrelevant and can be deleted if this SS is used.

In this case, it is probably fine to leave the narrative information in the SS, as it is fairly relevant to the comment and request for action.

	North Platte, SD 43872							most of the alternatives include the use of poisons and I am concerned that this will adversely impact the water quality of our communities. I live quite close to areas where APHIS plans on applying DRC. We still rely heavily on well water. What if our water is poisoned? I agree that Blackbirds have gotten out of control in some areas bit I do not want Silent Spring in my community.
1	Bill Pazzan 50 Oak St Salt Lake City, U	1	535	10000	PLANN	100	1	I cannot believe the federal government wants to exploit wilderness areas in Alaska to drill for oil. There is hardly any oil there and it is not worth the environmental risk. I believe we should pursue more sustainable energy source like solar and wind.

Although this may appear to be a request for the agency to develop a new alternative—and in a sense it is—the comment was properly coded to the ENVIR section under water quality as this section better captures the sentiment of the respondent.

This comment is clearly beyond the scope of this project and probably should not even be coded. If in doubt, check with a team leader in cases of comments that may be out of scope.

Chapter 11 ~ Writing Narratives

Although some analysis projects only require the team to create a list of public concerns, most require us to write a narrative description of those public concerns. Narratives generally fall into one of two categories: executive/thematic summary or full summary. Thematic summaries require the analysis and discussion of the main themes extracted from the database and public concern list (hence the term "thematic"). Conversely, full summaries, which are often considered more difficult to write because of their specificity, require the discussion of each and every public concern.

Section 11.1 ~ General Narrative Writing

> "It is an old observation that the best writers sometimes disregard the rules of rhetoric. When they do so, however, the reader will usually find in the sentence some compensating merit, attained at the cost of the violation. Unless he is certain of doing as well, he will probably do best to follow the rules." – William Strunk

An author must first know the rules of good writing in order to *effectively* break them. Disregard for these rules—without purpose—generates a muddled, incoherent, or meaningless expression that frustrates rather than enlightens the reader. While 'purpose' is an effective starting point, Professor Strunk argued that writers also need skill to successfully pull off composition transgressions. Narrative writing shares this fundamental truth. Certain skills are requisite to writing a narrative summary of public comment that is both creative and meaningful. Our narratives should be engaging and informative, clearly structured and astutely representative, insightful of complex relationships and useful for decision-makers as well as other interested parties.

Though content analysis is involved in many aspects of government agency decision-making (such as public involvement and response to comment) the heart and soul of the content analysis is the systematic review of public comment. The application of carefully practiced analytical techniques will enhance the consideration of and response to public input. The team's practical goal is to help meet agency legal requirements but our conceptual goal, as intended by existing statutes, is to facilitate more inclusive and responsive decision-making. Among the many tools is a narrative summary that distills boxes of letters and an entire database of comments into one relatively short, coherent, representative, and contextual presentation of the suggestions, questions, demands, and perspectives presented by project respondents. A critical step towards producing narratives that meet our goals is establishing a shared understanding among team members regarding key terms and concepts, basic expectations, and relevant applications of our individual knowledge and abilities. Completion of this step will allow us to confidently promise clients a meaningful analysis of the context—as well as the content—of what respondents submit for consideration. Anybody could break the content of letters into chunks. Most people could reasonably organize those chunks. Our narratives should do the first two steps AND make sense out of it all—otherwise we would offer no benefit to the decision-making process.

This chapter of the technical guide presents some advice and tools; however, it does not share "tricks" or reveal formulas to success. This chapter does not present the ONLY approach to narrative writing. It simply provides a framework for getting started and remaining aware of the parameters that must influence all of our activities. The information and advice presented in this chapter is founded upon the convictions that GOOD writing (and good analysis) is painful and rewarding; requires personal investment; is structured by the source material rather than stale formulas or safe patterns; and results from conscious choices of when to break the rules.

The process of going from plan to implementation for any public project would go much faster if we didn't evaluate the context of the proposed action. However, statutes (and common sense) dictate that faster decision-making doesn't necessarily equate with better results. A long list of laws, regulations, and policies require federal agencies to act expeditiously AND to fully evaluate the context of their actions. Narratives should not only help our client agencies meet these expectations but should also follow the same principles. We must produce our documents in a timely manner while remaining conscious of both the substance and intent of our role in decision-making. The team does not simply apply formulas to separate public comment into discrete bits of information. The team helps to elucidate the content and context—from specific concerns to underlying themes—present within the responses we receive. Conscious decision-making should be evident in every aspect of our products.

"Form follows function" is a famous phrase that has been applied to the writing profession. Though it is not the answer to all of writing's confounding problems, it does summarize chapters of writing advice into a helpful reminder that the choices an author makes should be guided by a purpose. The purpose can be very literal (consistent use of key terms to clarify the relationship between ideas) or somewhat implicit (employing passive voice to change the pattern or tone of a paragraph). The definitions and examples that follow should help establish a structure for making choices regarding the form and function of our key narrative elements. Subsequent segments of this section explore the expectations placed upon writers as reflected by the concepts presented in this writing workshop as well as some rather philosophical applications of these materials.

11.1.1 ~ Narrative Analysis

Much of the analysis takes place during coding and public concern identification, so when you are writing narratives, analysis of comments primarily involves explaining why citizens have expressed a particular concern. The same reasons for supporting or criticizing one aspect of a proposal may underlie more than one public concern; look for ways to connect such concerns in your narrative. Keep in mind, however, that narratives are more useful to clients if they explicitly incorporate the "why" that goes with each "what"; in other words, the premises that support the conclusion.

The reasons people support a particular course of action can be found in the sample statements that accompany your public concerns. It is a good idea to reread your sample statements to better understand and paraphrase exactly what the public is saying. To add stylistic variety, you may include cogent and clear quotations that elucidate a particular concern. However, as our job is to synthesize and analyze the public comment on a project, not replicate it, use direct quotations sparingly.

The narrative is written in the present tense. People continue to feel, believe, and consider while we are writing the analysis. You should also avoid the urge to use esoteric jargon or "bureau-speak" like "publics." While our primary audience is usually the client, our documents should communicate clearly to both the agencies that hire us and the people who submit comments.

Before you start writing your narrative in earnest, there are a few additional writing rules to keep in mind. Although you should avoid using acronyms in public concern statements, you usually can use them within narratives. Just be sure to write out the acronym the first time it is used in each chapter, and follow it immediately by the acronym in parentheses. Subsequent use of the acronym alone is acceptable:

> "Despite the fact that the proposed rule does not recommend changes in protection or management for the Southwestern Distinct Population Segment (SWDPS), many people offer comments on how the SWDPS should be designated and managed." (Gray Wolf Narrative, *Southwest Distinct Population Segment*)

Section 11.2 ~ Thematic Summary

11.2.1 ~ Definitions and Examples

Professional Writing Style/Creative Presentation of Factual Material – A concise, coherent, grammatically and structurally correct analysis of key ideas is the starting point for writing in a professional style. Further, professional writing should present objective analysis while creatively engaging readers such that they want to understand the material being presented and they are able to identify some meaning or relevancy to their own lives. Writers must recognize that our work will likely be read by more than just agency line officers—potential litigants and respondents to the proposal are strong possibilities—so the language and structure of our analysis should be accessible to multiple audiences. We don't intend to 'dumb down' our narratives, but simply write to a 'reasonably well informed' reader who is not well versed in technical jargon. Clearly exploring complex relationships between disparate ideas and elucidating the contextual nature of strong arguments are important ways to accomplish the task of reaching out to multiple audiences.

1. Introduction – An introduction serves several purposes: establish a central theme or range of topics; provide background to understand the context of topics and themes; offer an overview of what will be covered; and generate interest in the material (provide a "hook"). Introductions should be written for every chapter, section, subsection and paragraph. Ranging from several paragraphs to a single sentence, the detail of an introduction should be determined by the nature of the material to be presented. Try to avoid imparting too much content and context within your introduction. It will be more useful to the audience if you err towards keeping your introduction short rather than incline towards overloading it. The body of the narrative section is the appropriate place to examine the nuances of complex issues and divergent perspectives.

1.1. Topic Statement – Though many fields of professional writing do not distinguish between topic *statements* and topic *sentences*, the analysis team does distinguish because they serve significantly different functions. A topic statement simply provides a list of topics that may or may not be discussed further within the narrative. These statements are often used within introductions but can also be helpful for body or conclusion paragraphs. Providing a concise list of topics can achieve valid purposes: offer a quick overview of topics to be covered; acknowledge a long list of related concepts without needing to detail each individually; or establish a logical development between seemingly disparate ideas. The primary problem with topic statements is that they are content-centered, unable to reveal the context that allows the reader to understand a greater meaning to the topics.

> "Chapter One offers a comprehensive overview of public comment concerning the Herger-Feinstein Quincy Library Group (HFQLG) Pilot Project and related project documents, including the Draft Environmental Impact Statement (EIS)." (QLG Narrative, *Purpose and Need*)

> "Numerous comments ask that the U.S. Fish and Wildlife Service designate new DPSs for various geographic regions: the Pacific Coast states, including Washington, Oregon, and California; Southern Oregon/Northern California; the central states, including Nebraska, Kansas, Missouri, and Iowa; and the Southeast, including Virginia, Kentucky, the Carolinas, Georgia, and Tennessee." (Gray Wolf Narrative, *Distinct Population Segments*)

1.2. Topic Sentence – Often referred to as a "thesis statement" in persuasive writing, topic sentences precipitate our role as public comment analysts. They introduce key concepts as well as the context that will be further explored. The context provided within a topic sentence may range from unexpected interpretations of prevalent issues, conflicting positions among respondents, or informative relationships between issues and respondents. Topic sentences should challenge the reader to consider the complexity underlying public comment and agency decision-making.

> "In general, those who support the proposed rule see it as a necessary step to improving and preserving the health of roadless areas with respect to a number of factors; while those opposed see it as a barrier to forest health." (2000 Roadless Narrative, *Environmental Effects*)

> "Though the breadth of public input regarding the Bitterroot National Forest's Draft EIS addresses a wealth of resource areas, the comments, concerns, and requests they offer are rooted in the reality of the 2000 fires, how to manage the fuels that feed fires, and the desired future conditions of the Bitterroot Valley landscape." (BBAR Narrative, *Fire and Fuels*)

1.3. Introductory Paragraph – Whether employing a topic statement or sentence, introductory paragraphs should do more than simply begin analysis of a topic area. These paragraphs should provide enough background to help the reader understand why the topic area is of concern and how it relates to other segments of the analysis.

> "*[Background - "hook"]* Fire and fuels provided the genesis for the Bitterroot National Forest's Burned Area Recovery project. During the summer of 2000 natural fire and forest fuels combined to transform much of the Bitterroot Valley landscape. This transformation crossed federal, state, and private boundaries. Decisions on how to deal with the transformed landscapes, as well as objectives to prepare for future fire events, cross those same boundaries. *[Topic Sentence]* Though the breadth of public input regarding the Bitterroot National Forest's Draft EIS addresses a wealth of resource areas, the comments, concerns, and requests they offer are rooted in the reality of the 2000 fires, how to manage the fuels that feed fires, and the desired future conditions of the Bitterroot Valley landscape. *[Overview]* Fires - whether ignited naturally, accidentally, or intentionally by fire managers - directly impact particulate levels and visibility conditions throughout a region. For this reason, public comments regarding air quality are also addressed in this section." (BBAR Narrative, *Fire and Fuels*)

> "*[Background - context]* The planning process detailed in Chapter 1 of the Draft EIS establishes the framework for decision-making that the Bitterroot National Forest will follow to rehabilitate the landscapes burned or directly affected by the fires of 2000. Some of the fundamental steps to creating an adequate planning process include: clearly determining a purpose and need for action; defining what areas (resources, geography, conceptual scales) and management actions are within the scope of the purpose and need; identifying relevant sources for scheduling, reviewing, and implementing the proposed actions; and establishing

methods to monitor the effectiveness of decisions and actions. *[Topic Statement and Overview]* In reflection of these elements, public comments on the Burned Area Recovery (BAR) project's planning process are focused upon compliance with laws, regulations, and policies governing the stated purpose and need; clarification of the document's language and intent; adherence to public involvement and scientific analysis requirements; and provision for adequate monitoring of effects." (BBAR Narrative, *Planning Process and Policy*)

2. Body – The bulk of our analysis appears in the body of the narrative. The body is where we are able to explore the nuances and interrelationships between issues and perspectives. Although the exact structure of paragraphs should vary throughout a section, there are some fundamental traits that should always be present: 1) meaningful topic sentences; 2) clear differentiation between general and specific ideas; 3) logical transition between themes and topics; 4) consistent references to link disparate material; 5) insightful development of ideas rather than repetition of key terms; 5) obvious relationship to the paragraphs which precede and follow.

2.1. Transition – [highlight relationships] [flow of ideas] [word(s), phrases, or whole sentences] [introduce a new topic or perspective] [introduction or middle of paragraph]

"*However*, some respondents think the Preferred Alternative has the potential to backfire . . . ." (Santa Fe Narrative, *Alternatives*)

"[A paragraph about where and when many respondents believe wolves should be reintroduced.]

While many believe that the U.S. Fish and Wildlife Service's primary goal should be the reintroduction and recovery of the gray wolf throughout its former range, others contend that the agency's paramount concern should be the education of the public..." (Gray Wolf Narrative, *Purpose and Need for the Proposed Action*)

2.2. Parallel Structure – Words, phrases, and clauses should be parallel within a sentence. Additionally, words, phrases, and clauses can be parallel between different sentences to clarify the relationship between concepts. For parallel structure within a sentence, balance nouns with nouns, prepositional phrases with prepositional phrases, main clauses with main clauses, and so on. Parallel structure allows the writer to 1) create an easy information flow, 2) make points concisely, and 3) emphasize logical progression or inter-relationships. Each portion of a parallel structure should read logically within the sentence if the other portions are removed. This technique is useful for complex sentences but should not be overused as it quickly becomes tedious and distracting.

"This proposed rule would (1) *establish* four Distinct Population Segments for the gray wolf in the conterminous United States and Mexico, (2) *reclassify* naturally occurring gray wolves within three of these Distinct Population Segments from endangered to threatened status, (3) *delist* gray wolves in areas outside Distinct Population Segments, and (4) *establish* three special regulations under section 4(d) of the ESA." (Gray Wolf Narrative, *Introduction*)

"To aid the reader in understanding the relationship between themes elucidated in this summary and the content of the Draft Environmental Impact Statement (EIS), this report is organized into four general *sections* that parallel chapters in the Draft EIS. *Section* one addresses concerns regarding the plan, its purpose, and the planning process in general. *Section* two includes analysis of public comment about the various alternatives offered in the Draft EIS. *Section* three summarizes public concerns regarding effects on the biological environment. *Section* four explores issues that affect the human and social environment." (Santa Fe Narrative, *Introduction*)

2.3. Internal Reference – Another way of tying sentences, paragraphs, and sections together involves internal reference, such as using reference words that point back to an idea mentioned previously. This, these, those, such, and that are obvious reference words but they must be combined with the important words and phrases from previous sentences or paragraphs to make the connection complete. Descriptive phrases can also tie together disparate elements of a narrative.

> "*The concerns over threats facing gray wolves nationwide* are similar to those voiced concerning wolves in the NEDPS." (Gray Wolf Narrative, Northeastern Distinct Population Segment)

> "*As noted in the introduction to this summary*, many of these people view development of new rules for forest road management as an opportunity to implement a permanent ban on road building in roadless areas." (1999 Roads Narrative, *Purpose and Need*)

3. Conclusion – Conclusions are often the most difficult part of the analysis to write. However, writers need to keep in mind that the conclusion is often what readers remember most. The conclusion should: synthesize the topics and major perspectives addressed within the segment, reassert the significance of the issues analyzed, and give the segment an element of closure. Formal conclusions need to be written for all chapters and sections. Informal conclusions, such as a closing sentence, should be provided for all subsections as well. Conclusions should: answer the question "So What?" (reassert what is meaningful and useful); synthesize rather than summarize (confirm that the material and your analysis was not random, but fits together); and reestablish a larger context (redirect readers to consider how these ideas impact the agency's proposal).

> "In summary, respondents voice a number of concerns relative to access, identification of other unroaded areas, exemptions, environmental effects, public involvement, forest dependent communities, cumulative effects, and the alternatives and development of the rule. Concerns are rich and varied, reflecting as they do the rich and varied perspectives of individual citizens and groups. For the most part, however, respondents tend to support or oppose the proposed rule depending on their beliefs and assumptions regarding the nature and role of forest lands. As pointed out earlier, proponents see the rule as a positive step toward protecting what wildlands we have left, ultimately toward improving human well-being and preserving the health of our planet. Opponents see it as an assault on human freedom, an attack on their way of life, and a recipe for forest degradation. These competing beliefs shape the concerns respondents raise relative to specific issues and inform the deeply emotional character of this debate." (2000 Roadless Narrative, *Development of the Rule*)

4. Contextual Analysis of Content

4.1. Concerns/Topics/Themes – Concerns, topics and themes (within the realm of content analysis) are largely dependent concepts that are best defined by their relationships to each other. *Concerns* are the relatively specific concepts we identify from public responses. They are direct expressions that may take the form of questions, suggestions, clarifications, requests, or declarations. *Topics* are the larger subjects, resources, or issues that often generate the specific concerns people submit in response to an agency proposal. They tend to connect multiple concerns, although a single concern may present a topic. Conceptually, topics overlay concerns in that they represent a grouping, synthesis, or simplification of concerns. They may be directly expressed or may need to be extrapolated from direct expressions. Topics can take many forms, from an entire resource area addressed within an EIS, to methods of conducting a preferred action, to support/oppose dichotomies. *Themes* capture the underlying context that gives meaning to and reveals relationships between both concerns and topics. Themes are almost exclusively the product of extrapolation and may be expressed through a variety of forms. Identifying common characteristics between respondents (‘valley residents,’ ‘professional foresters,’ ‘supporters of the proposed action,’ etc.), presenting a spectrum of viewpoints from which to examine extreme positions as well as compromise perspectives (‘though most respondents either support or oppose the proposal, many suggest alternative approaches’), and recognizing implicit associations (‘though few directly express a preference for the No Action Alternative, many ask the FS to maintain current management directions’) are all examples of the forms the team uses to capture a theme.

The following is an imprecise simplification, but it may help clarify the relationship between these concepts. People possess motivations, beliefs, and/or goals that inspire them to respond to an agency’s proposal (revealed as themes). These elements are focused by choices to write about certain issues (organized by topics). In writing a response, they detail specific points-of-view (expressed as concerns).

> “Those favoring restoration and accompanying reduction (or outright ban) of developed activities are not insensitive to those whose livelihood and cultural traditions are deeply rooted in commodity production from these Forests. [long sentence detailing concepts supporting this analysis]” (Southwest Idaho Ecogroup Narrative, *Public Comment – General Overview*)

> “With a few notable exceptions, the majority of public comments regarding forest vegetation extend from one of two basic positions: to remove burned trees or to leave them. Respondents give many different reasons for and against removal, and, generally, these either emphasize the benefits of leaving burned timber for ecological reasons or emphasize the economic benefits of salvage logging.” (BBAR Narrative, *Forest Plant Communities—Threatened, Endangered, and Sensitive Plants*)

From a reverse perspective, a section of our analysis may contain the following four concerns: ‘the agency should evaluate the impacts of W;’ ‘the agency should evaluate the impacts of X;’ ‘the agency should include report Y in their analysis of impacts;’ ‘the agency should consider Z as an alternate approach.’ One topic that can be identified among these truncated concern statements is failure to adequately analyze impacts. We can examine that topic further by reading the sample statements to search for a theme. We may find the SSs for all four PCs are based in a belief that the agency’s proposal will significantly damage the landscape—that evaluating W and X, including report Y, and considering Z are all just different ways of saying they want the agency to choose a direction with less potential for environmental damage. We’ve found a theme; now we should further explore the relationships between these expressions because the topic we identified may still be an important part of the context. Even though the concern statements for numbers three and four may not say anything about adequate analysis, the SSs may reveal an important relationship—if the agency includes report Y it will force them to acknowledge inadequate analysis AND if they consider Z it will require more comprehensive analysis—that gives more substance/meaning to this expression than simply stating, “some respondents don’t support the agency’s proposal.”

4.2. Attribution – It is imperative that we link specific sentiments to those respondents who explicitly stated them. Just as important is that we try to provide our audience with some context to which respondents express the themes we identify. Meaningful attribution should move beyond, "Many people believe . . . . Others argue . . . ." We should not force titles or categories upon respondents but our analysis will become more consequential to the audience when we acknowledge relevant relationships between those who are presenting similar OR contrasting ideas.

> "Responses to some sections of the Affected Environment and Environmental Consequences chapter are dominated by *funded entities*—conservation organizations, timber representatives, and professional resource experts. However, an array of individuals and organizations (*local, regional, and national*) present concerns regarding the Fire and Fuels section of this chapter." (BBAR Narrative, *Fire, Fuels and Air Quality*)

> "These respondents, *including numerous elected representatives and government agency officials*, assert the proposal will circumvent local Forest Service authority." (1999 Roads Narrative, *Local and Regional Expertise/Authority*)

4.2. Extrapolation – A collection of respondents will often express the same basic idea in different ways. These differences may be expressed through slight alterations of text or drastically different styles. Our analysis often requires that we extrapolate one concern, one topic, or one theme from these expressions. Additionally we often must extrapolate connections between different sections of an analysis even if the public concerns and sample statements we use a references for that section do not explicitly make the connection for us.

> "Although several people believe the EIS team should carefully consider the impacts of the pilot project on ephemeral streams and advocate selection of Alternative 5 for its water quality protection emphasis, others question whether interference with these streams truly poses a threat to forests' ecological integrity." (QLG Narrative, *Aquatic, Riparian, and Wet Meadow Ecosystems Management*)

> "It is fair to characterize many of the comments as either pro-salvage logging or anti-salvage logging, even though respondents offer a wide spectrum of considerations to support their positions." (BBAR Narrative, *Forest Plant Communities—Threatened, Endangered, and Sensitive Plants*)

5. Internal Integrity – Usually several authors contribute to the documents, introducing the potential for glaring differences in style, language, and structure. One of the primary roles of the project editor is to establish an electronic template, style guide, and attribution sheet for every project in order to reduce these impacts on the final product. In general, final documents can accommodate some minor differences in style but should be consistent in approach and tone. It is important to note that internal integrity encompasses more than just aesthetic and procedural elements. We must strive to give proportional representation (not necessarily equal) to every section incorporated into the final document. Thus, internal integrity refers to both the style and the substance of the documents.

6. Self-conscious Authorship – Acknowledging our role in the analysis of public comment strengthens our work and downplays the perception that we are simply recapitulating what people wrote. We make decisions to condense or expand our analysis throughout the process of coding letters, evaluating the database reports, drafting public concerns, and writing narratives. Our decision-making should be explicit in the narrative analysis rather than subverted.

> "Throughout this section you will read about conservation organizations, professional societies, and individuals accusing the Bitterroot National Forest of failure to adequately consider and disclose long-term, cumulative impacts. . . . Conversely, a strong contingent of timber industry representatives and local citizens (though by no means exclusively or unanimously local) focus attention on the isolated, short-term impacts they believe necessitate immediate action. . . ." (BBAR Narrative, *Affected Environment and Environmental Consequences*)
>
> "Though some respondents delineate a direct connection between their comments on the interim rule and the 2000 rule, in most cases the link is implicit at best. Additionally, a few individuals express alarm regarding the contents of an unpublished, internal-draft document detailing substantive revisions of the 2000 regulations. The nature of these comments necessitates separate review in order to avoid misrepresenting concerns by placing them within a context the author may not have intended." (2001 Planning Regulations Interim Rule, *The 2000 Regulations and Future Revisions*)

Adequacy of Analysis – We must remain mindful of the relationship between the narrative summary and the public concern list. The narrative summary is organized primarily to assist decision-makers and members of the public in understanding the overarching context, emotions, and relationships present in public comments. The public concern list is organized primarily to assist the client's resource specialists in identifying specific matters that need to be addressed within the planning process. Therefore, the public concern list is intended to be specific, while the narrative is intended to be more general. Ultimately, the analyst must decide whether or not she or he has adequately captured the depth and breadth of public comment directed to a particular section of the analysis. There is no direct correspondence between the number of concerns and the length of narrative summary but a general rule is that no section should be longer than five pages. Presenting the major themes within a meaningful context is the objective from which to gauge the adequacy of a narrative analysis.

Meeting Timeframes – All content analysis products, including narrative summaries, must be conducted in accord with a balance of thoughtfulness and timeliness. While the team strives for an engaging style and a thoughtful analysis, the analyst's narrative approach must also be determined by the amount of time and resources available. The analysis team maintains a solemn objective to deliver products by the dates specified in our contracts. Overtime work is one means to achieving this objective but this option is not a substitute for doing good work in a timely manner. The team must remain committed to working efficiently.

Section 11.3 ~ Full Summary

Ordering Your PC List

A systematic approach to writing full and narrative summaries follows. This is only one of many possible writing approaches; it is designed for beginning writers but may also be useful for more experienced people suffering from writer's block or working on an extremely tight deadline. If you have done a good job of creating your public concern list, you will have already ordered your concerns in a logical manner to facilitate narrative writing. If not, this is your first and most important writing task. Similar concerns should be grouped together, and within each sub-group, concerns should be ordered from general to specific, if possible. Arranging your public concerns in a logical, easy-to-write order is literally half of the narrative writing task.

Once your public concern list is complete and ordered, you can begin writing your narrative. Your public concerns and sample statements should already be in a document template with all the correct formatting in place. A quick and easy way to construct a good outline of your narrative is to simply copy your public concern statements and paste them into paragraphs in the CA body text font. Since we will be using sample statements later on in the process to help flesh out the narrative, some writers like to paste both their public concern statements and at least one sample statement into CA body text font. The examples that follow will only contain the public concern statements.

For full summaries, all public concerns are incorporated into your narrative in the order they appear in your public concern list. Unlike thematic summaries, full summary sections have public concerns and sample statements attached, so it is important to first order your entire list of public concerns into logical paragraphs. Not only does this give you structure and a starting point, but it also ensures that you will be writing about your concerns in the order they appear in your list. Such an outline has been created below from the public concerns identified in one section of a CA document:

> The Yosemite Valley Plan should provide for the restoration of sensitive habitats. The Yosemite Valley Plan should protect meadow, black oak, and riparian areas from pedestrian traffic. The Yosemite Valley Plan should allow grazing in meadows in Yosemite National Park.
>
> The Yosemite Valley Plan should prohibit the removal of any trees in Yosemite Valley. The Yosemite Valley Plan should require the retention of tall pine trees in Yosemite Valley. The Yosemite Valley Plan should require low-impact management techniques for restoration of closed campgrounds.
>
> The National Park Service should utilize carefully managed prescribed fire to improve habitat conditions. The National Park Service should consider mechanical treatments to enhance Yosemite National Park vegetation. The National Park Service should eliminate controlled burning in Yosemite National Park.

The first paragraph deals with general vegetation restoration practices as well as meadow communities. The second paragraph groups concerns regarding trees in the valley, while the third paragraph addresses fire management and its effects on vegetation.

When writing a full narrative, writers often find it easier to group similar concerns into subsections, thus eliminating the need to create transitions between disparate subject areas. Sections that contain 15 or more public concerns probably should be divided into subsections for both the ease of the writer and reader. Generally speaking, two pages of full narrative is the maximum limit of comprehension and readability. If your full narrative exceeds two pages, you either need to cut text or split your section into subsections.

In the example we are using, we could split the section into three subsections: meadows, trees, and fire. Although our use of subsections has eliminated the need to connect the three subsections with transitional sentences, it would be a good idea to start off such a subdivided section with a general road map. (It is important to note that such roadmaps are generally only used at the beginning of chapters and subdivided sections; non-subdivided sections do not necessitate such a road map.)

Section 4.5 ~ Vegetation

Protecting and enhancing the vegetative components of impacted ecosystems in Yosemite Valley is an important consideration for many respondents. Section 4.5.1 summarizes concerns addressing the adequacy of analysis of vegetative impacts and the restoration of meadows. Comments regarding the removal of trees in Yosemite Valley are covered in section 4.5.2, while concerns relating to the use of prescribed fire can be found in section 4.5.3.

4.5.1 ~ Meadows

The Yosemite Valley Plan should provide for the restoration of sensitive habitats. The Yosemite Valley Plan should protect meadow, black oak, and riparian areas from pedestrian traffic. The Yosemite Valley Plan should allow grazing in meadows in Yosemite National Park.

4.5.2 ~ Trees

The Yosemite Valley Plan should prohibit the removal of any trees in Yosemite Valley. The Yosemite Valley Plan should require the retention of tall pine trees in Yosemite Valley. The Yosemite Valley Plan should require low-impact management techniques for restoration of closed campgrounds.

4.5.3 ~ Fire Management

The National Park Service should utilize carefully managed prescribed fire to improve habitat conditions. The National Park Service should consider mechanical treatments to enhance Yosemite National Park vegetation. The National Park Service should eliminate controlled burning in Yosemite National Park.

We've mapped out a starting structure, but because we only have nine concerns in this example, we probably don't need to divide them into subsections (and we won't).

11.3.1 ~ Converting Public Concerns into Full Narrative

Since we are summarizing and analyzing the comments of others, all statements within your narrative must attribute the action expressed in your sentence to the person or group that submitted it. Attributions comprise two components, an actor and a verb, and are essential to creating a document that objectively presents public comment. (A list of attribution actors and verbs is included in section 3.4 of this chapter). Preliminary sentences can be created by simply choosing an attribution actor and verb and then connecting those to your public concerns.

A common mistake for writers is starting all paragraphs and sentences with "many respondents believe" or similar constructions written in subject-verb-object order. These constructions are often the most clear and direct, and many editors recommend them for other types of writing. In writing, however, subjects (respondents, people, individuals, organizations) and verbs (believe, suggest, recommend, advise) vary little from sentence to sentence. If all sentences follow the same pattern, narratives become painfully monotonous.

To improve readability, vary the placement of your attributions. They can be placed at the beginning, middle, or end of sentences. But keep in mind that attributions that work at the beginning of a sentence do not always work as well at the end. Placing the attribution at the end of a sentence may turn it into a run-on. This placement only works with very short sentences. Even then, such constructions can sometimes be awkward and require more careful phrasing. For long or complex sentences, try to place the attribution closer to the beginning of the sentence. If the sentence is very long and you cannot logically shorten it, use the subject-verb-object order discussed above.

For variation, you can also replace general attributions with more specific attributions associated with the public concern. For example, if a person has a title (e.g., Tribal Chairman, US Senator), use it. You can also refer to the type of organization submitting the letter (e.g., conservation organization). Just read through your final sentence carefully to ensure that you are not giving false impressions regarding how many people, organizations, etc. are responding.

Let’s examine a few different ways to convert two public concern statements into narrative:

> The Yosemite Valley Plan should provide for the restoration of sensitive habitats. The Yosemite Valley Plan should protect meadow, black oak, and riparian areas from pedestrian traffic.
>
> **Can be written as:**
>
> Many respondents believe that the Yosemite Valley Plan should provide for the restoration of sensitive habitats. Still others recommend that the Yosemite Valley Plan protect meadow, black oak, and riparian areas from pedestrian traffic.
>
> **OR:**
>
> The Yosemite Valley Plan should provide for the restoration of sensitive habitats, suggest many respondents. Of those recommending habitat restoration, several ask that the Yosemite Valley Plan protect meadow, black oak, and riparian areas from pedestrian traffic.
>
> **OR:**
>
> Many respondents believe that the National Park Service should restore sensitive habitats—in particular meadow, black oak, and riparian areas.

Now that we have sentences constructed, we need to add topic sentences and transitions. Whether you are writing a full or a thematic summary, a topic sentence describing the general direction of the subsequent section or paragraph is a writing requirement. Transitions between paragraphs are also required since they help the reader follow the logical order of your topics. If the topics between two paragraphs are very different, consider creating subsections (as previously mentioned), or just create a “two-clause” transition. A “two-clause” transition takes the topic from the first paragraph in the first clause and connects it to the topic in the second paragraph in a second clause:

> While timeframes are problematic for some, the lack of economic analysis also raises many concerns.

Although there really isn't a logical connection between these two thoughts (other than the fact that people care about both), this type of transition will at least move the reader from one set of concerns to another.

11.3.2 ~ Example of a Full Narrative

Here is what your section may look like once you have included an analysis of the sample statements and included all necessary topic sentences and transitions:

Section 4.5 ~ Vegetation

Protecting and enhancing the vegetative components of impacted ecosystems in Yosemite Valley is an important consideration for numerous citizens. Of these respondents, many request that the National Park Service restore sensitive habitats—in particular meadow, black oak, and riparian areas. While some believe that preservation and education will lead to vegetative restoration, others contend that the Yosemite Valley Plan should allow grazing in the Valley. Such grazing, they maintain, will keep the meadows open and promote the establishment of healthy perennial grasses.

In addition to supporting meadow protection, many respondents support the preservation of the Valley's trees. One constituent opposes the removal of the "beautiful tall pine trees which give the Valley so much of its present day character." The disturbance or removal of vegetation and trees during restoration of closed campgrounds concerns many as well. "By removing trees, it could deface these sites for generations," offers an individual.

The use of fire is another vegetative management tool that elicits several comments. While some believe the National Park Service should utilize carefully managed prescribed fire to improve habitat conditions, others feel that the National Park Service should eliminate all controlled burning in Yosemite National Park. Additionally, the National Park Service should consider mechanical treatments to enhance Yosemite National Park vegetation, according to another, "where fire cannot by itself sufficiently enhance the Park's pine/oak forest/meadows mixture."

Public Concern: The Yosemite Valley Plan should provide for the restoration of sensitive habitats.

"I support removing roads and utilities to restore sensitive meadow areas, as well as restoring any other sensitive types of habitat by removing structures and limiting access. I am a big fan of restoring areas to healthy and natural conditions. I feel that wherever possible, removing structures and restoring the area should be done. I am also a big fan of continuing to monitor areas after they have been restored. All restoration areas should have some kind of monitoring and evaluation schedule set up, as well as continued maintenance until the area has fully recovered." (Individual, Columbia, CA - #4235)

"There is too much emphasis in the various alternatives in the draft plan on moving facilities from one place to another and on constructing new facilities in places unimpacted in the past. Emphasis should be placed on restoration under a clearly articulated set of priorities." (Conservation Organization, Fresno, CA - #7881)

Public Concern: The Yosemite Valley Plan should protect meadow, black oak, and riparian areas from pedestrian traffic.

"Some areas, which are in need of protection, are the meadow areas, the California black oak communities, and the riparian habitats. We respect that the protection of these areas is not always compatible with the goals of tourism in the area, however, with significant interpretive and educational services to visitors to the Park, the long-term protection may be achieved. Immediate preservation actions that may be taken could be the construction of raised wooden paths in certain areas of the meadow and California black oak habitats, along with construction of paths through a limited area of the riparian habitat. We believe that the only way that visitors will respect the ecological significance of the area is through educational programs that highlight the fragile nature of such communities." (Individual, San Luis Obispo, CA - #1510)

Public Concern: The Yosemite Valley Plan should allow grazing in meadows in Yosemite National Park.

"Meadows should not be closed due to unsubstantiated claims of over-grazing or because of excessive use by another user group. Actions limiting use of any grazing area should be after a monitoring program acceptable to both users and administrators indicates a need for action, and after review by experts in range management. Responsible cattle grazing, where allowed by agency regulation, are an acceptable component of the 'Multiple Use' concept and should be tolerated by all users as trails are not closed to other user groups." (Recreational Organization, No Address - #3701)

"Grazing of meadows by work animals should be implemented to help keep them open and promote healthy stands of perennial grasses. Hay transportation and feeding should be controlled, with only weed-free certified hay, covered when transported, and with feeding locations controlled to help prevent the spread of noxious weeds." (Individual, Sutter Creek, CA - #7305)

Public Concern: The Yosemite Valley Plan should prohibit the removal of any trees in Yosemite Valley.

"Don't remove the trees, please. I think that they deserve to continue living. Maybe they are in the wrong place, but it's not their fault." (Public Hearing, San Jose, CA - #20520)

Public Concern: The Yosemite Valley Plan should require the retention of tall pine trees in Yosemite Valley.

"[I oppose] restoring vegetation in such a way as to eventually eliminate the beautiful tall pine trees which give the Valley so much of its present day character. Doing this in the name of some distorted view of what the place looked like 100 years ago bears no relevance to what is most enjoyable for visitors of today. I still recall my first impression of Yosemite Valley. On my first visit, I was overwhelmed by the enormous (especially for me as non-Californian) pine trees that fit so well with the larger-than-life magnificent views of cliffs, and monoliths and water coming down everywhere." (Individual, Los Altos, CA - #3165)

Public Concern: The Yosemite Valley Plan should require low-impact management techniques for restoration of closed campgrounds.

"I urge you to limit restoration of closed campgrounds to removing structures, pavement and subgrade, and possibly some underground utilities; then loosening soil and planting, where necessary. I see no merit in removing imported fill to restore the topography of the closed campgrounds. It would add to the cost of restoration - and likely postpone its start. It would add pollution and traffic of its own. It would destroy existing vegetation, particularly in Camp 9 and Lower River, where revegetation is already well underway. By removing trees, it could deface these sites for generations." (Individual, Oakland, CA - #3835)

Public Concern: The National Park Service should utilize carefully managed prescribed fire to improve habitat conditions.

"I feel that prescribed fire can and must be performed in an ever more sophisticated manner to avoid partial results and disasters as have occurred elsewhere in recent times. With that in mind, fire managers and resource managers must cooperate ever more closely to promote habitats that approach pre-settlement conditions." (Individual, Walnut Creek, CA - #3565)

Public Concern: The National Park Service should eliminate controlled burning in Yosemite National Park.

"Please end all 'controlled burning' within this (and all) Park systems. Allow private (and supervised) clearing and utilization of wood resources." (Individual, Planada, CA - #20513)

Public Concern: The National Park Service should consider mechanical treatments to enhance Yosemite National Park vegetation.

"Where fire cannot by itself sufficiently enhance the Park's pine/oak forest/meadows mixture, then some mechanical removal of the Valley's pine overstory along the lines of a natural landscape design should be promoted." (Individual, Walnut Creek, CA - #3565)

Section 11.4 ~ Advice and Reference Materials

11.4.1 ~ General Writing Advice

Keep a dictionary and thesaurus at your desk. If you encounter an unfamiliar word, LOOK IT UP AND ADD IT TO YOUR VOCABULARY! If you use the same word repeatedly, FIND A NEW ONE! Take control of your language; don't let it control you.

Practice clear and meaningful writing. Don't ignore emails, letters to family or friends, and instructions to a coworker as opportunities to practice and improve writing skills such as organization, clarity of ideas, parallel structure, and internal reference.

Simplify your writing. This does not mean "dumb it down." It means clarity must precede complexity—only when foundations and structures are clear can the nuances that reveal relationships and juxtapositions between ideas be meaningfully explored.

Eliminate unnecessary, redundant, or tangential phrases that are an acceptable part of verbal exchanges but clutter or confuse written communication and often misrepresent reality. In particular, avoid **pat phrases** ("concerned about the environment"—the environment is a multifaceted thing and concern for it is not necessarily the antithesis of multiple-use), **clichés/clichéd constructs** ('loggers vs. environmentalists'—though extreme positions are an obvious reality within any public debate, we must ask ourselves every time whether the *range* of comment on a project is so clearly dichotomized and whether these groups are really the best examples), and **excess/unexplained jargon** ("defensible fuel profile zones"—if the agency's proposal discusses this term at length, it's ok to use it in the narrative but you should still provide readers some context).

Try planning out your writing before you start typing. Don't let fuzzy thoughts become fuzzy narrative. If thinking fuzzily helps you get started, follow that direction to its fuzzy conclusion, but leave yourself plenty of time to revise your narrative for clarity! A free-association approach may help you get started but don't expect anyone else will want to get fuzzy with you, especially when a deadline is looming.

Though not always recommended (as it may precipitate commitment papers), try reading your writing out loud. Find an acceptable place, away from coworkers who need to concentrate on their own work, to sound it out. Vocalization can tell you a lot about your writing. For example, if you are repeatedly out of breath after reading sentences, evaluate where you can vary the length/complexity of your sentences. Further, if you confuse yourself while trying to read a sentence as one coherent expression it is a good bet the reader will have even more difficulty. Ask yourself if too many sentences sound the same. Imagine a listener is hearing your material for the first time, is that person going to ask you, “What does that really mean?” when you are done?

11.4.1.a ~ Strategies for Overcoming Writer’s Block

Writer’s block is often caused by conflicted feelings. We want the writing to be engaging AND we want the thing done as soon as possible. We know what we know but we don’t know what our readers know. We have all the public concerns; we’ve sketched out the themes, but we don’t know what the final analysis should look like. We know what we have to say but we are afraid that it won’t measure up to our expectations or to our readers’.

All of these feelings are natural and normal. Everyone finds writing a challenge. Many analysts, however, compound their problems by employing weak writing strategies. When these methods fail, they give up.

Weak Strategies:

1. Trial and error—since our short-term memory is limited, trying to juggle in your head all the possible ways to phrase something usually means we repeat the same rejected phrases over and over. One way to avoid this is to make a quick list of alternative phrases.

2. Insisting on a perfect draft—the surest way to writer’s block. Expecting everything to jell at once leads to paralysis and heartburn. This is really much slower than several quick drafts focusing on different goals.

3. Waiting for inspiration—sometimes it works, sometimes it doesn’t. What seems like inspiration is usually the result of internalized hard work. In a moment we’ll talk about some useful strategies for pushing “inspiration” along.

4.Words looking for an idea—we all know those phrases which click so easily into the keyboard but then go nowhere: “due to the fact that...” “it is imperative that...” “a wide variety ranging from ... to....” These phrases can be building blocks but they won’t help much until you know what you’re building.

Powerful Strategies for Avoiding Writer’s Block:

1. Making notes—jot down ideas and phrases as they occur to you. Free yourself from paragraphs and sentences for the moment—use flow charts, arrows, boxes, outlines, even pictures. Right now, you are worried about getting things down before you forget them.

2. Freewriting/Brainstorming—when you’re not just blocked, when you’re stonewalled, try freewriting. Sit down for ten minutes and write down everything you remember about the concepts expressed in your public concern list. The object is to write without stopping for the whole ten minutes. If you can think of anything to say, write “blah, blah, blah” over and over. If other things occur to you as you write, go ahead and record them, even if they are not directly related to your topic. These distractions may be part of what is keeping you blocked.

Freewriting is good for uncovering ideas—it's a good way to nudge "inspiration." But the main purpose of freewriting is to get you moving! Most of what you write in those ten minutes will go in the recycling bin, but you'll be warmed up and your serious writing should go more smoothly.

Brainstorming resembles freewriting but it is more goal-directed. You start not only with a topic, say 'pros and cons of timber extraction', but also with a goal: "What do readers need to know about the specific debates evident in this public comment project?" Then allow yourself to jot down ideas for a set amount of time without censoring any possibilities and without striving for perfect prose. When the "storm" has passed you can rearrange ideas, put thoughts into complete sentences, edit and polish.

3. Piecework—sometimes, starting at the beginning induces Perfect Draft Syndrome. It may be easier to get started if you approach the task sideways. If you've got a plan for the section, choose a segment from the middle or a point you know well and start there. Then do another segment. After you've gained some confidence, you can work on the opening and smooth out the transitions.

4. What I Really Mean Is (WIRMI)—when you're stuck in a quagmire trying to find the perfect phrase, switch to What I Really Mean Is and just say it the way you think it. Once you know what you mean, it is easier to refine the phrasing.

5. Satisficing (satisfy + suffice)—you 'satisfice' when you take the first reasonable solution instead of searching endlessly for just the right word or sentence. If you're unhappy with the choice, you can bracket it and promise yourself you'll fix it later.

11.4.2 ~ Further Advice on Attributions

As aforementioned, attributions are essential to presenting public comments as objectively as possible. Using attributions ensures that public concerns are presented as the thoughts and feelings of the citizens stating them, not as facts.

It is best to vary the placement of your attributions, as well as the type of actor, for readability's sake. Good narrative consists of a mix of general, specific, and pronominal actors. Don't forget to look at the actual attribution at the end of the sample statement to help you add variety to your list of actors; however, review your final sentence carefully to ensure it does not give the impression that this respondent was not the only one to make this type of comment. While editors prefer active voice over passive, you may occasionally use passive voice to create syntactic variety.

Although attributions can be placed at the beginning, middle, or end of sentences, some placement can cause confusion. For example, it is confusing to the reader if the attribution is tacked on to the end of a very long sentence. Another common mistake is including an interrupting attribution within the body of the sentence without setting it off with commas.

BAD

Including the SWDPS would "divert agency resources and attention away from important restoration opportunities and may create significant and unnecessary complication with key cooperators in Mexico," one person writes.

Including the SWPDS one person writes would "divert . . . in Mexico."

Including the SWDPS, one person writes would "divert . . . in Mexico."

GOOD

Including the SWDPS, one person writes, would "divert . . . in Mexico."

General	Pronominal	Specific
respondent(s)	some	representative(s) of (a business)
person	many	member(s) of (a recreational organization)
people	others	director of (a local environmental group)
citizen(s)	several	(timber industry) representative
constituent(s)	a few	lawyer representing (a local homeowners group)
individual(s)	one	president of (a small banana republic)

11.4.3 ~ General Writing Directives (borrowed from various sources)

Vary the structure and length of sentences. Narrative prose becomes choppy (and dull) when every sentence begins with the main subject followed by a verb, and when sentences are of uniform length: Also, use transitional words and phrases to show relationships between sentences. "I stopped exercising. I gained 50 pounds." We could improve these sentences by combining them: "After I stopped exercising, I gained 50 pounds." Notice how, without any transitional words, we cannot be sure what the relationship is between "I stopped exercising" and "I gained 50 pounds." Did the speaker stop exercising because he had gained fifty pounds? Or did he gain fifty pounds because he stopped exercising? Did exercise or the lack thereof have anything to do with the speaker's weight gain? A revision should clarify this relationship. The following are some additional writing directives:

1. Omit 'which' or 'that' when possible.

Wordy: "Because the fluid, which was brown and poisonous, was dumped into the river, the company that was negligent had to shut down." Concise: "Because the brown, poisonous fluid was dumped into the river, the negligent company had to shut down."

2. Replace 'is,' 'are,' 'was,' 'were,' or 'have + a gerund' to a simple present or past tense verb.

Wordy: "The South African government was undergoing significant changes." Concise: "The South African government underwent significant changes."

3. Replace 'should,' 'would,' or 'could' with strong verbs.

Wordy: "The environmental council could see several solutions." Concise: "The environmental council saw several solutions."

4. Substitute strong verbs for '-tion' and '-sion' words whenever possible.

Wordy: "I submitted an application for the job." Concise: "I applied for the job."

5. Replace prepositional phrases with one-word modifiers when possible. Prepositional phrases, those little relationship words like ‘of,’ ‘from,’ ‘after,’ etc., tend to bring in a lot of ‘-tion’ and ‘-sion’ words too.

Wordy: “The President of the Student Senate was in charge of the lobbying against the merger at the Minnesota Congress.” Concise: “The Student Senate President oversaw lobbying the Minnesota Congress against the merger.”

6. Use a colon after a statement preceding a sentence of explanation, and leave out the beginning of the next sentence

Wordy: “The Theater has three main technical areas. These areas are costumes, scenery, and lighting.” Concise: “The theater has three main technical areas: costumes, scenery, and lighting.”

7. Eliminate clutter, which often appears in the form of prepositional phrases, but also watch out for senseless or redundant phrases.

Wordy: “There are many people who find success intimidating.” Concise: “Success intimidates many people” or “Many people fear success.” Wordy: “With careless nonchalance, she threw the bag over her shoulder.” Concise: “Carelessly, she threw the bag over her shoulder.” or “Nonchalantly, she threw the bag over her shoulder.”

8. Avoid Misplaced and Dangling Modifiers

Sometimes we become careless and place descriptive phrases far away from the words they modify, making our sentences unclear or inaccurate. These phrases are called *misplaced modifiers*. For example, in “I was told that I had been awarded the scholarship by my professor,” does this mean the professor did the telling or the awarding? If the professor did the telling, we could make the meaning of this sentence clearer by repositioning the phrase: “I was told by my professor that I had been awarded the scholarship.” Other times we write descriptive phrases that point to or modify words that are not clearly stated in our sentences, making our sentences illogical. These phrases are called *dangling modifiers*. For example, in “Walking to college on a subzero morning, my left ear became frozen,” the underlined phrase modifies “my left ear.” This doesn’t make sense; some person must have been doing the walking. We can clarify the sentence by putting a logical word after the phrase: for example, “Walking to college on a subzero morning, I froze my left ear.” Or, we can change the phrase so that it has a logical subject and verb in it: “When I was walking to college on a subzero morning, my left ear became frozen.”

11.4.3.a ~ Using Commas Correctly (adapted from Sherman & Johnson, Modern Technical Writing)

The comma is important because it is the main device by which the grousing of words, phrases and clauses is indicated. Consequently it is used, and unfortunately misused, more than all the other marks combined.

Its use, however, is not haphazard. Competent writers almost always use commas for one of two purposes: to set off some element of the sentence from what precedes, what follows, or both, or else to separate two elements as they might be separated by a pause or rising inflection of the voice if one were speaking. The few uses that fall into neither of these categories are the arbitrary use of commas on certain specific occasions, to be pointed out below, and the insertion of a comma when its presence is necessary for the sake of clarity.

The rules that follow, though numbered consecutively throughout, are grouped in accordance with the uses referred to above.

Commas Used to Set Off

1. An appositive or a term of direct address is set off by commas: “The original factory, an old stone structure, is still standing.”

Note: No comma is used when a noun and its appositive are so closely related as to join in expressing a single idea. For example: “The invasion was led by my brother John.”

2. An adverbial clause preceding its principal clause, or an adverbial phrase at the beginning of a clause, is usually set off by a comma: “On all floors except the second and the fourth, the fire hazards have been removed.”

Note: If an adverbial clause or phrase is extremely short, and if omission of the comma could not cause confusion, the comma may be omitted. For example: “When he arrived he was immediately seated.” “During July the plant will be closed.”

3. Independent elements, participial phrases, gerund phrases, and other such constructions at the beginning of a sentence are set off by commas: “No, the shipment has not yet arrived.” “Worried by the complaints, we began an investigation.”

4. A conjunctive adverb (however, moreover, therefore, etc.) is usually set off by commas when it comes within the clause to which it applies. When it comes at the beginning of a clause, it may or may not be followed by a comma but will always be preceded by a period or semicolon: “His objection, therefore, was ignored.” “I had heard the rumor before; consequently, I did not believe it.”

5. Any mildly parenthetical element is enclosed in commas if it seems desirable to set it apart from the rest of the sentence. A writer is called upon to use his own judgment in applying this rule, for too many commas will make a sentence jerky and hard to read: “The frame, he insisted, was too tight.” “The central section, for example, was undamaged.”

6. A terms such as namely or that is, used to introduce an example or a list, is usually set apart from that example or list by a comma. (The mark that precedes such an expression depends on the sentence structure.): “The crops—that is, wheat, peas and alfalfa—are in good condition.” “Three species of tree were observed, namely, pine, fir, and cedar.”

7. Nonrestrictive clauses are set off by commas. Restrictive clauses, however, are not set off: “The south side, which had been exposed to the sun, was badly faded.” “He moved to Arizona, where the climate was not so moist.”

Note: In these examples, the clauses introduced respectively by “which” and “where” merely add some additional facts. If they were omitted, the meaning of the remainder of the sentence would be unchanged. Hence they are nonrestrictive. However, some clauses introduced by “where” or “who” are restrictive. Each is used to limit—to restrict—the meaning of the main statement, which would be radically changed if the clause in question were omitted. “The roads went to pieces where the permafrost had been disturbed.” “All motorists who drive recklessly should be fined heavily.”

Note: Sometimes a sentence does not make sense unless a clause is interpreted in a single way—restrictive or nonrestrictive. When this is true, an error in punctuation merely increases the difficulty of reading. There are times, however, when restrictive and nonrestrictive interpretations are equally reasonable. When this is the case, an error in punctuation leads a reader to misunderstand the meaning. Note how the meaning of the two sentences that follow depends on punctuation: “The people from Troy, who had come early, obtained seats.” “The people from Troy who had come early obtained seat choices.”

8. A word or phrase placed in an abnormal position in a sentence should be set off by a comma or commas: “To a trained accountant, the problem would look easy.”

9. A direct quotation is set off by a comma or commas: *“The tires are threadbare,” he asserted, “and will blow out at any moment.”*

Exceptions: A quotation that blends into the regular structure of the sentence is not set off by commas. A title in quotation marks is not set off by commas unless some other rule makes commas necessary: *The poet’s prophecy about “airy navies grappling in the central blue” has become an unpleasant reality.* *The rhythm of “The Raven” is very striking.*

Commas Used to Separate

10. A comma is ordinarily used between two independent clauses that are joined by a coordinating conjunction. The coordinating conjunctions are “and,” “but,” “for,” “or,” and “nor.” (“Yet” and “so” may also be treated as coordinating conjunctions when this rule is applied.) “The building is old, but it has been kept in good condition.”

Note: When both clauses are extremely short and simple, the comma may be omitted: “It was damaged but it still is usable.”

Note: If a comma is used within one or both of two independent clauses, the comma between them is sometimes replaced by a semicolon.

11. When a sentence contains a series, the elements in the series are normally separated by commas: “Cattle, sheep, and hogs are now selling for higher prices.”

Note: If a comma is used within any element in a series, it is often better to use semicolons rather than commas between the elements: “We visited Paris, Cannes, and Avignon in France; Frankfurt, Bonn, and Berlin in Germany; and Madrid and Seville in Spain.”

Note: Opinions differ over whether to use a comma before a conjunction (“and” or “or”) that precedes the last item in a series. In technical and scientific periodicals and in material published by the United States Government, use of the comma is predominant. In journalistic and popular publications, usage is divided. Sometimes a comma is essential for clarity because of “and” or “or” being used within one of the items. For example: “The panels were painted red, green, yellow, and black and white.”

Without the comma after “yellow,” it would be impossible to know whether “black” belonged with “yellow” or with “white.” In view of this, it seems advisable to regard the comma as normal punctuation rather than trying to check each series to see whether a comma is needed for clarity.

12. Two or more adjectives preceding a noun are ordinarily separated by commas. (The comma before the last adjective is omitted, however, if that adjective is so closely associated with the noun that the two merge into a single thought unit.) Also, a comma is used between adverbs that modify the same object: “He has a modest, unassuming manner.” “The watchman was a feeble old man.” “Slowly, relentlessly, the stream wore away the dike.”

13. Commas are variously used to separate items in dates, places, and numbers. In dates: "He was born on December 4, 1963, in Princeton." In places and addresses: "San Francisco, California, is an important shipping point." To separate adjacent sets of figures: "In 1950, 675 men were added to the payroll." Between the digits of Numbers: "C10,984; 234,617; and 1,856,445." (The comma is omitted in a number with only four digits unless the number occurs in a column containing numbers in which commas are used.)

Commas Used Arbitrarily

14. A comma is used between the last and the first name of a person when the last name appears first and also after the first name unless the sentence structure calls for some other mark: "Please insert the name Fitzgerald, Duane, in the proper place in the alphabetical list."

15. A comma is sometimes used to indicate the omission of one or more words: "July will be devoted to writing; August, to revision."

16. A comma may be used whenever it is necessary to force a pause for the sake of clarity: "Inside, the building was in better condition."

