

From: Bowman, Randal
To: [Moody, Joan](#)
Subject: Re: More About Several Thousand Incoming Calls on national monuments and offshore leasing
Date: Monday, May 08, 2017 5:01:16 PM

Thanks. Some group must have circulated the number. We did not put the number I sent you in the press release since it is not to receive comments, but to direct calls to where they can submit them. Perhaps your folks could do something similar for major releases in the future.

On Mon, May 8, 2017 at 5:56 PM, Moody, Joan <joan_moody@ios.doi.gov> wrote:

----- Forwarded message -----

From: **Moody, Joan** <joan_moody@ios.doi.gov>
Date: Thu, May 4, 2017 at 6:15 PM
Subject: More About Several Thousand Incoming Calls on national monuments and offshore leasing
To: Laura Rigas <laura_rigas@ios.doi.gov>, Heather Swift <heather_swift@ios.doi.gov>
Cc: "Quimby, Frank" <frank_quimby@ios.doi.gov>, Paul Ross <paul_ross@ios.doi.gov>, Gregory Myers <gregory_myers@ios.doi.gov>, Rebecca Matulka <rebecca_matulka@ios.doi.gov>, Larry Gillick <larry_gillick@ios.doi.gov>

Thanks to Greg Myers, here are the numbers of calls coming into just the Secretary's front office phone 208-7351 this week--

Monday - 1,975
Tuesday - 620
Wednesday - 655
Thursday - 839

These numbers do NOT cover calls on the same or other issues coming into other parts of the Secretary's office and bureaus. Greg says the vast majority of this week's calls to 7351 are about the national monuments and offshore leasing executive orders and that calls tend to come in right after a press announcement.

Regardless of the issue, this volume of calls poses several problems:

1. Greg and the few others answering the phones in the Secretary's front office can't keep up with all these calls in addition to their regular work for the Secretary. Glad to learn that there will be Federal Register notice(s) with a call number (numbers) for offshore leasing and/or national monuments/Bear Ears. However, Greg and others would still need to answer thousands of calls into 7351 and give callers that number. OCO does not have the bandwidth to deal with a large volume of calls either.

2. When the calls come in right after a Secretarial press conference or release, the usual procedure of referring them to one of the Interior bureaus may not work. Unless they have prior information or notice, the bureaus may feel they cannot speak for the Secretary about executive orders. For example, BOEM generally doesn't set up a line on a given subject until there is a comment period. The callers into those lines are making formal public comments

rather than reacting right after an event.

3. We don't have an issue-by-issue total tally or content info on the phone calls coming into various DOI offices and the bureaus. (Exec Sec tallies letter comments but not emails and phonecalls).

Proposed Solution? It seems we need a dedicated phone line or lines for public phonecalls on any future high-profile issues. Such a phone number needs to be widely listed on the DOI website and/or press releases and bureau websites about relevant issues to cut down calls from the public to other numbers and to get accurate tallies. (Greg does not know where the callers got the 7351 number (DOI website? interest group? DOI switchboard? social media?))

I would be glad to do more research if needed--Joan

Joan Moody
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On Thu, May 4, 2017 at 4:17 PM, Myers, Gregory <gregory_myers@ios.doi.gov> wrote:
Hello Joan. Below is a list of the numbers for this week:

Monday - 1,975
Tuesday - 620
Wednesday - 655
Thursday - 839

I will e-mail you Friday's numbers on tomorrow.

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Gregory Myers

Immediate Office of the Secretary

Department of the Interior

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(202) 208-6956 Fax

gregory_myers@ios.doi.gov

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