



ICANN Public Comments Improvements

Effective: January 2015

Public Comment Team

Background/Overview of Initiatives

ATRT1 (2011-2012)

- Rec #15: Stratification & Prioritization
- Rec #16: Comment & Reply Cycles
- Rec #17 & 21: Fixed Duration Timelines & Upcoming Topics

ATRT2 (2014-2015)

- Rec #7.1: “Adjusted time allotments, forward planning regarding the number of consultations given anticipated growth in participation, and new tools that facilitate participation.”
- Rec #7.2: “Establish a process...whereby [participants]...can request changes to the synthesis reports in cases where they believe the Staff incorrectly summarized their comment(s).”

Future: SO/AC Engagement-Input & Feedback Mechanisms

- *Segment solicited advice by respondent type (e.g., stakeholder organizations vs. unaffiliated parties)*
- *Host separate technology platforms for different use cases (e.g., static for organized structures; dynamic for individual contributors)*
- *Broaden the envelope of participation mechanisms so that each type of contributor finds an appropriate communication channel to ICANN*



Latest Enhancements – Effective 26 Jan 2015



1) Suspend Reply Cycles

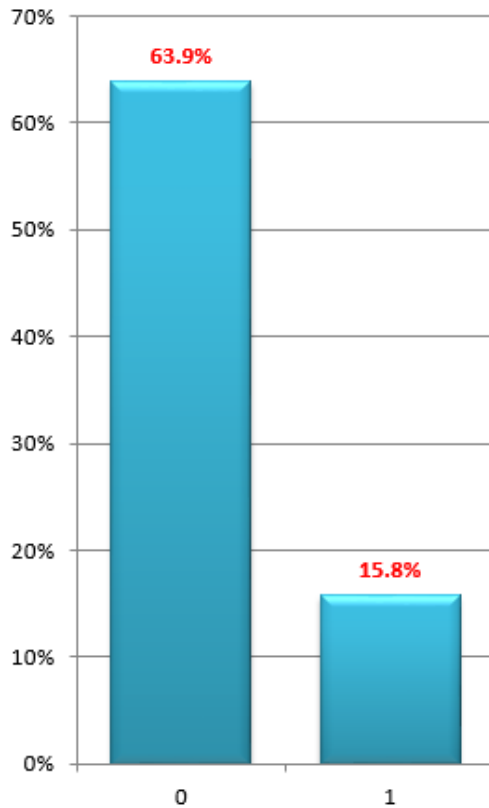
2) Minimum 40-Day Comment Period

3) Timeliness of Staff Summary Reports

4) Community “Inquiry” Protocol re: Staff Reports

1) Reply Cycles Did Not Fulfill Vision

Frequency of Replies



- After analysis, 75% of all Replies were actually original comments submitted after the deadline
- 64% of all solicitations had no legitimate Replies (see chart)
- Average number of Replies since launch in Jan 2012 has been **1.0**
- Decision: suspend reply cycle and analyze after six months experience

2) Consistent Message: More Time



- 40 Days is new target minimum – longer is OK when conditions warrant (e.g., topic complexity)
- Shorter period needs prior approval of 2 Staff Global Leaders
- ICANN contractual or Bylaws requirements (e.g., 21 Days) take precedence

3) Staff Summary Report Tracking

New **Timeline** feature effective 26 January 2015

When Report is published, the circle turns green with checkmark

Release of Country and Territory Names within the [.NEUSTAR TLD](#)

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Open Date
19 Sep 2014

Close Date
10 Oct 2014

Staff Report Due
10 Nov 2014



Comments Closed

Report of Public Comments

If the Report is past due, the circle turns red

Release of Country and Territory Names within the [.NEUSTAR TLD](#)

[Follow Updates](#)

Open Date
19 Sep 2014

Close Date
10 Oct 2014

Staff Report Due
.5 Nov 2014



Comments Closed

Report Overdue

3) Staff Summary Report Deadlines

GOALS:

Timeliness
and
Accountability
with
Flexibility

- Target deadline remains 2 weeks from final Close Date
- **IMPORTANT**: If you need more than 2 weeks, send a request – with rationale – to Public Comments Staff
- The expected date will be amended on the tracking timeline

4) Summary Report Inquiry Protocol

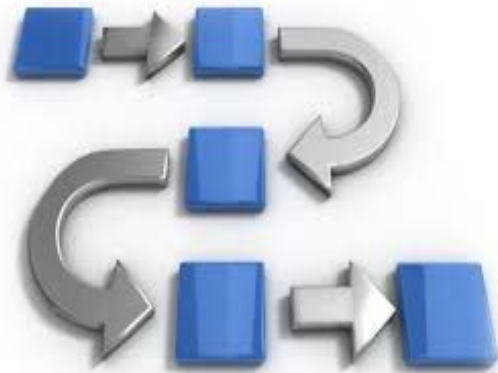
Guidelines:

- Community inquiries are submitted via email to public-comment@icann.org within 30 days of the Staff Summary Report publication
- Staff is obliged to respond within 7 business days including its decision and rationale
- All inquiries and Staff responses will be published on ICANN.org Public Comments (new template) and will be archived solicitation for transparency purposes
- No formal appeal process; however, the ICANN Ombudsman may be utilized

Example

Recently Closed for Public Comment	Close Date	Report of Public Comments
Proposed Changes to GNSO Operating Procedures Follow	8 Oct 2014	Report
Introduction of Two-Character Domain Names for .JETZT, .GLOBAL, .NEUSTAR, .KIWI, .BERLIN Follow	3 Oct 2014	Report Inquiry Reissued Report
Enhancing ICANN Accountability Process Follow	27 Sep 2014	Report

Supplemental Process Improvements



**1) Public Comments
Team Review: All
Solicitations &
Reports**

(public-comment@icann.org)

**2) New Staff
Guidelines &
Templates**
(Community Wiki under SOAC/E)

**3) New Public
Comments Timeline
Graphic**

**4) Public Comments
Calendar**
(...coming soon on ICANN.org)