11.4.3.b ~ **Transitions and Connective Phrases**

(adapted from the University of Wisconsin-Madison, Writing Center Handbook)

To Join (Conjunctions) and or nor so but for neither yet	**To Introduce a Topic** as for concerning with regard to with respect to	**To Summarize** in all briefly in other words in summary that is in short	**To Show Purpose** in order that in order to so that
To Show Cause and Effect accordingly as a consequence as a result consequently for this reason hence it follows that so/so that then therefore thus	**To Compare** by comparison here again in the same way in a similar manner likewise similarly so too as also equally	**To Contrast** conversely however instead in spite of that anyhow on the contrary on the other hand otherwise rather than still yet	**To Explain/Reason** actually admittedly because certainly for example in fact indeed really of course since that is
To Add Information/Reasons add to this again also besides equally further furthermore in addition moreover once more then too too yet again	**To Show Various Conditions** in these circumstances under such circumstances this (that) being so provided that in spite of none/nevertheless at the same time even if unless otherwise although even though though	**To Show Conviction** at least apparently even so evidently certainly conceivably conclusively doubtless no doubt perhaps possibly presumably surely	**To Show Concession** admittedly after all all the same at any rate granted however in any case in spite of it is true that nevertheless obviously of course still

yet another	despite	undoubtedly	to be sure

To Show Chronological Order		**To List or Show Logical Order**	
after that	afterwards	for example	for instance
later	shortly	in particular	to illustrate
subsequently	concurrently	the one ... the other	this ... that
in the meantime	in the meanwhile	these ... those	here ... there
now	simultaneously	either ... or	neither ... nor
when/while	first, second, etc.	whether ... or	though ... yet
formerly	earlier	wherever ... there	since ... then
previously	before that	the more ... the more	not only ... but also
then	already		
at last	at length		
by that time	finally		

11.4.3.c ~ Attribution Verbs

(adapted from M. Metz, "Thoughts from a Fully Modern Grammar Wrangler")

Note: Look up unfamiliar words before you use them

NEUTRAL	NEUTRAL	STRONGER	STRONGEST
advance	observe	advocate (+)	accuse (-)
advise	offer	affirm (+)	announce
articulate	point out	assert	allege
ask	pose	attest	assume
believe	postulate	aver (+)	charge
call for	present	avouch (+)	contest
comment	propose	avow	declare
conclude	recommend	claim	espouse
consider	reflect	contend	exhort
counsel	regard	doubt (-)	impugn (-)
credit	relate	notify	insist
deem	remark	profess	persist
encourage	request	pronounce	proclaim
express	say	propound	protest (-)
extend	state	put forward	swear
hold	speak	question (-)	urge
indicate	submit	uphold	warn (+)
inform	suggest	inform	
introduce	tell	introduce	
maintain	view		
mention	write		

INDIRECT		FUTURE	
allude	denote	forecast	predict
connote		imagine	presage
ascribe	hint		
impute			
attribute	imply		
convey			

11.4.3.d ~ Internet Resources on the Writing Process

There are at least a hundred web sites where one can find self-help documents on the writing process. Many are gopher-based collections; a few are true hyperlinked writing guides that allow the user to follow links to different topics. Materials available vary widely in quality, presentation, and degree of detail. The following are some helpful website..

The University of Victoria's Hypertext Writer's Guide—
http://www.clearcf.uvic.ca/writersguide/welcome.html

The Write Place, St. Cloud State University—http://leo.stcloudstate.edu/

University of Wisconsin-Madison Writing Center—
http://www.wisc.edu/writing/Handbook/handbook.html

Temple University Writing Center—http://www.temple.edu/writingctr/cweb500.htm

Resources for Writers and Writing Instructors, Rutgers University—
http://andromeda.rutgers.edu/~jlynch/Writing/links.html

Chapter 12 ~ Editing Documents

Section 12.1 ~ Introduction

Both writers and editors share responsibility for editing documents. As timelines are short, writers are expected to edit their own work before providing it to editors, and they also may serve as editors to other writers when needed. This chapter is designed for people serving both roles.

The analysis team uses the *The Gregg Reference Manual* and the *U.S. Government Printing Office Style Manual 2000* as its guides for grammar, usage, and style. This chapter offers specific guidance for ensuring consistency in documents, but does not attempt to teach material covered by the manuals.

Section 12.2 ~ Roles and Expectations

Short timelines require cooperation on the part of all employees. Following are expectations for writers, editors, and team leaders during the writing process.

Writers will:

- Submit first drafts for review as opposed to rough drafts. A first draft consists of a document that has been edited by the author with reference to all writing and attribution guidelines established for the project. Before submitting a draft for editing, writers should review their documents in light of the following checklist:
    - Confirm compliance with the Public Concern Rules, Proofreading Checklist, and Attribution Sheet.
    - Correct any sentence fragments and grammatically awkward sentences.
    - Verify Public Concern/Sample Statement agreement for each Public Concern.
    - Ensure that styles and formatting are used correctly and consistently.

    Particular to narrative writing

    - Confirm the order of public concerns matches the order of ideas presented in the narrative (for full summaries, not thematic summaries).
    - Trace a coherent theme or juxtaposition within each paragraph.
    - Establish a coherent progression of ideas within the overall organization of the narrative (with begrudging acceptance of periodic outlying issues).
    - Use a topic sentence to introduce sections.
    - Avoid beginning each paragraph with the same phrase or sentence structure.
- Notify editors/team leaders of necessary adjustments in scheduled deadlines as soon as possible.
- Recognize that editing is an evolving process and a first edit may not catch all possible or necessary edits.
- Accept editorial guidance in light of the intent to improve documents.

Editors will:

- Offer clear and concise feedback focused on clarity and accessibility of the final document, as opposed to directions based on personal preference and writing style.
- Provide clear delineation between required changes and optional considerations.
- Focus on providing constructive feedback, including positive as well as corrective remarks.
- Establish consistent expectations and guidelines so writers do not receive conflicting feedback from different editors.

If writers fail to meet these expectations, editors have the right to return documents to their authors and ask for corrections. Similarly, if editors fail to meet these expectations, writers have the right to return documents to the editors.

Content Analysis Team Leaders will:

- Assign roles and responsibilities to allow writers to work with the same editor as much as possible.
- Intervene in situations where a writer and editor are unable to reconcile differences in approach to the writing assignment or failure to meet expectations.

Section 12.3 ~ Elements of Editing

12.3.1 ~ Reference Materials

For writing and editing documents, use the following references:

- **The Gregg Reference Manual.** Use the Gregg to check grammar and usage, and for editing/proofreading marks.
- **Technical Guide.** Use the following resources from the technical guide: Public Concern Rules, Writing Rules, Find and Replace Checklist, Editing Checklist, Trusty/Creative Verb List. *(provide location in tech guide)*
- **Project-Specific Guidance**.
    - Coding Structure and Letter Attribution Codes.

12.3.2 ~ Mandatory versus Discretionary Edits

Mandatory edits are marked by one or more of the following visual clues:

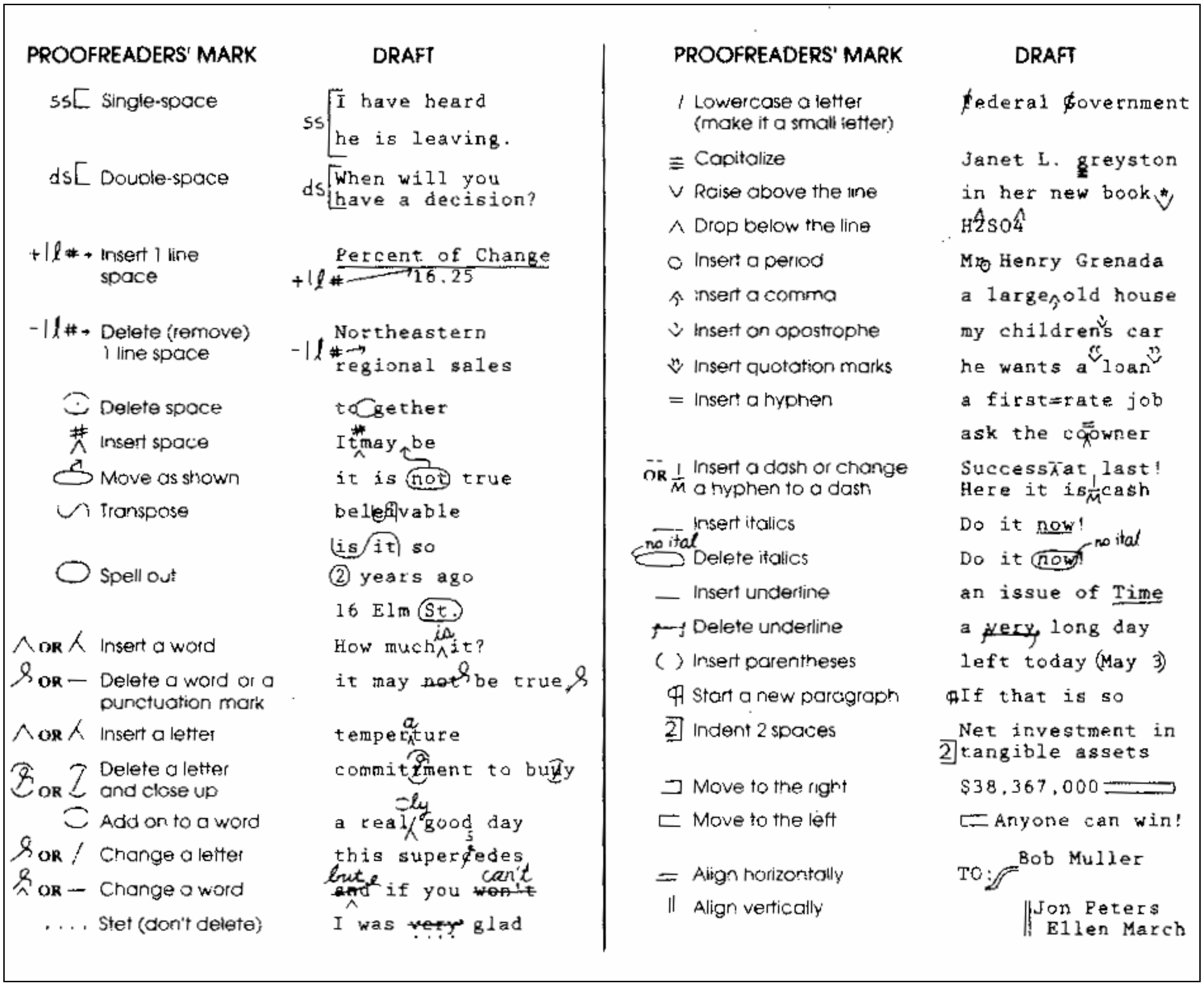
- Text is crossed out (replacement text may or may not be provided);
- Direct command words such as “rewrite” or “restructure” as well as fundamental writing trigger words/symbols such as “agreement (with arrows)” and the paragraph symbol.

Discretionary edits are marked by one or more of the following visual clues:

- Suggestion written above existing text but no text is crossed out;
- Suggestion is followed by a question mark.

12.3.3 ~ Editing Marks

We use basic editing marks found in the *AP Stylebook* and *The Gregg Reference Manual* (*see sample below*). For complex editing changes, editors are encouraged to use notes to help explain what is required of the writers.



PROOFREADERS' MARK	DRAFT
ss Single-space	ss I have heard he is leaving.
ds Double-space	ds When will you have a decision?
+l# Insert 1 line space	Percent of Change +l# 16.25
-l# Delete (remove) 1 line space	Northeastern -l# regional sales
Delete space	together
# Insert space	It may be
Move as shown	it is not true
Transpose	believable
	is it so
Spell out	2 years ago
	16 Elm St.
OR Insert a word	How much is it?
OR — Delete a word or a punctuation mark	it may not be true,
OR Insert a letter	temperture
OR Delete a letter and close up	committment to buy
Add on to a word	a real good day
OR / Change a letter	this supercedes
OR — Change a word	but and if you can't won't
. . . . Stet (don't delete)	I was very glad

PROOFREADERS' MARK	DRAFT
/ Lowercase a letter (make it a small letter)	Federal Government
≡ Capitalize	Janet L. greyston
V Raise above the line	in her new book*
Λ Drop below the line	H2SO4
○ Insert a period	Mr Henry Grenada
Insert a comma	a large old house
Insert an apostrophe	my childrens car
Insert quotation marks	he wants a loan
= Insert a hyphen	a first=rate job
	ask the coowner
OR M Insert a dash or change a hyphen to a dash	Success at last!
	Here it is cash
___ Insert italics	Do it now!
no ital Delete italics	Do it now! no ital
___ Insert underline	an issue of Time
Delete underline	a very long day
( ) Insert parentheses	left today May 3
¶ Start a new paragraph	¶If that is so
2 Indent 2 spaces	Net investment in 2 tangible assets
Move to the right	$38,367,000
Move to the left	Anyone can win!
Align horizontally	TO: Bob Muller
‖ Align vertically	Jon Peters Ellen March

12.3.4 ~ Proofreading Checklist

Spell check: Run spell check. While you are editing, misspellings may distract you and cause you to miss other errors.

Attributions: See the attribution sheet.

Numbers: Spell out one through nine; use numerals for 10 and above. Use a comma as a thousands separator.

Percentages: Spell out "percent" except in tables or charts.

Acronyms: Introduce acronyms upon first reference in each chapter. Example: "The National Park Service (NPS) requires . . ."

States: Do not abbreviate in text.

Measurements: Spell out; avoid abbreviations.

Slashes: For clarity, avoid the use of "and/or" constructions.

Quotations *(The Gregg Reference Manual, paragraphs 227-284)***:** Use smart quotes. Use double quotes around sample statements and around quotations within narratives and public concerns. Use single quotes for quotations within sample statements.

Punctuation inside quotations *(The Gregg Reference Manual, paragraphs 245-246*)**:** Make sure all periods and commas are inside quotation marks. Semi-colons and colons may be located inside or outside quotations, depending on the material.

Commas *(The Gregg Reference Manual, paragraphs 122-175)***:** Use a comma before the last item in a series. Example: "Please buy apples, oranges, and pears."

Hyphenation *(The Gregg Reference Manual, paragraphs 801-841)***:** Words ending with "-ly," such as "federally," do not get a hyphen. This is one of the few inviolable rules regarding hyphenation. Some words are hyphenated when used as adjectives but not hyphenated when used as adverbs. Consult the style sheet for each project, the dictionary, or *The Gregg Reference Manual* for specifics regarding hyphenation. Because the hyphenation or non-hyphenation of some words may be dictated by preference, make sure the entire document is consistent.

Ellipsis marks *(The Gregg Reference Manual, paragraphs 274-280, 291)***:** To show the omission of one or more words in the middle of a quoted sentence, use a standard ellipsis consisting of three spaced periods, with one space before and after each period. For the omission of words at the end of a quoted sentence, use a standard ellipsis followed by a period. If words are omitted at the beginning of a sentence, and the fragment can be read as a complete sentence, capitalize the first word of the remaining quoted material and do not use an ellipsis. If the fragment cannot be read as a complete sentence, use an ellipsis to indicate the omitted words.

Omitted words within a sentence: "I believe Yosemite National Park should be protected from . . . massive commercialization."

Omitted words at the end of a sentence: "Yosemite should be protected for future generations . . . . I want my children to experience it."

Spaces after periods: Use one space after periods.

Spaces after colons: Use one space after colons.

Fonts: Use the Word document template.

Headers and footers: Check headers and footers for style, alignment, and page numbering.

FIND:	REPLACE WITH:
Capitalization	
fish and wildlife service	U.S. Fish and Wildlife Service
forest service	Forest Service
yosemite national park	Yosemite National Park
environmental impact statement	Environmental Impact Statement
Acronyms (examples)	
EIS	Environmental Impact Statement
	[spell out first time in narrative; add (EIS) immediately after the proper name; then use EIS later]
FWS	U.S. Fish and Wildlife Service
	(same as above)
BLM	Bureau of Land Management (same as above)
FS	Forest Service (same as above)
Words and Phrasing (Gregg Paragraph 1101)	
pubic	public
affect/effect	affect (v) to change
affect/effect	effect (n) a result (effect can also be used as a verb, as in "to effect a change")
currently	delete if unnecessary
ongoing	delete if unnecessary
about	approximately
utilize	use
insure	ensure
publics	anything but "publics" (groups, stakeholders, etc.)
concerned about	concerned with
scooping	scoping

Hyphens (Gregg Paragraphs 801-841)

e-mail	email
re-evaluate	reevaluate
re-emphasize	reemphasize
deemphasize	de-emphasize
preexisting	pre-existing

Punctuation (dashes represent spaces)

.--	.-
?--	?-
:--	:-
.”--	.”-
.’--	.’- (make sure this doesn’t apply to measurements in feet)
’.	.’
”.	.”
”,	,”
’,	,’
.”-(attribution)	.”--(attribution)

Section Titles

subsection 1.12.1	1.12.1
Section 3.1 ~ Natural Resources	Section 3.1. Natural Resources
Section 3.01	Section 3.1

12.3.5 ~ Editing Checklist

Bureauspeak: Replace bureaucratic language (such as "utilize" and other "-izes") with common language wherever possible. When you must use jargon (such as "pig launcher"), remember to define your terms. Consider adding uncommon terms to the glossary.

Comprised of: Comprise means "includes" or "consists of." Avoid using "Comprised of," as it is only correct when used as an intransitive verb.

Dialog: Do not use this word as a verb. Avoid the popular yet incorrect inclination to use nouns as verbs.

Due to: Avoid this construction unless you're sure you can use it correctly. Only use "due to" when modifying a noun.

Extraneous words and phrases: Delete extraneous words, phrases, and sentences.

Fragments: Check for incomplete sentences. "While many people believe the forests should be harvested" is not a complete sentence.

Gender-neutral language: In your narratives, do not use "he" to refer to a respondent even if you know the person is male. Sometimes you can avoid gender references by using plural subjects. But don't fall into the trap of using "they" or "their" to refer to a singular subject. You can get by with this in conversation but not in formal writing.

Misplaced modifiers: According to Strunk and White, "A participial phrase at the beginning of the sentence must refer to the grammatical subject." They provide an example: "Being in a dilapidated condition, I was able to buy the house very cheap." Reword sentences to avoid this kind of error.

Parallel structure: Make sure you use parallel structure in lists, items in a series, and other appropriate places.

Passive speech: Eliminate passive language wherever possible and use strong action verbs.

Subject-verb agreement: When subjects and verbs are separated by several words, writers sometimes forget the two are related. Make sure a singular subject gets a singular verb and a plural subject receives a plural verb.

Tense: Documents use present tense when discussing respondents' comments.

Word repetition: Avoid using the same word repeatedly, unless it is very common (such as "said"). Strive for variation.

12.3.6 ~ Sample Attribution Sheet

GOVERNMENT AGENCY, ELECTED OFFICIALS

N – International Agency

Example: (North Atlantic Treaty Organization, Brussels, Belgium - #2142)

N – International Elected Official

Example: (Prime Minister, Ottawa, Canada - #2142)

G – Federal Agency

Example: (U.S. Environmental Protection Agency, Washington, DC - #2142)

G – Federal Elected Official

Examples: (Name, U.S. Senator, Arkansas - #2142)
(Name, U.S. Representative, Tennessee - #2142)

S – State Agency

Example: (Oregon Department of Fish, Wildlife and Parks, Salem, OR - #2142)

S – State Elected Official

Examples: (Name, Governor, Augusta, ME - #2142)
(Name, State Representative, Tulsa, OK - #2142)

S – State Government Association

Example: (Association of State Governments, Denver, CO - #2142)

C – County Agency

Example: (Coconino County Department of Public Health, Flagstaff, AZ - #2142)

C – County Elected Official

Example: (Name, Chairman, Tuolumne County Board of Supervisors, Sonora, CA - #2142)

C – County Government Association

Example: (Association of County Governments, Boise, ID - #2142)

T – Town/City Agency or Department

Example: (Grayling Animal Control Board, Grayling, MI - #2142)

T - Town/City Elected Official

Example: (Name, Mayor, Jericho, VT - #2142)

T – Town/City Government Association

Example: (Association of Municipal Governments, Chehalis, WA - #2142)

Q – Tribal Government

Example: (Name, Chair, Confederated Salish Kootenai Tribes, Pablo, MT - #2142)

Q – Tribal Government Association

Example: (Association of Tribal Governments, Washington, DC - #2142)

INTEREST GROUPS

QQ – Tribal Member

Example: (Tribal Member, Belcourt, ND - #2142)

QQ – Non-Governmental Tribal Organization

Example: (Non-Governmental Tribal Organization, Santa Fe, NM - #2142)

D – Livestock Industry/Organization

Example: (Livestock Industry/Organization, Kabetogama, MN- #2142)

W – Agricultural Industry/Organization

Example: (Agricultural Industry/Organization, Lac du Flambeau, WI - #2142)

HT – Hunting and Trapping Industry/Organization

Example: (Hunting and Trapping Industry, Northumberland, NH - #2142)

L – Wood Products Industry/Organization

Example: (Wood Products Industry/Organization, Ottumwa, IA - #2142)

J – Mining Industry/Organization

Example: (Mining Industry/Organization, Rapid City, SD - #2142)

M – Oil Industry/Organization

Example: (Oil Industry/Organization, Sleetmute, AK - #2142)

B – Business

Example: (Business, Ely, NV - #2142)

P – Conservation Organization

Example: (Conservation Organization, Seeley Lake, MT - #2142)

AR – Animal Rights/Humane Treatment Organization

Example: (Animal Rights Organization, Lompoc, CA - #2142)

R – Recreational Organization

Example: (Recreational Organization, Estes Park, CO - #2142)

E – Place-Based Organization

Example: (Place-Based Organization, Lajitas, TX - #2142)

F – Property Rights Organization

Example: (Property Rights Organization, Elmira, ID - #2142)

Z – Multiple Use Organization

Example: (Multiple Use Organization, Cebolla, NM - #2142)

U – Utility

Example: (Public Utility, Scranton, PA - #2142)

Y – Other

Example: (Other, Great Neck, NY - #2142)

OTHER TYPE

I – Unaffiliated Individual

Example: (Individual, Rutland, NH - #2142)

I – No Address

Example: (Individual, No Address - #2142)

A – University

Example: (Department of Pedology, Whattsamatta University, Frostbite Falls, MN - #2142)

A – Professional Society

Example: (Professional Society, Wausau, WI - #2142)

Chapter 13 ~ Creating Appendices for Content Analysis Documents

This chapter discusses the typical complement of appendices provided with each content analysis summary. A standard summary document may include the following appendices: Content Analysis Process, Coding Structure, List of Preparers, Demographics, Immediate Attention Report, Information Request Report, and Organized Response Report. Sometimes, when requested by the agency, the analysis also includes an acronym appendix.

Section 13.1 ~ Using the Appendices Templates

We have created templates for each of the commonly used appendices. These templates include styles as well as blocks of sample text that need only a few changes. Templates and file locations are listed below. You may want to refer to the templates while reading the instructions for completing appendices.

- Appendix A ~ Content Analysis Process
- Appendix B ~ Coding Structure
- Appendix C ~ Public Concern List
- Appendix D ~ Demographics *dot*
- Appendix E ~ Immediate Attention Letters
- Appendix F ~ Information Requests
- Appendix G ~ Organized Response Report Appendix H ~ List of Preparers

Open the file and use the **Save As** command to rename the file and save it to the desired location.

In each appendix, you will need to complete the tables and all the highlighted fields. After entering all the required information, you should also read through the entire document once to make sure no other pertinent details, including your header and footer, have changed for your project. As a final step, you should use the Template Organizer to ensure that the styles used in the appendix match those used in your project template. Copy all the styles in your final template over those used in each document. See page 273 in *Using Word 2000* for help in using the Template Organizer.

If you need to create an entirely new appendix, you can use the general appendix template or save an existing template to a new file and delete all extraneous text.

Section 13.2 ~ Content Analysis Process

Option 1: Provided in brief form with final document.

Option 2: Provided in expanded form with final document.

This appendix generally supplies a brief description of the content analysis process and provides information about how people can review letters firsthand. The team also can expand this appendix to provide a much more thorough description. The template for this appendix includes sample text for the brief version, which is used in most cases. Several fields must be completed.

Section 13.3 ~ Coding Structure

Option 1: Provided with final document.

The coding structure is included as an appendix with the content analysis summary. Formatting is easiest if the coding structure is created with the coding structure template. You can leave this appendix in the landscape format, but make sure it is set apart from the rest of the document in a separate file or is delineated by section breaks.

The template for this appendix includes coding structure styles. You may want to change the page setup to landscape before inserting the coding structure file. (If you like, leave the title page in portrait, insert a section break, and then change to landscape beginning on the second page. Then insert the coding structure file on the second page.)

Section 13.4 ~ Public Concerns List

This list is prepared automatically by using the Table of Contents feature in MS Word *(see 7.2.3d)*. To delete the hyperlinks, use the following instructions:

Eliminating Hyperlinks in Public Concerns Lists

1) Place the mouse pointer to the left of the beginning of the public concerns list.
2) Click and drag the pointer into the public concerns list. This should select the entire thing.
3) Key **Ctrl+Shft+F9**. This should convert the public concerns list to normal text. You may need to select the entire list and perform a **Ctrl+Spacebar**, because strange formatting is sometimes generated in the conversion to text.

Note: *If you change something within a document after the public concerns list has been generated, you will need to insert the list again, if you have eliminated the hyperlinks. If you have not eliminated the hyperlinks, you can select the public concerns list as described above and key* ***Ctrl+F9****. This is the command to* ***Update Fields****. You can also do a right-mouse-click on the list to view a drop-down menu.*

Section 13.5 ~ List of Preparers

Option 1: Provided with final document.

A list of employees who worked on a particular project is supplied with the content analysis summary, or if no summary is being prepared, the final public concern list.

The template for this appendix includes sample text. In this appendix, you will not want the body text style to work exactly as planned. As it is a paragraph style, it will put extra space after each return; in this list, it would put extra space after each name. To avoid these extra spaces, use a different kind of return at the end of each name in a list. Use **Shift+Enter** to move to the next line without creating full paragraph spaces.

Section 13.6 ~ Demographics

Option 1: Provided with final document. (Reports include Number of Responses/ Signatures by Organizational Affiliation, Geographic Representation of Response by Country and State, Number of Responses/Signatures by Response Type.)

Option 2: Provided following project validation. (Reports include Number of Responses/Signatures by Organizational Affiliation, Geographic Representation of Response by Country and State, Number of Responses/Signatures by Response Type.)

Option 3: Provided with final document and provided in partial form mid-project on timeline negotiated with client. (Reports include Number of Responses/Signatures by Organizational Affiliation, Geographic Representation of Response by Country and State, Number of Responses/Signatures by Response Type.)

Canned Reports in CA Oracle Program will generate these reports. Project specific report needs will require an Oracle Administrator.

The template for this appendix includes sample text and empty tables, which you will complete from the computer demographics reports. Demographics reports are most accurate following project validation. However, clients often want these reports earlier, sometimes even mid-project. Some errors do not become apparent until you run demographics reports from the database. Especially if you are running demographics mid-project, you will want to give yourself a little extra time to check discrepancies and correct problems.

Petitions also can cause discrepancies in demographic reports, depending on how clients have asked that petitions be processed. If only one mail ID is assigned to each petition, you can include petitions in demographics reports and the numbers will be accurate. If more than one mail ID is assigned to each petition, however, you will not be able to include petitions because they will create discrepancies.* If clients insist on multiple mail IDs per petition, follow the method used for Sierra Nevada Framework Plan demographics in August 2000 (*see example below*). Petitions were separated from regular letters and reported on a different line. They were not broken out by state.

Geographic Representation of Response by Country and State
Example with Petitions Not Broken Out By State

Country	State	Number of Responses	Number of Signatures
United States	Alaska		
	Alabama		
	Unknown Location		
Total Without Petitions			
Petitions	(not broken out by state)		
Total Including Petitions		0	0

If demographic reports are supplied mid-project, it’s important to note that total numbers will only include records that have been entered into the project database.

Section 13.7 ~ Early Attention Letters

Option 1: Provided as interim reports as needed throughout the project.

Option 2: Provided with final document.

For each project, the analysis team determines the type of letters to which the agency wishes to be alerted. During the coding process, these letters receive a specific header code and are marked with a red flag.

The template for this report includes sample text and empty tables, which can be completed using either a low-tech or high-tech method. The low-tech method involves physically checking all letters, pulling letters with red flags, and completing required report fields from all the red-flagged letters. This method works best when the project is very small. The high-tech method involves exporting name, address, and red-flag information from Oracle or Access directly into Word using a mail merge feature. This method, described below in *Section 13.9*, works best on larger projects because you can save a lot of time by not typing in all the names and addresses. For this method, you will need the assistance of the computer technician or specialist.

Section 13.8 ~ Information and Comment Extension Requests

Option 1: Provided with final document.

Option 2: Provided with final document and throughout project on timeline negotiated by the agency.

Option 3: Not tracked or provided.

Needs from Computer Technician/Specialist: For low-tech method, none. For high-tech method, information exported from Oracle into Access.

The analysis team often provides a report that tracks information requests received on a particular project. During the coding process, letters with information requests receive a specific header code and are marked with a blue and yellow flag. For instructions on how to compile this report*, see Immediate Attention Letters*.

Section 13.9 ~ Organized Campaign Responses

Option 1: Forms report provided with final document; petition report not provided.

Option 2: Forms and petition reports provided with final document.

Option 3: One or both reports provided with final document and mid-project on timeline negotiated with client.

Needs from Computer Technician/Specialist: For forms, a report listing the number of each form received. For petitions, a report listing letter numbers and number of signatures for each petition.

Typically, the analysis team supplies a form report for all projects. For some projects, the team may also supply a petition report. The template for this appendix includes sample text and empty tables which you will complete using the computer reports. *(For large projects in which databases are kept for forms, you can use the method described in below.)* To complete the “description” block, you will need to use hard copies of forms and petitions and write your own summaries. When summarizing the form or petition (see tables in Organized Response template), be brief—keep your description to one sentence if possible.

As with demographics reports, if supplied mid-project, forms reports comprise only those records that have been entered into the project database.***

Section 13.10 ~ Mail Merge Function for Reporting

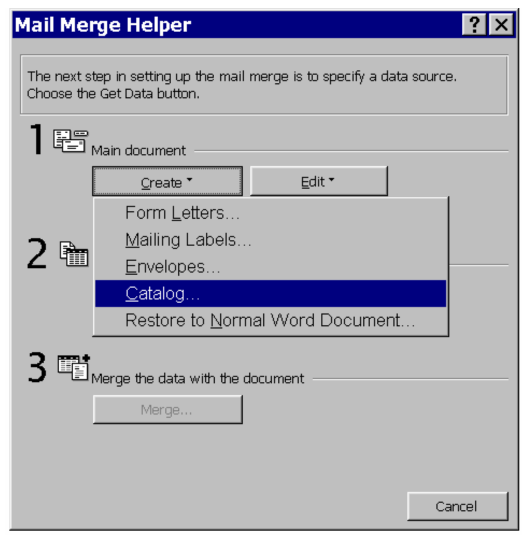
13.10.1 ~ Converting Database Fields to Word Tables via Mail Merge

Selected data from the Red (IA), Blue (RI), and Yellow (CE) Flag and Forms database tables must be converted into Word tables for interim reports and the final appendices. This seemingly unfathomable task can easily be accomplished with the help of Mail Merge, an MSWord tool.

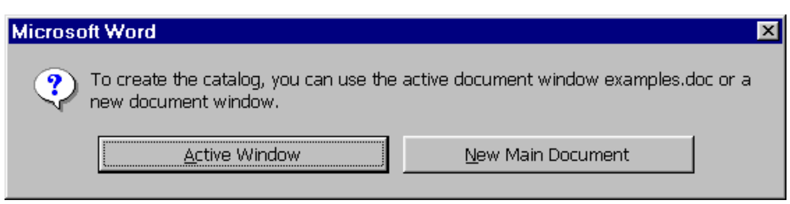
1) From the **Menu Toolbar**, select **Tools**, then select **Mail Merge.**

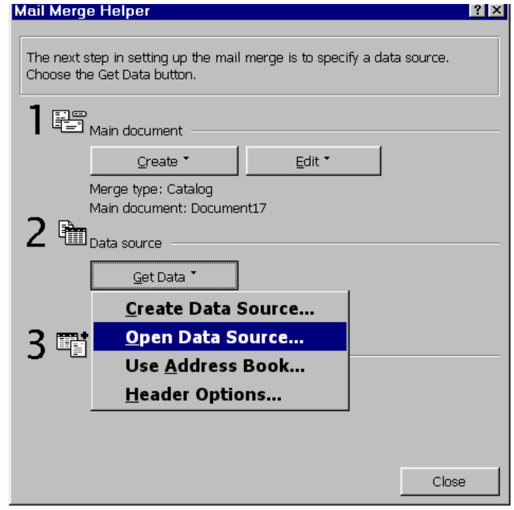
The **Mail Merge Helper** will appear.

2) Select **Create**, and then select **Catalog.**



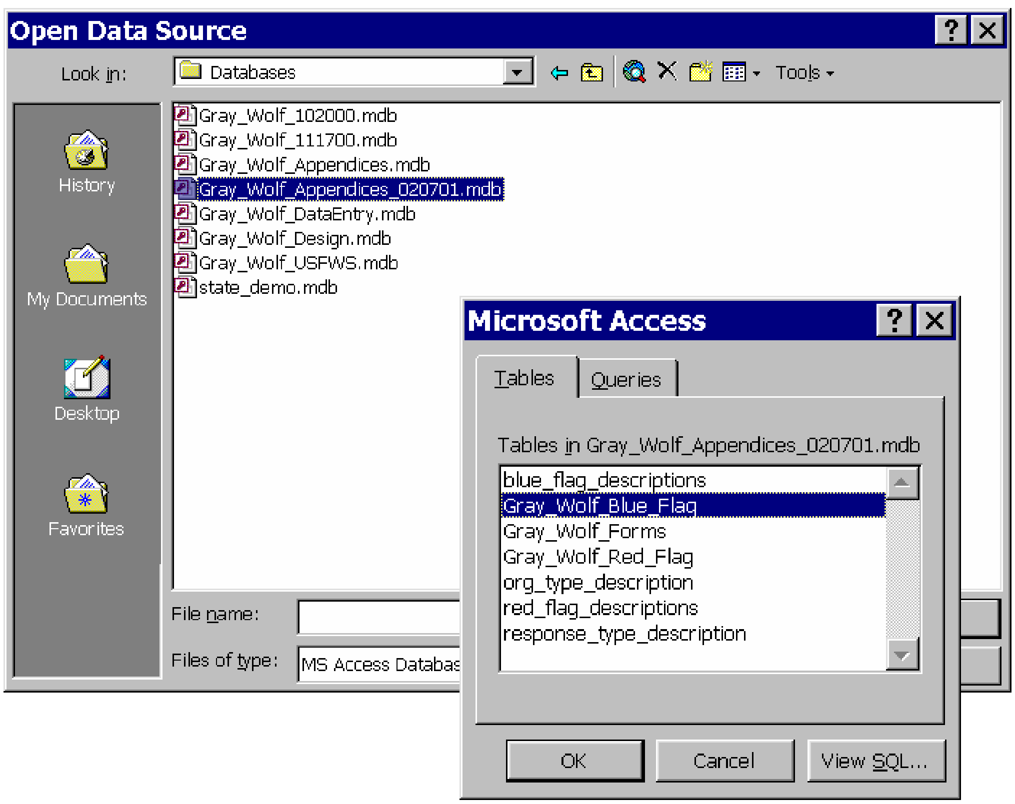
3) Select **New Main Document.**



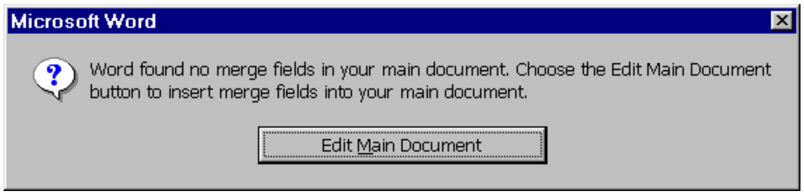


4) Select **Get Data**, and then **Open Data Source.**

5) Open the source database (Access, Oracle, etc.). You will need help from the local database guru or computer specialist to find it the first time. At the bottom of the dialog box for Open



Data Source, make sure you select the file type you're looking for (.mdb for Access) in the block **Files of type** or your files will not appear.



6)Now that you have your database open, you are ready to edit your Main Document. Select **Edit Main Document.**

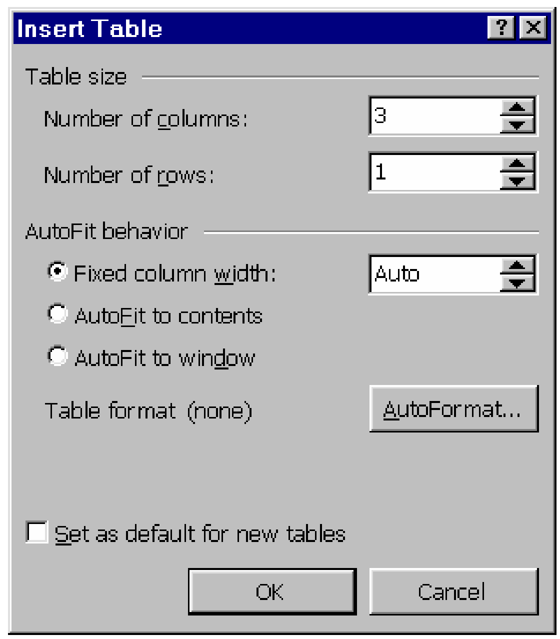
7) First you need to set up the table format.

Go to the **Menu Toolbar** and Select **Table**,

Then select **Insert.**

The **Insert Table** window appears

Here you set up the parameters for your Table (# Rows, # Columns, etc.).

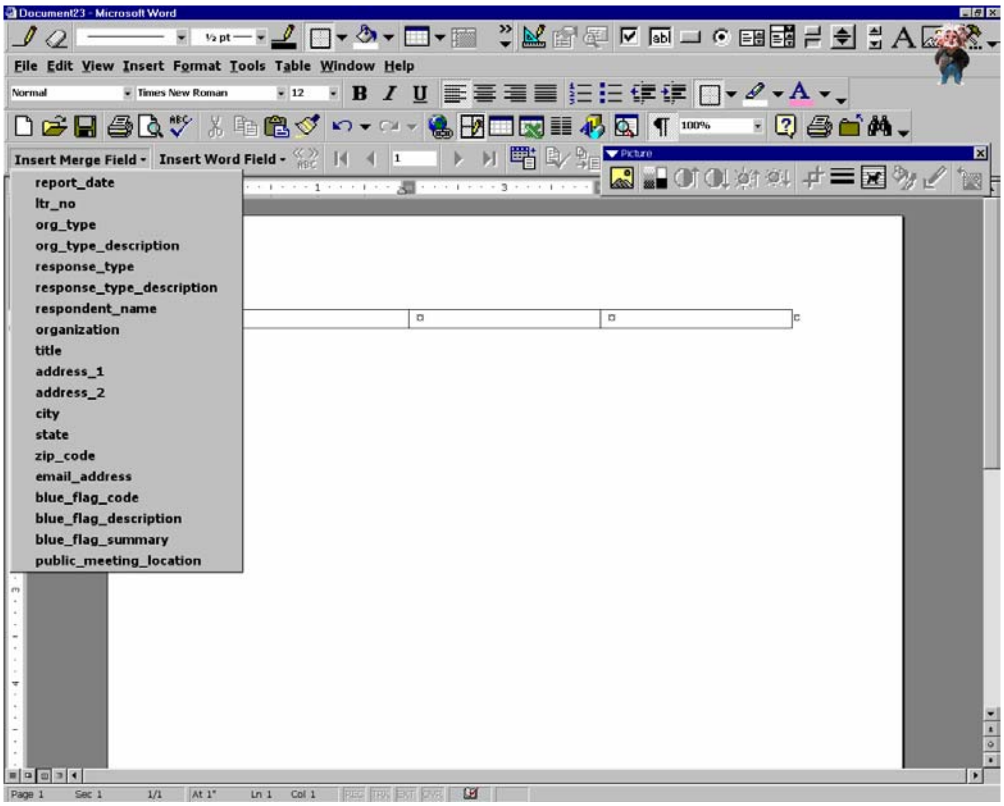


Sample of Empty Table

8) Now it's time to move the data from the data source into the table columns and format it for output.

In the left side of the window above the ruler, select **Insert Merge Fields** and a list of fields from the data source appears in a drop-down menu.

Here you select only the fields that you need in your table.



9) Place the cursor in the first cell of the Table.

Select the field(s) that you want displayed in the first cell from the drop down menu entitled **Insert Merge Fields** on the right side of the window.

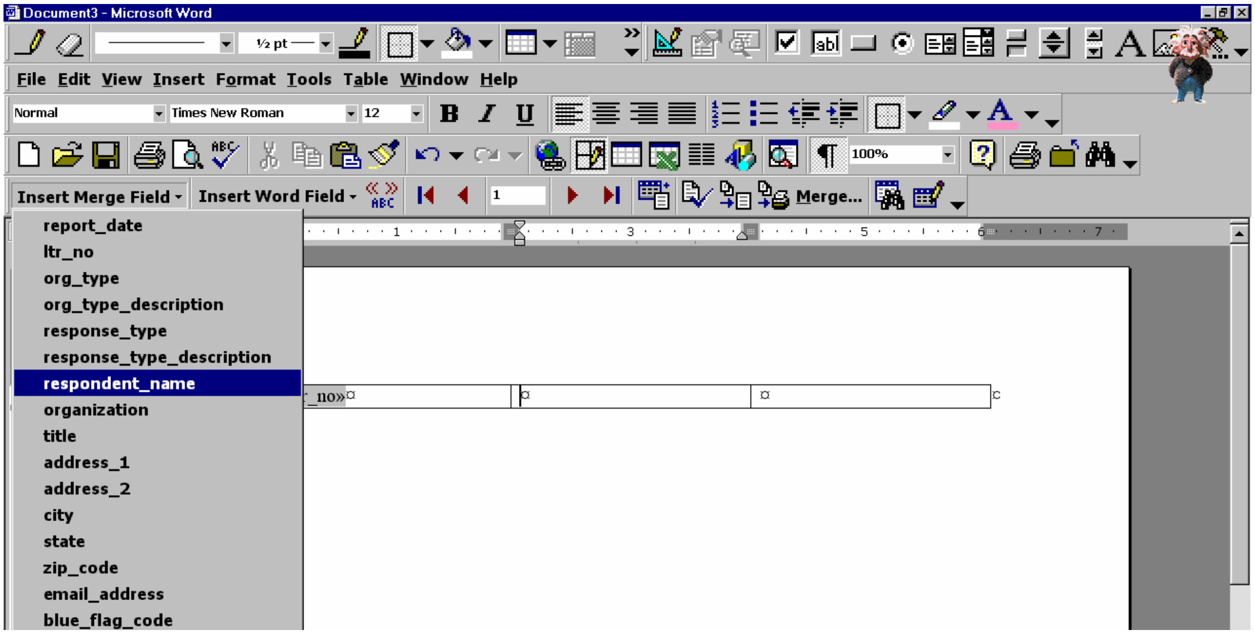
Press **Enter.**

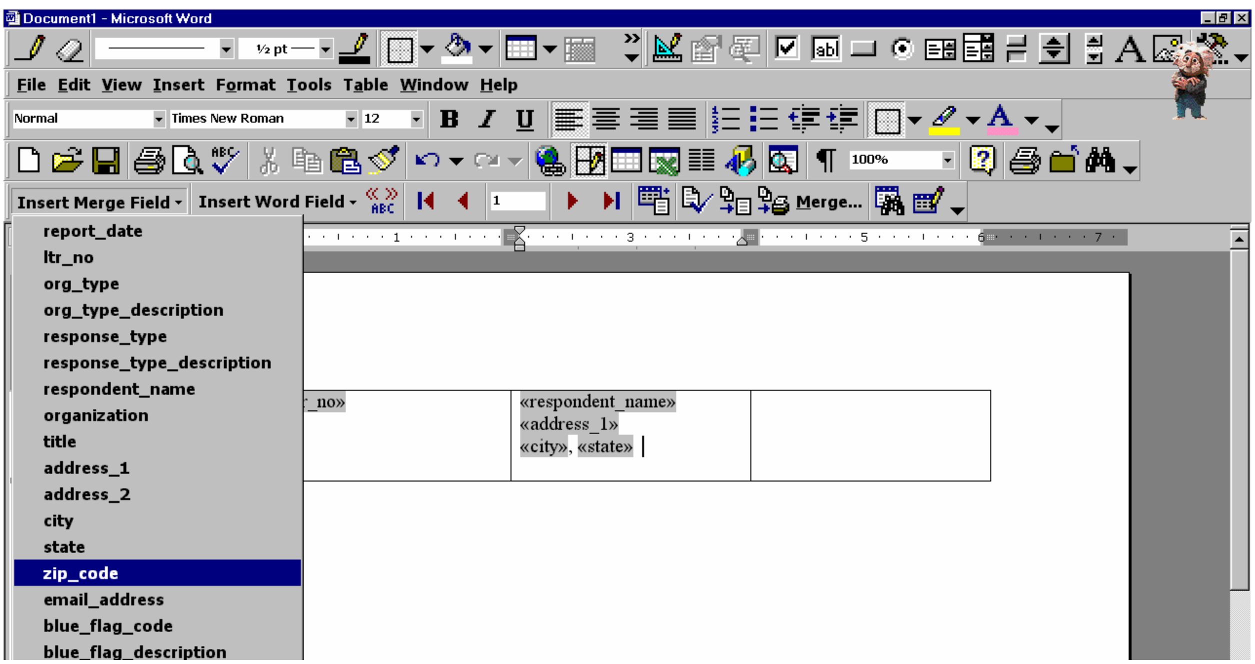
Sample of Table with First Field Inserted

«ltr_no»		

You can place more than one field in a cell and arrange and format them so they print out any way you want them to.

Screen Captures Showing Fields Inserted



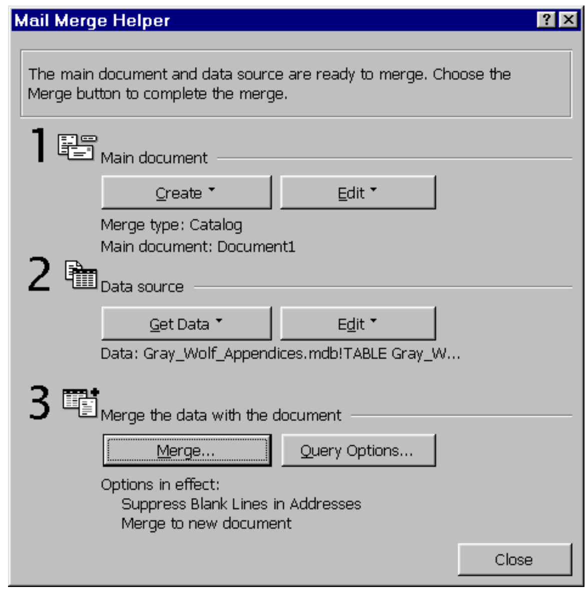


Sample Table Showing Multiple Fields Inserted and Formatted

«ltr_no»	«respondent_name» «address_1» «city», «state» «zip_code»	«blue_flag_description»

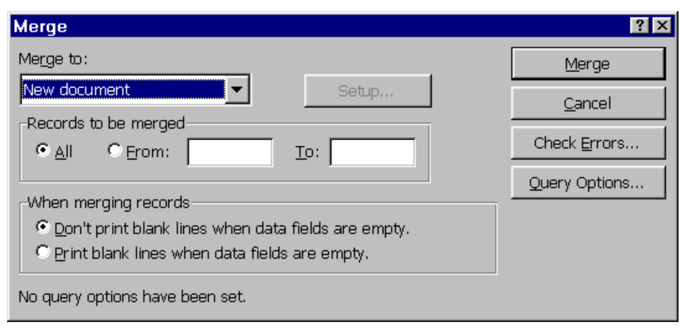
You can add commas, spacing and other formatting between the fields.

10) The table is now ready to merge!! Select **Merge** from the **Mail Merge Helper** window.



The Merge window will appear.

11) Select **Merge.**



Sample of Merged Table

47	PAT CROWSON 1953 ROCK CUT PL CONLEY, GA 30288	General request for other information:
152	CHRISTINE C BOGDANOWICZ G 14 STIMSON HALL ITHACA, NY 14853	General request for other information:
382	DAWN LEARY PO BOX 1961 TAVARES, FL 32778	General request for other information:
528	HEATHER MITCHELL PO BOX 1218 POINT LOOKOUT, MO 65726-1218	General request for other information:
599	KRISTAL MUELLER 23762 CASA BONITA QUAIL VALLEY, CA 92587	General request for other information:

12) Before you send the final report to the client, you will need to do several things.

- Change the column margins to best fit your data. “Letter #” doesn’t require one-third of the page width.
- Apply the Table Title, Table Heading, and Table Text styles to the appropriate text.
- Check text for incomprehensible or awkward abbreviations and repair as necessary.
- Add a header row, and tell Word to make it repeat on every page. (Select the row and go to **Table**, **Table Properties**. Select the **Row** tab and check the box that says **Repeat as header row at the top of each page)**.
- If you don’t want rows to break across pages, select all rows and go to **Table**, **Table Properties**. Select the **Row** tab and uncheck the box that says **Allow row to break across pages**.
- Remove the data source. (Need detailed instructions for this).

Sample of Merged Table After Formatting

Letter #	Name and Address	Remarks
47	PAT CROWSON 1953 ROCK CUT PL CONLEY, GA 30288	General request for other information:
152	CHRISTINE C BOGDANOWICZ G 14 STIMSON HALL ITHACA, NY 14853	General request for other information:
382	DAWN LEARY PO BOX 1961 TAVARES, FL 32778	General request for other information:

Letter #	Name and Address	Remarks
528	HEATHER MITCHELL PO BOX 1218 POINT LOOKOUT, MO 65726-1218	General request for other information:
599	KRISTAL MUELLER 23762 CASA BONITA QUAIL VALLEY, CA 92587	General request for other information:

Note: An Immediate Attention and Request for Information forms exist in the Oracle CAET Content Analysis Application. These forms can be used to record Letter #, respondent and remarks information. Reports can be generated that will provide the necessary output similar to the information above. You must provide information in the remarks field in order for that respondent's information to appear in the report. This information can then be given to the responsible team members to handle these types of requests.

Appendix A ~ Frequently Asked Questions (FAQs)

The following is a list of Frequently Asked Questions about the CAET Oracle program. They are divided into subject categories: **General Inquiries**, **Content Analysis** application, **Mail ID** application, **Header Entry** form, **Mail ID LOV** form, and **Query Comments** form.

General Inquiries

What are the buttons at the bottom of the forms?

The buttons at the bottom of the Mail ID and Content Analysis applications open the various forms of the CAET program. In the bottom, right-hand corner of each form is a Close button that closes the form currently displayed on the screen.

Figure 1.1: Buttons Displayed in the Content Analysis Application

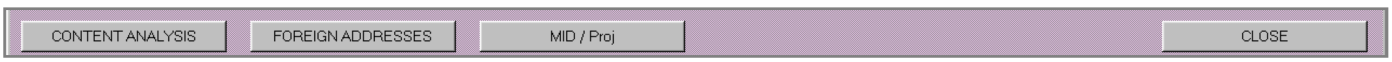


Figure 1.2: Buttons Displayed in the Mail ID Application

What do the field colors signify?

Blue and pink fields are required fields, yellow fields indicate the application is in query mode, white fields are optional fields, and the information in gray fields fills in automatically.

Is there a keyboard shortcut for closing message boxes that appear on my screen?

Yes. Press **[Enter]** and the boxes will close.

How do I close a form when it is in query mode?

Click on the **[Close]** button located at the bottom right-hand corner of the form. A message box appears that says "Query Cancelled," press **[Enter]** to cancel the query and close the form.

How do I know what task each button in the toolbar performs?

Rest the mouse over the button and a prompt appears providing the function of the button and its keyboard shortcut.

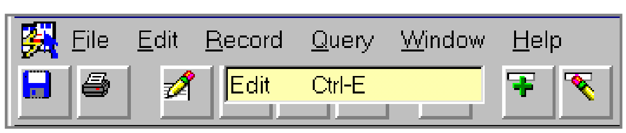


Figure 1.3: Prompt for Edit Button

Why should I not minimize forms?

Minimizing forms is not recommended. In the Oracle program there is only one window (called the "Dummy Window") in which different forms exist. There are not separate windows like in a Microsoft Office program. The forms in the CAET program do not need to be minimized because the buttons can be used to navigate to the different forms. If you do minimize a form, it will minimize behind the Welcome form, which will then need to be minimized as well.

The "Dummy Window" is the gray window you will see when logging on to the program. If this window displays, minimize it and ignore it.

Is there a way to move from the Content Analysis application to the Mail ID application without clicking on the button at the bottom left-hand corner of the form?

Yes. Use the Windows keyboard shortcut **<Alt+W>** to access the Windows drop-down menu. The menu lists all of the open forms in the CAET program, a number precedes each form name and a check mark indicates the title of the form currently viewed. Enter the number of the desired form and it will display on the screen. This shortcut will not work if the form currently viewed is in query mode.

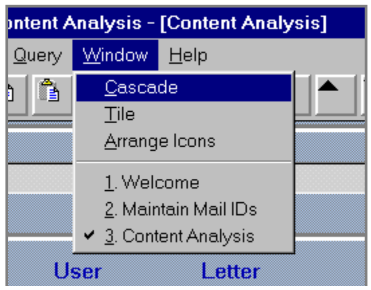


Figure 1.4: Window Drop-Down Menu

Why can't I open a different form?

Check to see that the form you are currently viewing is in query mode. You cannot open a different form if the form currently viewed is in query mode. Remember, the fields of the form are yellow when the form is in query mode.

Content Analysis Application

What's the difference between "Number of Signatures" and "Total Signatures?"

The "Number of Signatures" in the Respondents block displays the number of signatures associated with the MID displayed.

The "Total Signatures" field displays the total number of signatures for all MIDs associated with the response.

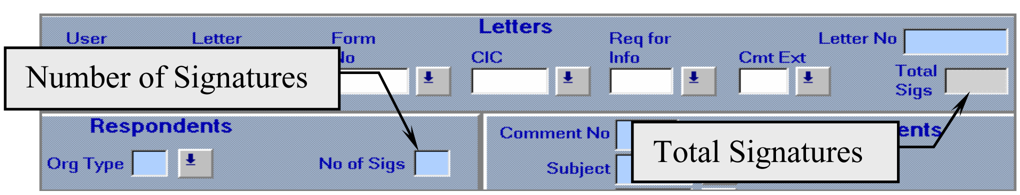


Figure 1.5: Signature Fields in the Content Analysis Form

Is there a way to move the cursor from the Respondents block to the Comments block without using the mouse?

Yes. Use the keyboard shortcut **<Ctrl+Page Down>** to move the cursor from the Respondents block to the Comments block. An alternate method is the **<Alt+R>** shortcut that lists the Record drop-down menu. From the Record menu press **<N>** (which selects Next Record) then press **[Enter]**.

How do I enter a response with multiple MIDs?

Enter the first MID number then press the **[down arrow]** key. This clears the field so a new MID can be added. If the Mail ID field is not clear, typing a different MID will replace the MID displayed in the Mail ID field.

In the Respondent's block, why do the "Org" and "Number of Sigs" fields default to I and 1? The majority of the responses CAET receives is sent from individuals and has only one signature. The Organization field and the Number of Signatures field default to "I" and "1." If the Org type or the number of signatures is different than the default update those fields.

Is there a way to commit and begin a new comment without using the mouse?

Yes. Press **[F10]** to commit then press **[F6]** to insert a new record. This moves the cursor from the "Comment" field to the "Comment Number" field.

Why does the Content Analysis Application Project block open in query mode?

The block opens in query mode to ensure the correct Project ID is entered. When the Project ID is queried and the correct Project ID is retrieved, there is no chance of a typographical error.

Mail ID Application

Why do the "City," "State" and "County" fields fill in automatically when I enter the zip code?

This feature saves time and improves accuracy. It is important to verify that the city and state fields display the correct information. Navigate the cursor through the city and state fields and they highlight to remind you to check that the information corresponds to the information the response.

Does the fax field automatically add dashes when I exit the field?

Yes. This occurs in both the Mail ID application and the Foreign Mail ID form.

Are the MID fields in the same order as how they will print on a label?

Yes. This is true for the Mail ID application and the Foreign Mail ID form.

How do I query all of the MIDs I have created and modified for one day?

Enter your profile in the "Created by" field and the date you want to query in the "Create Date" field. Be sure to add a % after the date, this retrieves all of the MIDs for the day.

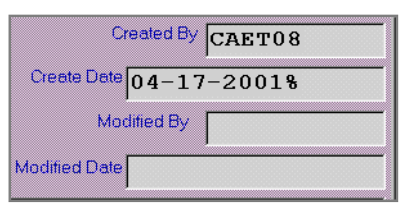


Figure 1.5: Query by Profile

Header Entry Form

Why do I execute instead of commit, when saving information in the Header Entry form?

