Message

From: Cortney Itle [Cortney.Itle@erg.com]
Sent: 2/21/2020 5:10:52 PM
To: Molloy, Jennifer [molloy.jennifer@epa.gov]
Subject: RE: Kampachi comments

Hi Jenny,

Sorry for the slow response, I wanted to check in with some folks before responding. I can set up a quick (10-15 min) demo of our system for you with some staff that have recently used the system, and we can talk more about what exactly you are looking for. There are some ways to configure the system to match the needs of the project – so we can talk through those options too.

Developing an LOE for sorting/coding the comments is more difficult. I need more information about how many form letters, the format of the comments, exactly what help you need from us, etc.

We are available to do the demo and chat:

- Today 3:00 to 3:30
- Monday 11:30 to noon, 2:30 to 3:30
- Tuesday 2:00 to 3:30
- Wednesday 10:00 to 11:00, noon to 3:00

Please let me know if any of those times work for you.

Thanks!
Cortney Itle
703-424-8360

From: Molloy, Jennifer <molloy.jennifer@epa.gov>
Sent: Thursday, February 20, 2020 10:09 AM
To: Cortney Itle <Cortney.Itle@erg.com>
Subject: RE: Kampachi comments

Thanks Cortney. Much appreciated.

Jenny Molloy
U.S. EPA
Water Permits Division
202.564.1939
molloy.jennifer@epa.gov

From: Cortney Itle <Cortney.Itle@erg.com>
Sent: Thursday, February 20, 2020 10:00 AM
To: Molloy, Jennifer <molloy.jennifer@epa.gov>
Subject: RE: Kampachi comments

Hi Jenny,

ERG designed a comment response system that is much easier to use than Salesforce. We would still need to code and parse out the comments into the system. I am checking to see if someone that has done this recently can give me a ballpark idea of LOE. And also to see if there is a demo available for the system so you can see how it works.

I will get back to you later today.

Thanks!

Cortney Itle
Senior Environmental Engineer
Eastern Research Group, Inc.
703-424-8360

From: Molloy, Jennifer <molloy.jennifer@epa.gov>
Sent: Thursday, February 20, 2020 7:32 AM
To: Cortney Itle <Cortney.Itle@erg.com>
Subject: Kampachi comments

Cortney:
Kip says they now have about 43,000 comments. Most came in via Outlook and are apparently kind of a mess. He would like some help getting them organized and sorted. I'm wondering what kind of approaches you have for that. Would it just be a manual sorting into a spreadsheet, or is there something else you typically use? I recall the Sales Force approach OWOW was using for WOTUS, which didn't seem to impress anyone. However, this isn't quite that scale. As you can imagine, most of those 43,000 are repeats of the same form letter. However, they do seem to have a couple hundred unique comments, including what came from the public hearing.

I'm around all day today and tomorrow if you want to discuss.

Thanks, Jenny

Jenny Molloy
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