**Comment Collection**

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A carefully planned and well-written comment card/form is a great tool to allow stakeholders to express their opinions and provide valuable feedback on a project. The following represent several ways to handle the comment collection process:

 Collect comments through the public involvement tools selected (public meetings and online surveys).These tools track responses, provide reports and excel spreadsheet(s), including participants, email addresses, and comment responses. This eliminates the need to document comments separately.

 Document and manage comments.

 Analyze comments by sorting comments into substantive and non-substantive issues, find new insights and common perspectives, and categorize comments by examining the geographic sources to ensure that all affected stakeholders have considered providing a comment. Project webpages (including PublicInput.com) may have these features (surveys and comment pages) readily available.

 Acknowledge all comments collectively or individually depending on the context or preference of the project team. Regardless of the method used to respond, a record should be kept that documents how the comments were addressed.

 Remove personal identifying information such as address, phone number, email, or tax information (via webpage, public meeting, report, or summary) from comments and responses before posting.

 Record public involvement efforts and any adjustments or PIP revisions to gather more accurate data.

 In general, public comments will be considered in the decision-making process.