Use the “Execute” button because the information you have just entered will be validated. The letter numbers and MIDs are checked against the project ID. If a letter number **or** MID is not attached to the project ID listed in the Header Entry form an error message is displayed on the screen.

When I am using the Header Entry form how many responses and MIDs can be entered before I need to execute?

The number of MIDs and letter numbers that can be entered in this form are limitless, in theory. If you reach a maximum, however, there are several explanations. The limitation could be due to the memory of your PC, how many windows you have open (Word, Internet, etc.), and the physical limitations of your Server Database. You may need to close a program to avoid this.

Mail ID LOV Form

Why does the LOV form take so long to appear?

The LOV form is slow to appear because the form is associated with a large database that takes time to retrieve.

Why do the Content Analysis application and the Mail ID application size when the LOV form is selected?

In Windows, if a form is sized (reduced from maximum size) then all forms are sized. The LOV form is sized to allow the user to check the Mail ID application in case they need to verify what they are querying. Therefore, all of the open forms are sized to permit the user to view the Mail ID application.

Query Comments Form

In the Query Comments form, when I enter query mode and the cursor is in the “Letter No” field, the cursor automatically moves to the “Comment” field. Why?

This form exists for querying comments. The “Comments” block will most likely be the block that is queried in this window. The cursor defaulting to this field saves time.

Appendix B ~ Glossary

Alternative Code — Additional codes used on some projects to identify specific information not provided by subject and category codes. These codes are comment-specific and follow the subject and category code entries in the left margin of the coded letter. Examples include codes for standards and guidelines numbers, regulation numbers, alternative numbers, and geographic areas.

Application — A set of Oracle programs that solve a company's business needs.

Attachment — A supplemental document attached to an original response

Block — A container for fields in Oracle Forms. Blocks can be related to tables in the database.

Blue Flag — Blue post-it flag attached to the left margin of a letter to show that it contains an information request. These letters are often referred to as "blue flag letters."

Brackets — [ ] **A)** A set of characters used in the Remarks field of the Mailing List Application. **B)** A set of characters used to indicate the beginning and end of a coded comment. **C)** A set of characters used to indicate ISM added text in a comment.

CAET Program — CAET Oracle database used to enter CA respondent information.

Category Code — Five-digit numeric code that defines a specific subtopic within a subject code. These codes are comment-specific and are written in the left margin of the coded letter.

Clean Copy — A copy of a project related response that is kept free of any project related markings or notations except the letter number.

Code — An alpha or numeric sequence used to categorize and sort information. To code is to assign these sequences to letters or comments.

Coding Structure — A topical outline with alpha and numeric codes attached. A coding structure is used as a tool to identify public comments and sort them into recognizable categories.

Comment	A coherent segment of text that will stand alone as a suggestion, idea, request, or critique. Each comment is assigned a subject and category code from the coding structure.
Commit	An instruction for the database to save all of the changes made to the database.
Common Interest Classification	A code used in some past projects to record preference for specific alternatives (currently not being used).
Content Analysis	A systematic method of compiling, categorizing, and capturing the full range of public viewpoints and concerns regarding a plan or project.
Content Analysis Application	The application wherein the comments of a response and its Mail ID are linked and added to the database.
Database Report	A printout of comments sorted by subject code, category code, letter number, and comment number.
Date Received Stamp	The mark on the letter identifying the date received the response.
Delivery Address Components	The specific elements that comprise the delivery address line of an address.
Demographic Codes	Numeric codes that identify organization affiliation, response type, and number of respondents for a letter.
Drop-Down Menu	A menu of command options that appears temporarily when you click the mouse button on a selection. The menu appears directly beneath the command selected.
Duplicate Letter	Also referred to as "duplicate response." A letter that exactly matches the content of a letter already received.
Duplicate Letter Number	The same number that is inadvertently assigned to two different responses.

Field — A space allocated for a particular item of information. Fields are the smallest units of information in a database. A field can be *required, optional* or *calculated*. A *required field* (pink in the CAET program) is one in which you must enter data, while an *optional field* (white in the CAET program) is one you may leave blank. A *calculated field* (gray in the CAET program) is one whose value is derived from some formula involving other fields. You do not enter data into a calculated field; the system automatically determines the correct value.

Footnotes — A note of reference, explanation, or comment usually placed below the text on a response. Enter coded footnotes as "[Footnote 1: content]" exactly where it appears in the text of the letter.

Form — Five or more responses received separately but containing identical text.

Form Master — A form chosen from a group of identical forms. The form master is coded and entered into the database and it is used as a template for all of the forms it represents.

Form with Additional Comments — Identical to an already identified form but with one or more comments included which may or may not be codable.

Full Summary — A comprehensive narrative that summarizes and discusses all public concerns identified for a project.

Header Codes — Alpha and numeric codes contained within a stamped set of 8 boxes located at the top of each letter. The header comprises both demographic and administrative codes, including the following: organization type, number of signatures, response type, immediate attention, user type, form number, common interest class, and information request. Organization type, number of signatures, and response type are always supplied. The completion of other boxes depends on both the individual letter and the needs of the project.

Immediate Attention Code — A numeric code applied to letters requiring an immediate response from the client. The agency works together to determine which categories of letters require this designation. A letter that requires immediate attention receives a red flag on its left margin and a specific code in its header box.

Information Request Code — An alpha code applied only to letters with specific requests for information pertaining to the proposal. The client determines the level of specificity for identifying and flagging information requests. A letter that meets client specification receives a blue flag on its left margin and a specific code in its header box.

Interim Report — A general term applied to any report provided a client before the completion of the project. Interim reports are sometimes produced for public concerns, Immediate Attention letters, information requests, organized response campaigns, and demographics.

Network Drive — The network drive that allows the sharing of files between any computers that are logged on to the network.

Letter — Commonly used to refer to any document submitted as comment on a project, including mail, email, public hearing transcripts, comment forms, resolutions, forms, and petitions. For Response Type code, "letter" specifically refers to mailed and faxed correspondence.

Letter Generator — Responses containing selected comments that are identical to those from a larger form. These responses are usually created through an interactive website that offers people a selection of comments and allows them to choose which to use in creating a letter.

List of Values — In each form in the CAET program there are buttons indicating a **List of Values** (LOV). This list displays all of the possible entries for a field.

Letter Number — A number applied to any document or piece of correspondence submitted as comment on a project. Letter numbers are assigned sequentially for each project.

Correspondence Log — A tracking system in the form of an Access Database that provides a list of each letter number and its corresponding respondent. Also includes date received dates.

Mail ID A unique number defined by the mailing and/or demographic information provided by an entity or individual that is used to link the respondent's mailing information to their response. This number can follow an entity or individual from project to project.

Mail Log in Sheet The sheet used to track the letter number blocks assigned in the Central Processing Area on a given day. The mail processor then knows at which number to begin the following day.

Mailing Label Used for project related mailings. Each label contains the mailing information of each respondent. Labels are only printed for respondents that are on the mailing list of a project.

Mailing List Application The application used for creating and updating Mail Identification Numbers for each respondent on a project.

Management Action These additional codes are used on some projects to identify specific actions that management should take that have potential effects on the environment. Management codes also provide an efficient way to access data for some reports. Examples of possible management action codes are national forest acronyms, regulation numbers, standard and guideline numbers, region numbers, and Environmental Impact Statement (EIS) alternative numbers.

Military Address Components The parts of a military address for both domestic and overseas locations. The components include APO (Army Post Office), FPO (Fleet Post Office), AE (armed forces in Europe, the Middle East, Africa and Canada), AP (armed forces in the Pacific), AA (armed forces in the Americas).

Narrative A generic term that refers to any written summary—full or thematic—produced for a project.

Oracle Oracle's relational database stores information and the Oracle application is used to develop forms & reports.

Organization Type A code that identifies a specific type of organization, association, agency, government agency, elected official, or individual.

Organized Response Campaign	A term that refers to both forms and petitions.
Original Response	That from which a clean, client, and working copies are made. The original is used in the logging process.
Out of Scope	Letters considered beyond the range of concerns contained in a specific project.
Petition	A single response signed by multiple members of the public.
Phase	Used to identify where the project is in the NEPA process (e.g., prescoping, scoping, draft and final).
Balloon Help	On-screen help displayed in a cartoon-style dialogue box that appears when the pointer (cursor) is placed over the object in question.
Protected Field	A field that is filled in automatically and cannot be updated by the user.
Public Concern	A statement that extracts a key concept from public comment and presents the matter as an action or decision to be made by the client agency, or a topic to be addressed in subsequent publications of the agency's proposal. Conceptually, it conveys the "who," "what," and "where," upon which the agency's response to comment is founded. A concern statement suggests who should respond (which may actually be a document); what is the question, problem, suggestion, or interest expressed by the respondent; and where (hierarchically or geographically) the question, problem, suggestion, or interest would most likely be addressed. Most public concerns are written as "should" statements: e.g., "Public Concern: The National Park Service should allow camel tours on backcountry trails in Yosemite National Park."
Query	Specifying a set to data to be retrieved from a database.
Record	A group of related fields.

Red Flag — Red post-it flag attached to the left side of a letter to show that it meets the requirements for one of the Immediate Attention categories. Immediate Attention letters are often referred to as "red flag letters."

Remarks — The information in the Mailing List application that specifies the responses and projects for each respondent in the database.

Replicate — The function used when one or more of the comments of one response are identical to one or more of the comments of another response.

Respondent — A person, organization, association, or other entity submitting comment on a project. On reports, "number of respondents" and "number of signatures" is synonymous.

Response — Any document submitted as comment on a project, including mailed or faxed letters, emails, public hearing transcripts, comment forms, resolutions, forms, and petitions. For reports, the "number of responses" equals the total number of letter numbers. "Response" is synonymous with the word "letter."

Response Type — The specific format of correspondence, e.g., mailed letters, emails, etc. A code recording this specific format is marked in the header box at the top of each letter.

Sample Statement — A relevant, coherent excerpt from a respondent's letter that expresses distinct concepts the client agency can or should address.

Section Symbol § — Date entry notes the section symbol as "[section]."

SIC — Literally means, "this is the way it was." Used in entering comments with misspellings, improper grammar usage, and nonsensical statements.

Signatures — The number of names attached to a letter. This number is recorded in the header box at the top of each letter. For reports, "number of signatures" is synonymous as "number of respondents."

Site Specific — Additional codes that are used on some projects to identify geographic locations; i.e., Tally Lake RD, Kootenai NF.

SQL — (Structured Query Language) A language used to interrogate and process data in the Oracle database.

Stage of Process — The Stage of Process indicates a period of time that is within the phase of the project.

Standard Abbreviations — Abbreviations that follow the standards of the United States Postal Service.

Subject Code — Five-character alpha codes that represent broad themes associated with a project, such as natural resources, economics, wildlife, etc. These codes are comment-specific and are written in the left margin of the coded letter.

Thematic Summary — A concise summary that discusses the major themes and concerns identified for a project.

User Type — An optional code that defines the purpose for which an individual, organization, or agency uses public lands. User types vary depending on the project or on client needs. If user types are being recorded for a particular project, a code for user type is marked in the header box at the top of each letter.

Validation — The process by which a project database is checked for accuracy and completeness.

Validation — The act of verifying all entered data in the database.

Working Copy — The copy of the response that is put through the process (e.g., assigned a MID, coded and entered into the database).

Zip+4 Website — Displays the standardized mailing address based on the information entered into the form provided.

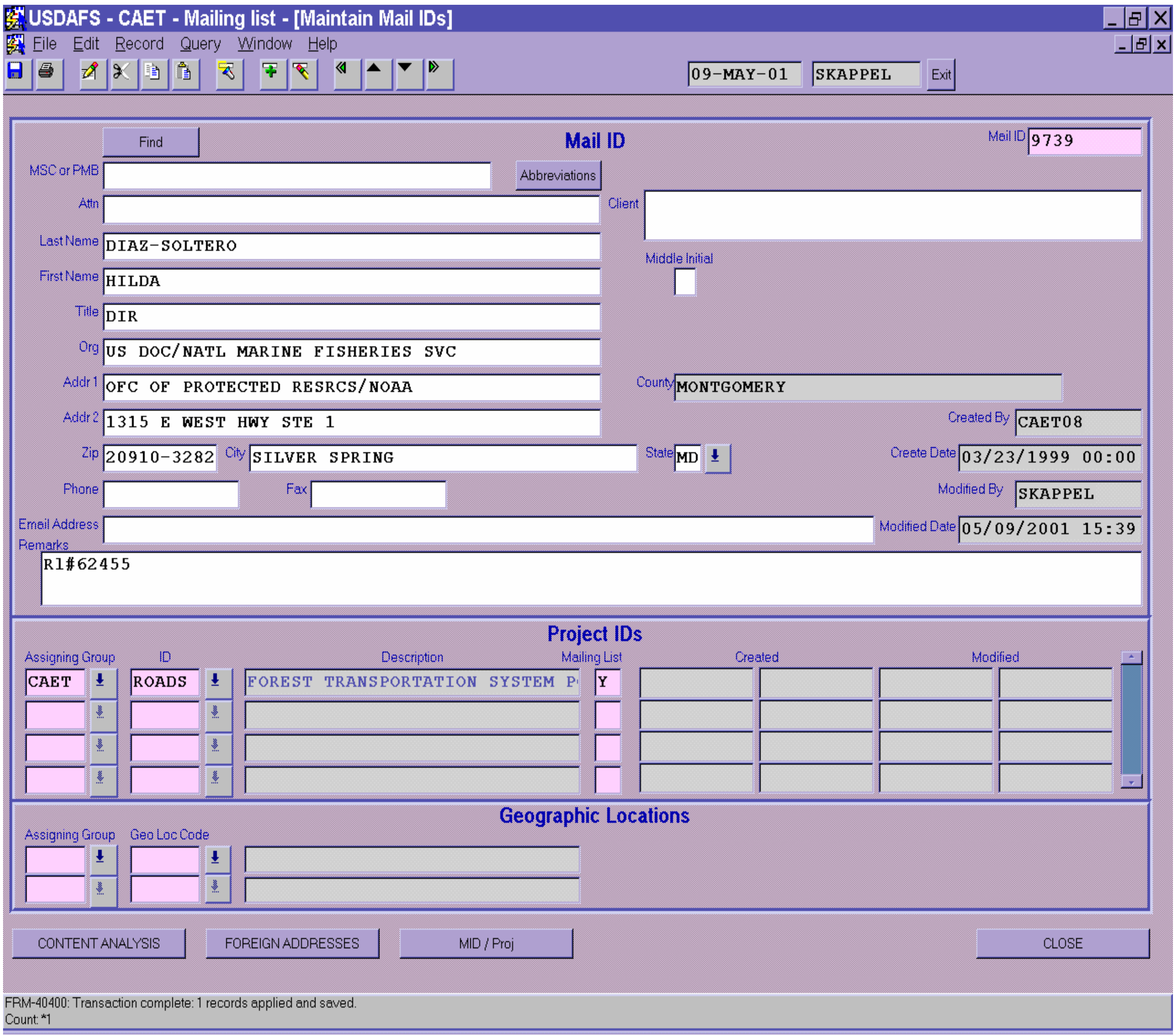
Appendix C ~ Mail ID Samples

The following are formatting examples of Mail IDs to be used as guidelines while entering mailing information into the Mail ID application.

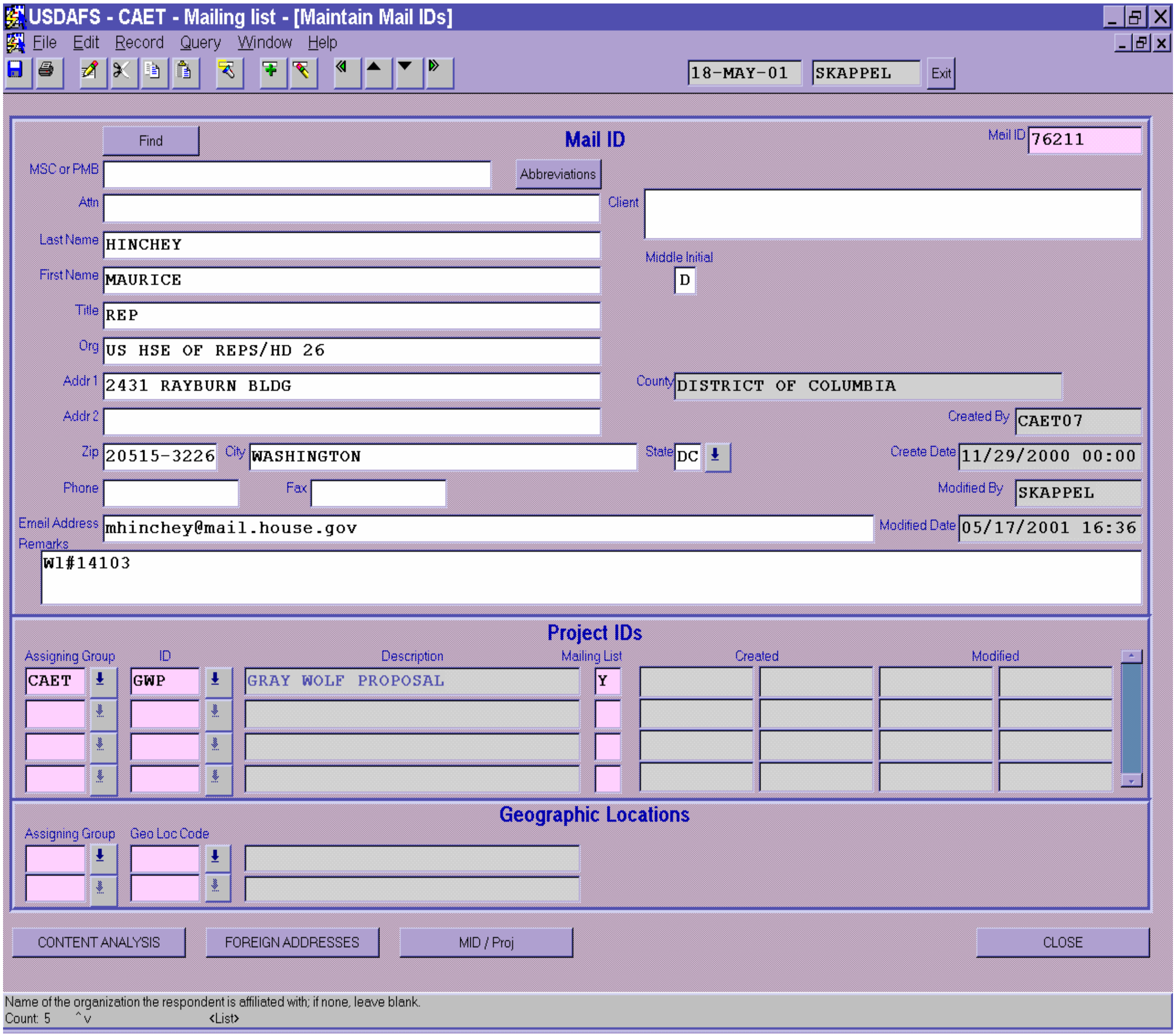
Governmental Bodies

Federal

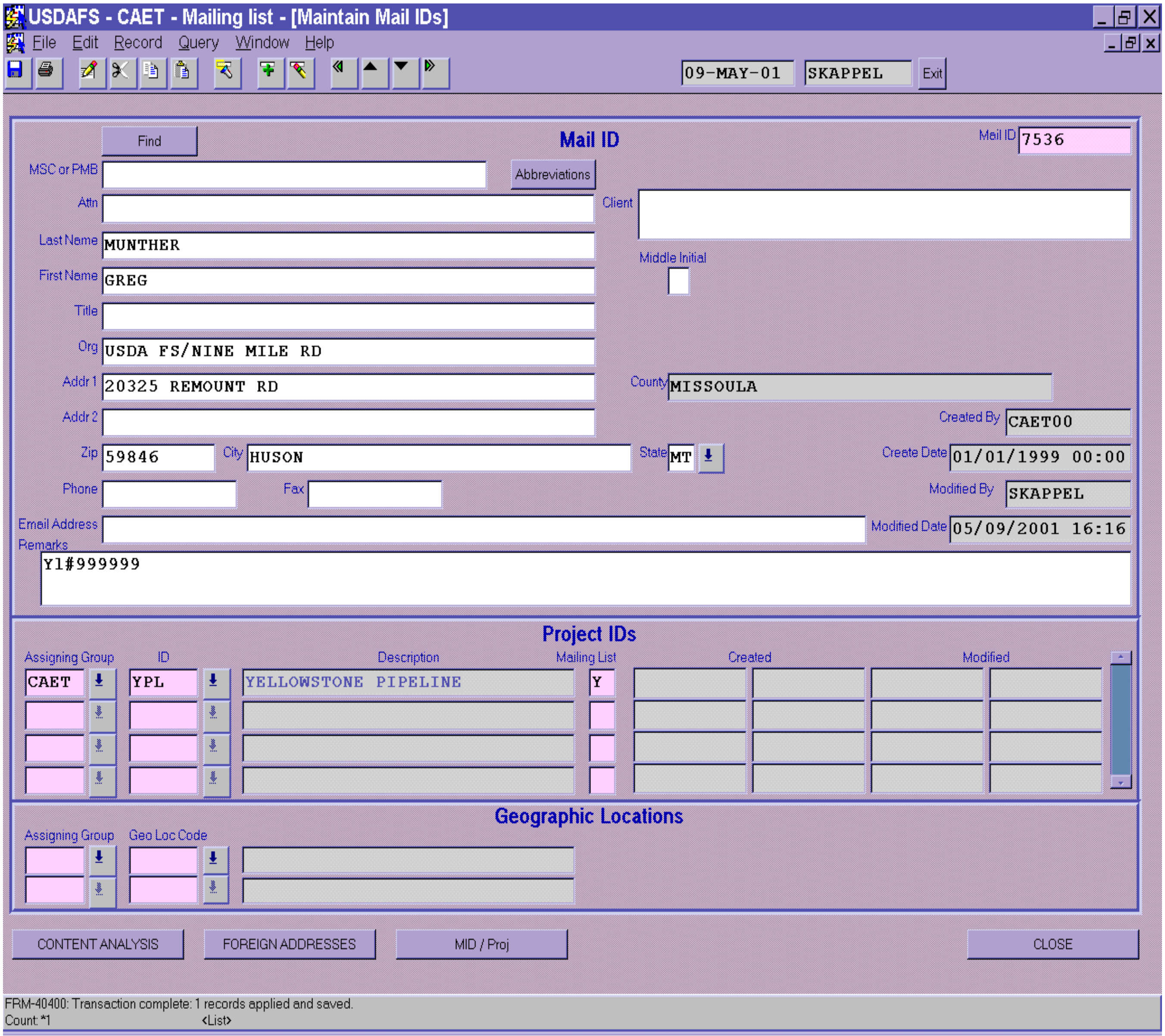
Example of Org: **Federal (United States Department of Commerce)**



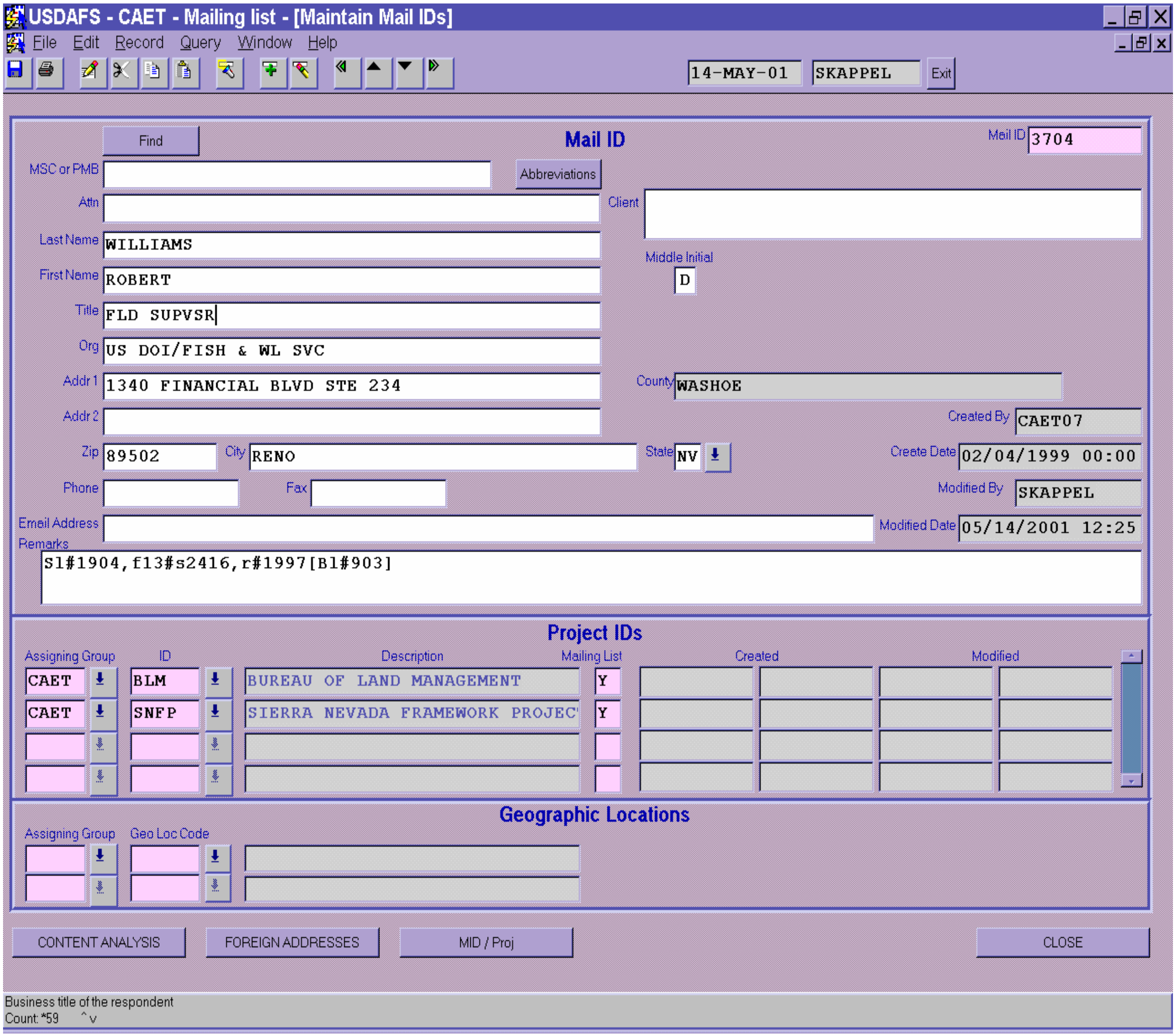
Example of Org: **Federal (US House of Representatives/House District #)**
Title: **Representative (REP)**



Example of Org: **Federal (United States Department of Agriculture Forest Service/Nine Mile Ranger District)**



Example of Org: **Federal (US Department of Interior/Fish & Wildlife Services)**



USDAFS - CAET - Mailing list - [Maintain Mail IDs]

File Edit Record Query Window Help

14-MAY-01 SKAPPEL Exit

Find

Mail ID

Mail ID: 3704

MSC or PMB:

Abbreviations

Attn:

Client:

Last Name: WILLIAMS

First Name: ROBERT

Middle Initial: D

Title: FLD SUPVSR

Org: US DOI/FISH & WL SVC

Addr 1: 1340 FINANCIAL BLVD STE 234

County: WASHOE

Addr 2:

Created By: CAET07

Zip: 89502 City: RENO State: NV

Create Date: 02/04/1999 00:00

Phone: Fax:

Modified By: SKAPPEL

Email Address:

Modified Date: 05/14/2001 12:25

Remarks: S1#1904,f13#s2416,r#1997[B1#903]

Project IDs

Assigning Group	ID	Description	Mailing List	Created		Modified	
CAET	BLM	BUREAU OF LAND MANAGEMENT	Y				
CAET	SNFP	SIERRA NEVADA FRAMEWORK PROJEC'	Y				

Geographic Locations

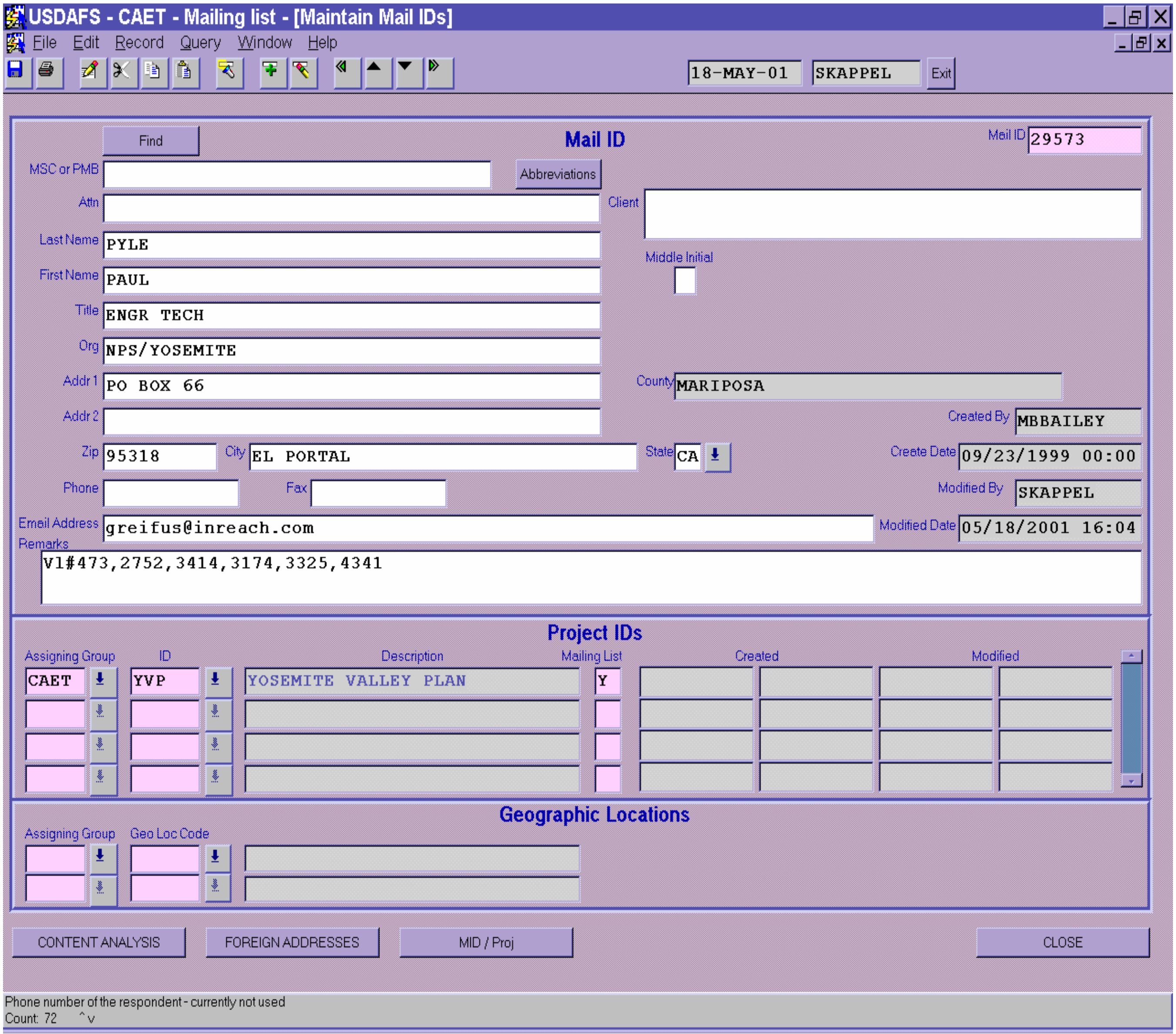
Assigning Group	Geo Loc Code	

CONTENT ANALYSIS FOREIGN ADDRESSES MID / Proj CLOSE

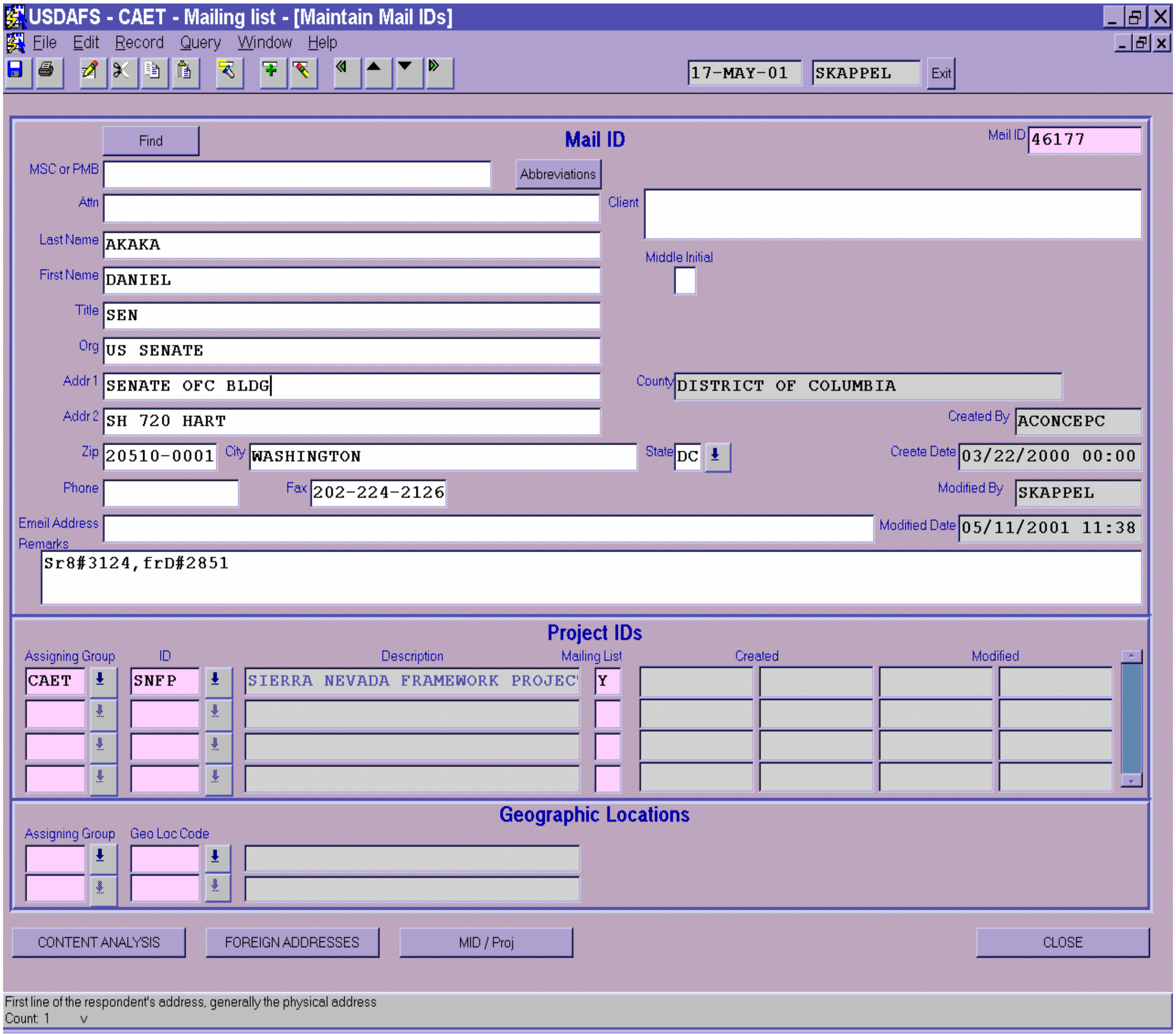
Business title of the respondent

Count: *59

Example of Org: **Lead Agency Employee (Yosemite National Park Project-Lead Agency)**

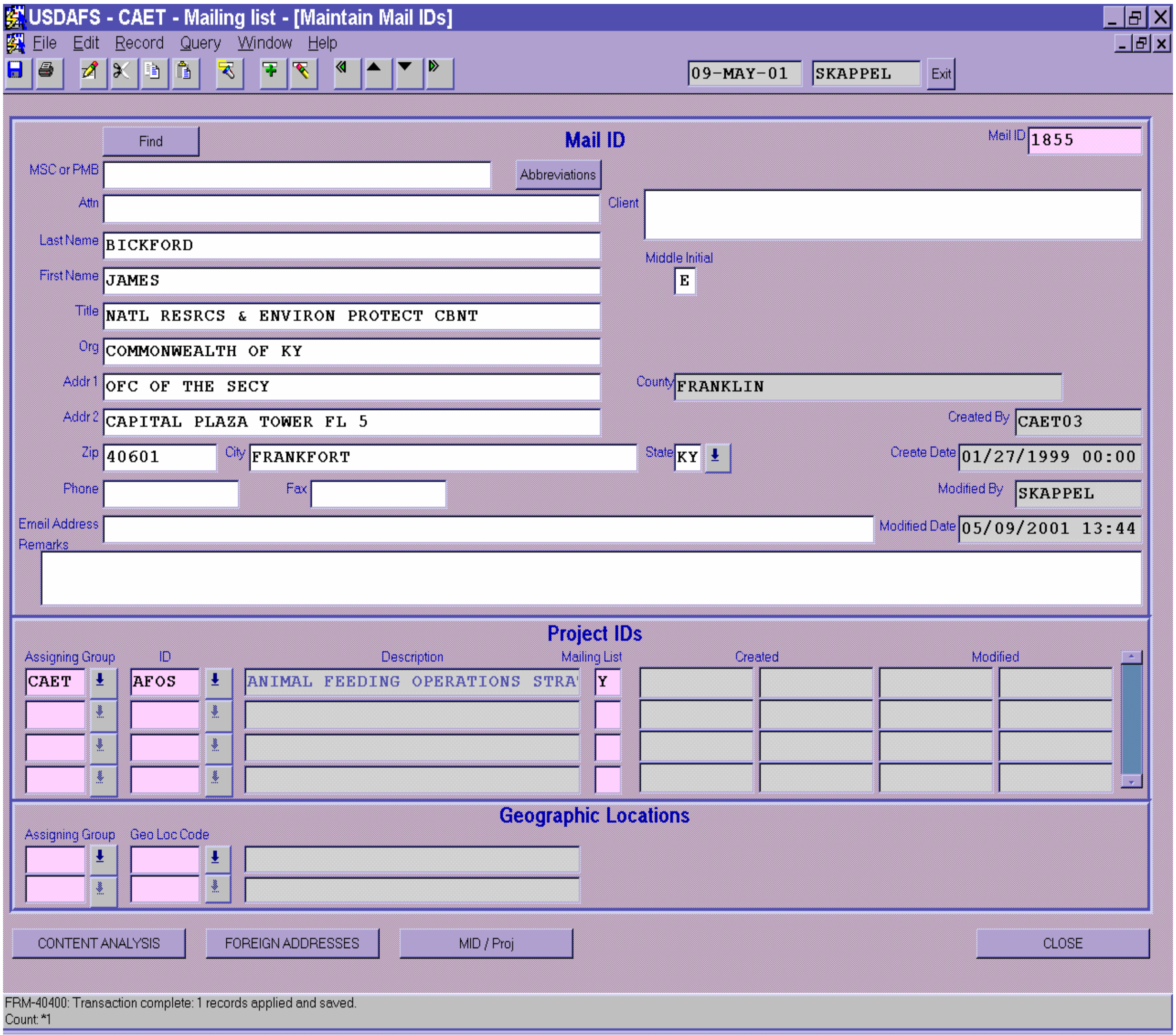


Example of Org: **Federal (US Senate)**
Title: **Senator (SEN)**

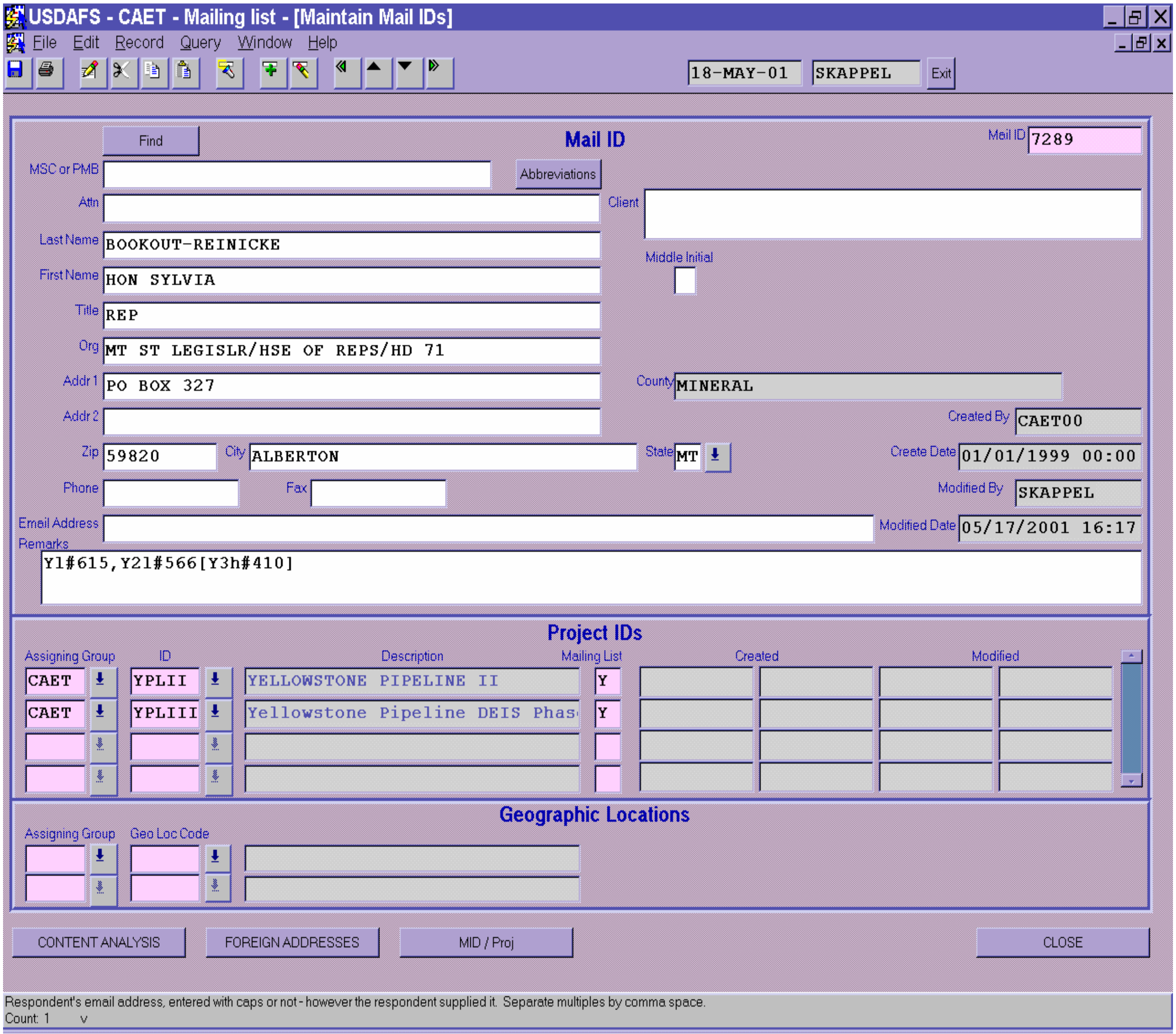


State

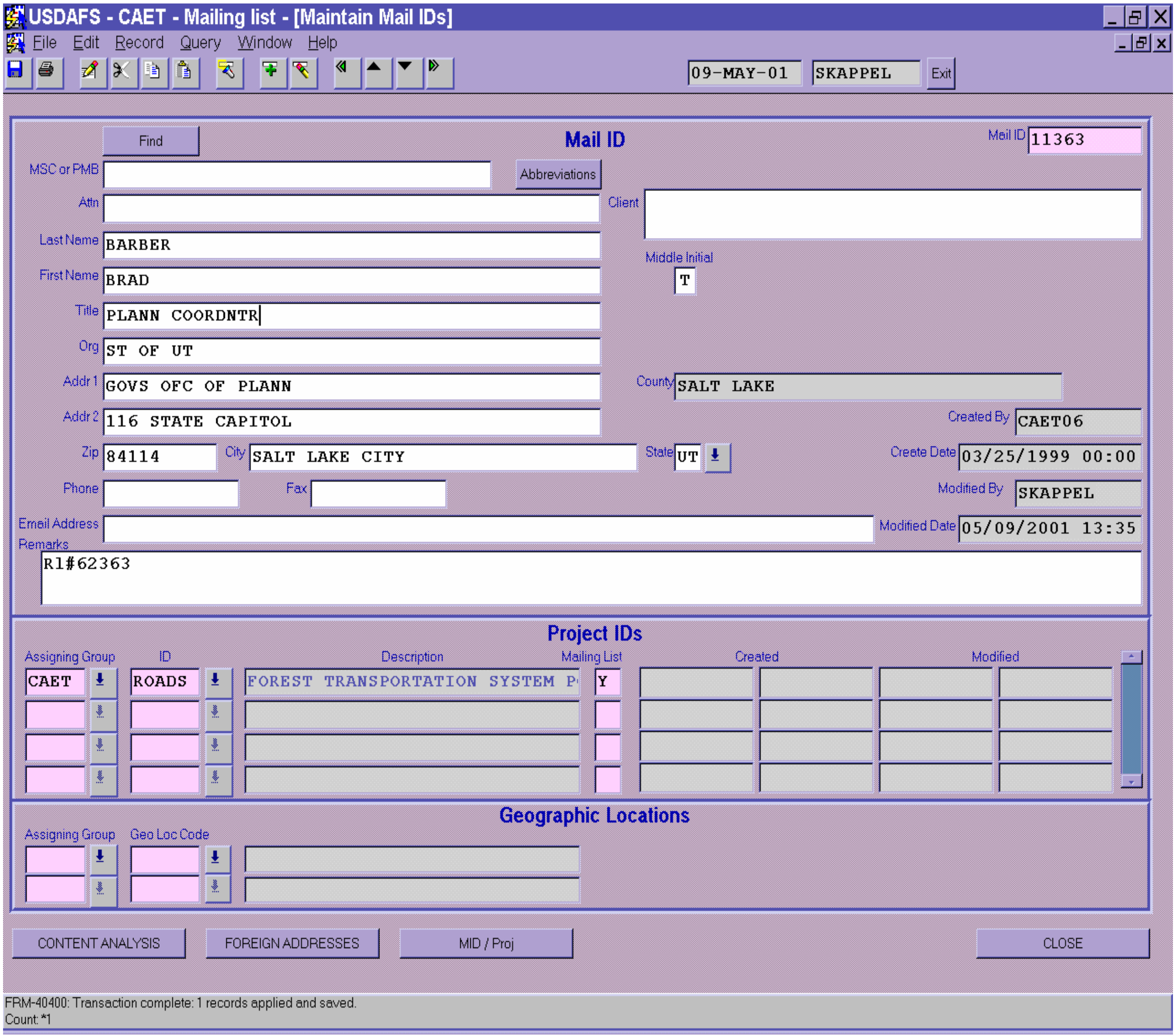
Example of Org: **State**
Addr: **Fifth Floor**



Example of Org: **State (State Legislature/House of Representatives/HD #)**
Title: **Representative (REP)**



Example of Org: **State (Governor's Office)**



USDAFS - CAET - Mailing list - [Maintain Mail IDs]

File Edit Record Query Window Help

09-MAY-01 SKAPPEL Exit

Find

Mail ID

Mail ID 11363

MSC or PMB

Abbreviations

Attn

Client

Last Name BARBER

First Name BRAD

Middle Initial T

Title PLANN COORDNTR

Org ST OF UT

Addr 1 GOVS OFC OF PLANN

County SALT LAKE

Addr 2 116 STATE CAPITOL

Created By CAET06

Zip 84114 City SALT LAKE CITY State UT

Create Date 03/25/1999 00:00

Phone Fax

Modified By SKAPPEL

Email Address

Modified Date 05/09/2001 13:35

Remarks

R1#62363

Project IDs

Assigning Group	ID	Description	Mailing List	Created		Modified	
CAET	ROADS	FOREST TRANSPORTATION SYSTEM P	Y				

Geographic Locations

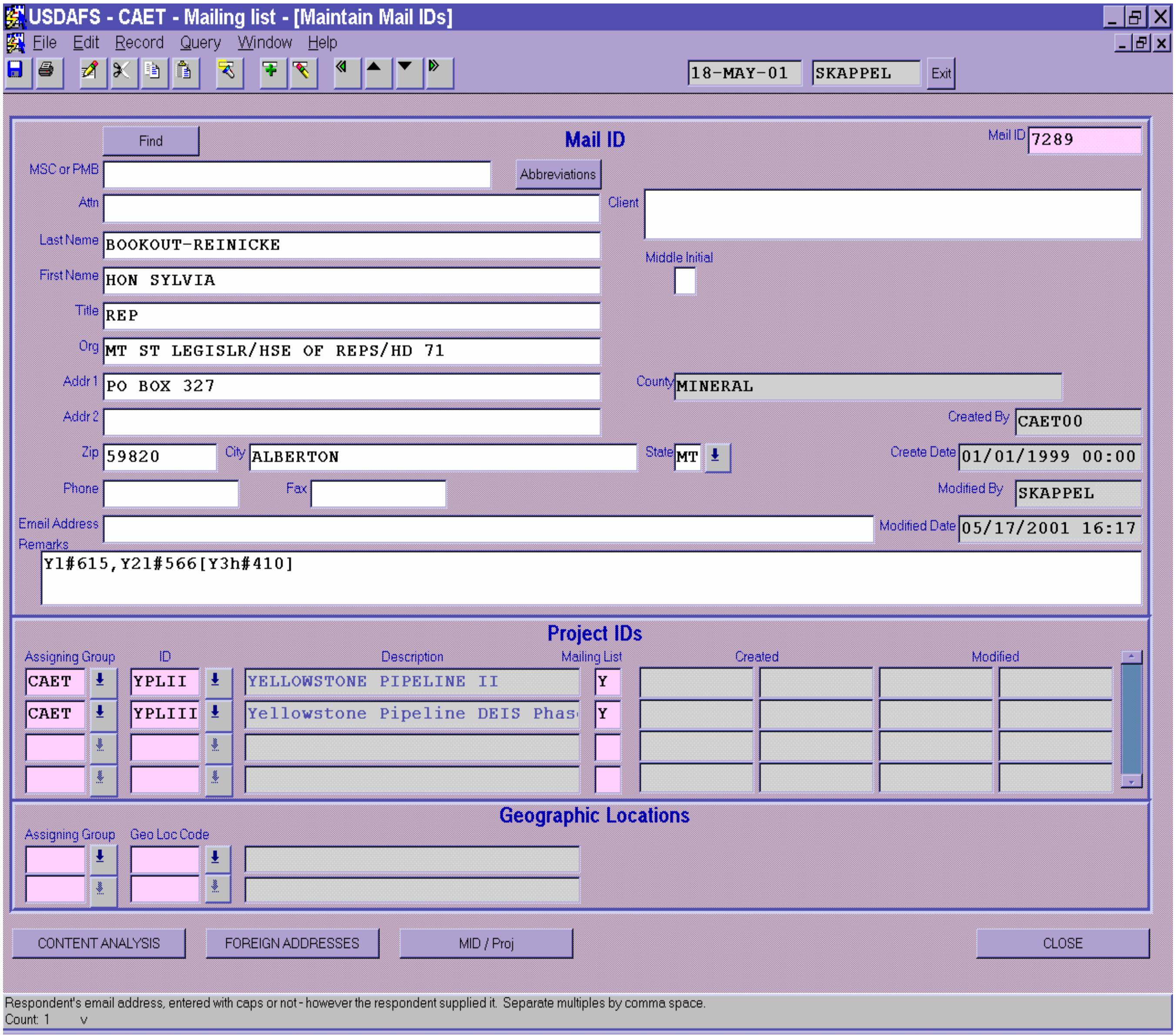
Assigning Group Geo Loc Code

CONTENT ANALYSIS FOREIGN ADDRESSES MID / Proj CLOSE

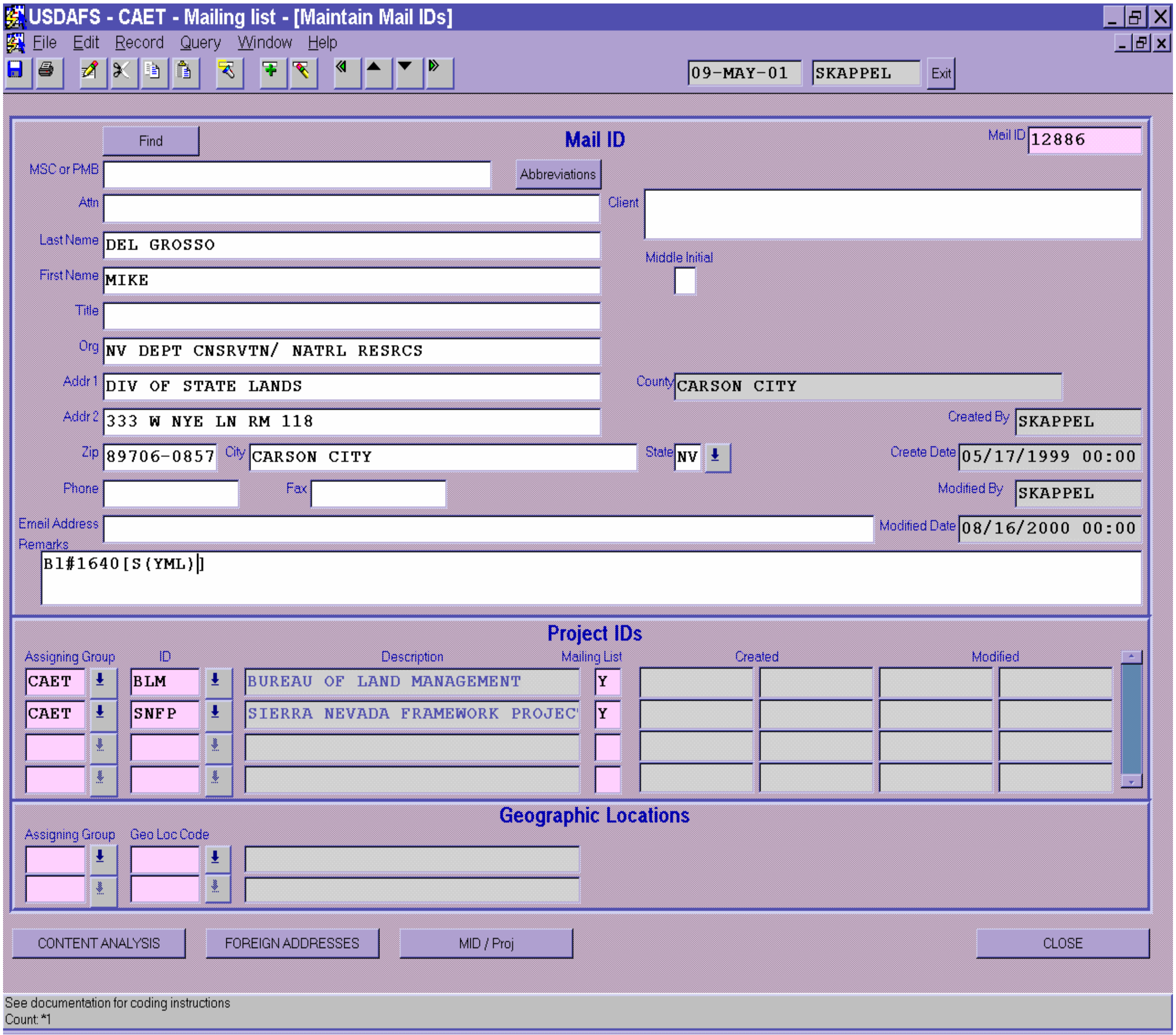
FRM-40400: Transaction complete: 1 records applied and saved.

