



Department of Energy
Richland Operations Office
P.O. Box 550
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99-OEA-105

[Advice # 92](#) From: Lloyd Piper for Keith Klein

Ms. Marilyn Reeves, Chair
Hanford Advisory Board
723 The Parkway, Suite 200: B1 -41
Richland, Washington 99352

May 21, 1999

Dear Ms. Reeves:

HANFORD ADVISORY BOARD CONSENSUS ADVICE #92 TRI-PARTIES RESPONSE TO PUBLIC COMMENTS

Thank you for your recent advice regarding responses to public comments, concerns, and suggestions. They are good suggestions, and provide us with an improved framework for responding to comments and concerns quickly, clearly, and more directly. The RL Office of External Affairs continually works with DOE program offices to reduce turnaround times and enhance the quality of responses. However, as a result of your Advice #92, we will explore the potential for developing a standardized response-to-comment process for the Hanford Site. This will include surveying other sites in the DOE Complex and other selected government agencies to identify effective, creative methods that are being used to respond to public comments.

In interim, some of the ways we will work to implement your suggestions include:

- In situations where high volumes of comments are received we will publish a notice in the Hanford Update summarizing the nature of the comments, if available at that time. We will also use the Hanford Reach Publication, the Hanford Home Page on the Internet, and direct mail (when resources permit). Conversely, if there are only a few comments on a particular issue, it is a good suggestion to respond directly with a telephone call. This would be more efficient, and certainly more personal.
- We will continue to work on improving writing styles to use clear and concise language.
- When delays do occur, we agree that is important to communicate status and reasons to the public. Providing explanatory statements through the media, direct mail, or the Internet is a good solution to this problem, and every effort will be made to do so.
- The Internet is a useful tool, and we will continue to expand its use for providing relevant information to stakeholders.

- We will attempt to be more sensitive to the methods we choose to respond to stakeholder comments. Our goal is to provide timely, efficient, and cost effective responses.

If you have questions, or need further clarification, please call Gail M. McClure, Office of External Affairs Public Involvement Manager, on (509) 373-5647.

Sincerely,

/s/

Lloyd Piper for Keith Klein, Manager

cc: A. L. Dressen, EnviroIssues

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For questions or comments, please send [email](mailto:Hanford_Advisory_Board@rl.gov) to Hanford_Advisory_Board@rl.gov

Response to HAB Consensus Advice #92 (March 26, 1999)

Subject: HAB Consensus Advice on Tri-Parties Response to Public Comments

Letter from Keith Klein, dated May 21, 1999

URL: <http://www.hanford.gov/boards/hab/response/092a.htm>

Last Updated: 08/04/2003 14:37:40