Count: *1

Example of Org: **State (State Legislature/House of Representatives/HD #)**
Title: **Representative (REP)**



Example of Org: **State / Department / Division**
Addr: **Room**



USDAFS - CAET - Mailing list - [Maintain Mail IDs]
File Edit Record Query Window Help
09-MAY-01 SKAPPEL Exit

Find
Mail ID
Mail ID: 12886
MSC or PMB:
Abbreviations
Attn:
Client:
Last Name: DEL GROSSO
First Name: MIKE
Middle Initial:
Title:
Org: NV DEPT CNSRVTN/ NATRL RESRCS
Addr 1: DIV OF STATE LANDS
County: CARSON CITY
Addr 2: 333 W NYE LN RM 118
Created By: SKAPPEL
Zip: 89706-0857 City: CARSON CITY State: NV
Create Date: 05/17/1999 00:00
Phone: Fax:
Modified By: SKAPPEL
Email Address:
Modified Date: 08/16/2000 00:00
Remarks: B1#1640[S(YML)]

Project IDs

Assigning Group	ID	Description	Mailing List	Created		Modified	
CAET	BLM	BUREAU OF LAND MANAGEMENT	Y				
CAET	SNFP	SIERRA NEVADA FRAMEWORK PROJEC	Y				

Geographic Locations

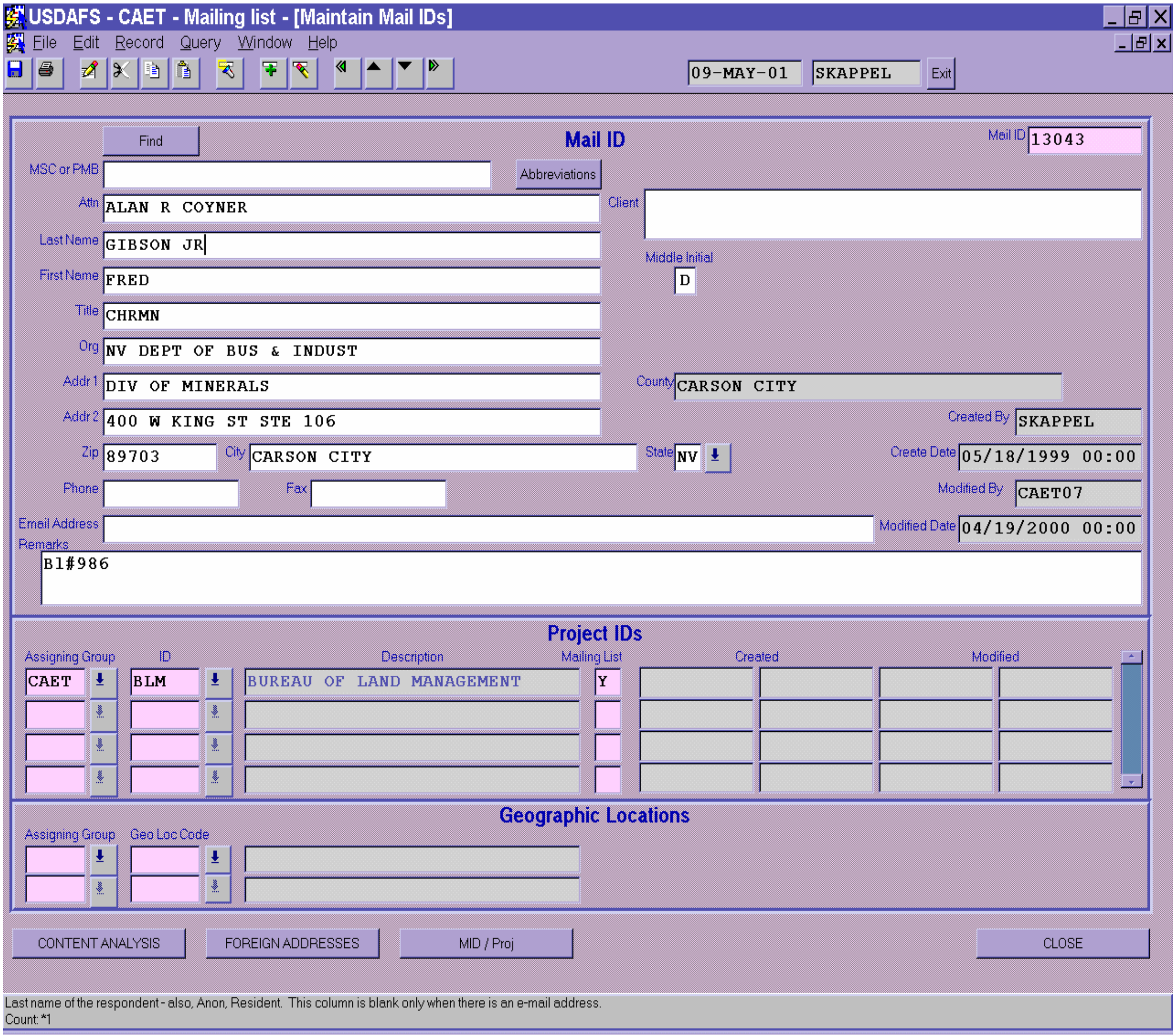
Assigning Group	Geo Loc Code	

CONTENT ANALYSIS | FOREIGN ADDRESSES | MID / Proj | CLOSE

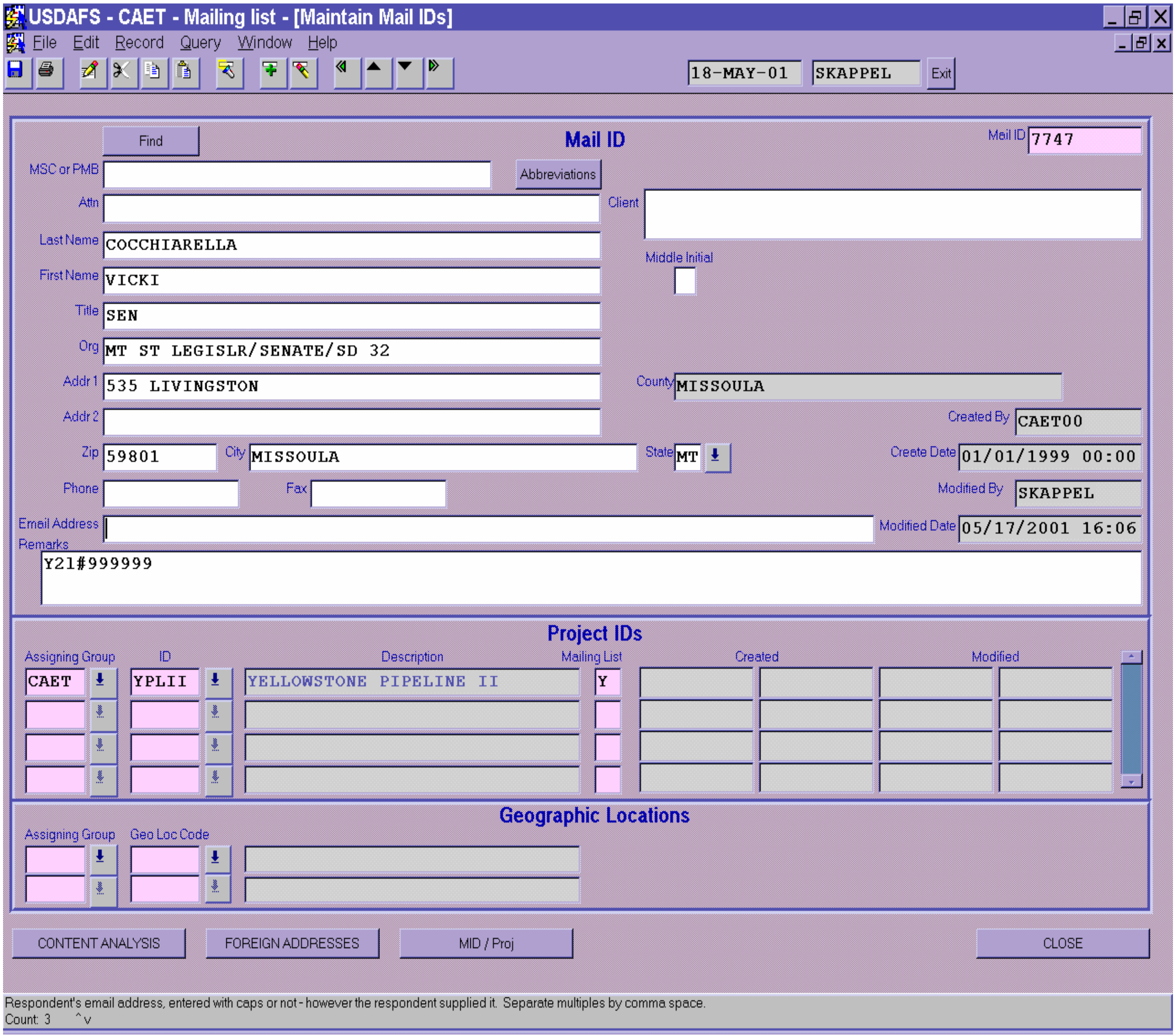
See documentation for coding instructions
Count: *1

Example of Org: **State (Department / Division)**

Attn: **(used only when specified by the author)**

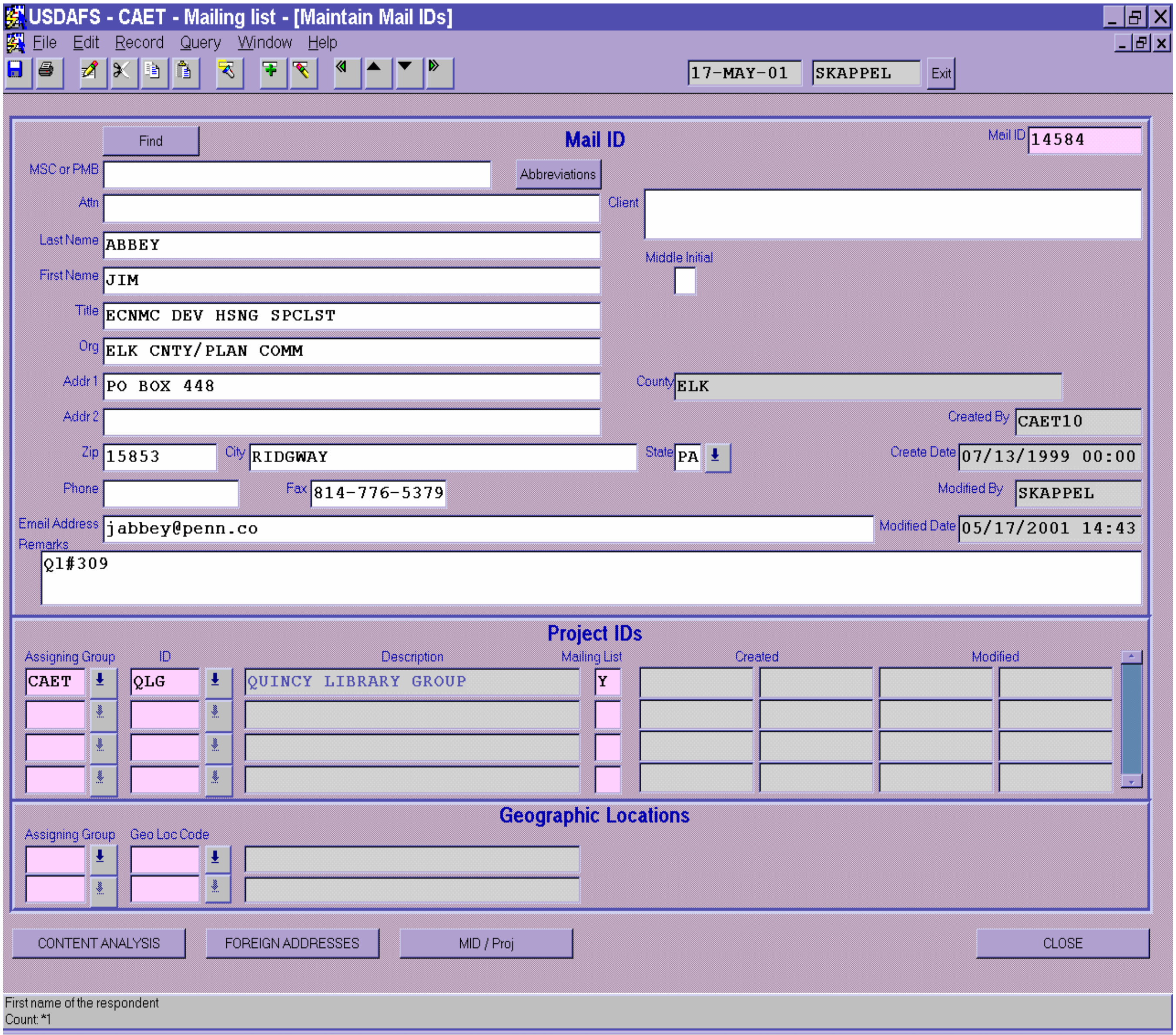


Example of Org: **State (State Legislature/Senate/Senate District #)**
Title: **Senator (SEN)**

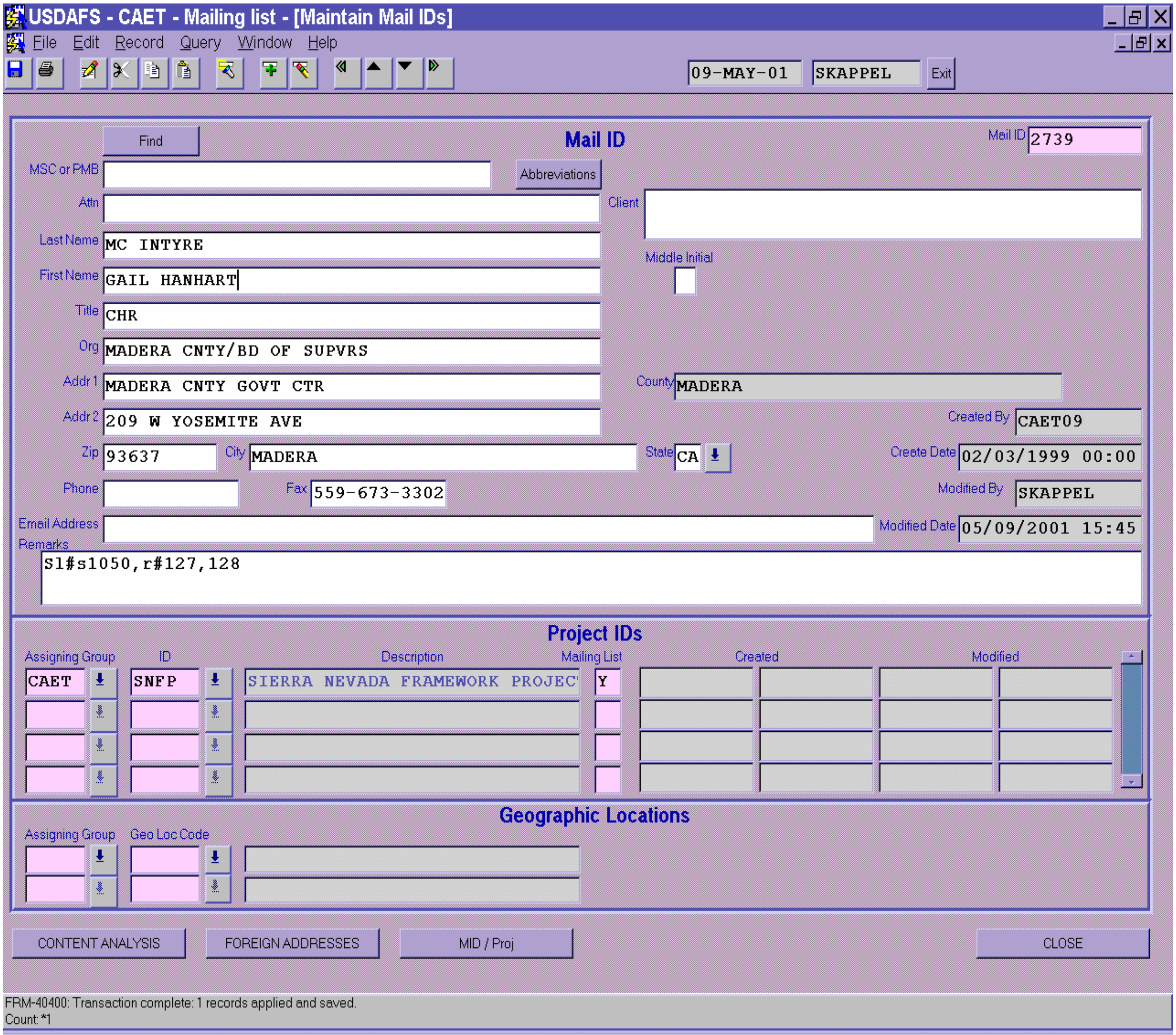


County

Example of Org: **County (Planning Commission)**

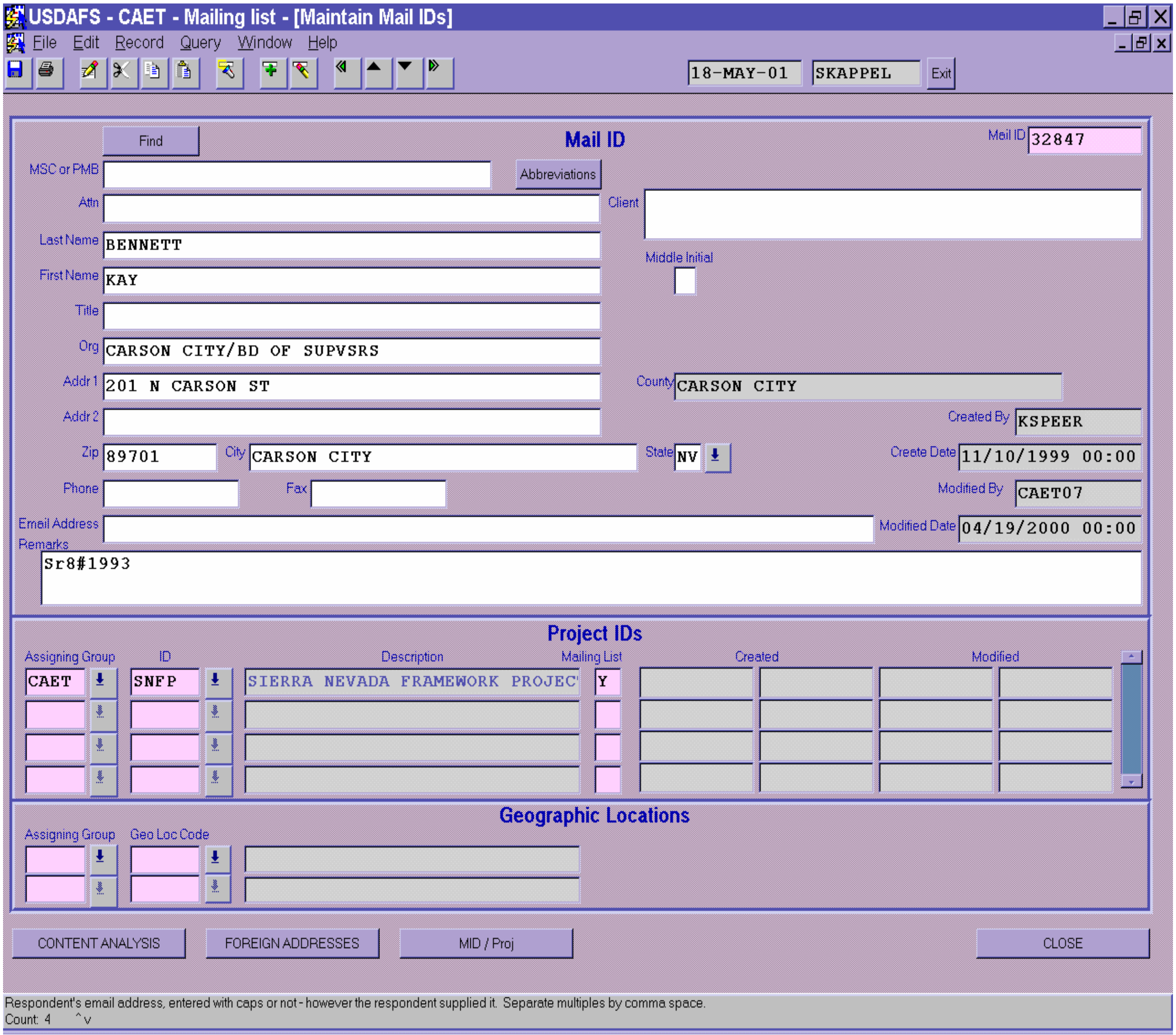


Example of Org: **County (Board of Supervisors)**



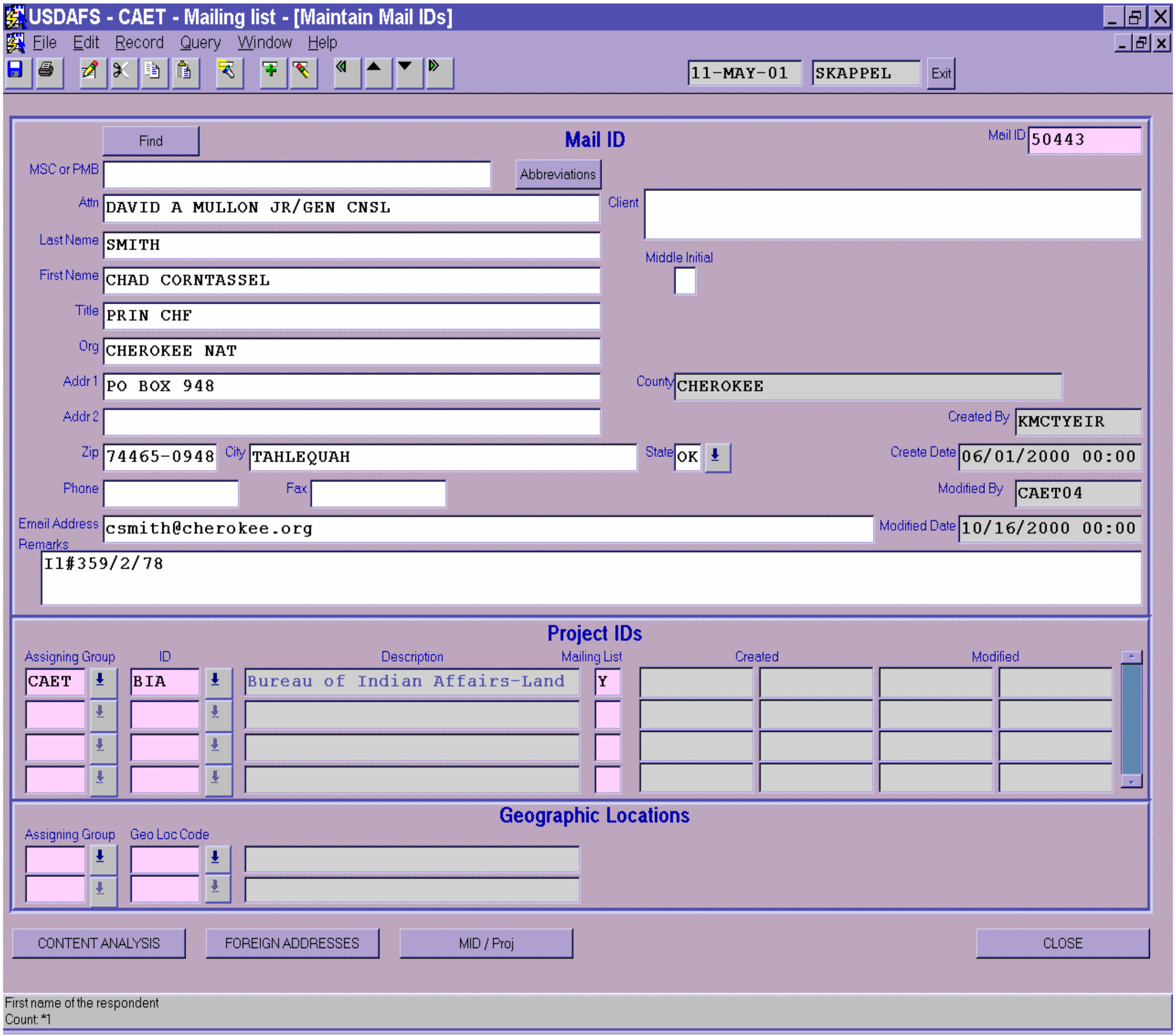
Town/City

Example of Org: **Town/City Agency or Department**



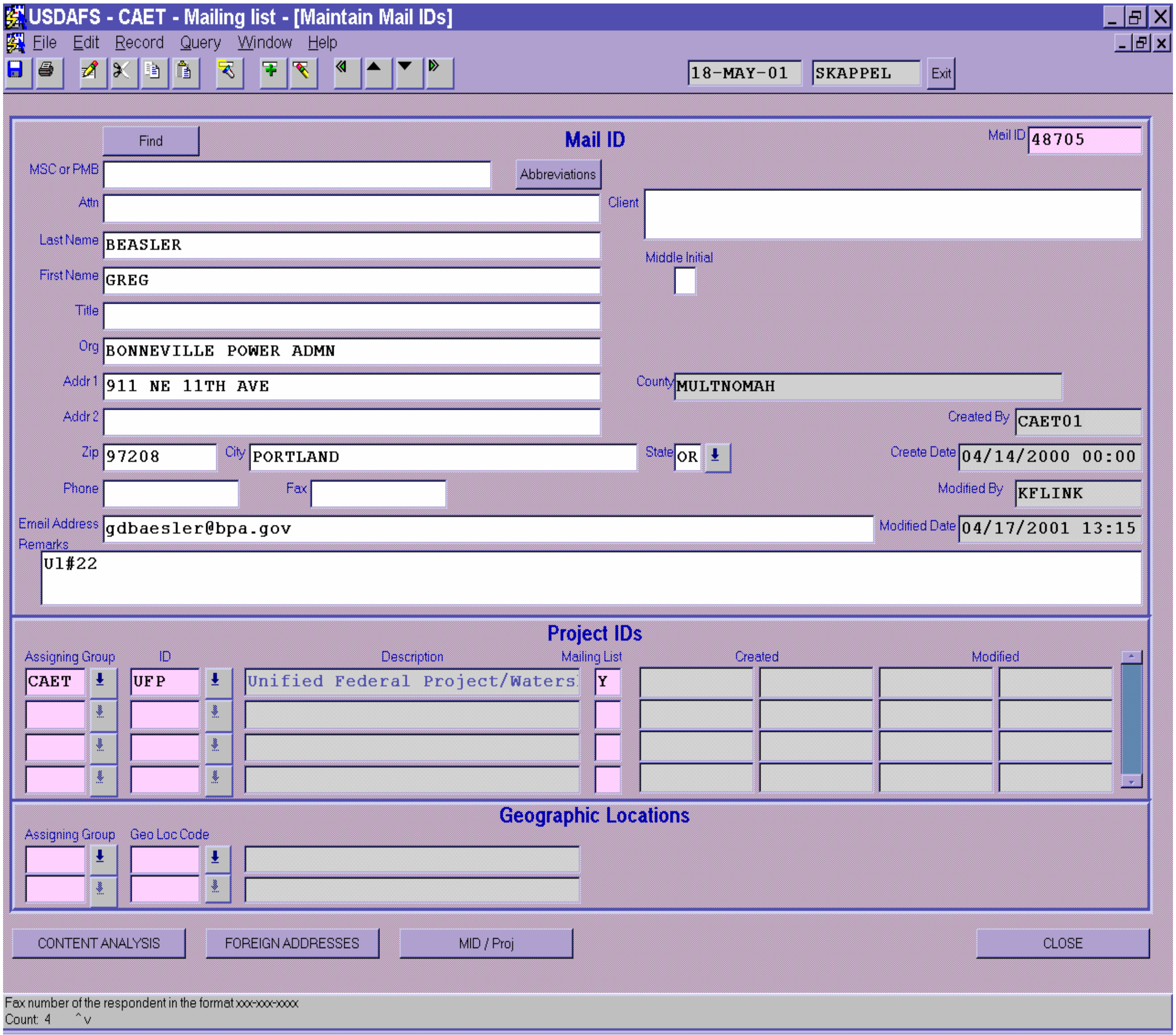
Tribal

. Example of Org: **Tribal (General Council [with no address] representing Cherokee Nation)**



Utility Group or Organization

Example of Org: **Utility (Bonneville Power Administration)**


USDAFS - CAET - Mailing list - [Maintain Mail IDs]

File Edit Record Query Window Help

18-MAY-01 SKAPPEL Exit

Find

Mail ID

Mail ID 48705

MSC or PMB

Abbreviations

Attn

Client

Last Name BEASLER

First Name GREG

Middle Initial

Title

Org BONNEVILLE POWER ADMN

Addr 1 911 NE 11TH AVE

County MULTNOMAH

Addr 2

Created By CAET01

Zip 97208 City PORTLAND State OR

Create Date 04/14/2000 00:00

Phone Fax

Modified By KFLINK

Email Address gdbaesler@bpa.gov

Modified Date 04/17/2001 13:15

Remarks

U1#22

Project IDs

Assigning Group	ID	Description	Mailing List	Created		Modified	
CAET	UFP	Unified Federal Project/Waters	Y				

Geographic Locations

Assigning Group Geo Loc Code

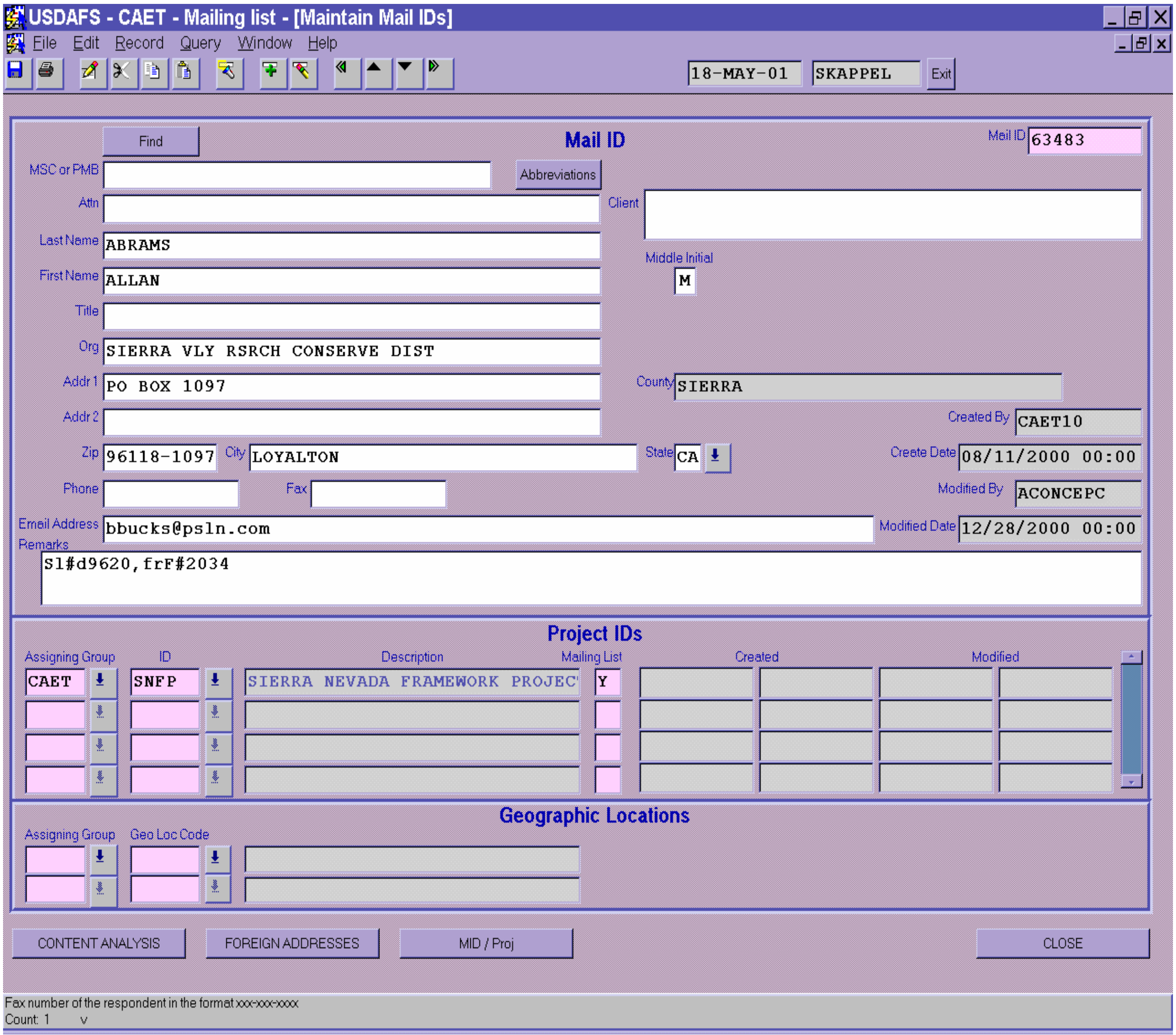
CONTENT ANALYSIS FOREIGN ADDRESSES MID / Proj CLOSE

Fax number of the respondent in the format xxx-xxx-xxxx

Count: 4 ^v

Conservation District

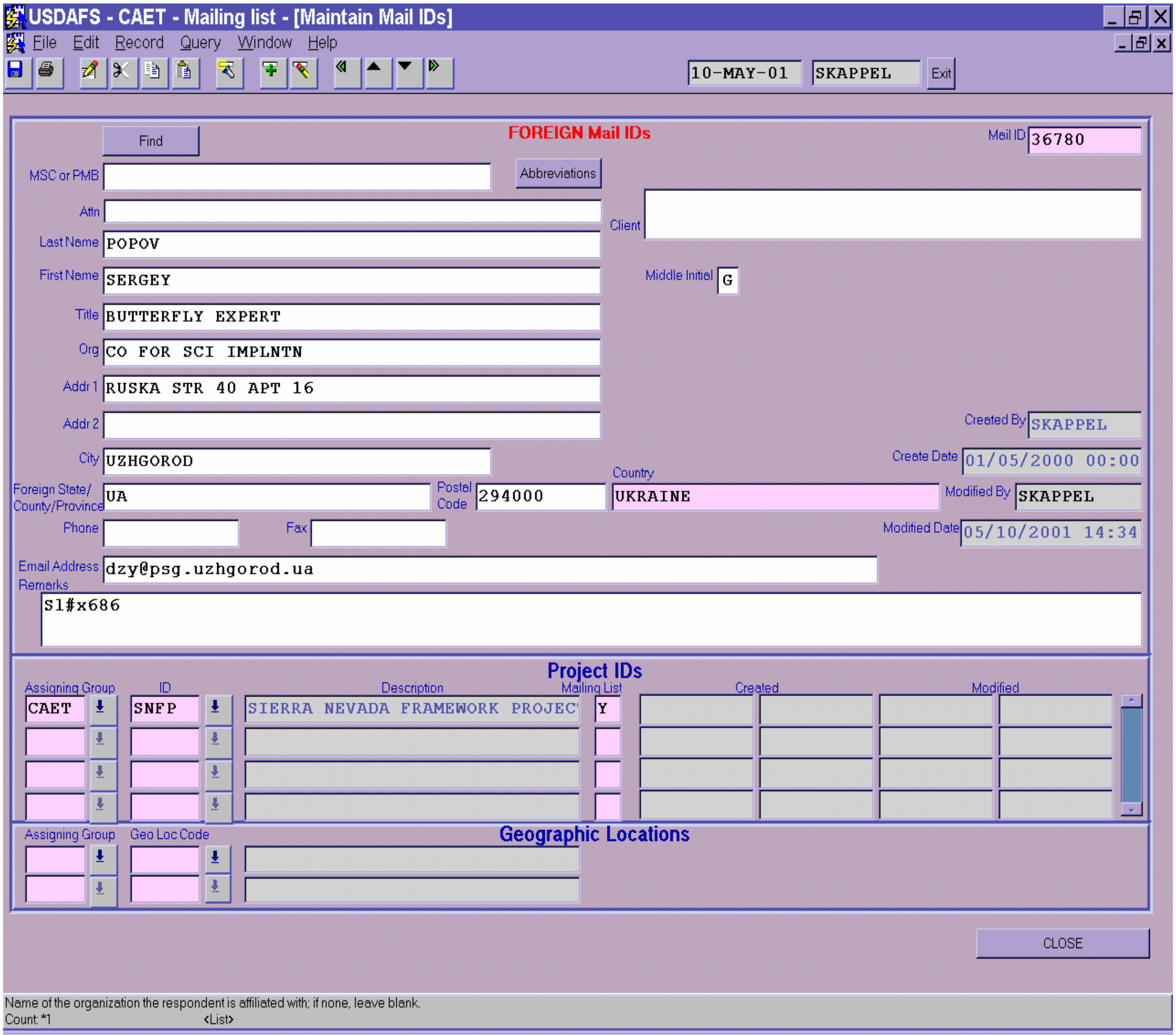
Example of Org: **Conservation District**



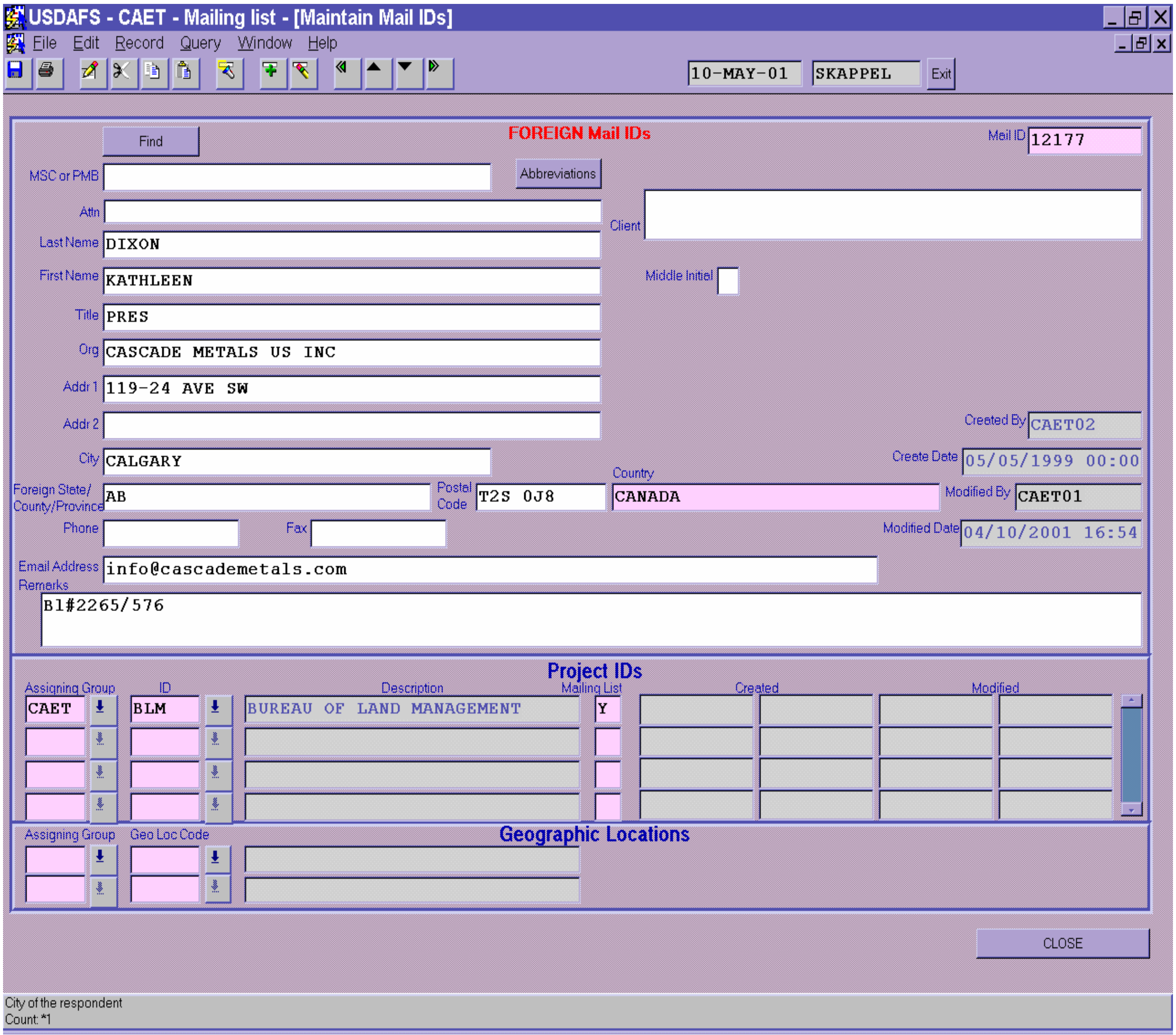
International

Example of Org: **Business**

Addr: **Foreign (Ukraine)**



Example of Org: **Business**
Addr: **Foreign (Canadian)**



USDAFS - CAET - Mailing list - [Maintain Mail IDs]

File Edit Record Query Window Help

10-MAY-01 SKAPPEL Exit

Find

FOREIGN Mail IDs

Mail ID 12177

MSC or PMB

Abbreviations

Attn

Client

Last Name DIXON

First Name KATHLEEN

Middle Initial

Title PRES

Org CASCADE METALS US INC

Addr 1 119-24 AVE SW

Addr 2

Created By CAET02

City CALGARY

Create Date 05/05/1999 00:00

Foreign State/ County/Province AB

Postal Code T2S 0J8

Country CANADA

Modified By CAET01

Phone

Fax

Modified Date 04/10/2001 16:54

Email Address info@cascademetals.com

Remarks

B1#2265/576

Project IDs

Assigning Group	ID	Description	Mailing List	Created		Modified	
CAET	BLM	BUREAU OF LAND MANAGEMENT	Y				

Geographic Locations

Assigning Group	Geo Loc Code	

CLOSE

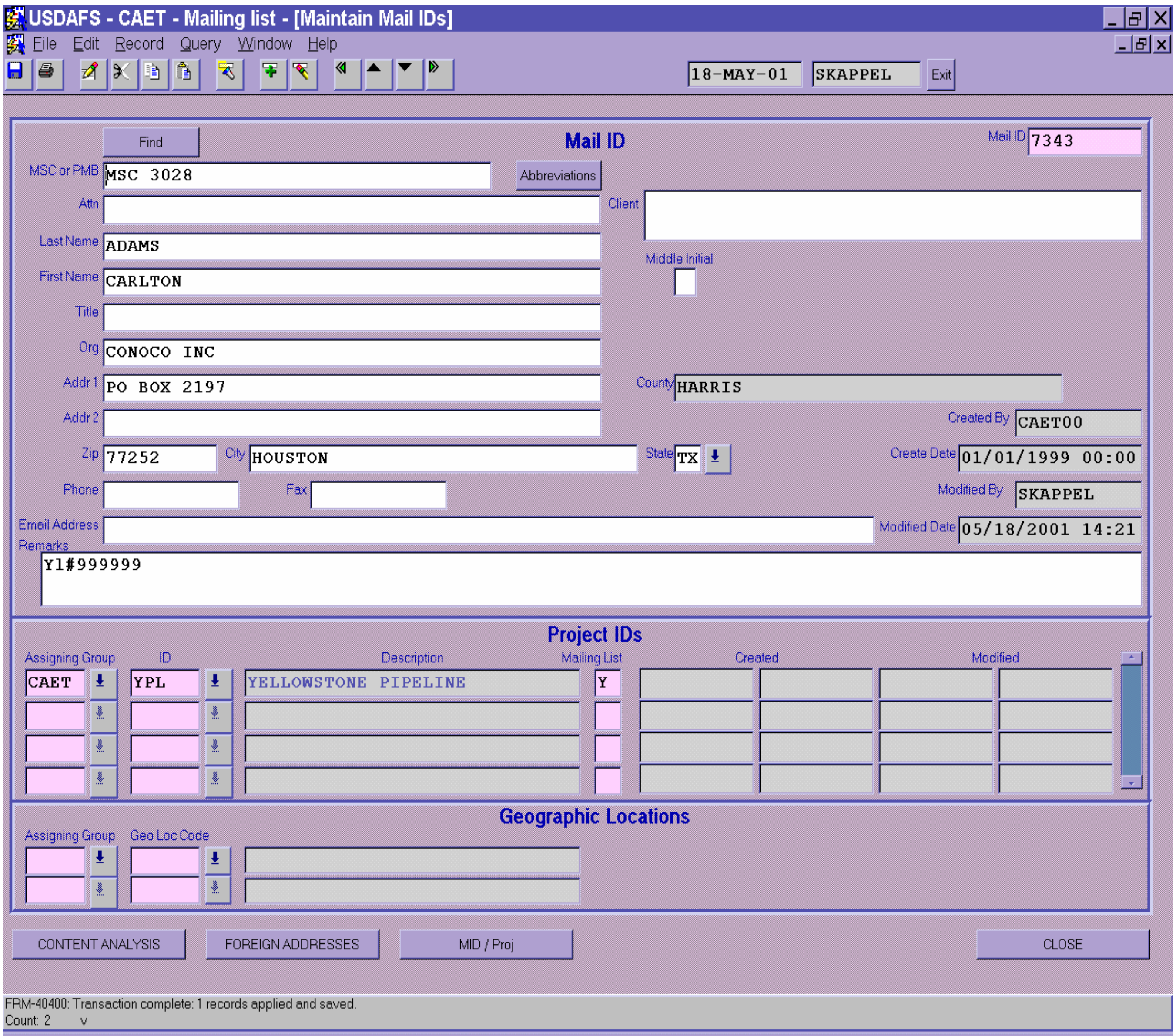
City of the respondent
Count: *1

Industry and Business

Oil, Coal, and Pipeline Industries

Example of Org: Oil & Pipeline Industries

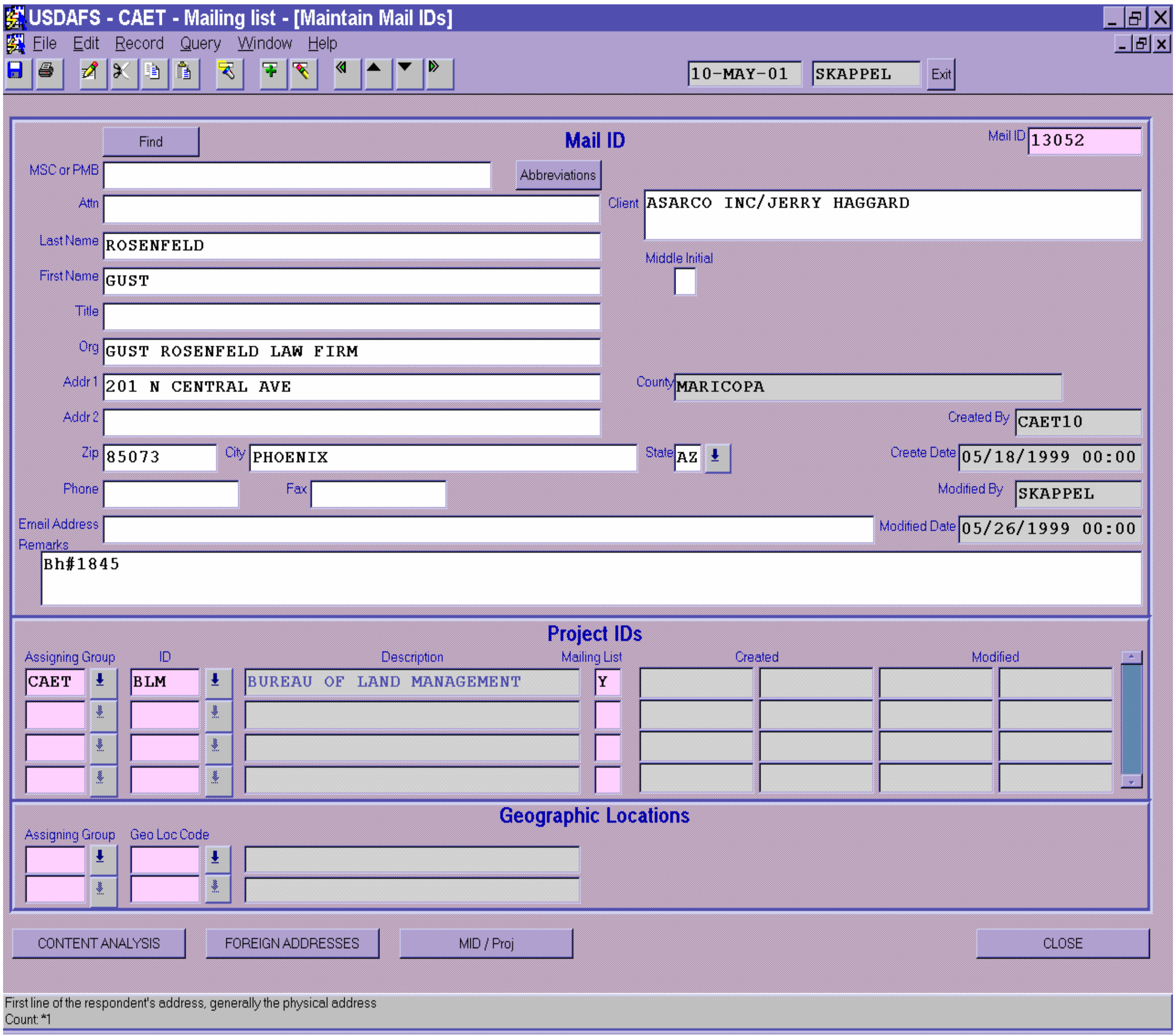
MSC: Mail Stop Code



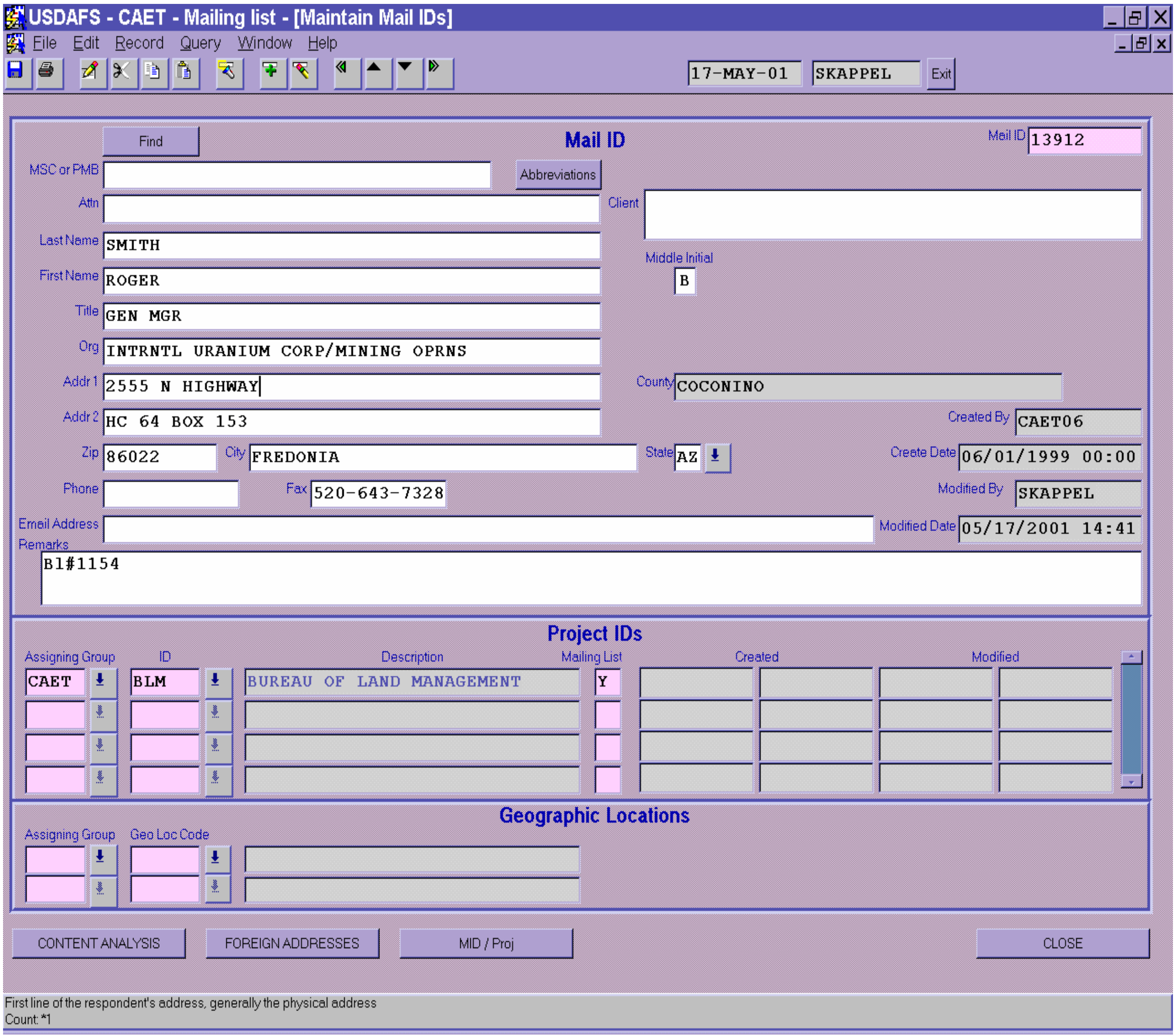
Mining Industry/Association

Example of Org: **Consultants / legal representatives writing on behalf of Mining Industry**

Client: **Mining Inc (Asarco Incorporated)**

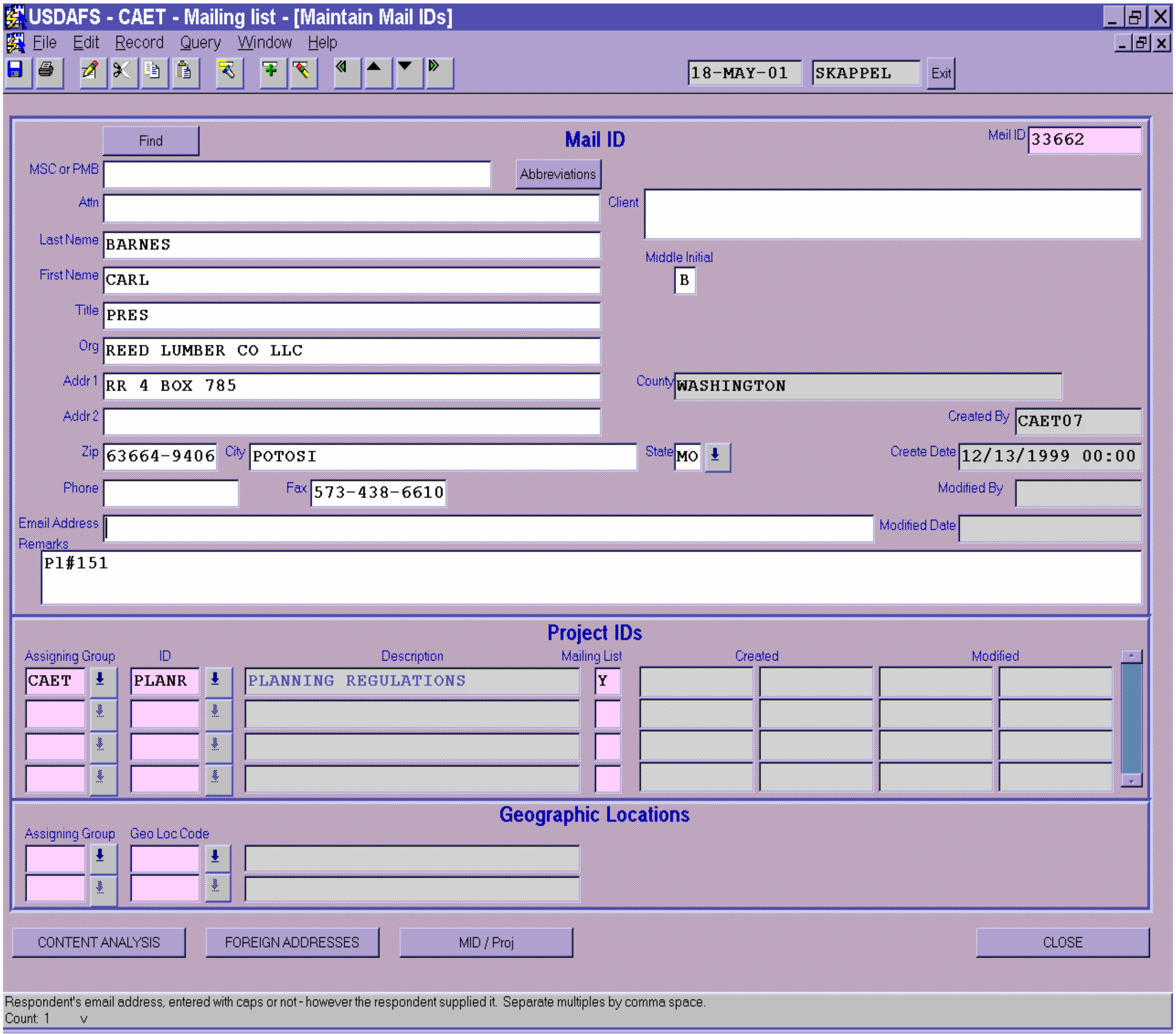


Example of Org: **Mining Industry**
Addr: **Highway Contract (keep HC and Box # on same line)**



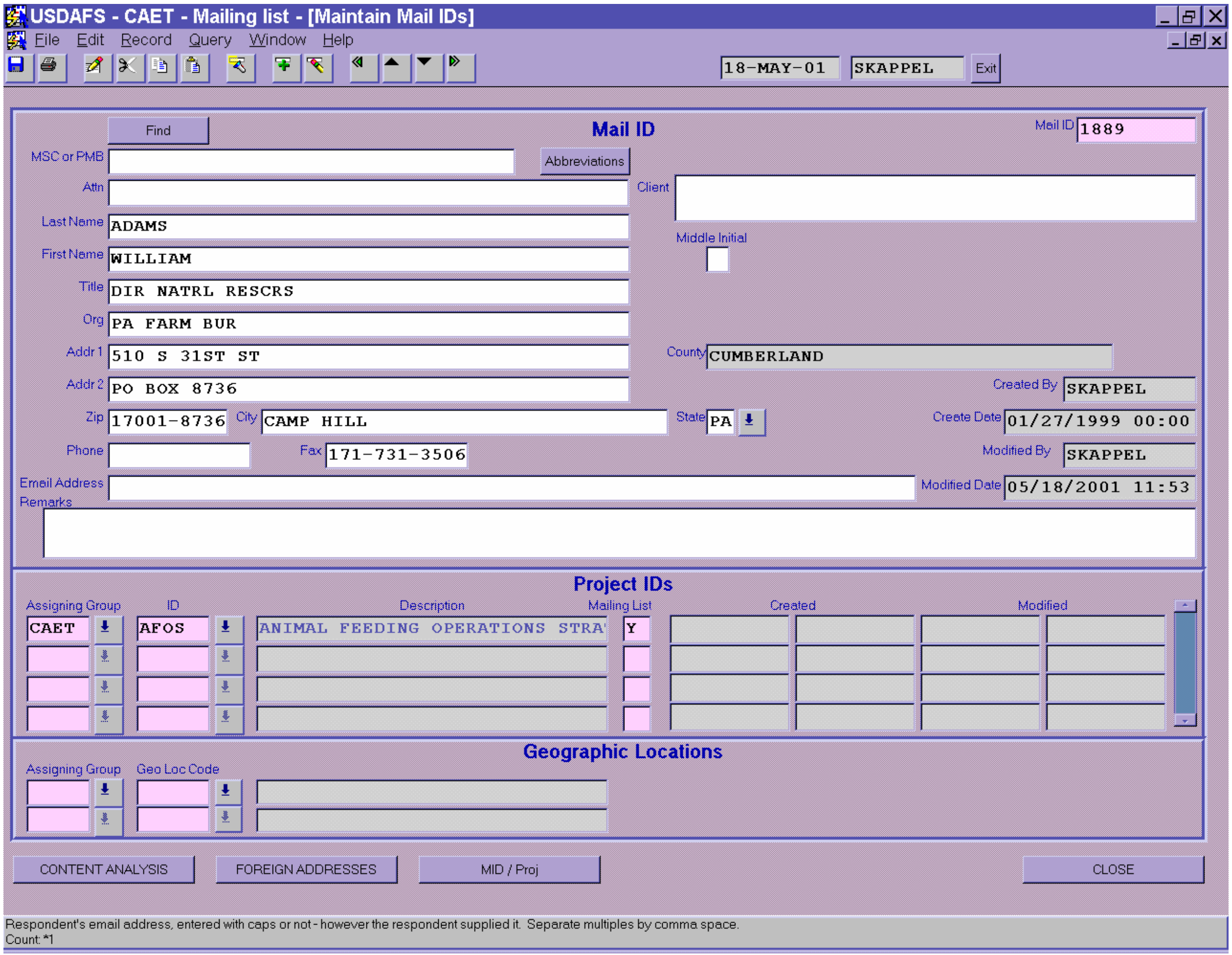
Timber/Wood Products Industry/Association

Example of Org: **Wood Products Industry/Company**



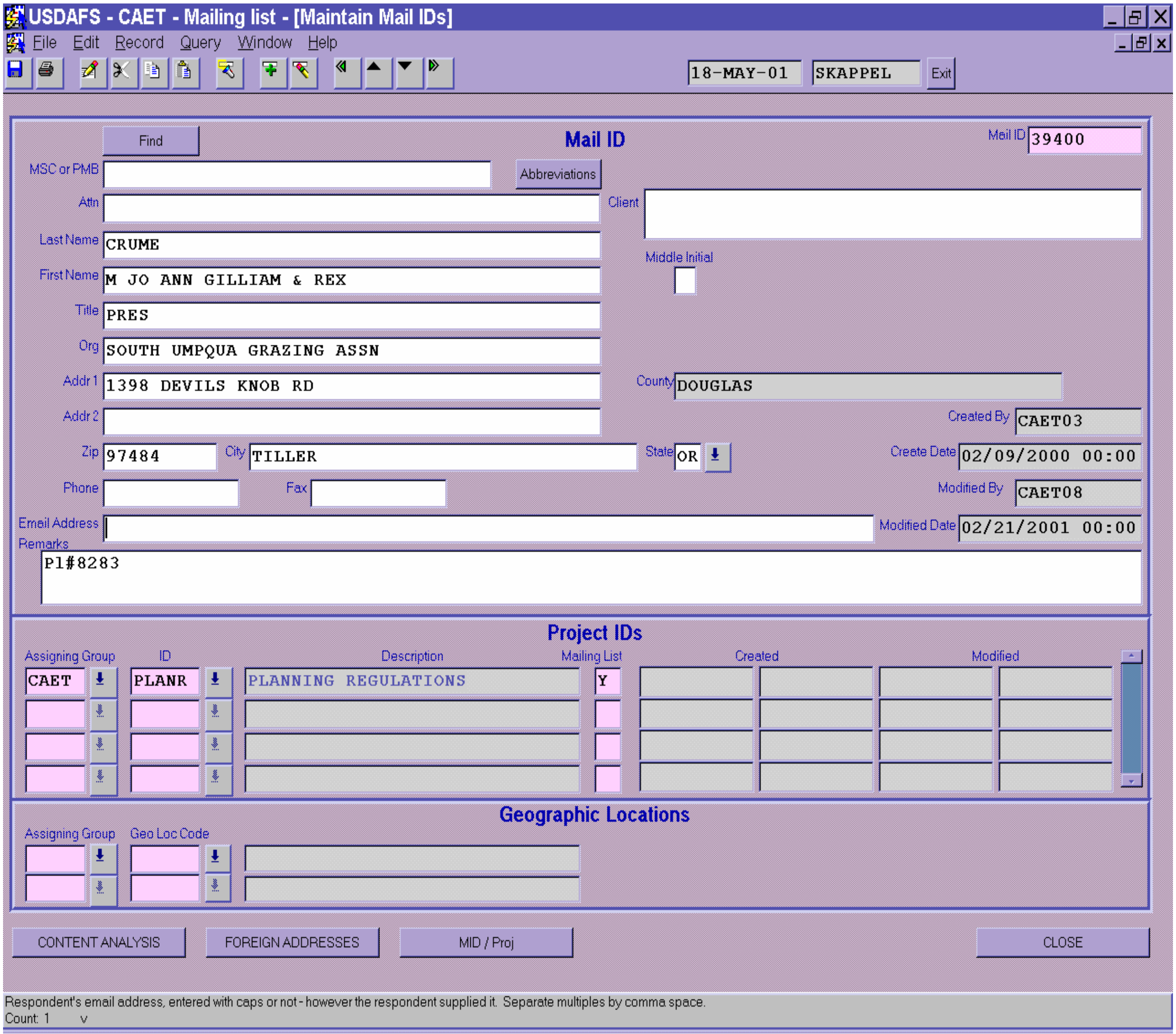
Agricultural Industry/Association

. Example of Org: **Agricultural Industry or Association (Farm Bureau)**



Range/Grazing Organization

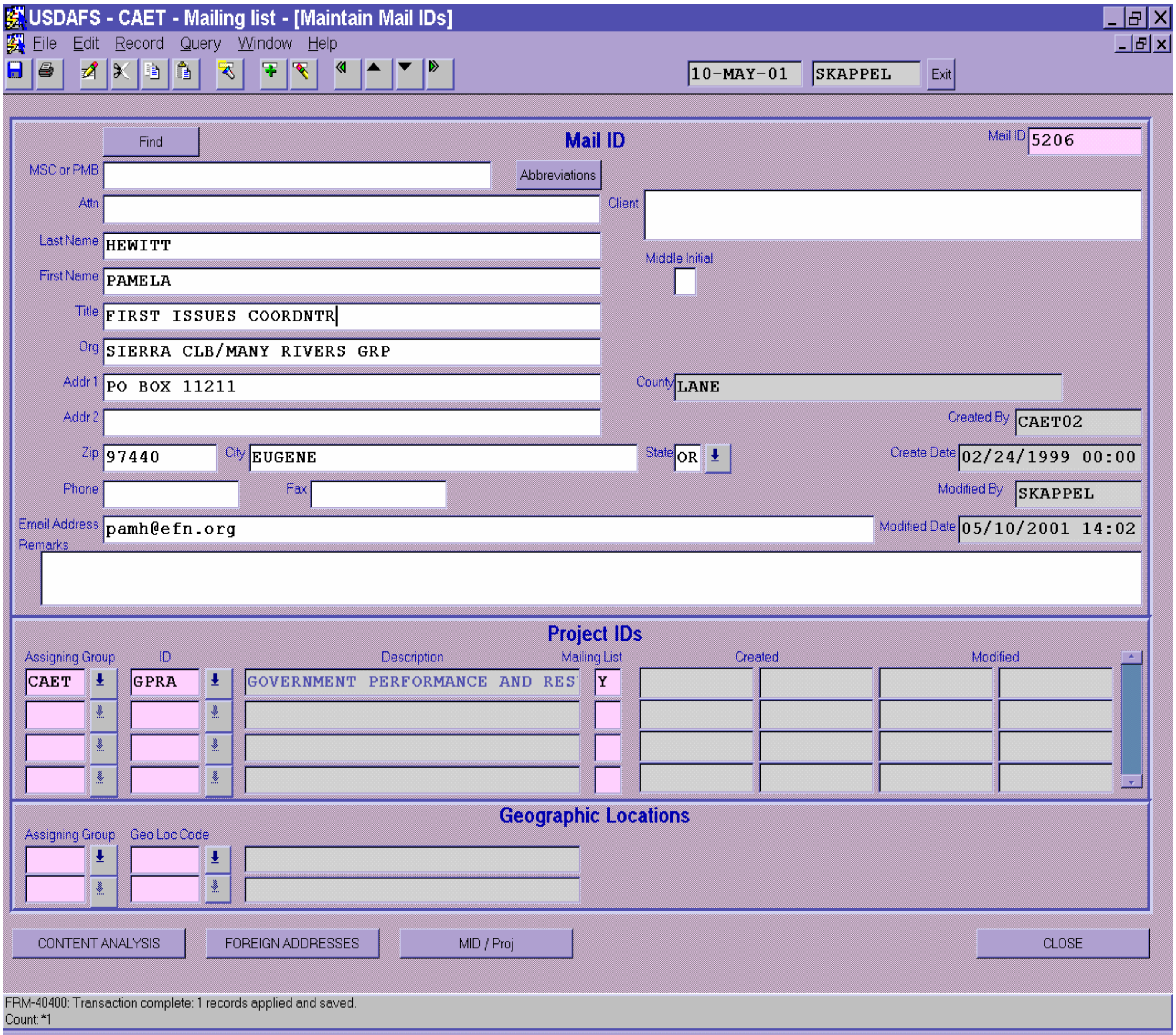
Example of Org: **Grazing (South Umpqua Grazing Association)**



Civic Organizations

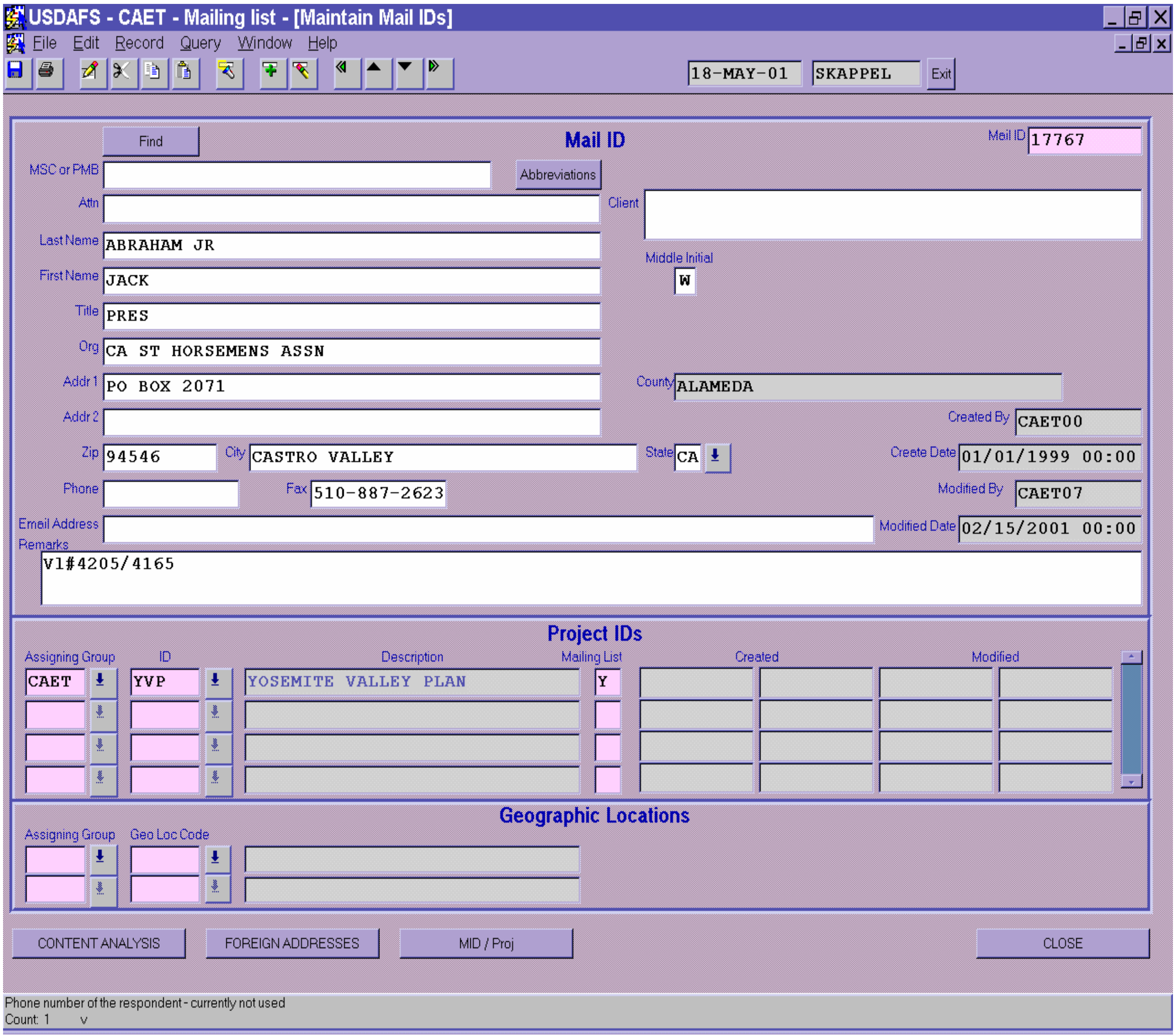
Preservation/Conservation Organizations

Example of Org: **Preservation / Conservation (with a group)**



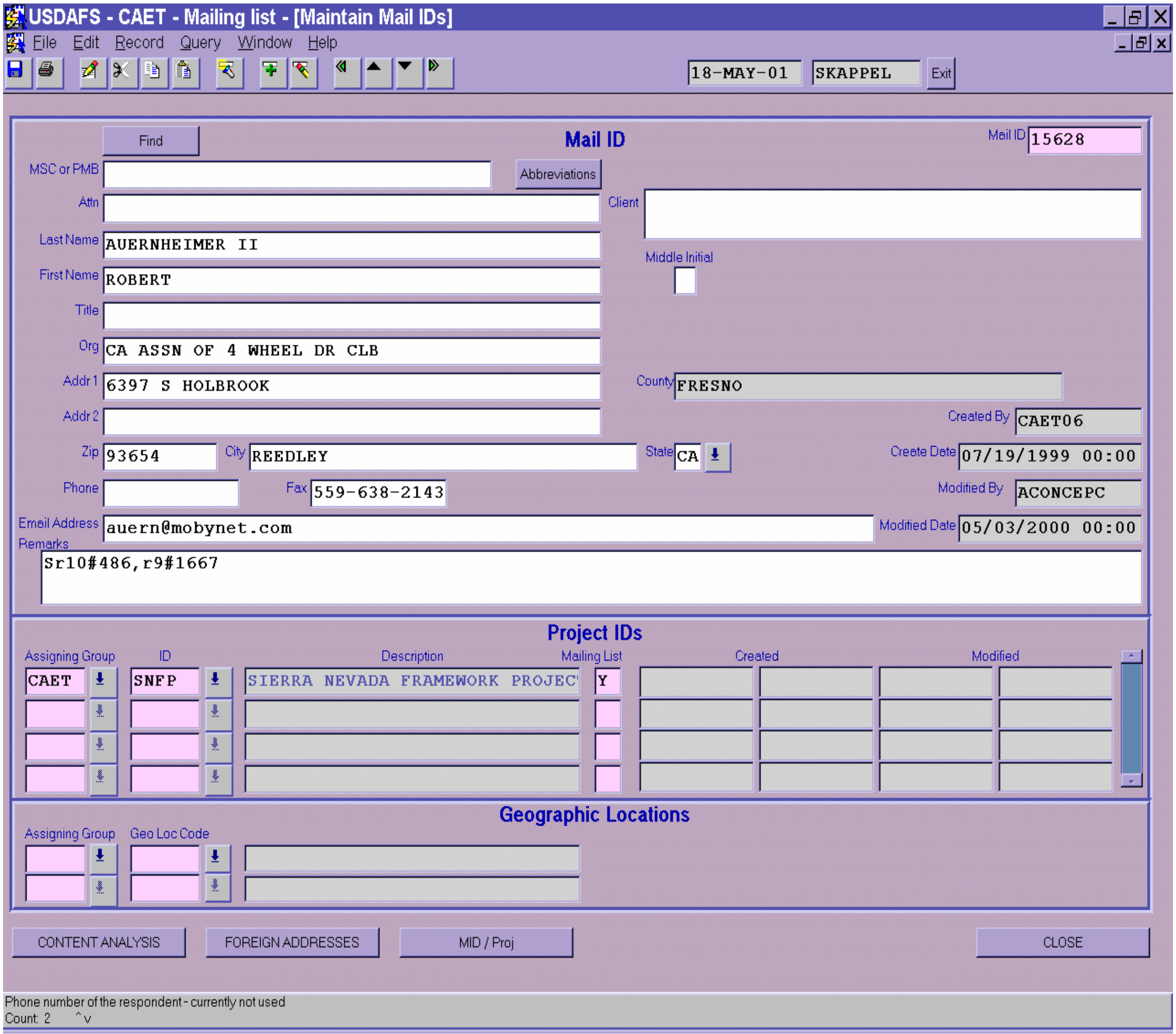
Recreational Organizations (Non-Motorized)

. Example of Org: **Recreational (non-motorized)**



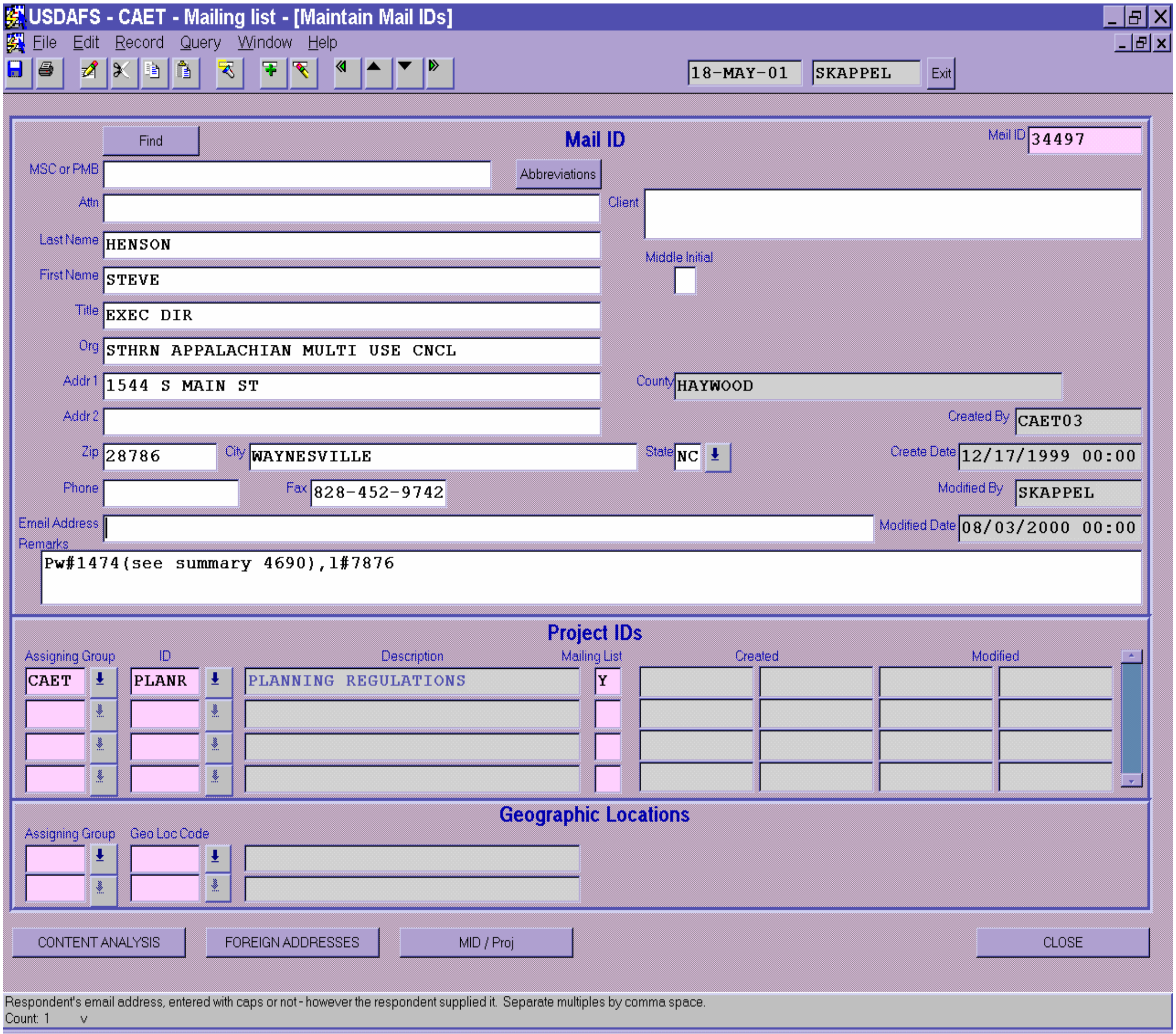
Recreational Organizations (Motorized)

Example of Org: **Recreational (motorized)**



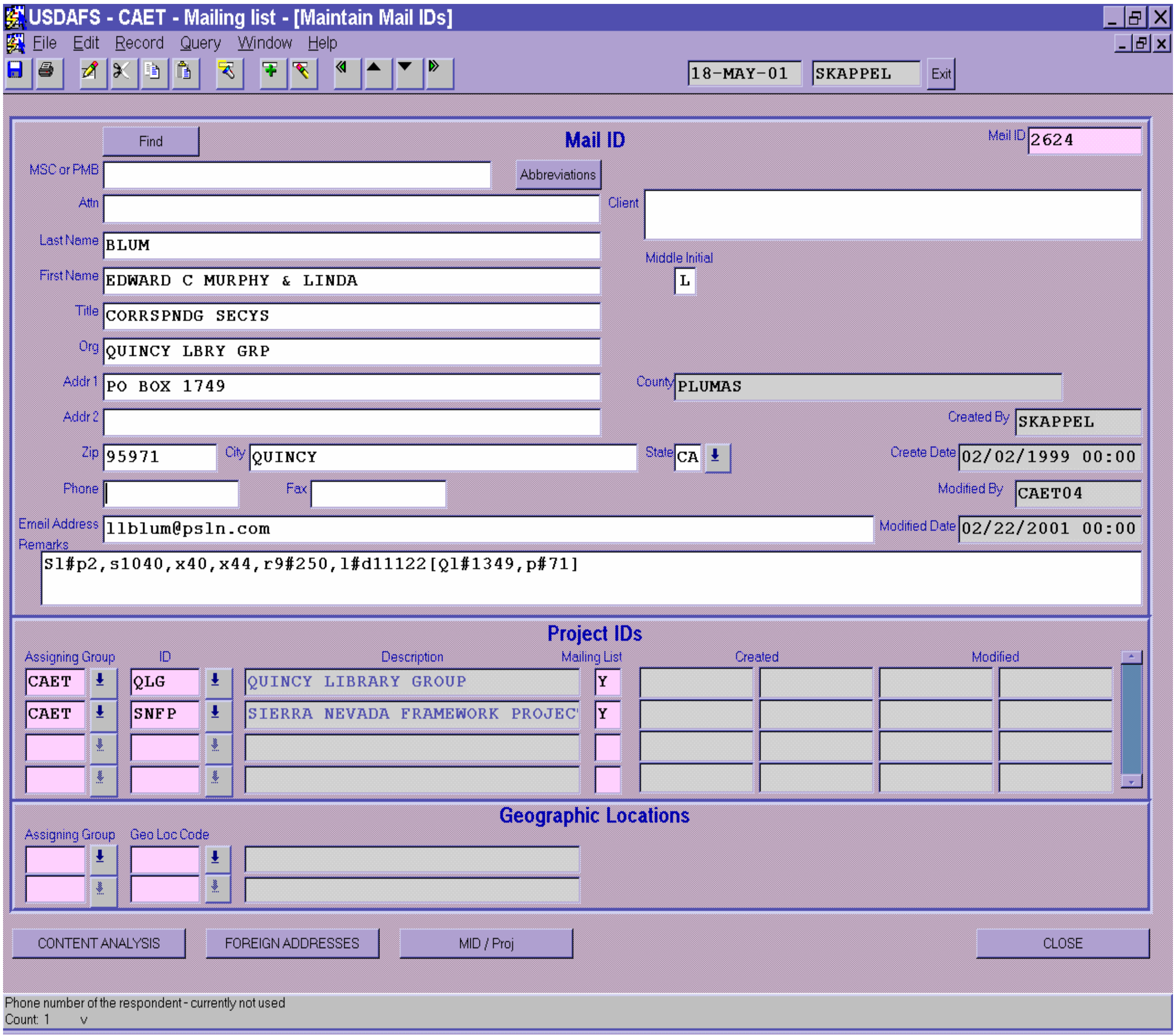
Multiple Use, Wise Use, and Land Rights Organizations

Example of Org: **Multiple Use/Land Rights**



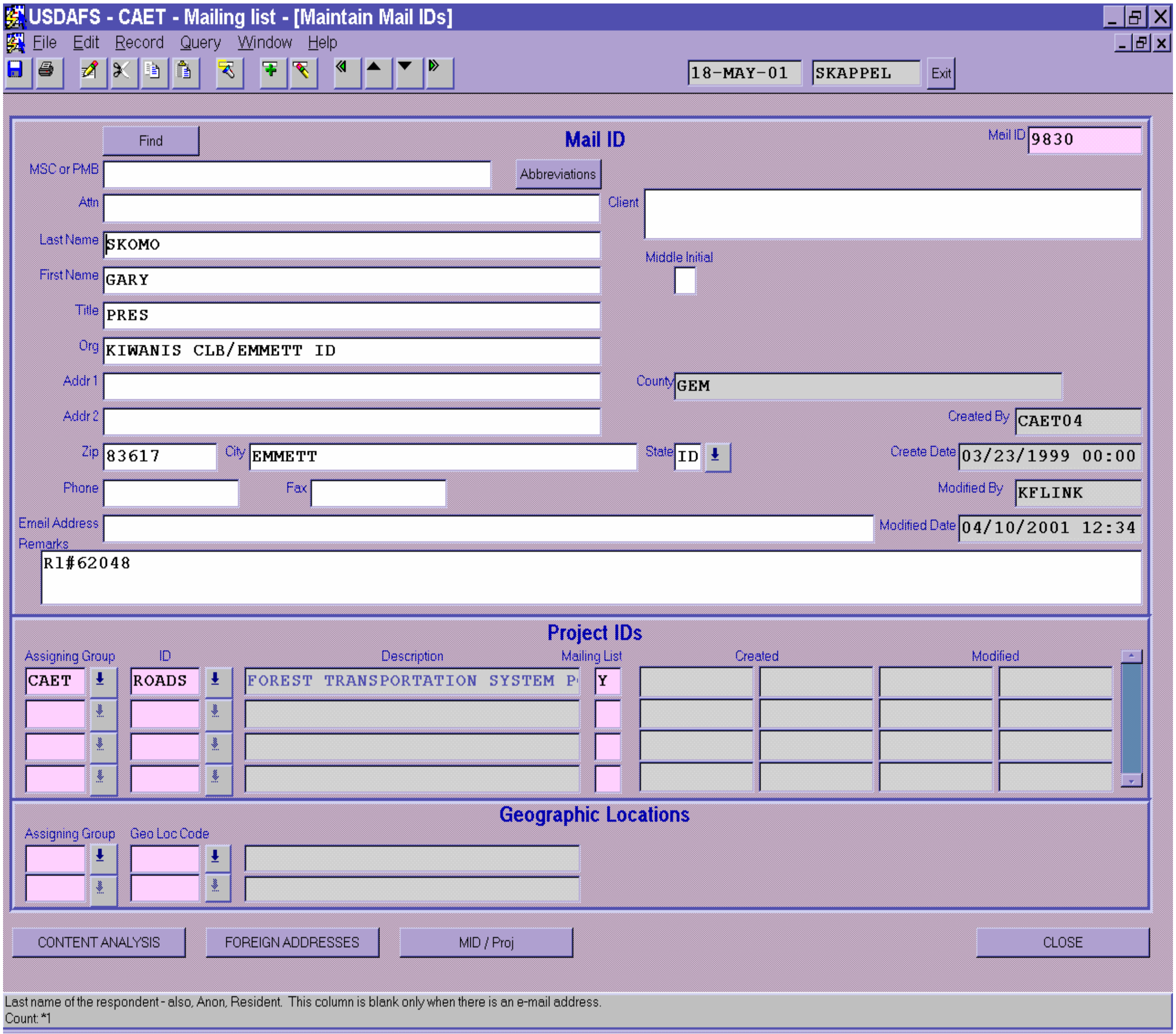
Place-Based Groups

Example of Org: **Place Base Group (Quincy Library Group)**



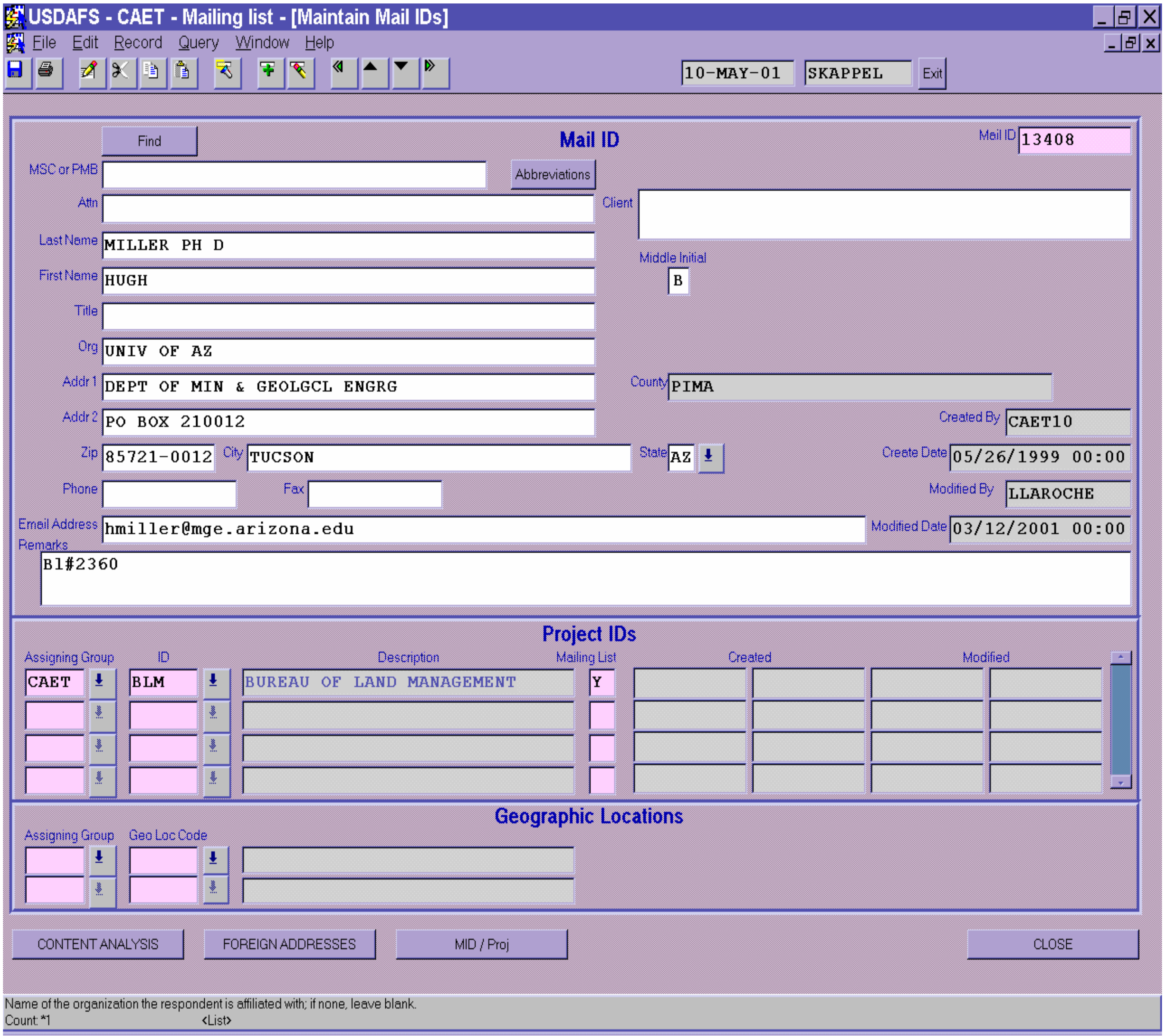
Civic Groups

Example of Org: **Civic Group**



University/Professional Society/Researchers/Scientists

Example of Org: **University or Professional Society (writing on behalf of University "We")**



USDAFS - CAET - Mailing list - [Maintain Mail IDs]

File Edit Record Query Window Help

10-MAY-01 SKAPPEL Exit

Find

Mail ID

Mail ID 13408

MSC or PMB

Abbreviations

Attn

Client

Last Name MILLER PH D

Middle Initial B

First Name HUGH

Title

Org UNIV OF AZ

Addr 1 DEPT OF MIN & GEOLGCL ENGRG

County PIMA

Addr 2 PO BOX 210012

Created By CAET10

Zip 85721-0012 City TUCSON State AZ

Create Date 05/26/1999 00:00

Phone Fax

Modified By LLAROCHE

Email Address hmiller@mge.arizona.edu

Modified Date 03/12/2001 00:00

Remarks

B1#2360

Project IDs

Assigning Group	ID	Description	Mailing List	Created	Modified
CAET	BLM	BUREAU OF LAND MANAGEMENT	Y		

Geographic Locations

Assigning Group Geo Loc Code

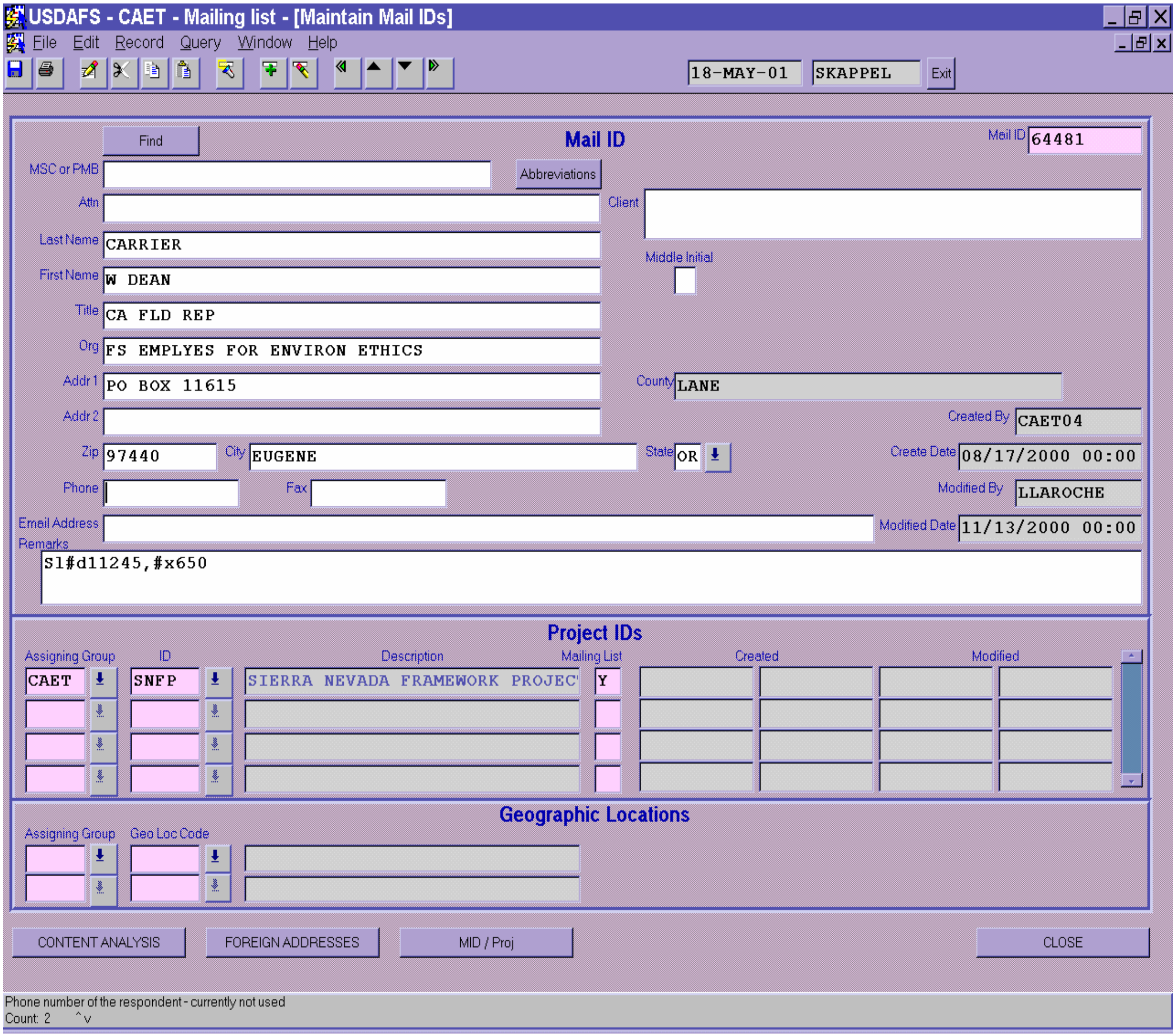
CONTENT ANALYSIS FOREIGN ADDRESSES MID / Proj CLOSE

Name of the organization the respondent is affiliated with; if none, leave blank.

Count: *1 <List>

Government Employee Organizations and Unions

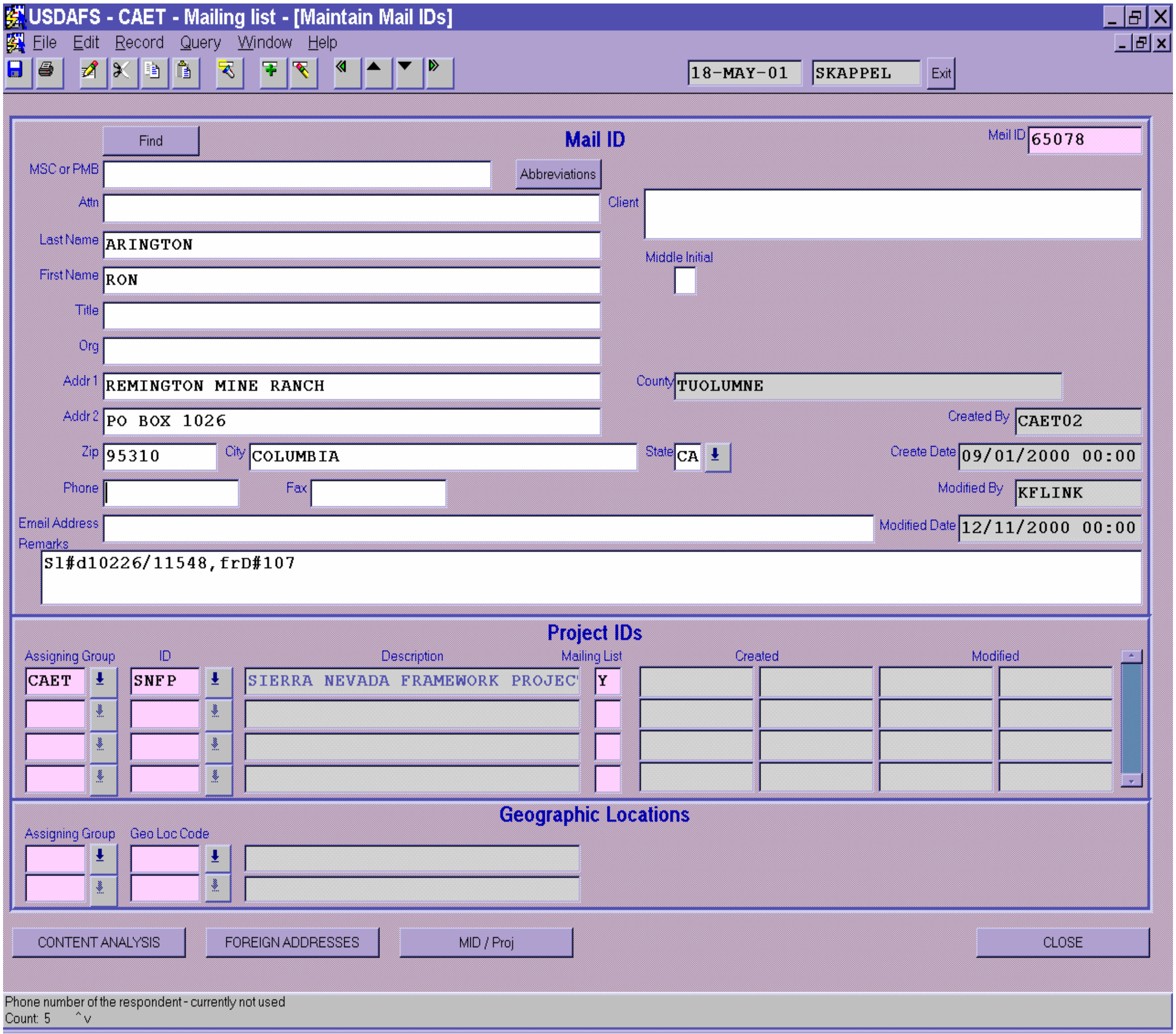
Example of Org: **Government Employee Org/Union**



Individuals

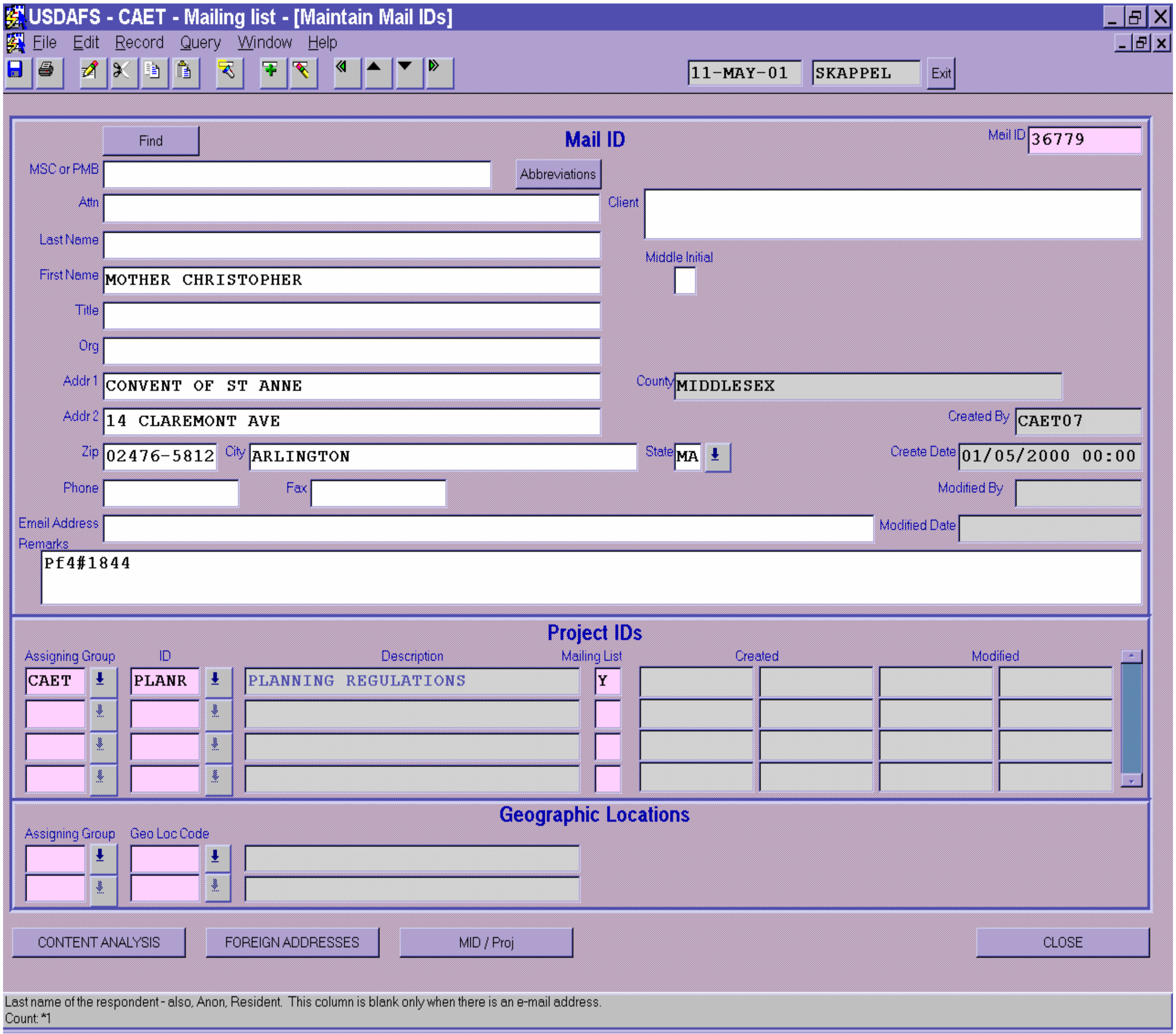
. Example of Org: **Individual**

Addr: Ranch (writing on behalf of self, not the ranch)

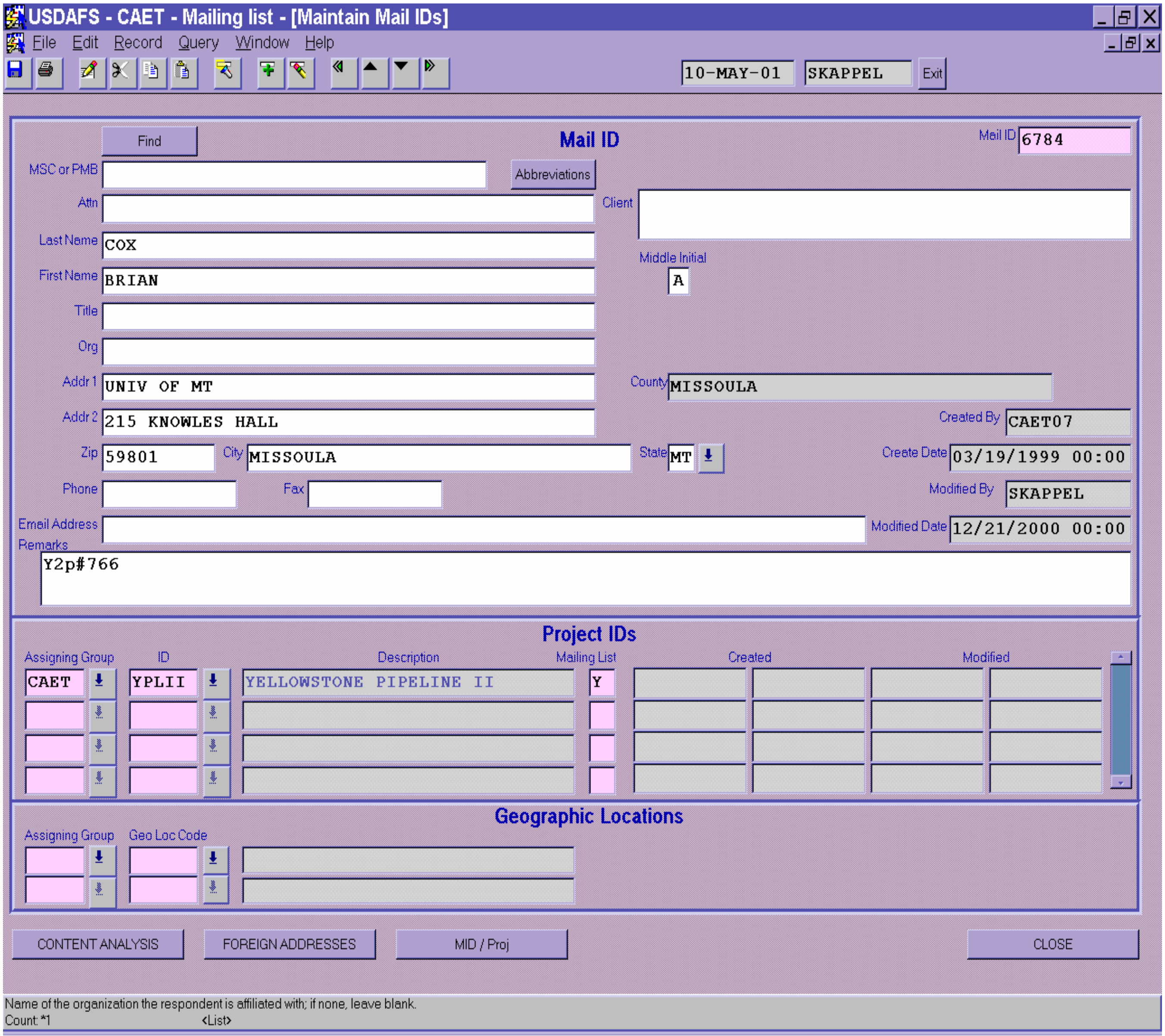


Example of Org: **Individual**

First Name ONLY (exception): **Use first name for Sisters of the Catholic Church**



Example of Org: **Individual (enrolled at college/university)**



Appendix D ~ Database Reports

After public comments, mailing address information, and associated project setup codes are entered into the database organize the data in order to efficiently analyze it. This can be achieved by running database reports in which the data is sorted by certain project setup codes.

Categories of Reports

- **Validation Reports** corroborate data within the database.
- **Mailing List Reports** generate the name and address information of respondents.
- **Content Analysis Reports** consist of report sub-categories and individual reports:
  - Report sub-categories are:
    - Demographic Reports (Responses/Respondents/Signatures)
    - Comment Reports (text of comments, respondent and coding information)
  - Reports are:
    - Comments by subject (form)
    - Immediate Attention Description
    - Information Request Description

Running Database Reports

From any form in the CAT program, go to the **File** drop-down menu to display the three categories of reports. Select a category, and another menu appears containing either a sub-category of reports or a list of reports. Another list of reports will be within the sub-menu of the selected sub-category.

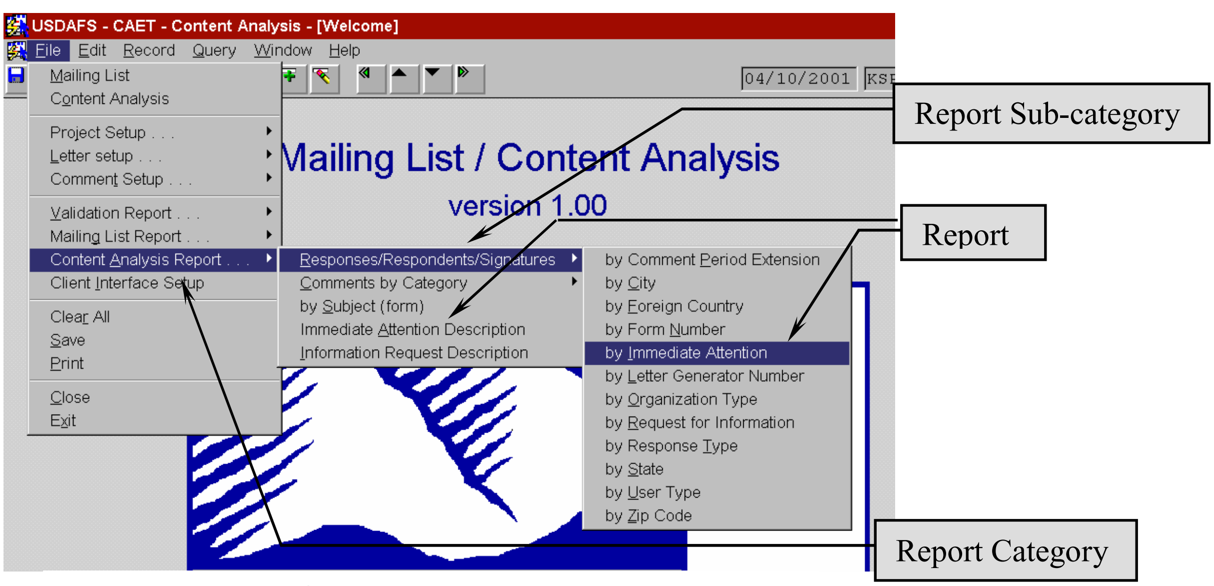


Figure D.1: Accessing Database Reports

Select the required report. A prompt screen appears requesting report parameters.

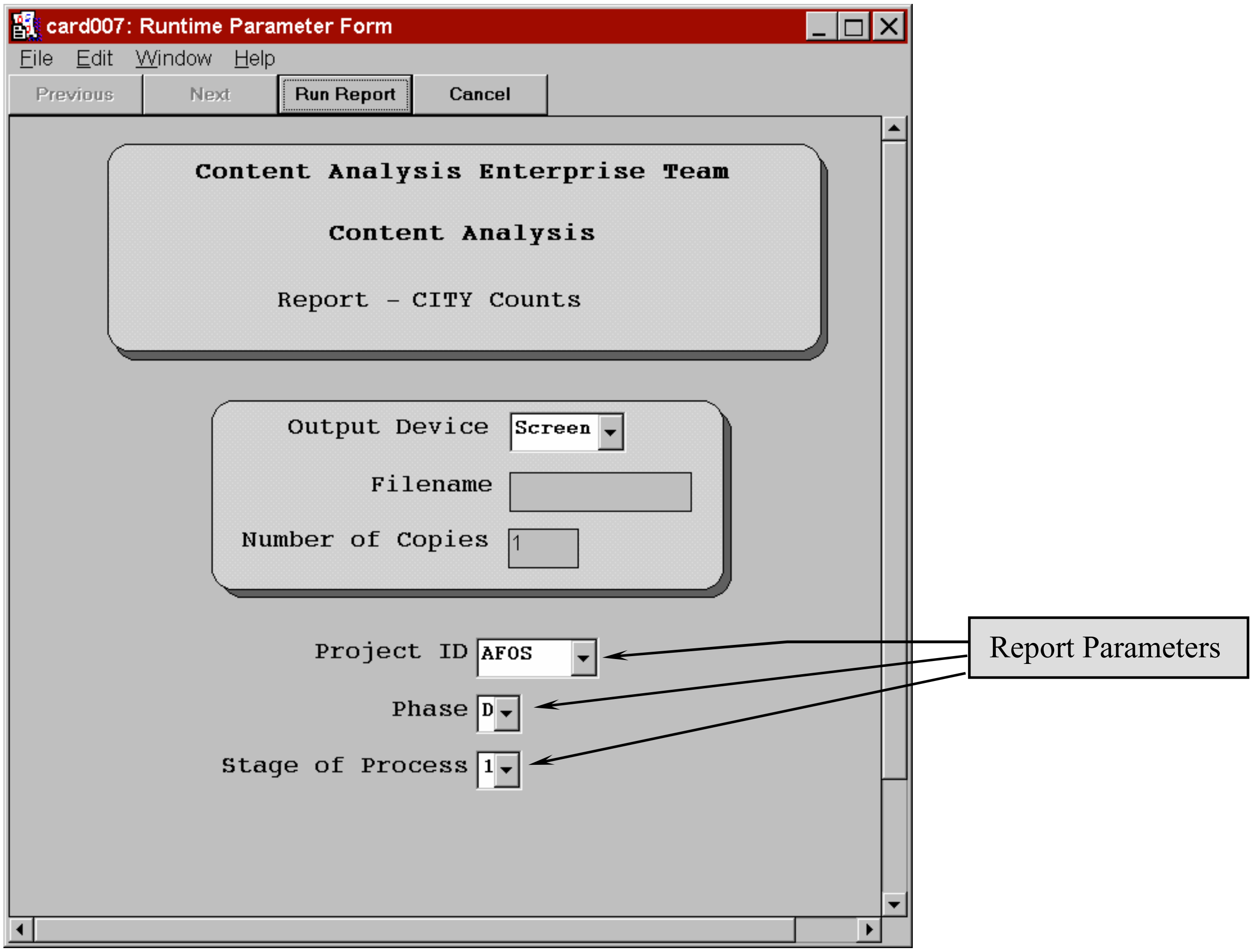
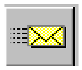


Figure D.2: Selecting the Report

- Select the appropriate **Output Device**:
  - **Screen:** Displays the report on the screen, without any printer formatting
  - **Preview:** Displays the report on the screen, with printer formatting (similar to print preview). **Use preview if you are going to print the report.**
  - **Printer:** Sends the report directly to the printer without displaying it on the screen.
  - **File:** Writes the report to a file.
  - **Mail:** Sends the report via email as a postscript (.eps) file.
- Select the correct **Report Parameters (Project ID, Phase, and Stage of Process) from the drop-down menus**.
- Click the **Run Report** button. A **Report Progress screen appears until the report is done.**
- The **Report Previewer** screen appears showing the completed report. In the Previewer screen, you can view, print or mail the report.

- **View:** Click on the **Next** button to view the next page of the report. Click on the **Previous** button to view the previous page of the report. The **First** button will display the first page of the report and the **Last** button will display the last page.

- **Print:** Click the **Print button. A Print screen appears. Select the appropriate printer from the Printer Name drop-down menu. Click the OK button.**
- **Mail:** Click the **Mail** button.
  - If it is the first time you use the mail option, a **setup wizard** will appear. In the first window choose Lotus Notes **only** then click next. Enter your Lotus Notes password then click next. A confirmation screen appears – click **Next**. In the **Next** screen click **Finish**, and then setup will be complete.
- A mail screen appears. Put the appropriate e-mail address in the **To** field. When sending the report to another Forest Service employee, use their outside e-mail address (example: sbear@fs.fed.us). Click the yellow envelope icon to send the report.

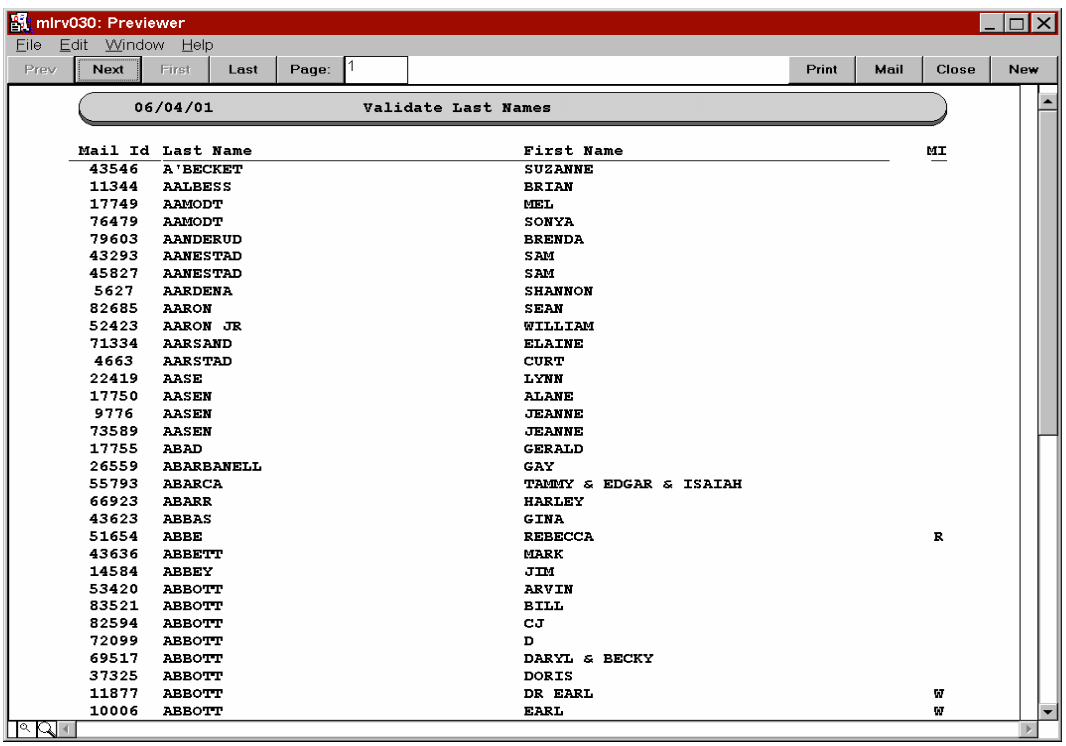


Report Descriptions and Examples

Validation Reports

Last Names

- Lists all names from all mail ID's sorted by last name. This report is used for eliminating duplicate mail id's and errors in names.

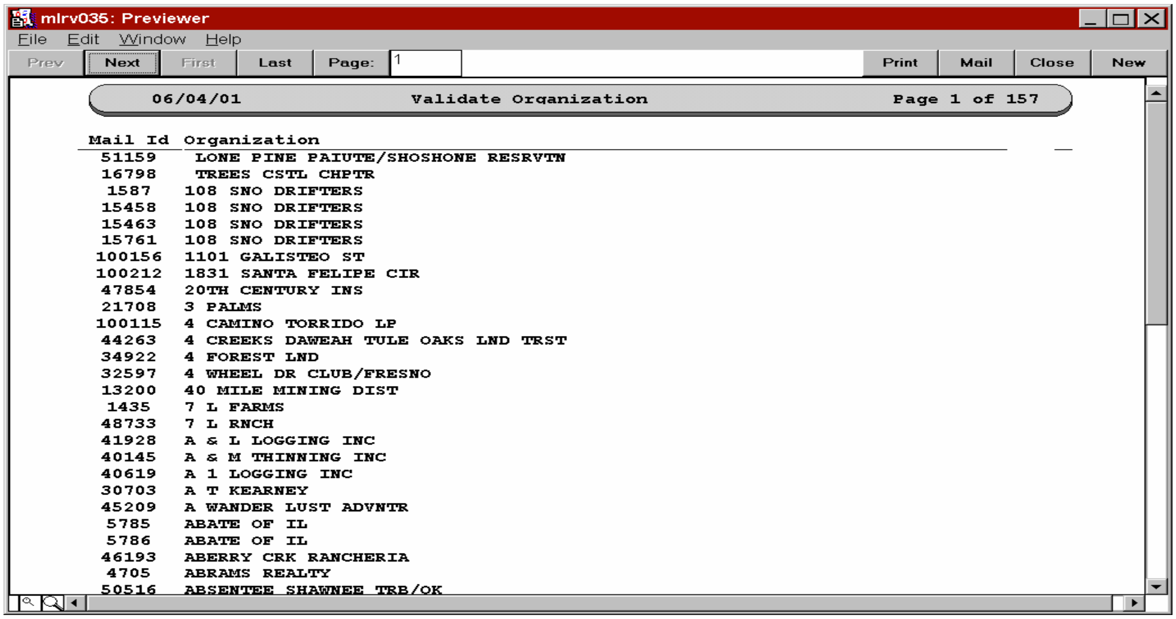


Mail Id	Last Name	First Name	MI
43546	A'BECKET	SUZANNE	
11344	AALBESS	BRIAN	
17749	AAMODT	MEL	
76479	AAMODT	SONYA	
79603	AANDERUD	BRENDA	
43293	AANESTAD	SAM	
45827	AANESTAD	SAM	
5627	AARDENA	SHANNON	
82685	AARON	SEAN	
52423	AARON JR	WILLIAM	
71334	AARSAND	ELAINE	
4663	AARSTAD	CURT	
22419	AASE	LYNN	
17750	AASEN	ALANE	
9776	AASEN	JEANNE	
73589	AASEN	JEANNE	
17755	ABAD	GERALD	
26559	ABARBANELL	GAY	
55793	ABARCA	TAMMY & EDGAR & ISAIAH	
66923	ABARR	HARLEY	
43623	ABBAS	GINA	
51654	ABBE	REBECCA	R
43636	ABBETT	MARK	
14584	ABBEY	JIM	
53420	ABBOTT	ARVIN	
83521	ABBOTT	BILL	
82594	ABBOTT	CJ	
72099	ABBOTT	D	
69517	ABBOTT	DARYL & BECKY	
37325	ABBOTT	DORIS	
11877	ABBOTT	DR EARL	W
10006	ABBOTT	EARL	W

Figure D.3: Validation Report

Organization

- Lists all organizations from all mail id's sorted by organization. This report is used to keep organization names consistent regarding abbreviations and spelling.

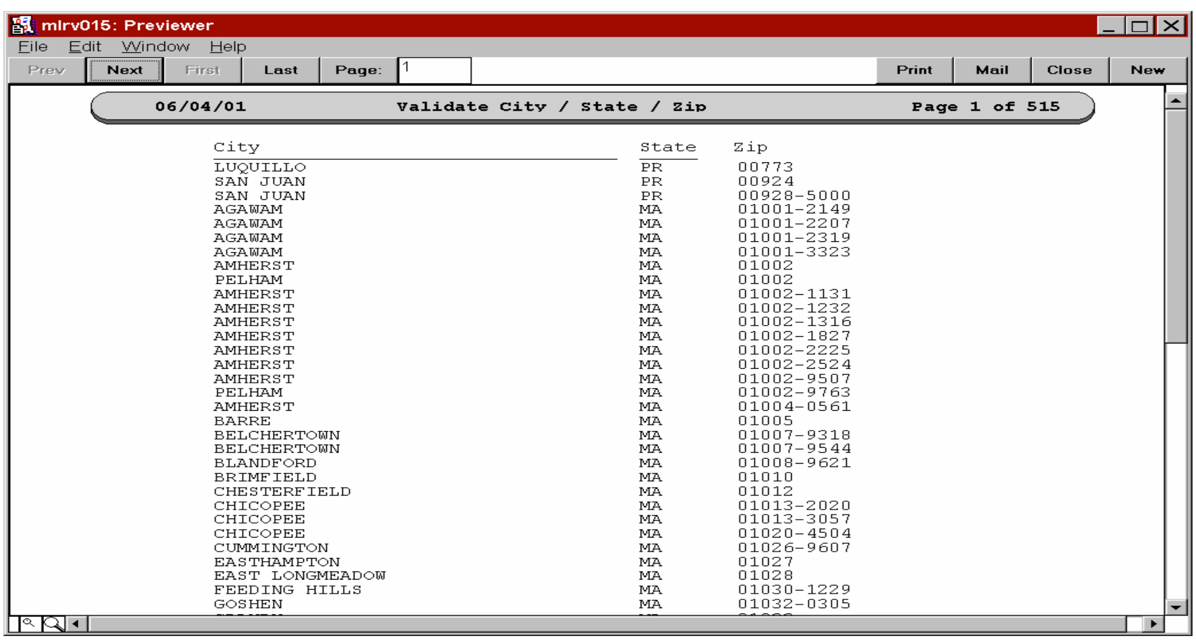


Mail Id	Organization
51159	LONE PINE PAIUTE/SHOSHONE RESRVTN
16798	TREES CSTL CHPTR
1587	108 SNO DRIFTERS
15458	108 SNO DRIFTERS
15463	108 SNO DRIFTERS
15761	108 SNO DRIFTERS
100156	1101 GALISTEO ST
100212	1831 SANTA FELIPE CIR
47854	20TH CENTURY INS
21708	3 PALMS
100115	4 CAMINO TORRIDO LP
44263	4 CREEKS DAWEAH TULE OAKS LND TRST
34922	4 FOREST LND
32597	4 WHEEL DR CLUB/FRESNO
13200	40 MILE MINING DIST
1435	7 L FARMS
48733	7 L RNCH
41928	A & L LOGGING INC
40145	A & M THINNING INC
40619	A 1 LOGGING INC
30703	A T KEARNEY
45209	A WANDER LUST ADVNTR
5785	ABATE OF IL
5786	ABATE OF IL
46193	ABERRY CRK RANCHERIA
4705	ABRAMS REALTY
50516	ABSENTEE SHAWNEE TRB/OK

Figure D.4: Validate Organization Report

Zip Codes

- Lists every variation of city, state, and zip for all mail ids. This report is used to ensure cities are tied to the correct zip code and state. (No longer necessary due to postal software)



City	State	Zip
LUQUILLO	PR	00773
SAN JUAN	PR	00924
SAN JUAN	PR	00928-5000
AGAWAM	MA	01001-2149
AGAWAM	MA	01001-2207
AGAWAM	MA	01001-2319
AGAWAM	MA	01001-3323
AMHERST	MA	01002
PELHAM	MA	01002
AMHERST	MA	01002-1131
AMHERST	MA	01002-1232
AMHERST	MA	01002-1316
AMHERST	MA	01002-1827
AMHERST	MA	01002-2225
AMHERST	MA	01002-2524
AMHERST	MA	01002-9507
PELHAM	MA	01002-9763
AMHERST	MA	01004-0561
BARRE	MA	01005
BELCHERTOWN	MA	01007-9318
BELCHERTOWN	MA	01007-9544
BLANDFORD	MA	01008-9621
BRIMFIELD	MA	01010
CHESTERFIELD	MA	01012
CHICOPEE	MA	01013-2020
CHICOPEE	MA	01013-3057
CHICOPEE	MA	01020-4504
CUMMINGTON	MA	01026-9607
EASTHAMPTON	MA	01027
EAST LONGMEADOW	MA	01028
FEEDING HILLS	MA	01030-1229
GOSHEN	MA	01032-0305

Figure D.5: Validate City/State/Zip Report

City Names

- This lists every variation of city and state for all mail ids. This report is used to validate city spellings and city/state relationships. (No longer necessary due to postal software)

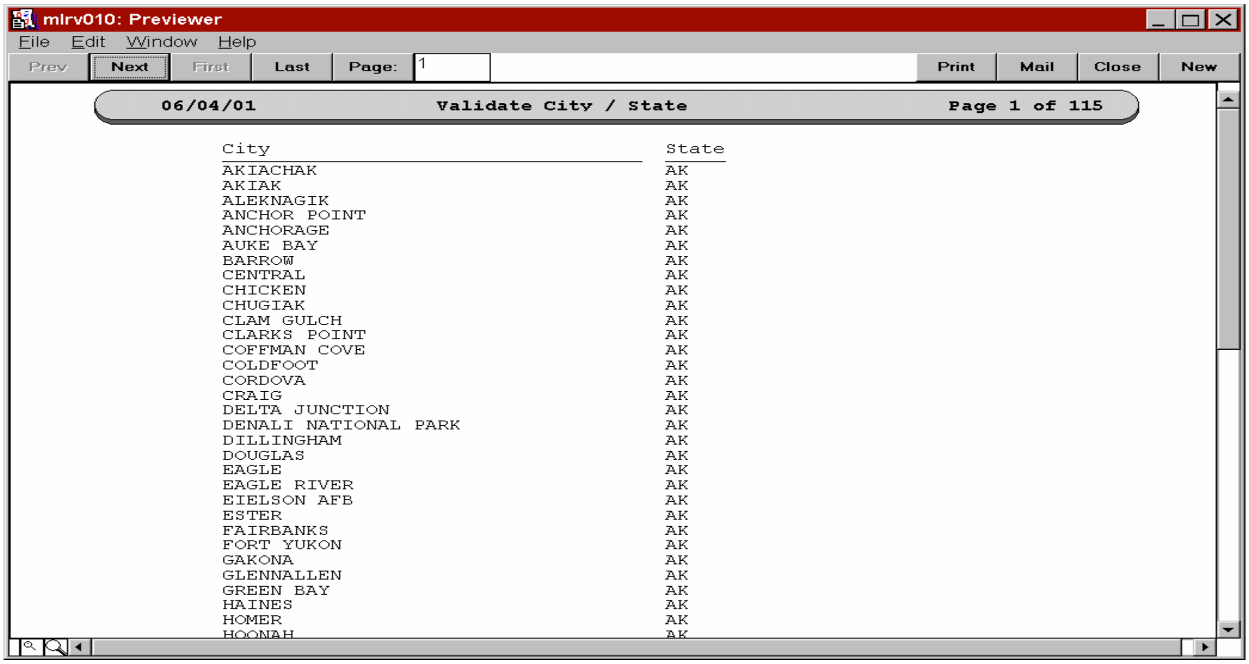


Figure D.6: Validate City/State Report

Duplicate Mail IDs

- Lists name, title, organization, address 1, address 2, city, state, zip, and e-mail address when there is more than one mail id with the same values in these fields. This report is used to eliminate duplicate mail ids.

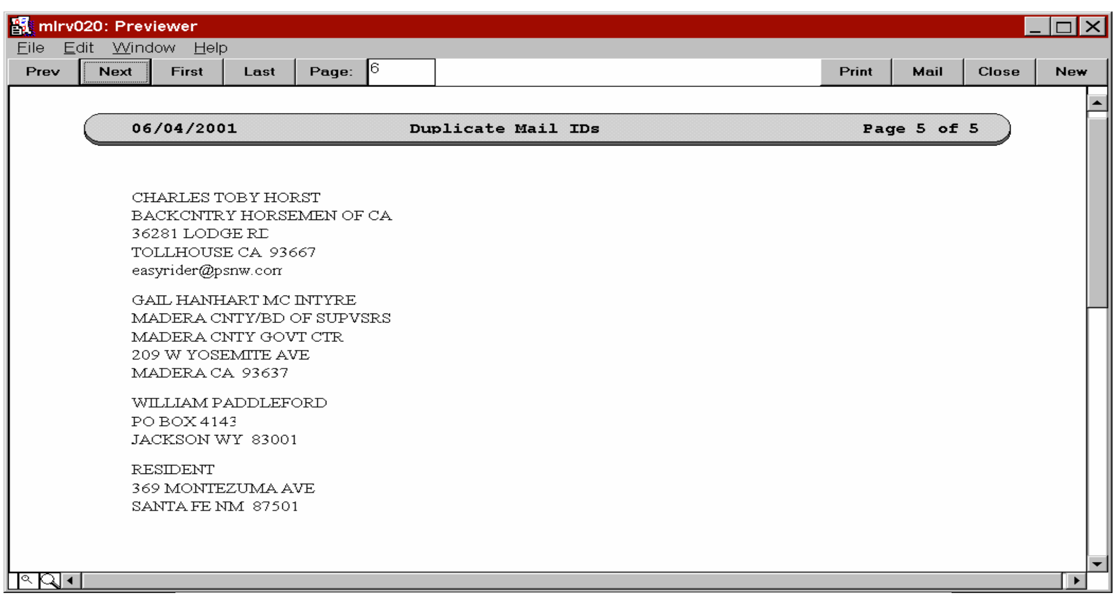


Figure D.7: Duplicate Mail IDs Report

Mail ID's for a Project

- Lists mail id, letter number, mailing list status, form number, creator, and respondent information for all letters from a certain project, sorted by mail id.

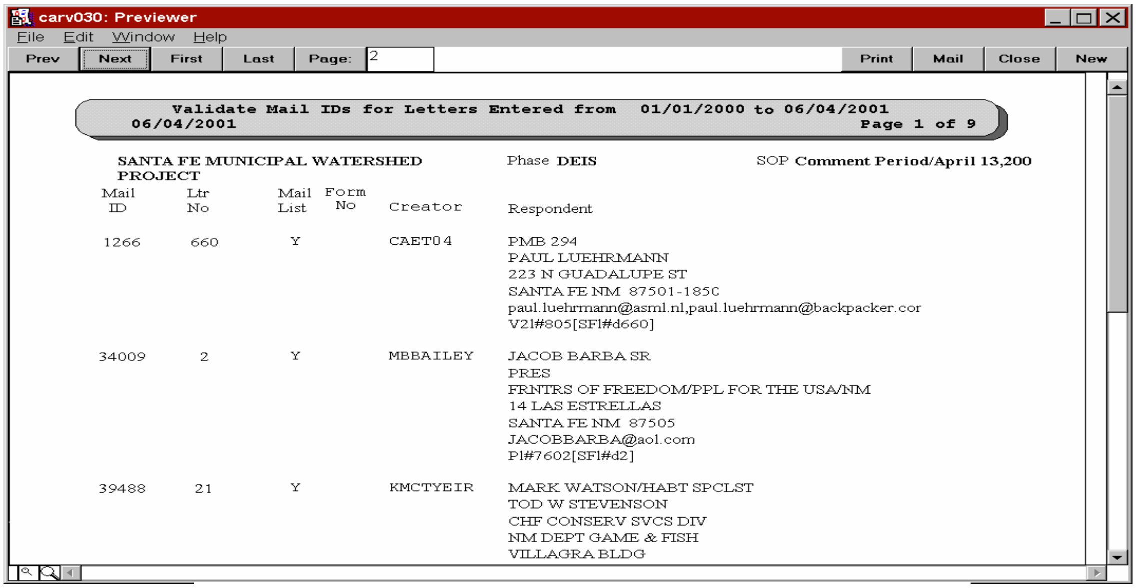


Figure D.8: Validate Mail IDs for Letter Entered Report

Letter numbers for a Project

- Lists the letter number, mail id, respondent information, and entered by fields from all of the letters from a certain project.

Figure D.9: Validate Letter Numbers Entered Report

Mailing List Reports

Name/address by Last Name

- Lists name and address information for all respondents from a certain project, sorted by last name.

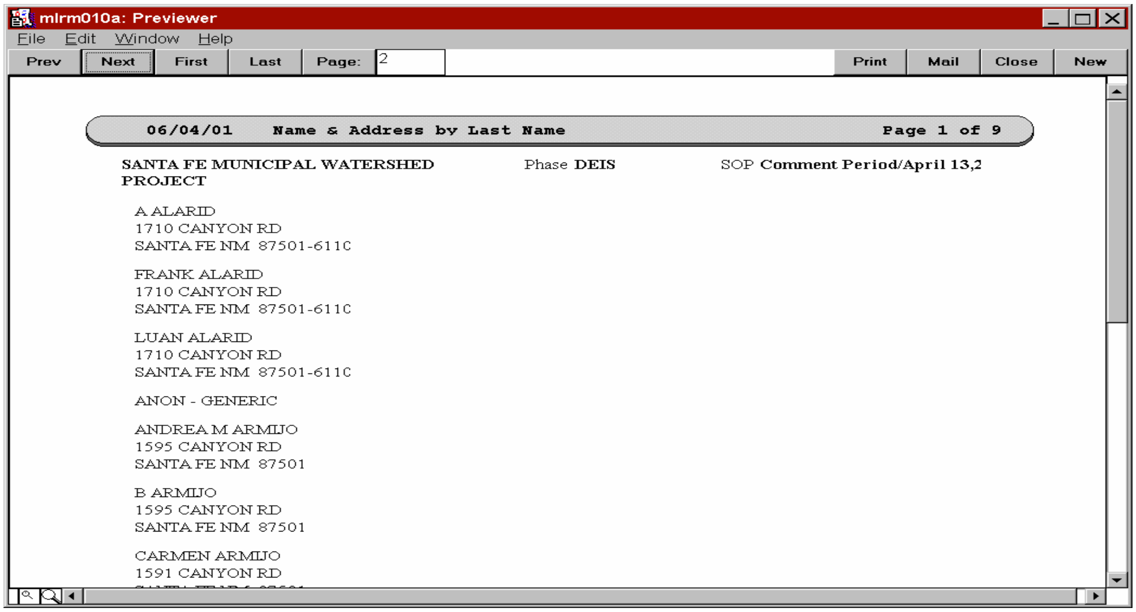


Figure D.10: Name and Address by Last Name Report

Name/address by zip

- Lists name and address information for all respondents from a certain project, sorted by zip code.

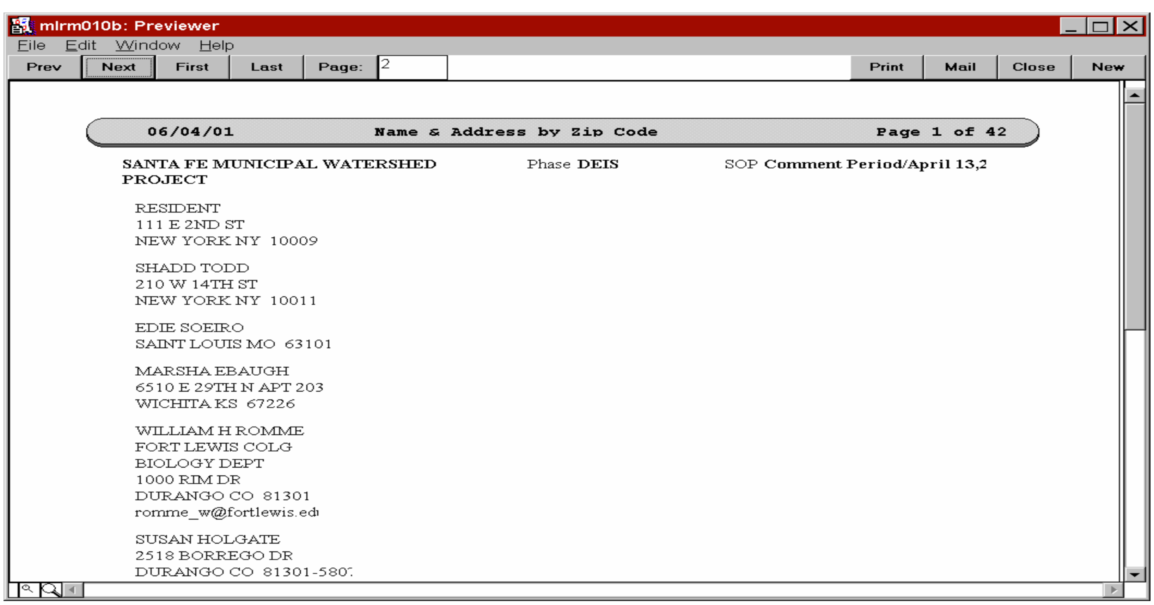


Figure D.11: Name and Address by ZIP Code Report

Name/address by mail ID

- This lists the mail ID, mailing list status, and letter number, name, and address information for all respondents from a certain project, sorted by mail ID.

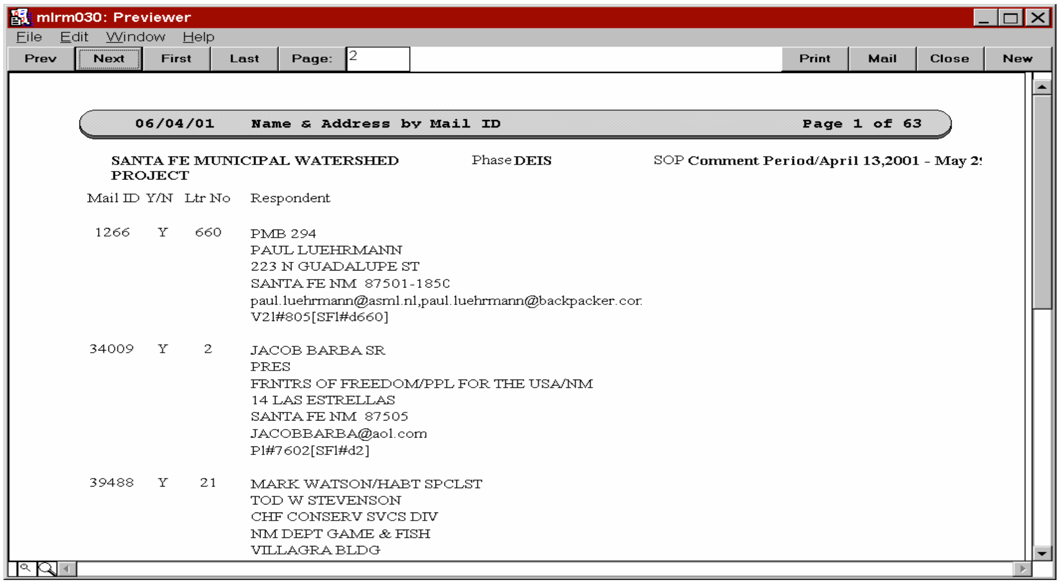


Figure D.11: Name and Address by Mail ID

Name/address for Immediate Attention

- Lists the organization type, immediate attention code, and letter number, name, and address information for respondents with an immediate attention code from a certain project, sorted by immediate attention code, then letter number.

Figure D.12: Name and Address by IA Report

Avery 8462 labels

- Prints out address information for all complete address respondents for a certain project, sorted by zip code. This report is formatted to print Avery 8462 labels (4” x 1.33”/14 labels per page). Only those respondents that have a Mailing List Status of “Y” will print.

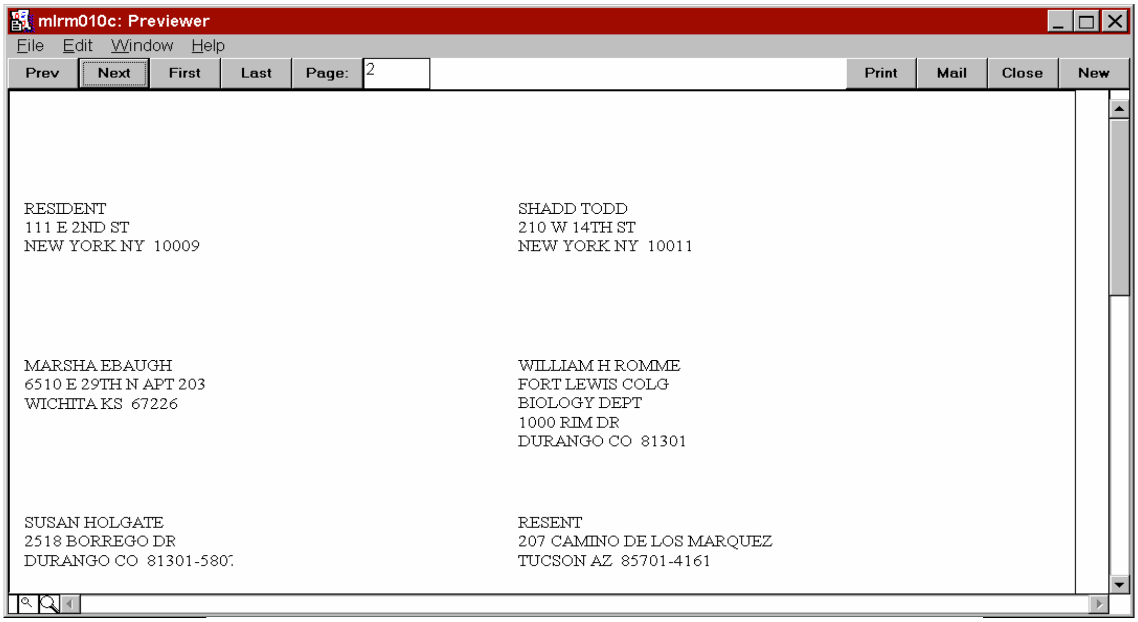


Figure D.13: Avery 8462 Labels Report

Content Analysis Reports

Responses/Respondents/Signatures (Demographic Reports)

Demographic Reports list the number of responses, respondents, and signatures for a certain project, broken down by certain codes (see examples below).

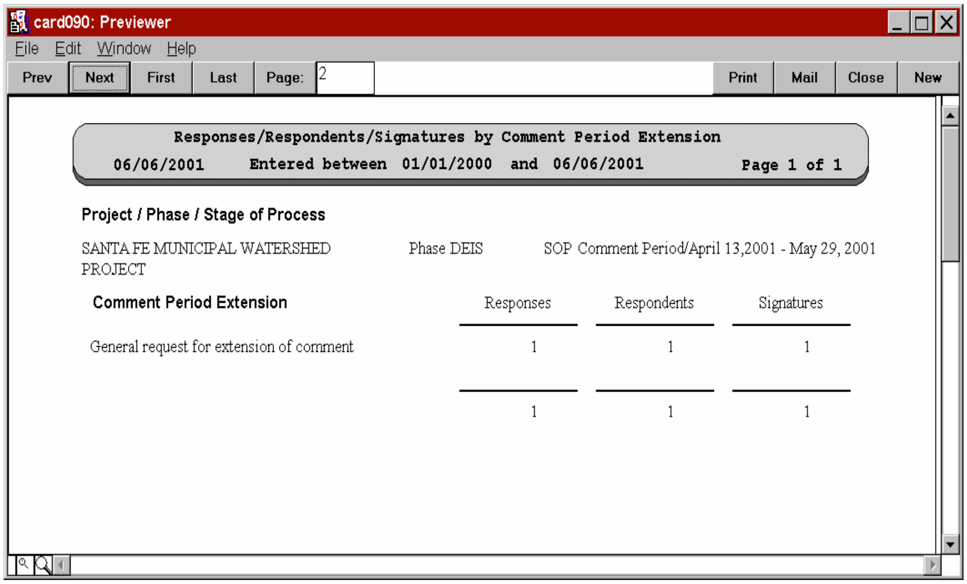
Response: a piece of correspondence

Respondent: a mail id (can be more than one person, i.e. two people writing from the same address.)

Signatures: Represents a signature on a response.

Responses/Respondents/Signatures by Comment Period Extension

This lists each comment period extension code and the number of responses, respondents, and signatures within that code for a certain project.


card090: Previewer

File Edit Window Help

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Responses/Respondents/Signatures by Comment Period Extension

06/06/2001 Entered between 01/01/2000 and 06/06/2001 Page 1 of 1

Project / Phase / Stage of Process

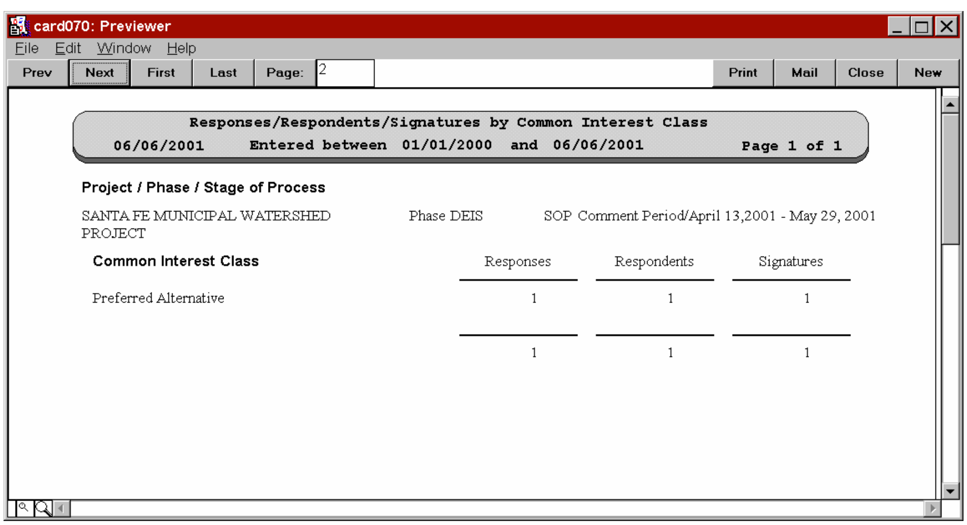
SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

Comment Period Extension	Responses	Respondents	Signatures
General request for extension of comment	1	1	1
	1	1	1

Figure D.14: Responses/Respondents/Signatures by Comment Period Extension Report

Responses/Respondents/Signatures by Common Interest Class

- This lists each common interest class code and the number of responses, respondents, and signatures within that code for a certain project.


card070: Previewer

File Edit Window Help

Prev Next First Last Page: 2 Print Mail Close New

Responses/Respondents/Signatures by Common Interest Class

06/06/2001 Entered between 01/01/2000 and 06/06/2001 Page 1 of 1

Project / Phase / Stage of Process

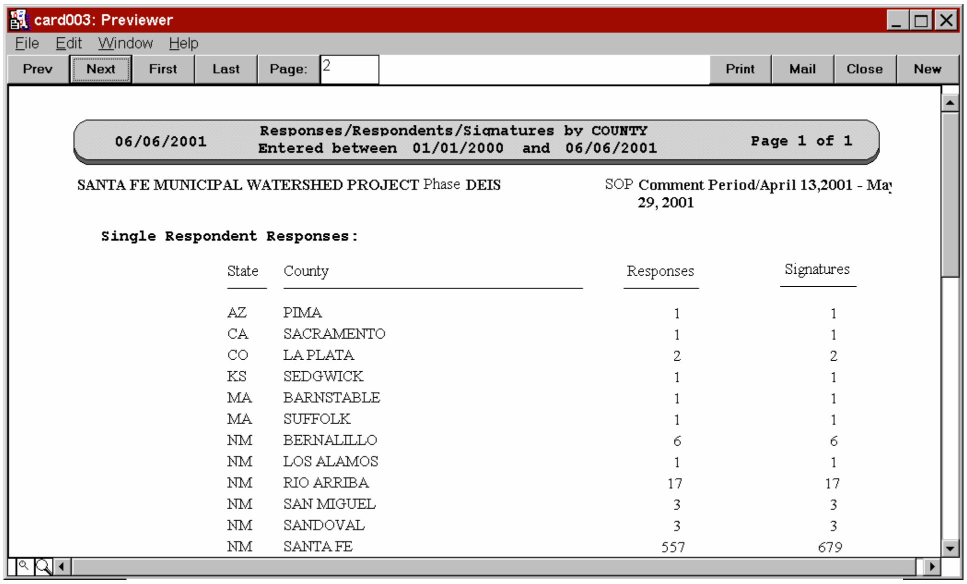
SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

Common Interest Class	Responses	Respondents	Signatures
Preferred Alternative	1	1	1
	1	1	1

Figure D.15:Responses/Respondents/Signatures by Common Interest Class Report

Responses/Respondents/Signatures by county

- This lists each county and the number of responses, respondents, and signatures from that county for a certain project.



card003: Previewer

File Edit Window Help

Prev | Next | First | Last | Page: 2 | Print | Mail | Close | New

06/06/2001 — Responses/Respondents/Signatures by COUNTY — Entered between 01/01/2000 and 06/06/2001 — Page 1 of 1

SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS — SOP Comment Period/April 13,2001 - May 29, 2001

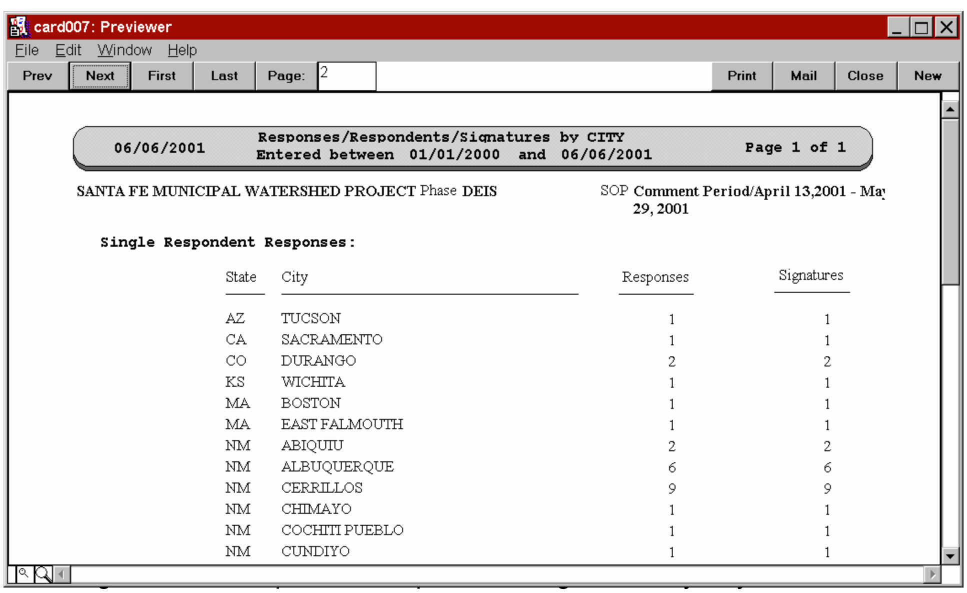
Single Respondent Responses:

State	County	Responses	Signatures
AZ	PIMA	1	1
CA	SACRAMENTO	1	1
CO	LA PLATA	2	2
KS	SEDGWICK	1	1
MA	BARNSTABLE	1	1
MA	SUFFOLK	1	1
NM	BERNALILLO	6	6
NM	LOS ALAMOS	1	1
NM	RIO ARRIBA	17	17
NM	SAN MIGUEL	3	3
NM	SANDOVAL	3	3
NM	SANTA FE	557	679

Figure D.16: Responses/Respondents/Signatures by County Report

Responses/Respondents/Signatures by city

- This lists each city and the number of responses, respondents, and signatures from that city for a certain project.



card007: Previewer

File Edit Window Help

Prev | Next | First | Last | Page: 2 | Print | Mail | Close | New

06/06/2001 — Responses/Respondents/Signatures by CITY — Entered between 01/01/2000 and 06/06/2001 — Page 1 of 1

SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS — SOP Comment Period/April 13,2001 - May 29, 2001

Single Respondent Responses:

State	City	Responses	Signatures
AZ	TUCSON	1	1
CA	SACRAMENTO	1	1
CO	DURANGO	2	2
KS	WICHITA	1	1
MA	BOSTON	1	1
MA	EAST FALMOUTH	1	1
NM	ABIQUIU	2	2
NM	ALBUQUERQUE	6	6
NM	CERRILLOS	9	9
NM	CHIMAYO	1	1
NM	COCHITI PUEBLO	1	1
NM	CUNDIYO	1	1

Figure D.17: Responses/Respondents/Signatures by City Report

Responses/Respondents/Signatures by Foreign Country

This lists each foreign country and the number of responses, respondents, and signatures from that foreign country for a certain project.

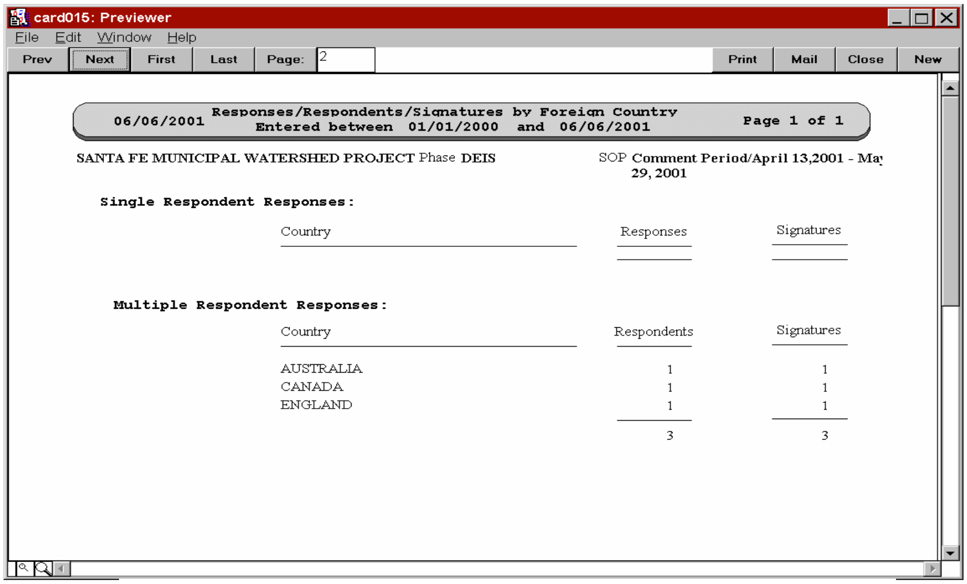


Figure D.18: Responses/Respondents/Signatures by Foreign Address Report

Responses/Respondents/Signatures by Form Number

- This lists each form number and the number of responses, respondents, and signatures from that form number for a certain project.

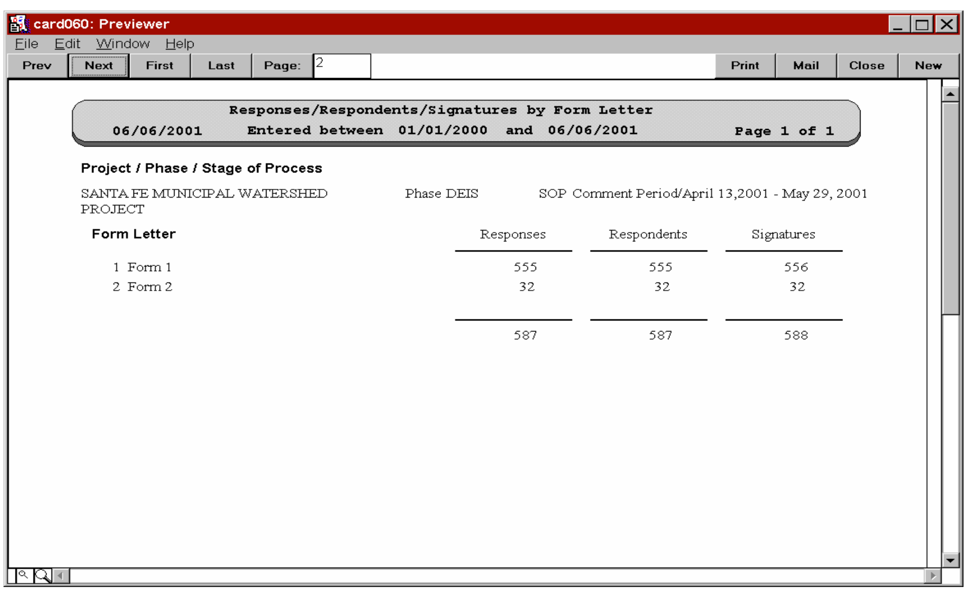
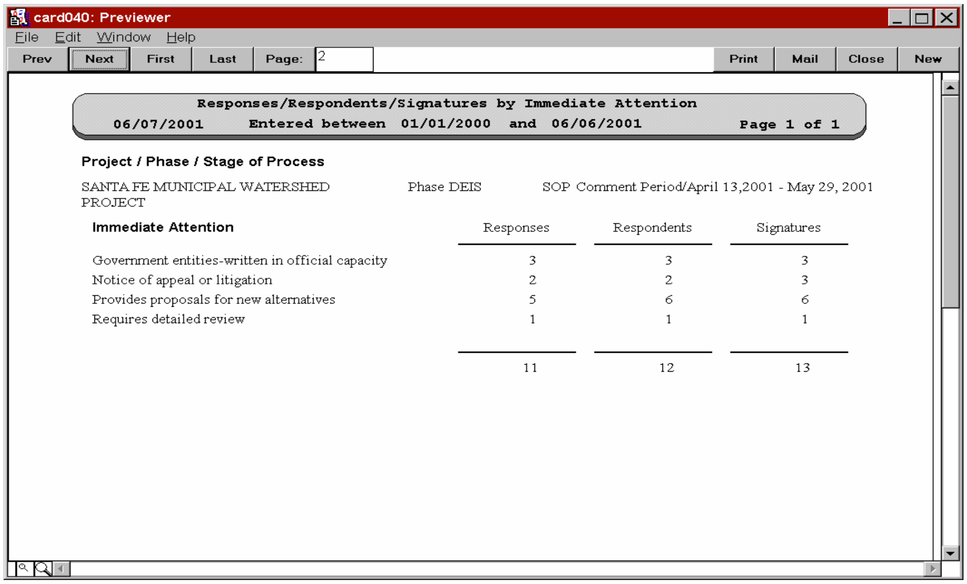


Figure D.19: Responses/Respondents/Signatures by Form Number Report

Responses/Respondents/Signatures by Immediate Attention

- This lists each immediate attention code and the number of responses, respondents, and signatures from that code for a certain project.



card040: Previewer

File Edit Window Help

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Responses/Respondents/Signatures by Immediate Attention

06/07/2001 Entered between 01/01/2000 and 06/06/2001 Page 1 of 1

Project / Phase / Stage of Process

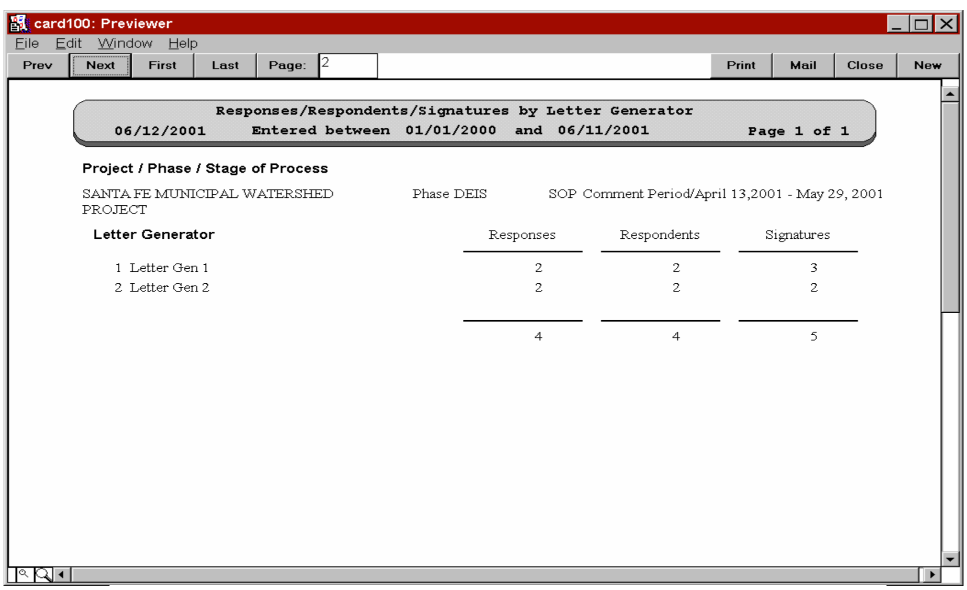
SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

Immediate Attention	Responses	Respondents	Signatures
Government entities-written in official capacity	3	3	3
Notice of appeal or litigation	2	2	3
Provides proposals for new alternatives	5	6	6
Requires detailed review	1	1	1
	11	12	13

Figure D.20: Responses/Respondents/Signatures by Immediate Attention Report

Responses/Respondents/Signatures by Letter Generator Number

- This lists each letter generator number and the number of responses, respondents, and signatures from that letter generator number for a certain project.



card100: Previewer

File Edit Window Help

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Responses/Respondents/Signatures by Letter Generator

06/12/2001 Entered between 01/01/2000 and 06/11/2001 Page 1 of 1

Project / Phase / Stage of Process

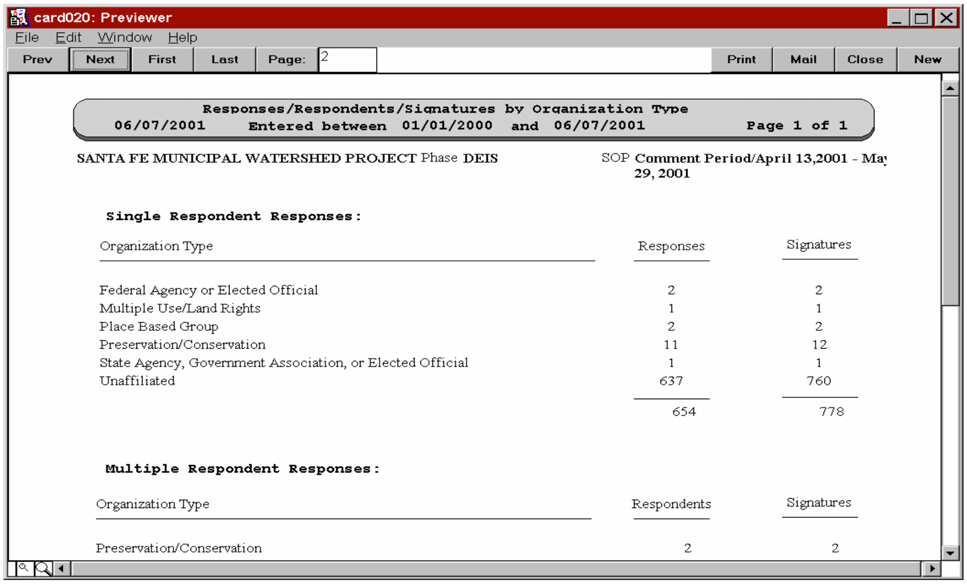
SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

Letter Generator	Responses	Respondents	Signatures
1 Letter Gen 1	2	2	3
2 Letter Gen 2	2	2	2
	4	4	5

Figure D.21: Responses/Respondents/Signatures by Letter Generator Report

Responses/Respondents/Signatures by Organization Type

- This lists each organization type code and the number of responses, respondents, and signatures from that code for a certain project.



Responses/Respondents/Signatures by Organization Type
06/07/2001 Entered between 01/01/2000 and 06/07/2001 Page 1 of 1

SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

Single Respondent Responses:

Organization Type	Responses	Signatures
Federal Agency or Elected Official	2	2
Multiple Use/Land Rights	1	1
Place Based Group	2	2
Preservation/Conservation	11	12
State Agency, Government Association, or Elected Official	1	1
Unaffiliated	637	760
	654	778

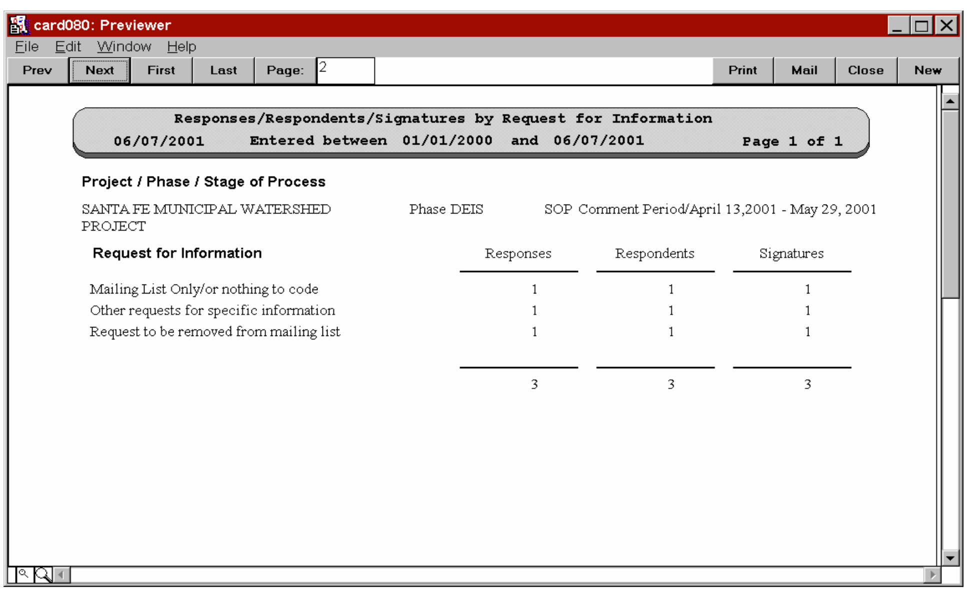
Multiple Respondent Responses:

Organization Type	Respondents	Signatures
Preservation/Conservation	2	2

Figure D.22: Responses/Respondents/Signatures by Organization Type Report

Responses/Respondents/Signatures by Request for Information

- This lists each request for information code and the number of responses, respondents, and signatures from that code for a certain project.



Responses/Respondents/Signatures by Request for Information
06/07/2001 Entered between 01/01/2000 and 06/07/2001 Page 1 of 1

Project / Phase / Stage of Process

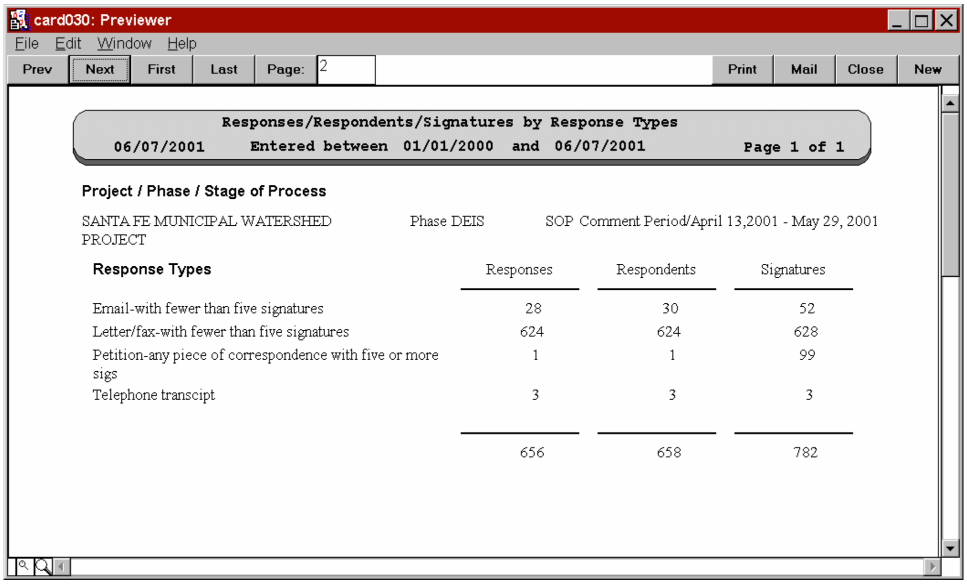
SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

Request for Information	Responses	Respondents	Signatures
Mailing List Only/or nothing to code	1	1	1
Other requests for specific information	1	1	1
Request to be removed from mailing list	1	1	1
	3	3	3

Figure D.23: Responses/Respondents/Signatures by Request for Information Report

Responses/Respondents/Signatures by Response Type

- This lists each response type and the number of responses, respondents, and signatures from that response type for a certain project.



Responses/Respondents/Signatures by Response Types
06/07/2001 Entered between 01/01/2000 and 06/07/2001 Page 1 of 1

Project / Phase / Stage of Process

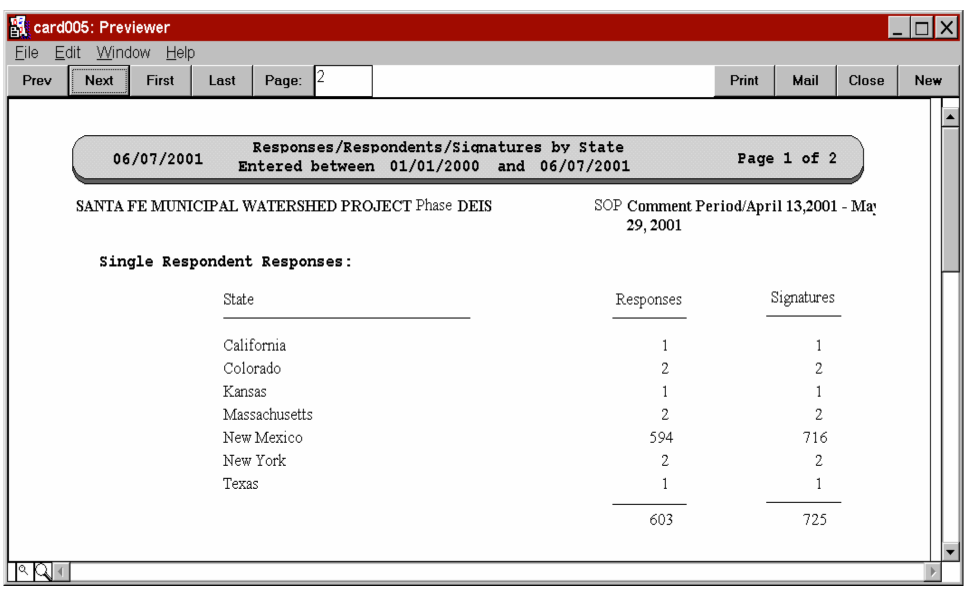
SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

Response Types	Responses	Respondents	Signatures
Email-with fewer than five signatures	28	30	52
Letter/fax-with fewer than five signatures	624	624	628
Petition-any piece of correspondence with five or more sigs	1	1	99
Telephone transcipt	3	3	3
	656	658	782

Figure D.24: Responses/Respondents/Signatures by Response Type Report

Responses/Respondents/Signatures by State

- This lists each state and the number of responses, respondents, and signatures from that state for a certain project.



06/07/2001 Responses/Respondents/Signatures by State Entered between 01/01/2000 and 06/07/2001 Page 1 of 2

SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

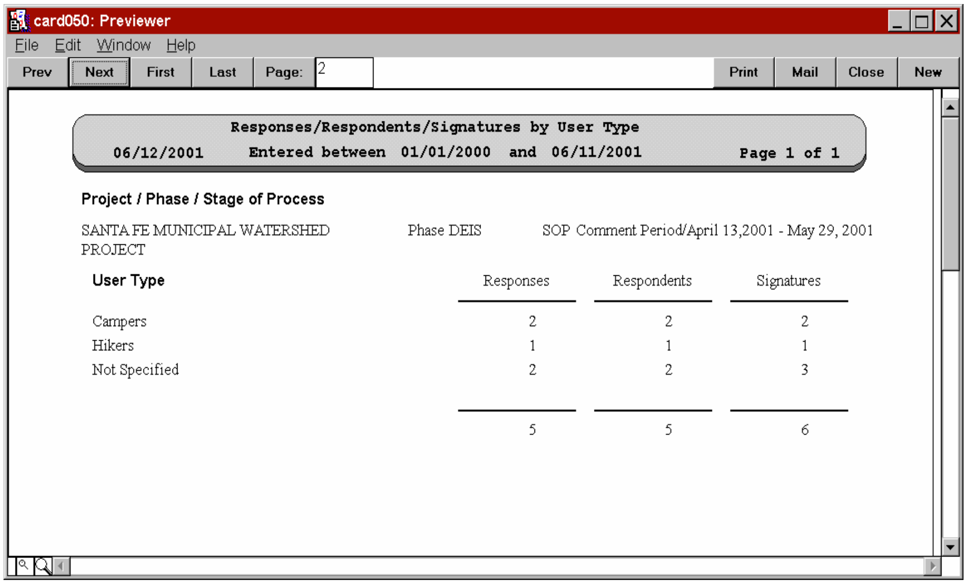
Single Respondent Responses:

State	Responses	Signatures
California	1	1
Colorado	2	2
Kansas	1	1
Massachusetts	2	2
New Mexico	594	716
New York	2	2
Texas	1	1
	603	725

Figure D.25: Responses/Respondents/Signatures by State Report

Responses/Respondents/Signatures by User Type

- This lists each user type and the number of responses, respondents, and signatures from that user type for a certain project.



Responses/Respondents/Signatures by User Type
06/12/2001 Entered between 01/01/2000 and 06/11/2001 Page 1 of 1

Project / Phase / Stage of Process

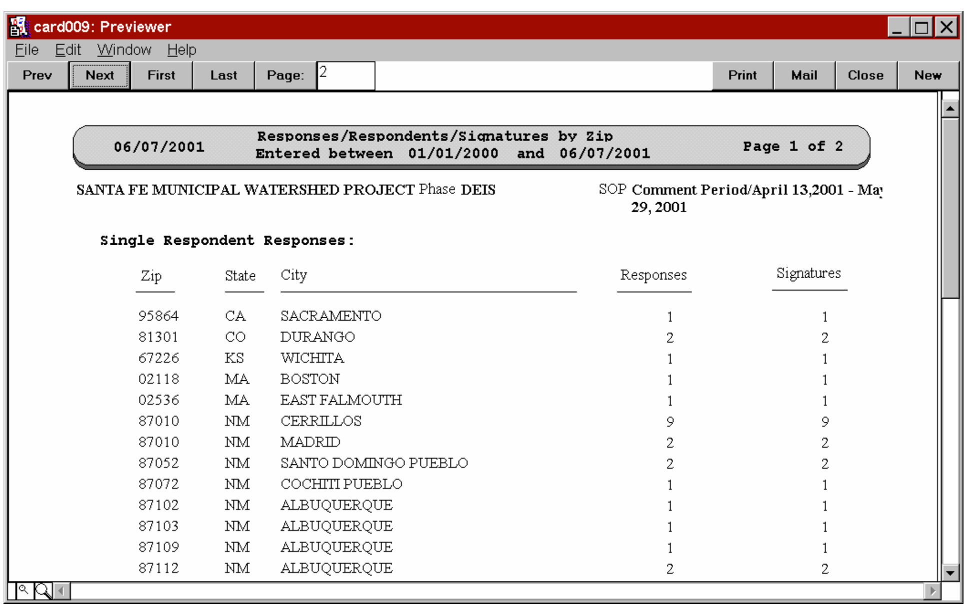
SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

User Type	Responses	Respondents	Signatures
Campers	2	2	2
Hikers	1	1	1
Not Specified	2	2	3
	5	5	6

Figure D.26: Responses/Respondents/Signatures by User Type Report

Responses/Respondents/Signatures by Zip Code

- This lists each zip code and the number of responses, respondents, and signatures from that zip code for a certain project.



Responses/Respondents/Signatures by Zip
06/07/2001 Entered between 01/01/2000 and 06/07/2001 Page 1 of 2

SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

Single Respondent Responses:

Zip	State	City	Responses	Signatures
95864	CA	SACRAMENTO	1	1
81301	CO	DURANGO	2	2
67226	KS	WICHITA	1	1
02118	MA	BOSTON	1	1
02536	MA	EAST FALMOUTH	1	1
87010	NM	CERRILLOS	9	9
87010	NM	MADRID	2	2
87052	NM	SANTO DOMINGO PUEBLO	2	2
87072	NM	COCHITI PUEBLO	1	1
87102	NM	ALBUQUERQUE	1	1
87103	NM	ALBUQUERQUE	1	1
87109	NM	ALBUQUERQUE	1	1
87112	NM	ALBUQUERQUE	2	2

Figure D.27: Responses/Respondents/Signatures by Zip Code Report

•

Comments by Category

Selected SOP (Stage of Process)

- Lists respondent information, organization type, form number, letter number, management action, subject code, category code, comment number, and comment text, for a selected project and stage of process, sorted by category code.

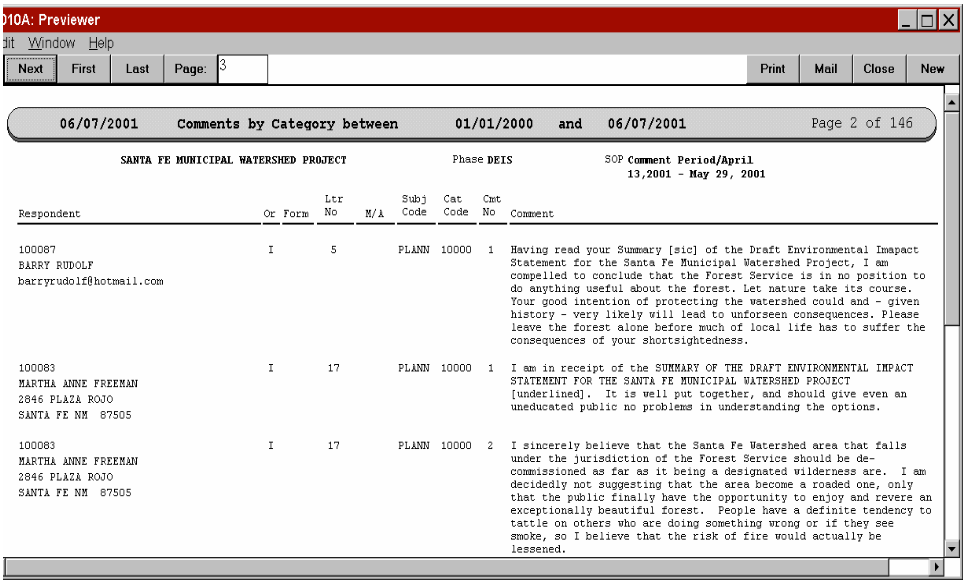


Figure D.28: Comments by Category Report

All SOP's (Stages of Process)

- Lists stage of process, respondent information, organization type, form number, letter number, management action, subject code, category code, comment number, and comment text, for a selected project, sorted by category code.

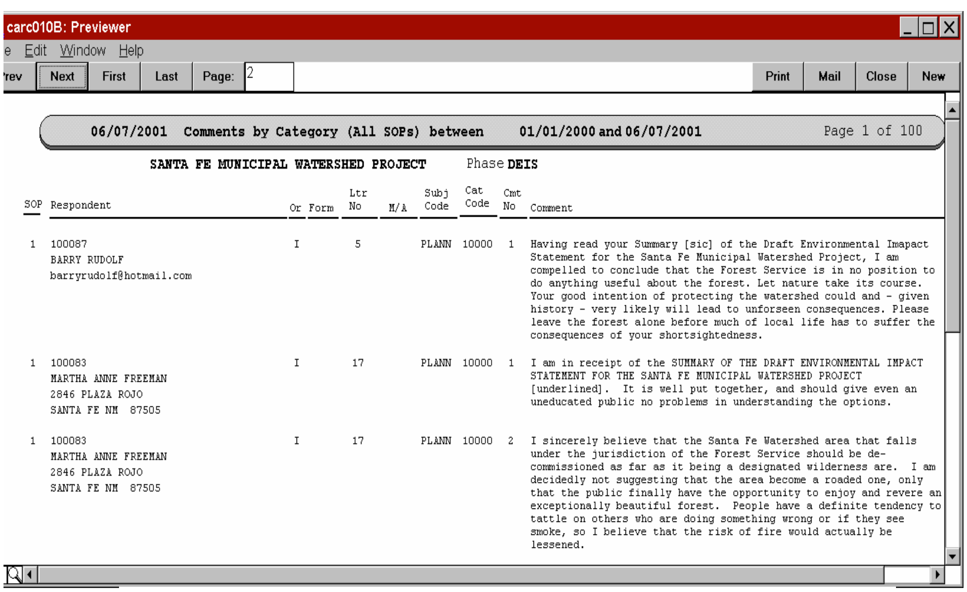
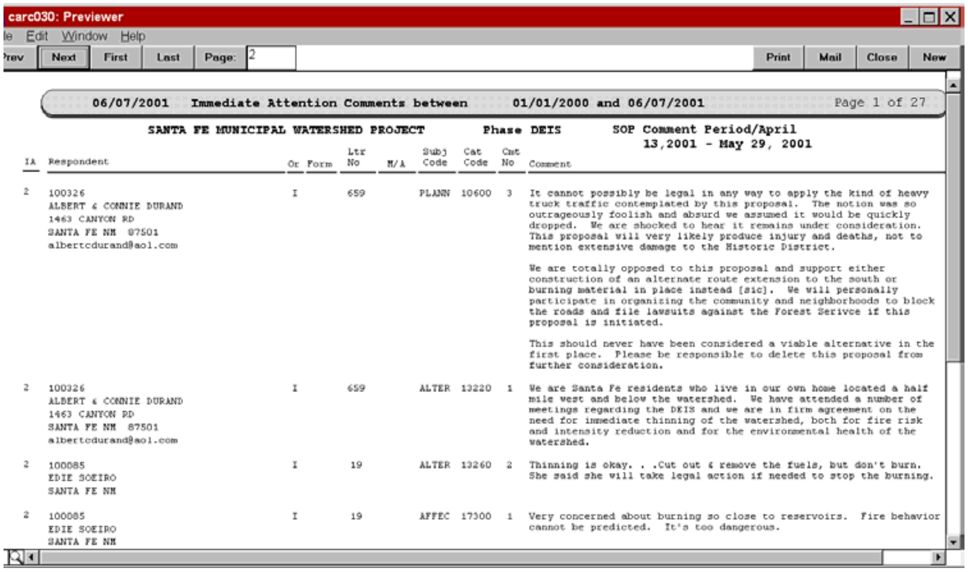


Figure D.29: Comments by Category (All SOPs) Report

Immediate Attention Comments

- Lists immediate attention code, respondent information, organization type, form number, letter number, management action, subject code, category code, comment number, and comment text, for all letters for a certain project that have an immediate attention code, sorted by category code.



06/07/2001 Immediate Attention Comments between 01/01/2000 and 06/07/2001 Page 1 of 27

SANTA FE MUNICIPAL WATERSHED PROJECT Phase DEIS SOP Comment Period/April 13,2001 - May 29, 2001

IA	Respondent	Or	Form	Ltr No	M/A	Subj Code	Cat Code	Cmt No	Comment
2	100326 ALBERT & CONNIE DURAND 1463 CANYON RD SANTA FE NM 87501 albertcdurand@aol.com	I		659		PLANN	10600	3	It cannot possibly be legal in any way to apply the kind of heavy truck traffic contemplated by this proposal. The notion was so outrageously foolish and absurd we assumed it would be quickly dropped. We are shocked to hear it remains under consideration. This proposal will very likely produce injury and deaths, not to mention extensive damage to the Historic District. We are totally opposed to this proposal and support either construction of an alternate route extension to the south or burning material in place instead [sic]. We will personally participate in organizing the community and neighborhoods to block the roads and file lawsuits against the Forest Serivce if this proposal is initiated. This should never have been considered a viable alternative in the first place. Please be responsible to delete this proposal from further consideration.
2	100326 ALBERT & CONNIE DURAND 1463 CANYON RD SANTA FE NM 87501 albertcdurand@aol.com	I		659		ALTER	13220	1	We are Santa Fe residents who live in our own home located a half mile west and below the watershed. We have attended a number of meetings regarding the DEIS and we are in firm agreement on the need for immediate thinning of the watershed, both for fire risk and intensity reduction and for the environmental health of the watershed.
2	100085 EDIE SOEIRO SANTA FE NM	I		19		ALTER	13260	2	Thinning is okay. . .Cut out & remove the fuels, but don't burn. She said she will take legal action if needed to stop the burning.
2	100085 EDIE SOEIRO SANTA FE NM	I		19		AFFEC	17300	1	Very concerned about burning so close to reservoirs. Fire behavior cannot be predicted. It's too dangerous.

Figure D.30: Immediate Attention Comments Report

Optional Reports

Comments by subject (form)

- You can query the letter number, comment number, category code, and text for a certain project in this form. This is used for cutting and pasting sample statements into a document.

Immediate Attention Description

- This lists the letter number, immediate attention code, and a previously entered comment about the letter for all letters from a certain project.

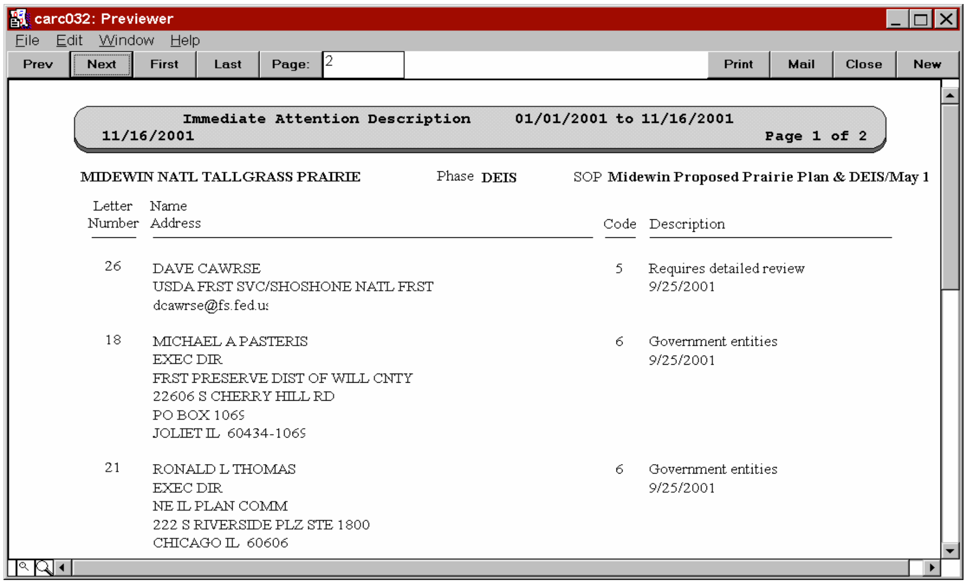


Figure D.31: Immediate Attention Description Report

Information Request Description

- This lists the letter number, information request code, and a previously entered comment about the letter for all letters from a certain project.

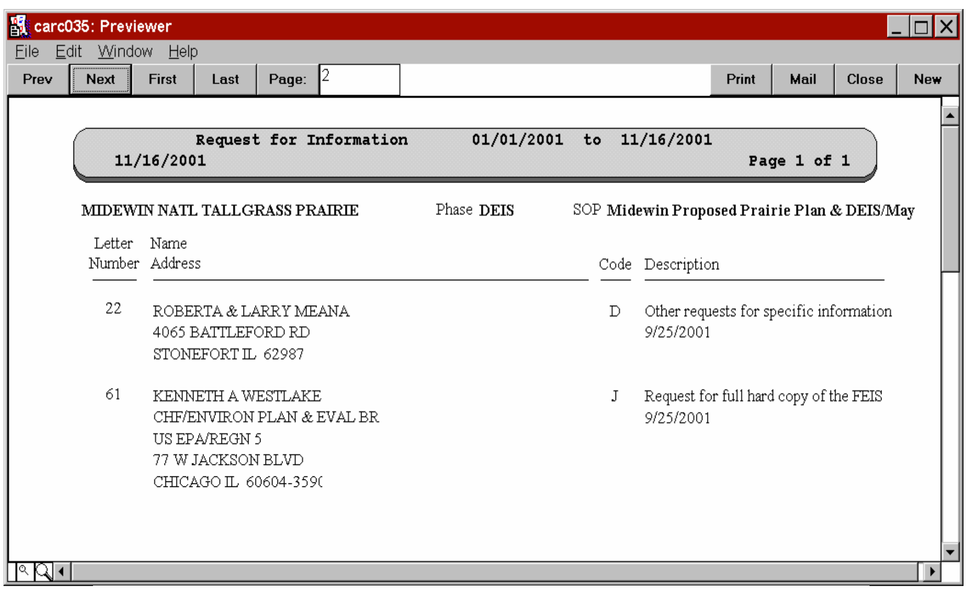


Figure D.32: Request for Information Report

Additional Database Reports

The computer staff provides database reports other than the reports that are available through the **Content Analysis Application**. These reports consist of any requested fields from the database and are available in a wide variety of formats:

- **Word processing programs:** reports can be put into most word processing programs format.
- **Spreadsheets:** reports can be put into any type of spreadsheet format.
- **Databases:** reports can be put into any type of database format.
- **Text:** reports can be formatted as a text file.

Appendix E ~ Letter Numbering Labels

- Purchase AVERY 5167 labels (80 labels per sheet)
- Open the **Excel** Program
- In the first and second cell, enter the **assigned** or **first** letter(s) to the Project before the letter (respondent) number
- Highlight the first two cells, put cursor on the right corner and drag, making sure the number ends in **80** or multiples of it (80 labels to a sheet)

Go to **File > Save as > Desktop > and name this File > Save**

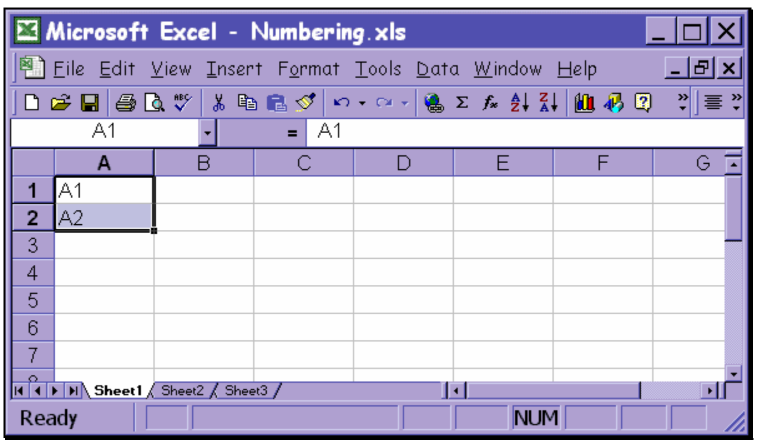


Figure E.1: Excel Spreadsheet

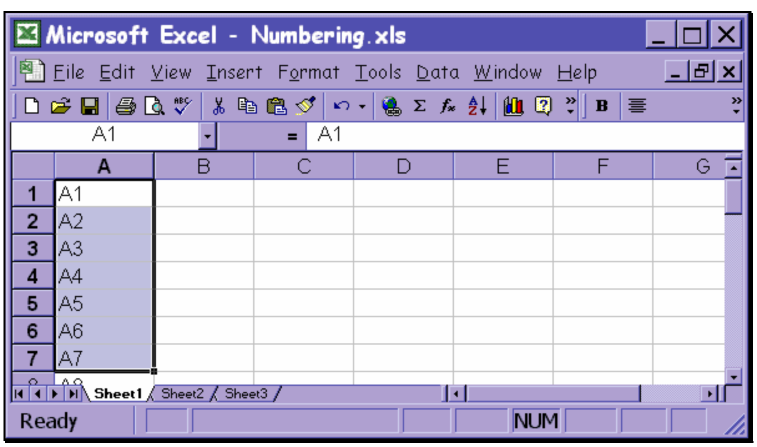


Figure E.2: Creating Letter Numbers

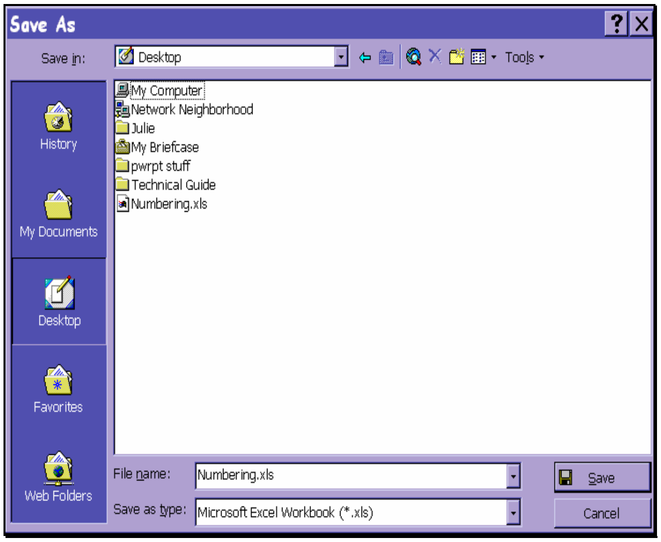


Figure E.3: Saving Excel Spreadsheet

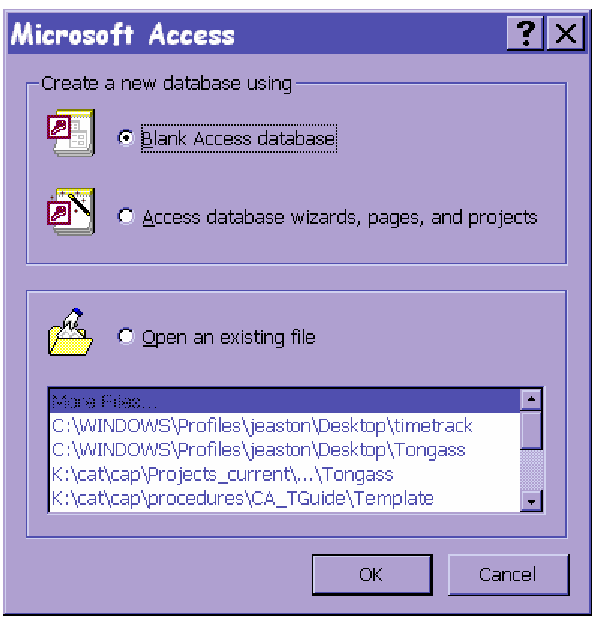


Figure E.4: Blank Access Database

- Open the **Access** Program
- On the **Microsoft Access** box click **Blank Access Database > OK**
- Save on the Desktop and Name the **File > Create**

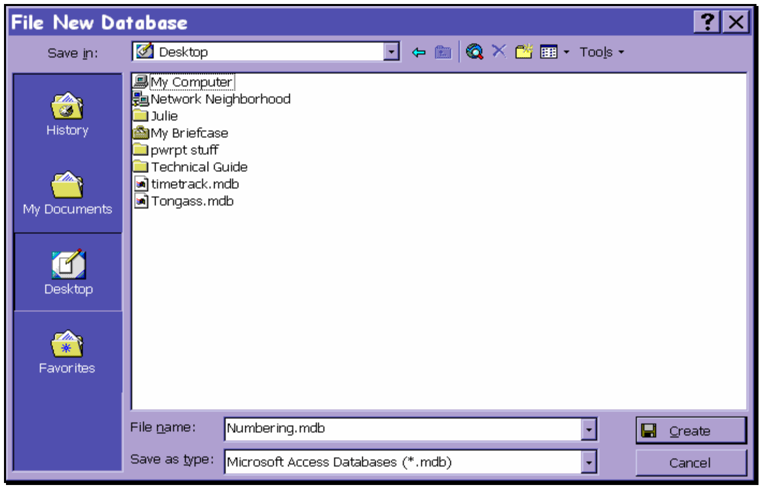


Figure E.5: Saving New Database

File > Get External Data > Import

- When the **Import** Box comes up, click on your Desktop and go to Files of type and click on the drop down menu
- Click in **Excel** (*.xls) and highlight the file you saved**,** click **Import**

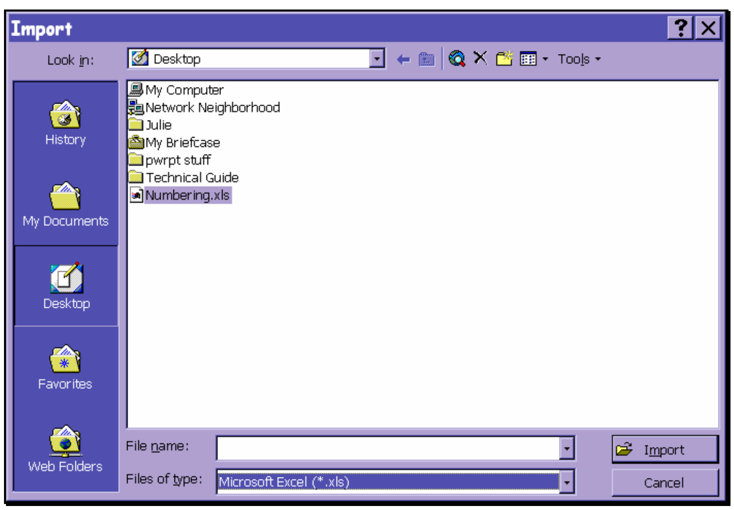


Figure E.6: Importing Excel File

- **Import Spreadsheet Wizard** box appears

Click **Next > Next> Next > No Primary Key >Next**

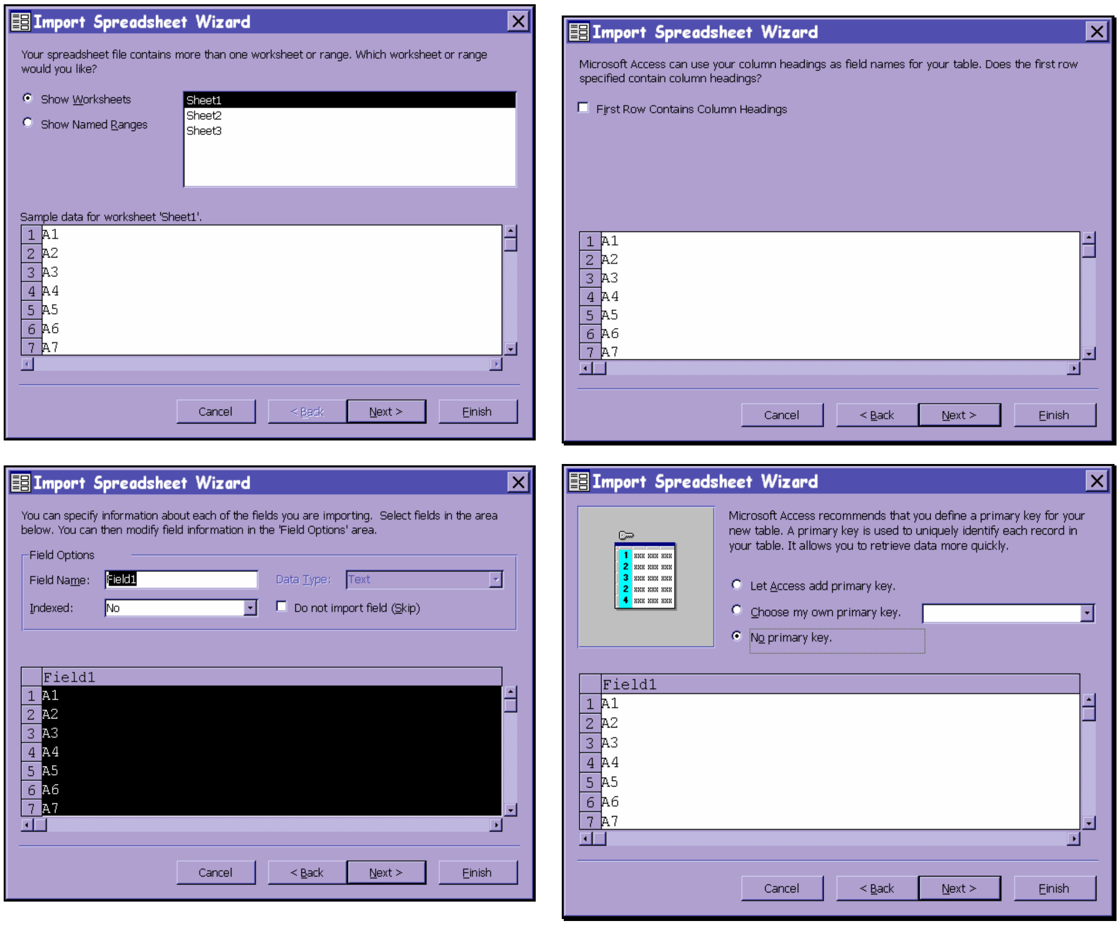


Figure E.7: Import Spreadsheet Wizard

- Name the table and Click **Finish > OK**

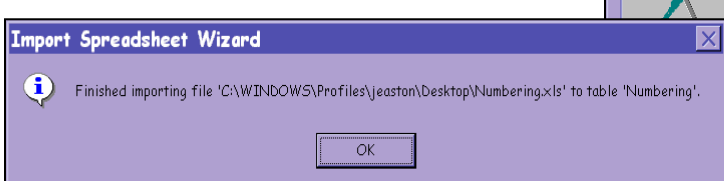


Figure E.8: Successful Import

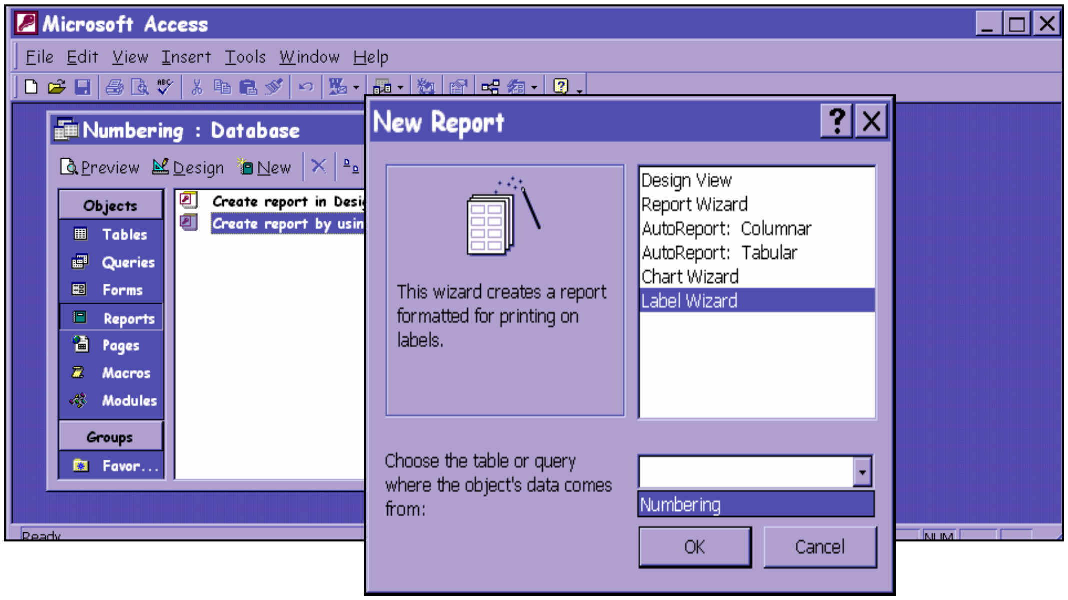


Figure E.9: Label Wizard

- On the **Database** screen click on **Reports > Create** report by using **Wizard> New**
- The **New Report** box comes up click on **Label Wizard**
- Click on the drop down box, the name of the file you saved should be there
- Double click to insert the File and click **OK**

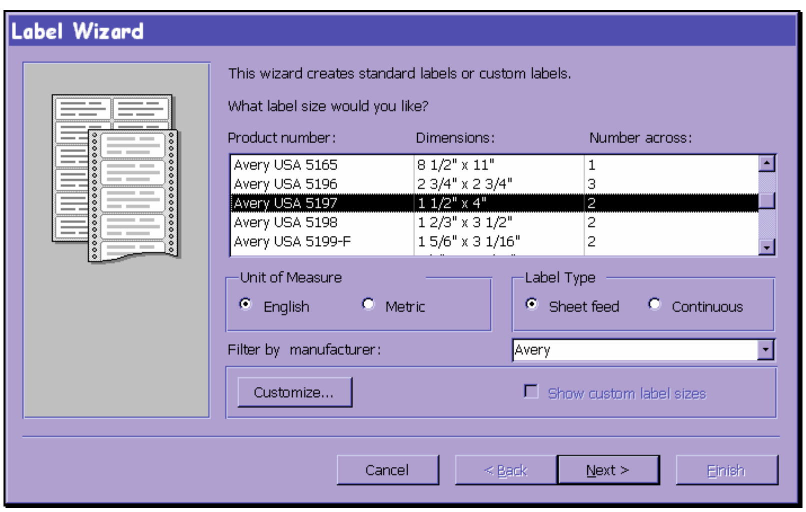
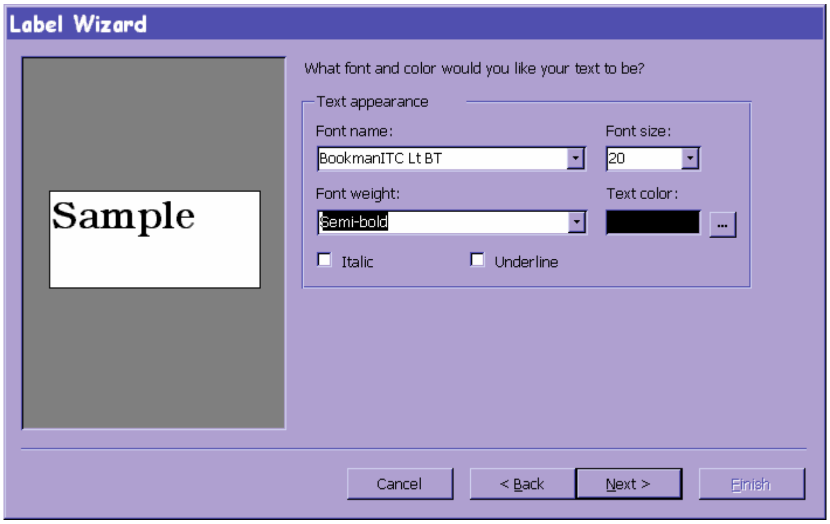


Figure E.10: Label Selection

- In the **Label Wizard** box go to **Label Type** to the drop-down menu first, and choose **Avery USA 5167**
- After you choose the type of label you need the Unit of Measure, click **English**
- Scroll down until you find **Avery USA 5167 ½" x 1 3/4"**, this is the right size for letter numbering



- Click **Next**
- The next screen will ask you to choose the Text Appearance for your labels
- Size should be **18 or 20** font
- Click **Next**

Figure E.11: Sample Label

- **What would you like on your mailing label?** Click on arrow **({Field1})**
- Click **Next**

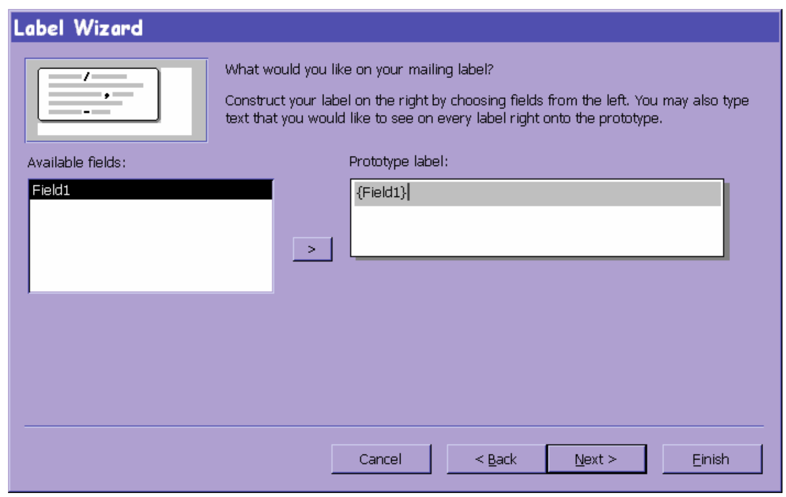


Figure E.12: Label Fields

- **Which fields would you like to sort by? None> Next**

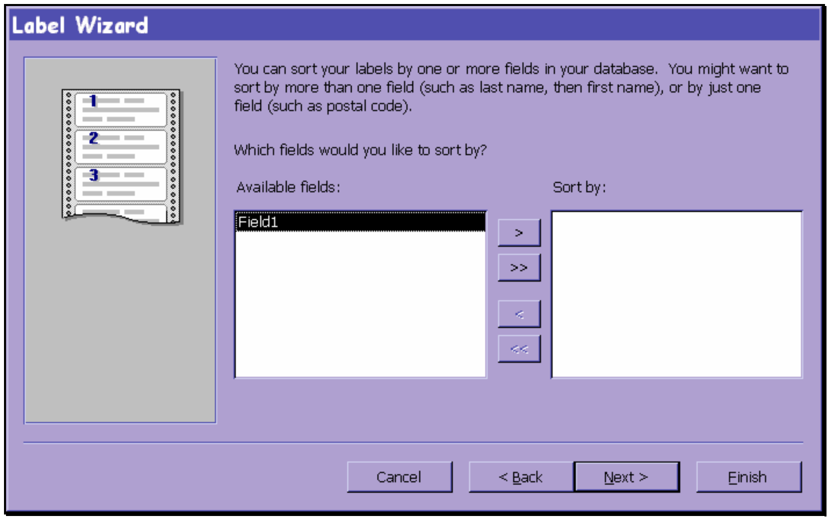


Figure E.13: Label Wizard

- Name your table and Click **Finish**

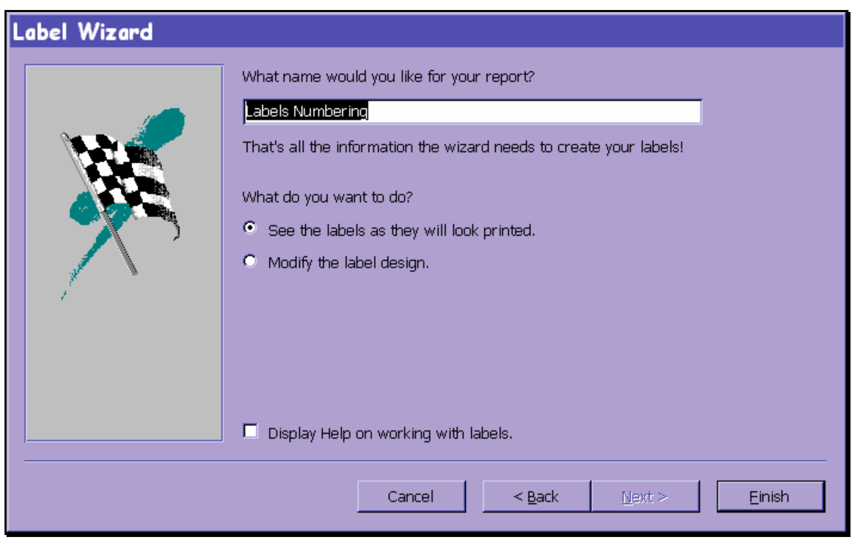


Figure E.14: Naming Labels

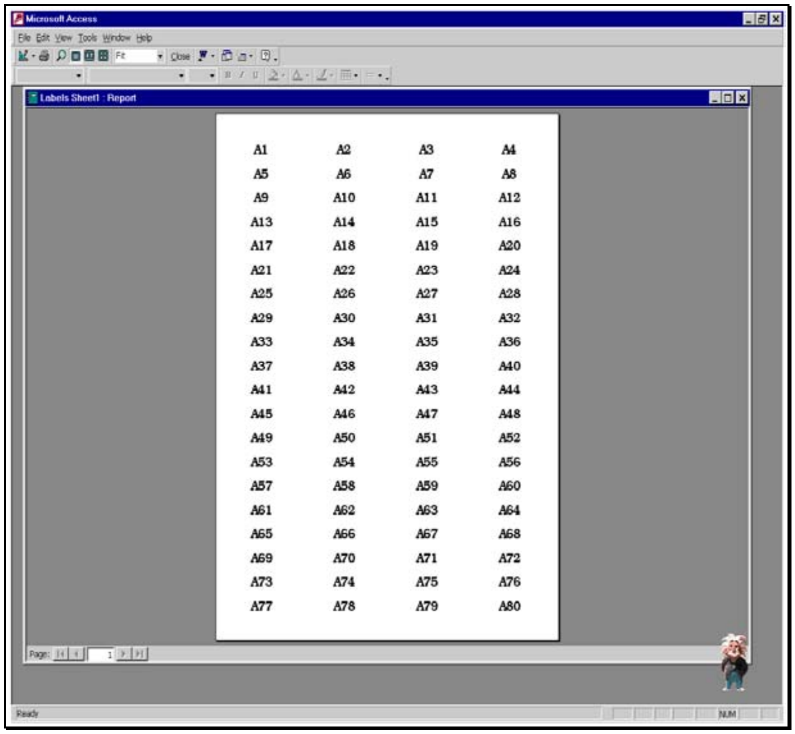


Figure E.15: Preview of Labels

- This screen will give a preview of what your labels look like. If you want to format (change font, size etc., center) your labels, go to **View > Design View**
- Click on the box and make your changes (Always Center)
- Go to **File > Save** any changes that you have made
- When you are ready to print, put label sheet(s) in printer according to manufacturer instructions
- Go to **File > Print > Print**

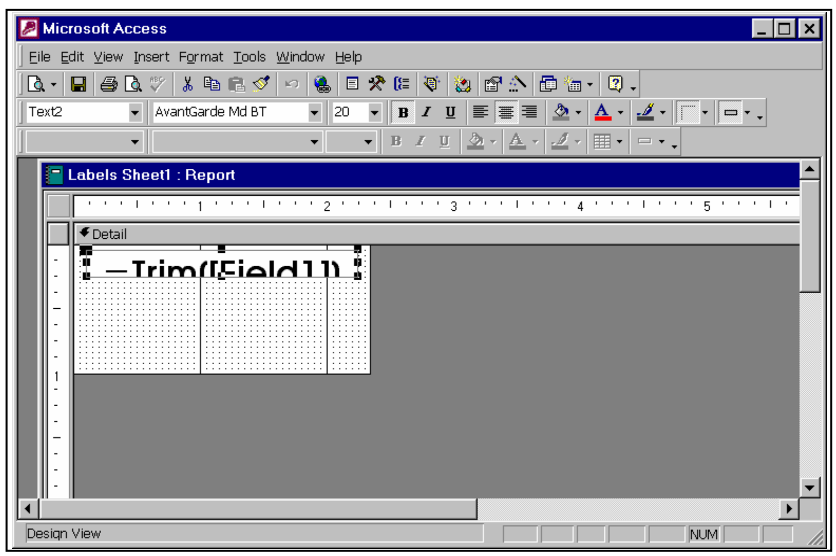


Figure E.16: Design View

Appendix F ~ Coding Structure Templates and Flag Report Examples

Appendix F contains the following Coding Structure Templates and Interim Flag Report Examples:

- Standard and Optional Demographic or Letter Attribution Codes (OT, S, RT, DT, IA, UT, LG, F CIC, RI and CE)
- Standard Management Action Codes (Subject and Category fields) for Forest Plans
- Example of Chequamegon-Nicolet DEIS Forest Plan Revision Coding Structure
- Standard Alternative Codes (Affected Resource-Category 2 field, Theme Codes-Optional 1 field)
- Standard Management Action Codes for Proposed Rules
- Example of Early Attention Flag Report
- Example of Request for Information/Comment Extension Flag Report
- Example of Planning Regulations Proposed Rule 02/03

[Project Name]
Letter Attribution Codes

Coders will identify organization type, number of signatures, response type and delivery type on all letters by filling in the proper box. Use **CIC** (Common Interest Class) field only if this information is requested by the Administration. Fill in additional fields when necessary.

Header Order: MID, OT, S, and **RT**, and **DT** fields are required. **IA, UT, LG, F, CIC, RI,** and **CE** fields are optional fields and used only where necessary. The **TS** (Total Signatures) field will tally automatically in Oracle. A stamp containing these fields will be placed on the working copy.

MID	**OT**	**S**	**RT**	**DT**	**IA**	**UT**	**LG**	**F**	**CIC**	**RI**	**CE**	**TS**

MID FIELD - Mail Identification – *required*

MID is a unique respondent number assigned in the CAET Oracle Program. The Oracle form contains mailing information needed to create mailing labels and also is needed to obtain project specific demographic information about a respondent.

OT FIELD - Organization Type - *required*

The ***Organization Type*** code identifies a specific type of organization, association, agency, elected official or individual. The following are standard organization types:

Government Agency/Elected Officials

Code	*Description*
F	Federal Agency/Elected Official
N	International Government/Association
S	State Government Agency/Elected Official/Association
C	County Government Agency/Elected Official/Association
T	Town/City Government Agency/Elected Official/Association
Q	Tribal Government/Elected Official/Tribal Member/Assn

Interest Group (includes legal representatives of interest groups)

A	Agriculture Industry or Associations (Farm Bureau)
B	Business (my/our (someone speaking for or as a business owner), chamber of commerce)
D	Place Based Group (homeowner's associations, planning cooperatives, i.e. Quincy Library Group)
E	Government Employee/Union
G	Domestic Livestock Industry (incl. permittees)

H	Consultants/legal representatives
I	Individual (unaffiliated, unknown or unidentifiable)
J	Civic Group (Kiwanis, Elks, Community Councils)
K	Special Use Permittee (Rec. homes, Backcountry huts, Outfitter/Guides)
L	Timber or Wood Products Industry or Associations
M	Mining Industry/Association (locatable)
O	Oil, Natural Gas, Coal, or Pipeline Industry (leasable)
P	Preservation/Conservation
R	Recreational (motorized/non-motorized, conservation, non-specific (-use this general code when client does not require the specific recreational organizations- see below)
U	Utility Group (water, electrical, gas)
X	Conservation District
Y	Other or unidentified Organization
Z	Multiple Use or Land Rights Organization

***Optional Organization Codes* (Project Specific)**

AD	Academic (professor, research scientist, university department)
AR	Animal Rights (humane treatment org)
BL	BLM employee
BI	BIA employee
CF	Commercial Fishing
CH	Church/Religious Group
EO	Extension Office (University)
FS	Forest Service Employee (analyzed separately)
HT	Hunting/trapping industry or Organization
KS	Special Use; Ski Industry (operators, management, interest group
LO	Private Land Owner
MN	Miners (unspecified)
NP	National Park Employee
PA	Professional Association/Society
QQ	Tribal Non-Governmental Organization/Member
RB	Mechanized Recreation (bicycling)
RC	Recreation/Conservation Organization (Trout Unlimited, Elk Foundation)
RM	Motorized Recreation (4X4, OHV, snowmobiling)
RN	Non-Motorized/Non-Mechanized Recreation (hiking, x-c ski, horse/stock animals)
SF	Small farms/farmers
XX	Regional/other governmental agency (multi-jurisdictional)

Notes on Organization Type Identification:

Letters from businesses are categorized as "**B**" only if you believe or they assert they are impacted by the decision, otherwise they are considered to be individual responses. A letter from a member of an organization is considered to be an individual response unless the author is writing on behalf of the organization.

Letters from government employees submitted as personal are categorized as "**I**" rather than as codes F, N, S, C, T Q, which are reserved for official comments from an elected official or government agency or department. Letters from government employees submitted on government letterhead or via government email are considered to be internal comment, and are separated from public comment and analyzed separately.

S FIELD - Signatures - *required*

To determine the number of ***Signatures***, look first at the signature itself. If the correspondence is signed *John Doe*, but the return address says John and Jane Doe, count it as one signature, because it was signed by one person. If the return address says John Doe, but is signed by *John and Jane Doe,* or *Mr. and Mrs. Doe*, count it as two signatures. If no signature is present or response is anonymous, count it as one. If signed *John Doe and Family*, count it as one.

RT FIELD - Response Type - *required*

The ***Response Type*** identifies the specific format of the correspondence.

Code	*Description*
1	Letter (postal service, express service, etc.)
2	Form or Letter Generator
3	Resolution
4	Action Alert
5	Transcript (dictated audio, video or telephone response)

***Optional RT codes* (Project Specific)**

6	Public Meeting Comment Form
7	Public Meeting Transcript (hearing/oral testimony)
8	Public meeting/workshop group notes
9	Workshop notes (other than at Public Meetings)
10	Web-based comments (optional project specific)
11	Petition

DT FIELD - Delivery Type – *required*

The ***Delivery Type*** is the method by which the response is originally delivered.

Code	*Description*
E	Email
F	FAX
H	Hand-delivered or oral testimony (personally delivered)
M	US Mail or commercial carrier (UPS, FedEx)

T	Telephone
U	Unknown

IA FIELD - Immediate Attention - Red Flags *(place on LEFT side of copy)*

Immediate Attention codes are applied only to those documents requiring an immediate response from the team. The Immediate Attention codes are listed in order of priority. If more than one code applies to a single document, the code with the highest priority is attached. Fore example, if a State Congressman threatens bodily harm to a Forest Service representative, the letter would receive a "1" instead of a "6". A red flag is attached to the left side of the page with the IA code written on it.

Code	*Description*
1	Threat of harm
2	Notice of appeal or litigation
3	Freedom of Information Act request (FOIA)
4	Provides proposals for new alternatives
5	Requires detailed review
6	Government entities
7	Requests public hearing

***Optional IA codes* (Project Specific)**

5a	Provides extensive technical edits – deletions/replacements
5m	Map(s) attached
6a	Requests cooperating agency status

UT FIELD - User Type

This is an optional project specific code. A ***User Type*** code defines the purpose for which an individual, organization, or agency uses public lands. User types vary depending on the project or client needs. Examples:

Code	*Description*
A	Area residents
B	Businesses and services
K	Bikers
C	Campers
F	Anglers
H	Hikers
P	Photographers
W	Non-motorized watercraft users
R	Rock climbers
S	Stock users
X	No identifiable type

LG FIELD - Letter Generator

A ***Letter Generator*** is a response that enables respondents to extract specific text from a selection of prewritten comments. These responses are usually created through an interactive website that offers a selection of comments and allows the respondent to choose which paragraphs to include in their personal letter. Assign a consecutive LG number to these responses. Enter this number.

F FIELD - Forms (Organized Response Campaigns)

Forms or organized response campaign responses are identified when the mail processor receives 5 or more responses with identical text from different (unaffiliated) respondents. Enter the form number assigned by the team.

CIC FIELD - Common Interest Class

The Common Interest Classification codes are an optional. The code represents an effort to capture each respondent's overall view on a proposal. The range of views on a project assumes an almost infinite number of values, as each respondent contributes something personal and subjective to the analysis.

CIC codes are not used as a voting procedure. However, CIC categories provide managers with an estimate of the respondent's range of interests, including a range of management actions that respondents deem appropriate. CIC Roman numeral codes vary depending on the customer needs.

Some examples of Common Interest Classifications are:

Code	*Description*
0	No preference stated. Category O responses are requests for information or are requests to extend the comment period and contain no indication of position or preference.
I	Respondent favors a more restrictive combination of alternatives/policy options. This category includes all responses that claim the chosen alternatives do not offer strong enough protection to roadless areas. These responses may include suggestions for policies not discussed.
II	Respondent favors a less restrictive combination of alternatives/policy options.
III	This category includes most responses that convey a degree of support for the direction of the policy, but with specific exceptions.
IV	Respondent favors no action, a combination of alternatives, or general opposition to the plan.
V	Respondent favors the preferred combination of alternatives or expresses general support for the plan.

RI FIELD - Requests for Information - Blue flag *(place on LEFT side of copy)*

Requests for Information codes are applied only to those responses with specific requests for information pertaining to the proposal. The client determines the level of specificity for identifying information requests. A blue flag is attached to the left side of the page with the IR code written on it.

Code	*Description*
A	Mailing list only or nothing to code (*do not attach a flag*)
B	Request to be removed from mailing list (*do not attach a flag*)
C	Request copy of Federal Register Notice
D	Other request for specific information
E	Request for confirmation of receipt of letter

***Optional RI codes* (project specific)**

F	Request for hard copy of summary of the DEIS
G	Request for full hard copy of DEIS
H	Request for full CD version of DEIS
I	Request for hard copy of summary of FEIS
J	Request for full hard copy of FEIS
K	Request for CD version of FEIS
L	Request for draft copy of proposed rule/policy
M	Request for final copy of rule/policy
Ch	Request for hard copy of Fed Register Notice of the Proposed Rule
Cd	Request for CD of Fed Register Notice of Proposed Rule
Ce	Request for electronic copy of Fed Register of Proposed Rule

CE FIELD - Comment Extension - Yellow Flag *(place on LEFT side of copy)*

Comment Extension codes are used when a respondent has a specific request for extending the comment period.

Code	*Description*
0	No specific time mentioned or other
15	Request for 15 Day comment period extension
30	Request for 30 Day comment period extension
45	Request for 45 Day comment period extension
60	Request for 60 Day comment period extension
90	Request for 90 Day comment period extension
120	Request for 120 Day comment period extension

TS FIELD - Total Signatures

The Oracle automated field totals all signatures for all MIDs assigned to a response. Do not enter any codes here.

STANDARD CODING STRUCTURE TEMPLATE
FOREST PLANS

Primary Codes – Subject/Category

PLANN 10000-19999

- 10000 Purpose and Need for Proposed Action
- 11000 Decision making
  - 11100 Role/Authority
    - 11110 PRESIDENT/EXECUTIVE BRANCH
    - 11120 USDA/FOREST SERVICE
    - 11130 LEGISLATIVE BRANCH (CONGRESS)
    - 11140 JUDICIAL BRANCH (COURTS)
    - 11150 STATE, COUNTY, AND MUNICIPAL GOVERNMENTS
  - 11200 Role/influence of Interest Groups
    - 11210 ENVIRONMENTAL GROUPS
    - 11220 MULTIPLE USE/ WISE USE GROUPS
    - 11230 INDUSTRY/BUSINESS GROUPS
  - 11300 Role/influence of General Public
    - 11310 LOCAL CITIZENS/COMMUNITIES
    - 11320 NATIONWIDE CITIZENS/COMMUNITIES
- 12000 Public Involvement
  - 12100 Adequacy/Availability of Information
  - 12200 Outreach/Agency Communication Efforts
  - 12300 Educate the Public
  - 12400 Use of Public Involvement/Comment
    - 12410 METHODOLOGY AND TECHNIQUES
  - 12500 Public Meetings
  - 12600 Adequacy of Comment Period
    - 12610 EXTENSION NEEDED
    - 12620 NO EXTENSION NEEDED
  - 12700 Adequacy of Entire Timeframe
- 13000 Collaboration with Other Government Entities
  - 13100 Tribal Agencies or Officials
  - 13200 Other Federal Agencies or Elected Officials
  - 13300 State Agencies or Elected Officials
  - 13400 County and Municipal Agencies or Elected Officials
- 14000 Trust and Credibility
  - 14100 Current Administration
  - 14200 USDA Forest Service
- 15000 Use of Science in Decision making General
  - 15100 Best Available Science
- 16000 Agency Organization and Funding
  - 16100 General Comments about the Agency
  - 16200 Funding, General

16210 FUNDING FOR PLANNING PROCESS
16220 FUNDING FOR IMPLEMENTATION OF PROPOSED ACTION
16300 Staffing General
16310 STAFF TRAINING, EDUCATION

ALTER 20000-22999

20000 Alternatives General
20100 Alternative Development/Range
20200 Alternatives Not Considered In Detail
20300 Alternatives Developed by Others
21000 Specific Alternatives (list)

LEGAL 23000-25999

23000 Relation To Laws, Act, Policies General
23100 Constitution
23200 Federal Laws, Acts, and Policies
23210 NEPA
23220 NFMA
23230 OTHER
23300 STATE LAWS, ACTS, AND POLICIES

TRIBL 26000-29999

26000 Tribal Rights and Interests General
26100 Federal Trust Responsibilities
26200 Tribal Government Issues
27000 American Indian Use of Public Lands
27100 Cultural Interests
27200 Economic Interests
27300 Spiritual Interests

ENVIR 30000-39999

30000 Environmental Values General
30100 Multiple Environmental Resources
30200 Environmental Quality and Ecosystem Integrity
30300 Short-Term Vs. Long-Term Productivity/Risks
31000 Physical Elements, General
31100 Multiple Physical Resources
31200 Soils and Geology
31210 SOIL PRODUCTIVITY
31220 SOIL DISTURBANCE (EROSION, COMPACTION, ETC.)
31230 CAVE RESOURCES
31300 Air Quality
31400 Noise
31500 Water Resources
31510 SURFACE WATER
31520 GROUNDWATER

31530 Riparian Areas and Wetlands
31540 Water Quantity
31550 Water Quality
31560 Watershed Condition
31600 Climate, Weather, and Atmospheric Processes
32000 Biological Elements, General
32100 Multiple Biological Resources
32200 Biodiversity
32210 Genetic Diversity
32300 Ecosystem/Habitat Composition and Function
32310 Fragmentation, Perforation, and Connectivity
33000 Wildlife General
33100 Wildlife Population Management
33110 Breeding Programs, Stocking, and Reintroductions
33120 Harvest Levels (hunting, fishing—as population management activities)
33200 Fisheries and Aquatic Wildlife
33210 Aquatic Wildlife and Habitat
33220 Fisheries, Native and Non-Sport
33230 Fisheries, Sport
33240 Threatened, Endangered, and Sensitive Species
33300 Terrestrial Wildlife and Habitat
33310 Non-Game Wildlife
33320 Game Species
33330 Avifauna
33340 Invertebrates and Insects
33350 Threatened, Endangered, and Sensitive Species
34000 Forested Vegetation
34100 Forest Structure/Mosaic
34110 Species Composition
34120 Age Composition
34121 Late Successional/Old Growth
34122 Early Successional
34140 Downed Woody Debris
34150 Disturbance regimes (Insects & disease, Blow downs)
34160 Clearings and Canopy Openings
35000 Botanical Resources
35100 Threatened, Endangered, and Sensitive Species
36000 Non-Forested/Rangeland Vegetation
36100 Invasive Non-Native Species

TRANS 40000-44999

40000 Forest Transportation System General (infrastructure)
41000 Roads Infrastructure Management General (For Use of Roads/Restrict or don’t Restrict Access, Use RECRE codes)
41100 Construction

41110 FOR PRIVATE PROPERTY ACCESS ACROSS AGENCY-ADMINISTERED LANDS
41200 Road Maintenance
41300 Road /Removal/Decommissioning (for closures and use mgmt., use RECRE codes)
42000 Trails Infrastructure Management General
42100 Trails Construction
42200 Trails Maintenance
42300 Trails /Removal/Decommissioning
43000 User-Created Roads and Trails

RECRE 45000-49999

45000 Recreation Management General
45100 Multiple Recreational Activities/Laundry Lists
45200 Use of Volunteers
45300 User Conflicts
46000 Recreation Types: Non-Commercial, Dispersed, or Unspecified
46100 Motorized Recreation General
46110 SUMMER OR YEAR-ROUND
46120 WINTER
46200 Mechanized Recreation
46300 Non-Motorized, Non-Mechanized Recreation, summer or Year-Round
46310 SKIING, BACKCOUNTRY/CROSS-COUNTRY
46400 Hunting and Fishing
46500 Camping, Dispersed
46600 Equestrian Recreation
46700 Other
47000 Recreation: Developed Facilities, Commercial Use, Special Use Permits, and Fees General
47100 Campgrounds and Picnic Areas
47200 Trailheads, Signage, and Parking
47300 Fee Demonstration Project and User Fees
47400 Outfitter-Guides
47500 Ski Areas
48000 Scenery and Visual Resources Management

LANDS 50000-52999

50000 Landownership General
50100 Lands Acquisition By Agency
50200 Land Exchanges and Disposal
50210 APPRAISALS AND VALUATION
51000 Rights-of-Way General
51100 Rights-of-Way to Public Lands across Private Property
51200 Rights-of-Way to Private Property across Public Lands

SPECL 53000-55999

53000 Special Designations General
- 53100 Roadless Areas
  - 53110 INVENTORIES
  - 53120 IRAS AND WILDERNESS RECOMMENDATIONS *(DO/DO NOT RECOMMEND)*
- 53200 Designated Wilderness
- 53300 Other Special Designations
  - 53310 WILD, SCENIC, AND RECREATIONAL RIVERS
  - 53320 SPECIAL INTEREST AREAS
  - 53330 RESEARCH NATURAL AREAS

54000 Specific Management Prescriptions

55000 Heritage and Cultural Resource Management

NRMGT 60000-69999

60000 Natural Resources Management General
- 60100 Multiple Natural Resource/Management Activities
- 60200 Guiding Management Philosophy
  - 60210 MULTIPLE USE MANAGEMENT
  - 60220 ECOSYSTEM MANAGEMENT
- 60300 ADAPTIVE MANAGEMENT
  - 60310 MONITORING AND EVALUATION

61000 Timber Resource Management
- 61100 Allowable Sale Quantity
- 61200 Harvest Methods

62000 Other Forest Products

63000 Domestic Livestock Management

64000 Fire Management
- 64100 Role of Fire in Ecosystems
- 64200 Fire Plans
- 64300 Prescribed Fire
  - 64310 SMOKE MANAGEMENT
- 64400 Mechanical Thinning
- 64500 Wildland Fire

65000 Forest Health Management
- 65100 Forest Health Management Activities

66000 Mineral Resources
- 66100 Leasable (Oil, Gas, Coal, Pipelines)
- 66200 Locatable (Hard rock)
- 66300 Salable (Gravel, Rock, Etc.)
- 66400 Palentological Resources

67000 Utility Facilities
- 67100 Communication Sites and Facilities
- 67200 Water Resource Development
- 67300 Hydroelectric Development

67400 Utility Corridors
68000 Research and Educational Facilities

SOCIO 70000-72999

70000 Social Values General (Includes Socio-Economic General)
70100 Demographics
70110 POPULATION
70120 COMMUNITY STRUCTURE AND STABILITY
70130 URBANIZATION AND DEVELOPMENT
70200 Quality of Life
70300 Public Health and Safety
70400 Equity
70410 INTERGENERATIONAL EQUITY (FUTURE GENERATIONS, LEGACY VALUES)
70420 ENVIRONMENTAL JUSTICE
70430 CLASS AND INCOME EQUITY
70440 TRANSFER OF EFFECTS INTERNATIONALLY
70450 INHERENT VALUES OF ENVIRONMENT (INTERSPECIES EQUITY)

ECONO 73000-75999

73000 Economic Values General
74000 Contribution/Role of Agency-Administered Lands and Resources To Economy
74100 International
74200 Us
74300 Local/Regional
74400 Employment
74500 Business Viability
74600 Private Property Values
74700 Tax Base and Payments To States
75000 Net Public Benefit and Agency Accounting
75100 Cost Benefit Analysis General
75200 Non-Market Products and Services (Valuation/Externalities)
75300 Commodities Valuation and Subsidies

ATTMT xxxxx (use the next general category code)

Chequamegon-Nicolet Forest Plan Revision DEIS Coding Structure

The coding structure is a topical outline with alpha and numeric codes attached. It is a tool to identify public comments and sort them into recognizable topic categories. Once comments are assigned codes, they are then entered into a database from which they can be reported and sorted in any combination needed for analysis.

The coding structure is organized into required fields called subject and category codes. Subject codes are five-character alpha codes that represent broad themes associated with a project. Category codes are five-digit numeric codes that define specific subtopics within each subject code, and they are generally arranged from the general to specific with subcategories nested within categories.

PLANN (Subject code for Planning) 10000 – 17200

Category Description

10000 Purpose and Need for Proposed Action

11000 Decisionmaking Authority

- 11100 Role / Authority
  - 11110 President / Executive Branch
  - 11120 USDA / Forest Service
  - 11130 Regional Office
  - 11140 Forest / Supervisor's Office
  - 11150 District Offices
  - 11160 Legislative Branch
  - 11170 Judicial Branch
  - 11180 State, County, and City Governments
- 11200 Role of Interest Groups
  - 11210 Environmental Groups
  - 11220 Multiple Use / Wise Use Groups
  - 11230 Industry / Business Groups
- 11300 Role of General Public
  - 11310 Local Citizens / Communities
  - 11320 Nationwide Citizens / Communities

12000 Public Involvement

- 12100 Adequacy / Availability of Information
- 12200 Outreach / Agency Communication Efforts

12300 Use of Public Involvement / Comment
12310 Methodology and Techniques
12400 Public Meetings
12500 Adequacy of Comment Period
12510 Extension Needed
12520 No Extension Needed
12600 Adequacy of Timeframe
12700 Collaboration

13000 Agency Trust and Credibility

14000 Use of Science - General

14100 Best Available Science
14200 Maps / Inventories / GIS
14300 Monitoring and Evaluation

15000 Relation To or Consistency with Other Plans, Directives, Etc.

15100 Roadless Area Conservation Rule
15200 National Fire Plan
15300 Plans of Other Federal Agencies
15400 Consistency Among Region Nine Forest Plans / EISs

16000 Agency Organization and Funding

16100 General Comments About The Agency
16200 Funding, General
16210 Funding For Planning Process
16220 Funding For Implementation of Proposed Action
16300 Staffing General
16310 Staff Training, Education
16400 Staffing and / or Funding for Enforcement Activities

17000 Editorial or Technical comments / corrections

17100 Definitions
17200 Spelling / Grammar

ALTER 18000 - 19900

18000 Alternatives General

18100 Alternative- Development / Range
18200 Alternative- Not Considered In Detail
18210 Alternative- Early Successional Habitat / Limited Alt Management Areas / Increase Recreation

18220 Alternative- Maintenance of Aspen Acres from 1986 Plans / Revision Biological Diversity

18230 Alternative- ATV Off-Road, Off-Trail Cross-Country Use

18240 Alternative- Increase ATV Intensive Use Areas

18250 Alternative- Inventoried Roadless Areas / Roadless Conservation Rule ES / Wilderness

18260 Alternative- Maintain ASQs at 1986 Plan / ASQs Calculated in Max Timber Benchmark

18270 Alternative- Permit Departure from Policy of Non-Declining Timber Yield

18300 Recommendation for New Alternative

19000 Specific Alternatives

19100 Alternative 1 No Action; Continues Current Management Direction

19200 Alternative 2 Emphasizes Production and Maintenance of Early Successional Species

19300 Alternative 3 Emphasizes Level Bio Diversity / Increased Remote, Non-Motorized Recreational Areas

19400 Alternative 4 Emphasizes Recommended Areas for Wilderness Designation / More Remote, Non-Motorized Recreational Areas

19500 Alternative 5 Emphasizes Traditional No. Hardwood Management / Meet Species Viability

19600 Alternative 6 Conversion of Early-Succession to Longer-Lived Species / Moderate Emphasis on Bio Diversity

19700 Alternative 7 Emphasizes No. Hardwood Production Sawtimber / Mod to High on Bio Diversity

19800 Alternative 9 Emphasizes Increased ATV Access / Mod to High on Bio Diversity

19900 * (No Alternative 8)

LEGAL 20000 - 20230

20000 Laws, Act, Policies General

20100 Constitution

20200 Federal Laws, Acts, and Policies

20210 NEPA

20220 NFMA

20230 Other

TRIBL 21000 - 22300

21000 Tribal Rights and Interests General

21100 Federal Trust Responsibilities
21200 Tribal Government Issues

22000 American Indian Use of Public Lands

22100 Cultural Interests
22110 Tribal Miscellaneous Forest Products Gathering
22200 Economic Interests
22300 Spiritual Interests

ENVIR 23000 - 30000

23000 Environmental Values General

23100 Multiple Environmental Resources
23200 Environmental Quality and Ecosystem Integrity
23300 Short-Term Vs. Long-Term Productivity/Risks

24000 Physical Elements, General

24100 Multiple Physical Resources
24200 Soils and Geology
24210 Soil Productivity
24220 Soil Disturbance (Erosion, Compaction, Etc.)
24300 Air Quality
24400 Noise
24500 Water Resources
24510 Surface Water
24520 Groundwater
24530 Water Quantity
24540 Water Quality
24550 Watershed Condition
24560 Riparian Areas and Wetlands
24570 ____________ River Watershed (Specific)
24600 Climate, Weather, and Atmospheric Processes

25000 Biological Elements, General

25100 Multiple Biological Resources
25200 Biodiversity
25210 Genetic Diversity
25300 Ecosystem / Habitat Composition and Function
25310 Edge Effects
25320 Fragmentation, Perforation, and Connectivity

25330 Ecosystem Restoration
25340 Management Indicator Communities

26000 Wildlife General

26100 Wildlife Population Management
26110 Breeding Programs, Stocking, and Reintroductions
26120 Harvest Levels (hunting, fishing—as population management activities)
26200 Fisheries and Aquatic Wildlife
26210 Aquatic Wildlife and Habitat
26220 Fisheries, Native and Non-Sport
26230 Fisheries, Sport
26240 Threatened, Endangered, and Sensitive Species
26300 Terrestrial Wildlife and Habitat
26310 Non-Avian Non-Game Wildlife
26320 Game Species
26321 Ruffed Grouse
26322 White Tailed Deer
26323 Woodcock
26324 Other
26330 Avifauna
26340 Invertebrates and Insects
26350 Threatened, Endangered, and Sensitive Species
26360 Locally Rare Species
26370 Management Indicator Species

27000 Forested Vegetation

27100 Forest Structure
27110 Downed Woody Debris
27120 Old Growth
27130 Mid to Late Successional
27140 Early Successional
27150 Disturbance Processes: Insects and Disease

28000 Botanical Resources

28100 Threatened, Endangered, and Sensitive Plant Species

29000 Non-Forested

30000 Invasive Non-Native Species

TRANS 31000 - 34000

31000 Forest Transportation System General (Infrastructure)

32000 Roads Infrastructure Management General (For Use of Roads / Restrict or don't Restrict Access, Use RECRE codes)

- 32100 Construction
  - 32110 For Access to Private Property Across Agency-Administered Lands
  - 32120 For Access Across Private Property to Agency-Administered Lands
- 32200 Road Maintenance
- 32300 Road / Removal/Decommissioning (for closures and use mgmt., use RECRE codes)

33000 Trails Infrastructure Management General

- 33100 Trails Construction
- 33200 Trails Maintenance
- 33300 Trails / Removal/Decommissioning

34000 User-Created Roads and Trails

RECRE 35000 - 38000

35000 Recreation Management General

- 35100 Multiple Recreational Activities/Laundry Lists
- 35200 Use of Volunteers
- 35300 User Conflicts

36000 Recreation Types / Opportunities

- 36100 Motorized Recreation General
- 36200 Off-road vehicles
  - 36211 ATV
  - 36212 4Wheel Drive
  - 36213 Other OHV
- 36300 Mechanized Recreation
- 36400 Non-Motorized, Non-Mechanized Recreation
- 36500 Backcountry Recreation
- 36600 Hunting and Fishing
- 36700 Dispersed Camping
- 36800 Equestrian Recreation
- 36900 Other

37000 Recreation: Developed Facilities, Commercial Use, Recreational Special Uses, and Fees General

37100 Campgrounds and Picnic Areas
37200 Trailheads, Signage, and Parking
37300 Fee Demonstration Project and User Fees
37400 Outfitter-Guides

38000 Scenery and Visual Resources Management (aesthetics)

LANDS 39000 - 40200

39000 Landownership General

39100 Lands Acquisition By Agency
39200 Land Exchanges and Disposal
39210 Appraisals and Valuation
39220 Subsurface Property Rights

40000 Rights-of-Way General

40100 Rights-of-Way to Public Lands Across Private Property
40200 Rights-of-Way to Private Property Across Public Lands

SPECL 41000 - 41400

41000 Special Designations General

41100 Roadless Areas
41110 Inventories
41120 IRAs and Wilderness Recommendations (Do/Do Not Recommend)
41200 Designated Wilderness
41300 Other Special Designations
41310 Semi-Primitive Non-Motorized (SPNM)
41320 Wild, Scenic, and Recreational Rivers
41330 Special Management Areas
41340 Research Natural Areas
41400 Heritage and Cultural Resource Management

NRMGT 42000 - 50000

42000 Natural Resources Management General

42100 Multiple Natural Resource / Management Activities
42200 Guiding Management Philosophy
42210 Multiple Use Management
42220 Ecosystem Management

42230 Adaptive Management
42240 Monitoring and Evaluation

43000 Timber Resource Management

43100 Allowable Sale Quantity
43200 Harvest Methods
43300 Lumber and Wood Products

44000 Other Forest Products

45000 Domestic Livestock Management

46000 Fire Management

46100 Role of Fire In Ecosystems
46200 Fire Plans
46300 Prescribed Fire
46310 Smoke Management
46400 Mechanical Thinning
46500 Wildland Fire

47000 Forest Health Management

47100 Forest Health Management Activities
47200 Insect and Disease Management

48000 Mineral Resources

48100 Leasable (Oil, Gas, Coal, Pipelines)
48200 Locatable (Hardrock)
48300 Salable (Gravel, Rock, Etc.)
48400 Palentological Resources

49000 Utility Facilities

49100 Communication Sites and Facilities
49200 Water Resource Development
49300 Utility Corridors

50000 Research and Educational Facilities

SOCIO 51000 - 51450

51000 Social Values General (Includes Socio-Economic General)

51100 Demographics
51110 Population
51120 Community Structure and Stability
51130 Urbanization and Development

51200 Quality of Life
51300 Public Health and Safety
51400 Equity
51410 Intergenerational Equity (Future Generations, Legacy Values)
51420 Environmental Justice
51430 Class and Income Equity
51440 Transfer of Effects Internationally
51450 Inherent Values of Environment (Interspecies Equity)

ECONO 52000 - 54300

52000 Economic Values General

53000 Contribution / Role of Agency-Administered Lands and Resources to Economy

53100 International
53200 U.S.
53300 Local / Regional
53400 Employment
53500 Business Viability
53600 Private Property Values
53700 Tax Base and Payments to States

54000 Net Public Benefit and Agency Accounting

54100 Cost Benefit Analysis General
54200 Non-Market Products and Services (Valuation / Externalities)
54300 Commodities Valuation and Subsidies

ATTMT 53000 (response letter contains an attachment)

CATEGORY 2 FIELD - AFFECTED RESOURCE

This comment specific code is used to capture the rationale or affected resource. Thus the comment "restrict road construction because of its effects on wildlife" would receive the 3 digit category 2 "affected resource" code for wildlife and habitat. This helps to further sort and categorizes comments, and also allows all comments referencing any specific resource to be sorted separately. All available codes can be selected per project or specific codes may be chosen.

Code	Description
000	No affected resource/reason
001	Multiple affected resources/reasons
002	Adequacy of analysis
003	Selection/Exclusion as a revision topic
100	Planning decisions/decision authority
101	Other USDA/Forest Service rules/policies
102	Administrative effectiveness/efficiency
103	Trust and integrity - general
104	T&I USDA/Forest Service
105	Influence of interest groups
106	Influence of industry groups
107	Influence of environmental groups
108	Public relations/public involvement/public opinion
109	Adequacy/availability of information
110	Outreach/agency communication efforts
111	Public education/understanding
112	Relations with other agencies/orgs
113	Agency funding/staffing/structure
114	Enforcement
200	Alternatives
210	Specific alternative
230	Laws, policies, and legal issues
260	Tribal Rights and Interests
270	American Indian uses of public lands
300	General environment
301	Specific ecosystem/eco-regions
302	Soils and geology
303	Air quality
304	Noise
305	Watershed health
306	Water quality/clarity
307	Water quantity/runoff
308	Wetlands/Riparian areas
309	Climate, weather
310	Biological elements
311	Biodiversity general
312	Wildlife and habitat
313	Aquatic wildlife and habitat
314	Threatened, endangered, or sensitive species (animal or plant)
316	Vegetation and botanical resources
317	Plant species diversity
318	Exotic species/noxious weeds
319	Insect populations
320	Game species
321	Non-game wildlife
400	Forest transportation system
401	Infrastructure
402	Access to/across private property
402	Trails
403	User created roads/trails
450	Recreation General
451	Motorized recreation
452	Non-motorized recreation

453	Access
454	Developed facilities
455	Visual resources
500	Public lands
501	Private property/rights of way
600	Resource commodities
601	Agricultural products
602	Forest health
603	Timber resources
604	Fire management/role of fire
605	Mining
606	Grazing/livestock
607	Utility facilities/corridors
608	Educational facilities
700	Society and social values
701	Population/demographics
702	Quality of life
703	Spiritual values
704	Future generations
705	Scenic and aesthetic values/resources
706	Intrinsic/non-market values
707	Cultural and historic resources
800	Economy and economic values
801	National economy
802	State/local economy
803	County/State agricultural base
804	Jobs/employment
805	Private property values
806	Cost-benefit analysis
807	Non-market economic values of ecosystem services
808	Comparative economic contribution of various services
809	Best available science/scientific advances
810	Use of taxpayer money

SITE SPECIFIC 1 FIELD

The Site Specific 1 code is an up to 4 digit alpha/numeric comment specific code. This field is generally used to capture specific sites or locations. For example, for this project the alpha-code is used to indicate which national forest the comment addresses.

Code	Description
C	Chequamegon National Forest
N	Nicolet National Forest
CN	Both Forests
X	No mention of a particular forest within the comment

SITE SPECIFIC 2 FIELD

The Site Specific 2 code is an up to 12 digit alpha/numeric code. This alternative field does not require code and description set up in Oracle. Raw data can be input in this field. An example of its usage may be to enter referencing FS road numbers.

Site Specific 2 Field

113545
213945

OPTIONAL 1 FIELD

The Optional 1 code is an up to 5 digit alpha/numeric code. This alternative code is used on some projects to identify information not provided by subject, category or any of the other alternative codes. Theme codes have been used on Proposed Rule projects.

Theme Codes

XX	Default, None Mentioned
AA	Adequacy of Analysis (including adequacy of supporting data, use of best available data, Analysis of Cumulative Effects)
IN	Inventories, Mapping, and GIS
LE	Legal
MM	Monitoring and Mitigation
EE	Education and Enforcement
FU	Funding
AL	Allow Activity
PR	Prohibit/Restrict Activity
ED	Editorial

OPTIONAL 2 FIELD

The Optional 2 code is an up to 5 digit alpha/numeric code. This alternative code is used on some projects to identify information not provided by subject, category or any of the other alternative codes.

STANDARD CODING STRUCTURE TEMPLATE
PROPOSED RULES

Primary Codes – Subject/Category

PLANN 10000-19999

- 10000 Purpose and Need for Proposed Action
- 11000 Decisionmaking
  - 11100 Role/Authority
    - 11110 PRESIDENT/EXECUTIVE BRANCH
    - 11120 USDA/FOREST SERVICE
    - 11130 LEGISLATIVE BRANCH (CONGRESS)
    - 11140 JUDICIAL BRANCH (COURTS)
    - 11150 STATE, COUNTY, AND MUNICIPAL GOVERNMENTS
  - 11200 Role/influence of Interest Groups
    - 11210 ENVIRONMENTAL GROUPS
    - 11220 MULTIPLE USE/ WISE USE GROUPS
    - 11230 INDUSTRY/BUSINESS GROUPS
  - 11300 Role/influence of General Public
    - 11310 LOCAL CITIZENS/COMMUNITIES
    - 11320 NATIONWIDE CITIZENS/COMMUNITIES
- 12000 Public Involvement
  - 12100 Adequacy/Availability of Information
  - 12200 Outreach/Agency Communication Efforts
  - 12300 Educate the Public
  - 12400 Use of Public Involvement/Comment
    - 12410 METHODOLOGY AND TECHNIQUES
  - 12500 Public Meetings
  - 12600 Adequacy of Comment Period
    - 12610 EXTENSION NEEDED
    - 12620 NO EXTENSION NEEDED
  - 12700 Adequacy of Entire Timeframe
- 13000 Collaboration with Other Government Entities
  - 13100 Tribal Agencies or Officials
  - 13200 Other Federal Agencies or Elected Officials
  - 13300 State Agencies or Elected Officials
  - 13400 County and Municipal Agencies or Elected Officials
- 14000 Trust and Credibility
  - 14100 Current Administration
  - 14200 USDA Forest Service
- 15000 Use of Science in Decisionmaking General
  - 15100 Best Available Science
- 16000 Agency Organization and Funding
  - 16100 General Comments about the Agency
  - 16200 Funding, General

16210 FUNDING FOR PLANNING PROCESS
16220 FUNDING FOR IMPLEMENTATION OF PROPOSED ACTION
16300 Staffing General
16310 STAFF TRAINING, EDUCATION

LEGAL 20000-25999

20000 Relation To Laws, Act, Policies General
20100 Constitution
20200 Federal Laws, Acts, and Policies
20210 NEPA
20220 NFMA
20230 OTHER
20300 STATE LAWS, ACTS, AND POLICIES

TRIBL 25000-29999

25000 Tribal Rights and Interests General
25100 Federal Trust Responsibilities
25200 Tribal Government Issues
26000 American Indian Use of Public Lands
26100 Cultural Interests
26200 Economic Interests
26300 Spiritual Interests

ENVIR 30000-39999

30000 Environmental Values General
30100 Multiple Environmental Resources
30200 Environmental Quality and Ecosystem Integrity
30300 Short-Term Vs. Long-Term Productivity/Risks
31000 Physical Elements, General
31100 Multiple Physical Resources
31200 Soils and Geology
31210 SOIL PRODUCTIVITY
31220 SOIL DISTURBANCE (EROSION, COMPACTION, ETC.)
31300 Air Quality
31310 Smoke From Fires/Prescribed Burns
31400 Noise
31500 Water Resources
31510 SURFACE WATER
31520 GROUNDWATER
31530 RIPARIAN AREAS AND WETLANDS
31540 WATER QUANTITY
31550 WATER QUALITY
31560 WATERSHED CONDITION
31600 Climate, Weather, and Atmospheric Processes
31610 Global Warming/Greenhouse Effect (Carbon Sequestering)

32000 Biological Elements, General
- 32100 Multiple Biological Resources
- 32200 Biodiversity
  - 32210 GENETIC DIVERSITY
- 32300 Ecosystem/Habitat Composition and Function
  - 32310 FRAGMENTATION, PERFORATION, AND CONNECTIVITY

33000 Wildlife General
- 33100 Wildlife Population Management
- 33200 Fisheries and Aquatic Wildlife
- 33300 Terrestrial Wildlife and Habitat
  - 33310 NON-GAME WILDLIFE
  - 33320 GAME SPECIES
  - 33330 BIRDS
  - 33340 INVERTEBRATES AND INSECTS
  - 33350 THREATENED, ENDANGERED, AND SENSITIVE SPECIES

34000 Forested Vegetation
- 34100 Forest Structure/Mosaic
  - 34110 SPECIES COMPOSITION
  - 34120 AGE COMPOSITION
    - 34121 LATE SUCCESSIONAL/OLD GROWTH
    - 34122 EARLY SUCCESSIONAL
  - 34140 DOWNED WOODY DEBRIS
  - 34150 DISTURBANCE REGIMES (INSECTS & DISEASE, BLOW DOWNS)
  - 34160 CLEARINGS AND CANOPY OPENINGS

35000 Botanical Resources
- 35100 Non-Timber Commercial Plants
- 35200 Threatened, Endangered, and Sensitive Species

36000 Non-Forested/Rangeland Vegetation
- 36100 Invasive Non-Native Species

TRANS 40000-44999

40000 Forest Transportation System General (infrastructure)

41000 Roads Infrastructure Management General (For Use of Roads/Restrict or don’t Restrict Access, Use RECRE codes)
- 41100 Construction
  - 41110 FOR PRIVATE PROPERTY ACCESS ACROSS AGENCY-ADMINISTERED LANDS
- 41200 Road Maintenance
- 41300 Road /Removal/Decommissioning (for closures and use mgmt., use RECRE codes)

42000 Trails Infrastructure Management General
- 42100 Trails Construction
- 42200 Trails Maintenance
- 42300 Trails /Removal/Decommissioning

43000 User-Created Roads and Trails

RECRE 45000-49999

45000 Recreation Management General
- 45100 Multiple Recreational Activities/Laundry Lists
- 45200 Use of Volunteers
- 45300 User Conflicts

46000 Recreation Types: Non-Commercial, Dispersed, or Unspecified
- 46100 Motorized Recreation General
  - 46110 SUMMER OR YEAR-ROUND
  - 46120 WINTER
- 46200 Mechanized Recreation
- 46300 Non-Motorized, Non-Mechanized Recreation, summer or Year-Round
  - 46310 SKIING, BACKCOUNTRY/CROSS-COUNTRY
- 46400 Hunting and Fishing
- 46500 Camping, Dispersed
- 46600 Equestrian Recreation
- 46700 Other

47000 Recreation: Developed Facilities, Commercial Use, Special Use Permits, and Fees General
- 47100 Campgrounds and Picnic Areas
- 47200 Trailheads, Signage, and Parking
- 47300 Fee Demonstration Project and User Fees
- 47400 Outfitter-Guides
- 47500 Ski Areas

48000 Scenery and Visual Resources Management

LANDS 50000-52999

50000 Landownership General
- 50100 Lands Acquisition By Agency
- 50200 Land Exchanges and Disposal
  - 50210 APPRAISALS AND VALUATION

51000 Rights-of-Way General
- 51100 Rights-of-Way to Public Lands across Private Property
- 51200 Rights-of-Way to Private Property across Public Lands

SPECL 53000-55999

53000 Special Designations General
- 53100 Roadless Areas
  - 53110 INVENTORIES
  - 53120 IRAS AND WILDERNESS STUDY AREAS *(DO/DO NOT RECOMMEND FOR WILDERNESS)*
- 53200 Designated Wilderness
- 53300 Other Special Designations
  - 53310 WILD, SCENIC, AND RECREATIONAL RIVERS
  - 53320 SPECIAL INTEREST AREAS

53330 RESEARCH NATURAL AREAS
54000 Heritage and Cultural Resource Management

NRMGT 60000-69999

60000 Natural Resources Management General
60100 Multiple Natural Resource/Management Activities
60200 Guiding Management Philosophy
60210 MULTIPLE USE MANAGEMENT EMPHASIS
60220 ECOSYSTEM MANAGEMENT EMPHASIS
60300 ADAPTIVE MANAGEMENT
60310 MONITORING AND EVALUATION

61000 Timber Resource Management
61100 Allowable Sale Quantity
61200 Harvest Methods
61300 Commercial Timber Sale/Harvest
62000 Other Forest Products
63000 Domestic Livestock Management
64000 Fire Management
64100 Role of Fire In Ecosystems
64200 Fire Plans
64300 Prescribed Fire
64400 Mechanical Thinning
64500 Wildland Fire
65000 Forest Health Management
65100 Forest Health Management Activities
66000 Mineral Resources
66100 Leasable (Oil, Gas, Coal, Pipelines)
66200 Locatable (Hardrock)
66300 Salable (Gravel, Rock, Etc.)
66400 Palentological Resources
67000 Utility Facilities
67100 Communication Sites and Facilities
67200 Water Resource Development
67300 Hydroelectric Development
67400 Utility Corridors
68000 Research and Educational Facilities

SOCIO 70000-72999

70000 Social Values General (Includes Socio-Economic General)
70100 Demographics
70110 POPULATION
70120 COMMUNITY STRUCTURE AND STABILITY
70130 URBANIZATION AND DEVELOPMENT
70200 Quality of Life
70300 Public Health and Safety

70400 Equity
- 70410 INTERGENERATIONAL EQUITY (FUTURE GENERATIONS, LEGACY VALUES)
- 70420 ENVIRONMENTAL JUSTICE
- 70430 CLASS AND INCOME EQUITY
- 70440 TRANSFER OF EFFECTS INTERNATIONALLY
- 70450 INHERENT VALUES OF ENVIRONMENT (INTERSPECIES EQUITY)

ECONO 73000-75999

73000 Economic Values General

74000 Contribution/Role of Agency-Administered Lands and Resources To Economy
- 74100 International
- 74200 Us
- 74300 Local/Regional
- 74400 Employment
- 74500 Business Viability
- 74600 Private Property Values
- 74700 Tax Base and Payments to States

75000 Net Public Benefit and Agency Accounting
- 75100 Cost Benefit Analysis General
- 75200 Non-Market Products and Services (Valuation/Externalities)
- 75300 Commodities Valuation and Subsidies

ATTMT xxxxx (use next general category code)

[Project Title]
Early Attention Report

The following report consists of early attention letters received through [date]. Included in the report are [sample-two letters requesting public hearings].

This report is intended primarily for an internal audience. The relevant designations are outlined below and followed by the report tables.

1 *Threat of harm* – Any response that threatens physical harm to project or agency personnel.

2 *Notice of appeal or litigation* – Any response that describes respondent's intent to appeal an action or bring legal suit to bear on the agency.

3 *Freedom of Information Act (FOIA)* – Any response that officially requests information and documentation under the FOIA.

4 *Proposals for new alternatives* – Any response that suggests new alternatives to the proposed action. These do not include critiques of alternatives or partial changes of existing alternative.

5 *Requires detailed review* – Any response that requires further review by the client. Well-written analyses of the issues may need to be reviewed by the client. Response may include enclosures that need to be reviewed by the client.

5a *Provides extensive technical edits (deletions/replacements)* – Any response that includes extensive use of lined out text, suggestions to delete text, and/or replace text.

5m *Provides maps* – Any response that includes map enclosures.

6 *Government entities* – Any response from an elected official, writing in his/her official capacity, from federal, tribal, state, county, or municipal governments; or any official correspondence from a government agency.

6a *Cooperating agency status* – Any response that requests cooperating agency status.

7 *Public hearing* – Any response that requests a public hearing.

Immediate Attention Designation 7 – Public Hearing

Letter Number	Name and Address	Remarks
314	LastName, FirstName Address City, ST Zip	Requests public hearing in the future south of Wasau. They state that meetings should be held in communities with high populations, citing, Madison, Milwaukee, and Chicago.
372	LastName, FirstName	Requests public hearing in LaCrosse, WI.

[Project Name]
Requests for Information and/or Comment Period Interim Report

Specific requests for additional information, excluding Freedom of Information Act requests, are displayed in the table below. Included in the report are five requests for additional information and two requests for an additional comment period.

Requests for Specific Information

Letter Number	Name and Address	Remarks
323	LastName, FirstName Organization	Requests a winter comment period, stating that the current comment period falls during the snowmobiling off-season.
325	LN, FN Organization Address City, ST Zip	Requests conformation of receipt of letter.
334	LN, FN	Requests a winter comment period, stating that the current comment period falls during the snowmobiling off-season.
390	LN, FN	Requests hard copy of DEIS before the close of comment period.
461	LN, FN	Requests a hard copy of the final forest plan upon completion.
500	LN, FN	Requests that FS maps be corrected to demonstrate that Forest Service Road 2864 ends on the respondent's landline. Currently the map shows that the road crosses his property line. He states that members of the public frequently trespass and have cut locks off of his gate.
833	LN, FN	Requests to be removed from the mailing list.

36 CFR Part 219 – National Forest System Land and Resource Management Planning; Proposed Rules

Planning

PLANN

55000 Planning rules, general

55100 SHOULD implement the rule
55200 **SHOULD NOT implement the rule**
55300 Organization and structure of the proposed rules
  55310 Adequacy of planning documents
  55320 Clarity of planning documents
55400 Need for EA/EIS in development the proposed rules
55500 General concerns
  55510 Environmental
  55520 Resource Extraction
  55530 Recreation
  55540 Multiple Use

56000 Decision-making authority, general

56100 Role/authority *(including trust and integrity comments)*
  56110 President/Current administration
  56120 USDA/Forest Service
  56130 Legislative Branch
  56140 Judicial Branch
  56150 Regional
  56160 State Governments
  56170 County/City Governments
56200 Role of Interest Groups
  56210 Environmental groups
  56220 Multiple Use/Wise Use groups
  56230 Industry/Business groups
56300 Role of General Public
  56310 Local Citizens

56320 Nationwide citizens/communities

57000 Public involvement for the proposed rule, general

57100 Adequacy/availability of information

57110 Federal Register notice

57120 Timeliness of notice *(date of release, released with other plans)*

57200 Outreach/agency communication efforts

57210 Clarity/comprehensibility

57220 Website/E-mail

57300 Use of public involvement/comment *(specific to public comment on the proposed rule, see 219.19(a), OBJEC regarding public comment and objection)*

57310 Public comment analysis

57400 Public meetings

57410 Diversity Workshop

57500 Adequacy of comment period

57510 Extension needed

57600 Adequacy of timeframe

57700 Collaboration

58000 Agency organization and funding, general

58100 General comments about the USFS *(planning)*

58200 Funding, general

58300 Funding for the planning process

58400 Staffing, general

58500 Staff Training, education

58600 Use of Science in decision-making

58610 Relationship and authority of COS (Committee of Scientists)

59000 Preamble, general (try to code to applicable section of proposed rule)

59100 Language of Preamble

59200 Implementation *(problems with implementability of the 2000 Rule)*

59210 Funding

59220 Other

59300 Comparison between proposed rule and 1982 or 2000 rule

60000 Regulatory Certifications, general

60100 Regulatory Impacts

60200 Environmental Impacts

60300 Energy Effects

60400 Controlling Paperwork Burdens on the Public

60500 Federalism

60600 Consultation with Tribal Governments

60700 No Takings Implications

60800 Civil Justice Reform

60900 Unfunded Mandates

PURPO

61000 219.1 Purpose and applicability (general comments on FS purpose, future direction, etc)

61100 (a) (NFMA) National Forest Management Act

61200 (b) (MUSYA) Multiple-Use to Sustained-Yield Act

SCOPE

62000 219.2 Nature and Scope of a land and resource management plan

62100 (a) Fundamental Purpose of a plan

62110 FS Stewardship

62120 FS Mission

62200 (b) Requirements *(see following for specific requirements for planning process)*

62210 (1) Must address issues at appropriate time frames and geographic scales, use of best science, etc

62220 (2) Must conducted using interdisciplinary, collaborative approach

62230 (3) Must consult with States and local governments, Federal agencies, federally recognized Indian Tribes

62240 (4) Must provide opportunities for the public, both organizations and individuals

62250 (5) Must provide for uses, benefits, products, services, and visitor opportunities that are consistent with the multiple use objects

62260 (6) Must address social, economic and ecological components of sustainability

62270 (7) Must identify the monitoring and evaluation necessary to assess the achievement of desired conditions

62280 (8) Management direction should reflect the limits/variability of agency budgets

62300 (c) Integration of authorities

62310 (1) Statutory authorities *(Federal Laws, Acts, Policies and Regulations, for NEPA see 21000)*

62320 (2) Agency directives

62400 (d) Force and effect of plans

LEVEL

63000 219.3 Levels of planning and planning authority

63100 (a) Chief of the Forest Service – national
63200 (b) Supervisor (National Forest, Grassland or Prairie) – single unit
63300 (c) Regional Forester – multiple units
63400 (d) Experimental forests

DECIS

64000 219.4 Decisions embodied in plans

64100 (1) Desired Conditions
64200 (2) Objectives
64300 (3) Standards
64400 (4) Identification of suitable and unsuitable land uses
64410 Outdoor recreation
64420 Livestock grazing
64430 Timber Harvest *(general comments pertaining to this section)*
64440 Energy resource development
64450 Mining/Extraction activities
64460 Watershed restoration
64470 Cultural and heritage interpretation
64480 Other
64500 (5) Special designations and other management areas *(comments specific to this section, otherwise code to special designations 30000)*
64510 Wilderness
64520 Wild and Scenic Rivers
64530 National Trails
64540 National Monuments
64550 National Recreation Areas
64560 Other
64600 (6) Monitoring and evaluation requirements

INDIC

65000 219.5 Indicators of need to amend or revise plan

65100 (a) Origination of issues or opportunities
65200 (b) Consideration of issues and opportunities
65210 (i) Scientific basis and merit of available information and analysis
65220 (ii) The scope, complexity, intensity, and geographic scale of the issue

65230 (iii) Statutory requirements or valid existing rights
65240 (iv) Organizational and available resources, including FS budget
65250 Other

COMPL

66000 219.6 Compliance with NEPA

66100 (a) Role of responsible official
66200 (b) Development, amendment, or revision of plan
66210 Need for EIS/EA
66220 Extraordinary Circumstances
66230 Categorical Exclusions (CE), general
66231 EIS or EA required to issue CEs
66232 Cumulative impacts of multiple CEs
66233 Limit on number of CEs during certain period of time
66234 Limit on CEs within a certain area
66235 Public comment

AMEND

67000 219.7 Amending a plan

67100 (a) Purpose *(add, modify, or rescind plan decisions)*
67200 (b) Issues and opportunities
67300 (c) Consultations and collaborations *(comments specific to this section)*
67400 (d) Significant Amendment/Notice of Intent (NOI)
67500 (e) Objections
67600 (f) Interim Amendment
67610 (1) Responsible official
67620 (2) Duration of the amendment
67630 (3) Public Notification
67640 (4) Objection process

REVIS

68000 219.8 Revising a plan

68100 (a) Initiating revision *(15-year cycle and as needed)*
68110 (1) Preparing revision
68120 (2) Consultation
68200 (b) Public notice to revise a plan/Federal Register notice

68300 (c) Notice of availability of draft proposed action

68400 (d) Notice of objection process *(code general comments about objection to 219.19)*

DEVEL

69000 219.9 Developing a new plan

69100 (a) Determine need for a new plan for new Forest Unit *(new National Forests, Grassland, Prairie, etc.)*

69200 (b) Establish separate plan for new Forest Unit *(development and approval of new plan)*

APPLI

70000 219.10 Application of plan direction

70100 (a) Application of new plan, plan amendment or plan revision to existing authorizations and approved projects

70200 (b) Application of plan direction during amendment or revision process

70300 (c) Application of plan direction to approved projects in light of new information

70400 (d) Amendments made through site-specific project decisions

70500 (e) Testing and Research

MONIT

71000 219.11 Monitoring and evaluation

71100 (a) Monitoring requirements

71110 (1) Changes in Monitoring methods

71120 (2) Coordinating of monitoring *(joint monitoring between FS and other government and non-government entities)*

71200 (b) Evaluation requirements *(Id trends, validate info, assess, determine effectiveness)*

71300 (c) Data Sources *(specific to monitoring and evaluation)*

71400 (d) Recording and Reporting *(specific to monitoring and evaluation)*

COLLA

72000 219.12 Collaboration, cooperation and consultation

72100 (a) Providing opportunities for collaboration in FS planning

72110 (1) Engaging interested individuals and organizations

72120 (2) Engaging State and local governments and Federal Agencies

72130 (3) Engaging Indian Tribes and Alaska Natives

72200 (b) Forest Service participation in other planning efforts

SUSTA

73000 219.13 Sustainability

73100 (a) Social and economic components of sustainability (general)
- 73110 Social components
- 73120 Economic components
- 73130 Ecological components
  - 73131 Options, general *(comments specific to Options)*
  - 73132 Comparison of Options *(with 2000 Rule, 1983 Rule etc)*

73200 OPTION 1 (for Paragraph b)
- 73210 (b) Ecological component of sustainability
  - 73211 (1) Ecological information and analysis
    - 73212 (i) Consideration and evaluation of ecosystem diversity
      - 73220 Contribution of National Forest System lands to ecosystem diversity
      - 73230 (A) Characteristics of ecosystem diversity
      - 73231 (B) Evaluation of ecosystem diversity
    - 73240 (ii) Consideration and evaluation of species diversity
      - 73250 (A) Characteristics of species diversity
      - 73260 (B) Evaluation of species diversity
  - 73261 (2) Plan decisions
    - 73270 (i) Ecosystem diversity
    - 73280 (ii) Species diversity

73300 **OPTION 2 (for Paragraph b)**
- 73310 (b) Ecological component of sustainability
  - 73311 (1) Ecological information and analysis
    - 73312 (i) Consideration and evaluation of ecosystem diversity
      - 73313 (A) Characteristics of ecosystem diversity
      - 73314 (B) Evaluation of ecosystem diversity
    - 73315 (ii) Consideration and evaluation of species diversity
      - 73316 (A) Characteristics of species diversity
      - 73317 (B) Evaluation of species diversity
    - 73318 (iii) Further analyses of biological diversity
      - 73319 (A) Consideration and evaluation of spatial and temporal scales and patterns
      - 73320 (B) Consideration and evaluation of disturbance regimes
      - 73321 (C) Consideration and evaluation of landscape context
  - 73322 (2) Plan decisions
    - 73323 (i) Biological diversity

73324 (ii) Contributions of NFS lands

SCIEN

74000 219.14 The consideration of science in planning

74100 (a) Decision must be consistent with best available science

74110 (1) Demonstrate how the planning process considered and use best science

74120 (2) Evaluate and disclose any substantial uncertainties in that science

74130 (3) Evaluate and disclose substantial risks associated with plan decisions

74140 (4) Validate that the science was appropriately interpreted and applied

74200 (b) Responsible official evaluation of consistency and application of science *(peer review, science advisory board, etc)*

DESIG

75000 219.15 Special Designations

75100 Identifying and designating suitable uses (general comments on land classifications)

75110 (1) Congressional designated areas

75111 Wilderness areas

75112 Watersheds/Wild and scenic rivers

75113 National trails

75114 Scenic areas

75115 Recreation areas

75116 National Monuments

75117 Other

75120 (2) Administratively designated areas

75121 Geological areas

75122 Significant caves

75123 Botanical areas

75124 Cultural/heritage areas

75125 Research areas

75126 Scenic byways

75127 Other

75130 (3) Inventoried roadless areas

75131 Consideration for potential wilderness designation

75132 Roadless Area Conservation Rule

TIMBR

76000 219.16 Determination of lands available for timber harvest/suitable for production

76100 (a) Lands **NOT SUITABLE** for timber production
76110 (1) Land that is not forest land
76120 (2) Technology not available
76130 (3) No reasonable assurance of restocking within 5-years
76140 (4) Lands where timber production would violate statute
76150 (5) Lands that have been withdrawn from timber production
76160 (6) No justified based on physical, ecological, social, or economic factors
76200 (b) Lands **SUITABLE** for timber production
76300 (c) Lands where trees may be harvested for Multiple use values other than timber production
76310 Temporary or permanent openings for wildlife/fish habitat improvement
76320 Grazing, mining
76330 Fire management
76331 Establish fuel breaks or reduce fuels
76340 Create vistas
76350 Non-timber commodities (firewood, mushrooms, hemp)
76360 Enhance recreation use
76370 Manage cultural/heritage sites
76380 Salvage dead or dying trees
76390 Other multiple use purposes not related to timber production

77000 219.17 Limitation on timber harvest

77100 (a) Estimate of the long-term sustained-yield capacity
77200 (b) Limitation on timber harvest (sustained yield, allowable sale quantity (ASQ) requirements)
77300 (c) Exceptions to limitations of timber harvest
77310 Government subsidized timber sales

MAINT

78000 219.18 Plan documentation, maintenance, and availability

78100 (a) Plan description (text, maps, tables, charts, etc)
78200 (b) Maintenance of the plan
78210 (1) Corrections and updates of data and maps
78220 (2) Corrections of Typographical errors and other non-substantive changes
78230 (3) Changes in monitoring methods
78300 (c) Availability of planning documents (public access to documents, etc)

OBJEC

79000 219.19 Objections to new plans, plan amendments, or plan revisions

79100 (a) Exceptions
79200 (b) Public notice of the objection period
79300 (c) Content of public notice of the objection
79400 (d) Submitting objections *(limitations on public comment, use of forms, etc)*
79500 (e) Responding to objections
79600 (f) Use of other administrative review process
79700 (g) Compliance with the Paperwork Reduction Act

APPEA

80000 219.20 Appeals of plan amendments in site-specific project decisions

NOTIC

81000 219.21 Notice of plan decisions and effective dates

81100 (a) Notice of decision
81200 (b) Effective date

TRANS

82000 219.22 Transition (implementation of new/revised management plans)

82100 Applicability
82110 Timeframes for transition period
82120 Procedures for transition period

DEFIN

83000 219.23 Definitions

TABLE

84000 Tables

84100 Table 1: Comparison of 2000 Rule with Proposed Rule
84200 Table 2: Ecological sustainability options side-by-side

ATTAC

85000 Attachments

1.1.1 ~ Affected Resource Codes

000 – No affected resource

001 – Multiple affected resources

100 – Planning decisions/decision authority

101 – Other rules/policies

102 – Administrative effectiveness/efficiency

103 – Trust and integrity - general

104 – T&I USDA/Forest Service

105 – Influence of interest groups

106 – Influence of industry groups

107 – Influence of environmental groups

108 – Public relations/public involvement/public opinion

109 – Adequacy/availability of information

111 – Public education/understanding

112 – Relations with other agencies/orgs

113 – Agency funding/staffing/structure

200 – Alternatives

230 – Laws, policies, and legal issues

260 – American Indian cultural resources

– American Indian traditional lands and uses

300 – General environment

301 – Environmental Quality and Ecosystem Integrity

302 – Short-Term vs. Long Term Productivity/Risks

303 – Specific ecosystem/ecoregions

304 – Watershed health

– Water quality/clarity

– Water quantity/runoff

– Wetlands/Riparian areas

308 – Vegetation and botanical resources

– Plant species diversity

– Exotic/nuisance plant species

311 – Soil quality

312 – Biodiversity general

313 – Wildlife and habitat
– Insect populations
– Game species
– Non-game wildlife
314 – Aquatic wildlife and habitat

315 – Threatened, endangered, or sensitive species (animal or plant)

316 – Livestock/domestic animals (see 605**)**

320 – Air quality

321 – Climate, Weather and Atmospheric Processes

450 – Recreation General

451 – Motorized recreation

452 – Non-motorized recreation

453 – Access

500 – Public property

501 – Private property

530 – Roadless Areas

531 – Wilderness Areas

600 – Resource commodities

601 – Agricultural products

602 – Forest health

603 – Timber resources

604 – Mining

605 – Grazing

606 – Role of fire

700 – Society and social values

701 – Population/demographics

702 – Quality of life

703 – Public Health and Safety

704 – Spiritual values

705 – Future generations

706 – Scenic and aesthetic values/resources

707 – Intrinsic/non-market values

708 – Noise levels

709 – Cultural and historic resources

730 – Economy and economic values

731 – National economy

732 – State/local economy

733 – County/State agricultural base

734 – Jobs/employment

735 – Private property values

736 – Cost-benefit analysis

739 – Best available science/scientific advances

740 – Use of taxpayer money/subsidies

1.1.2 ~ Theme Codes

IR	Implement
DR	Don't Implement
ED	Editorial
XX	Default