

A United States Federal Government Agency

A regulatory agency partnered with Syntasa, Google, and T&T Consulting Services to analyze public comments related to a proposed rule. The solution helped reviewers identify exact and near duplicates to speed the review cycle.

BACKGROUND

In late 2023, a United States Federal Government Agency proposed a new rule that was likely to get a lot of attention, similar to previous efforts. This agency's main job is to create or change rules that guide the industry it regulates. Once these rules are in place, they have the force of law and are enforced by the agency.

Part of the process involves asking the public for their thoughts on proposed rules. This is important to ensure the agency is transparent and accountable in its decisions. However, it can also present a challenge if there is a flood of comments that need to be reviewed in a short time.

CHALLENGES

Legal experts within the agency faced the daunting task of reviewing each public comment to mitigate the risk of potential legal challenges. However, the anticipated volume of comments threatened to overwhelm the team, potentially hindering their ability to fulfill their responsibilities effectively.

Previous reviews had highlighted a recurring issue: many comments were duplicates or minor variations of others, complicating the review process unnecessarily. To address this challenge, the agency sought a technological solution that would both streamline the feedback review process and comply with regulatory standards. Their objective was clear: leverage technological advancements to enhance workflow efficiency and ensure a thorough, timely, and compliant review of public feedback.

Key Points

- A US Federal Government Agency expected overwhelming public comments on a proposed rule.
- Syntasa used advanced AI to identify exact and near duplicate comments and remove 98% from review.
- Syntasa partnered with T&T Consulting Services and Google Cloud to deliver value in 6 weeks.



The Behavioural Sentiment Analytics Solution

Syntasa, alongside Google Public Sector and T&T Consulting Services, leveraged our pre-built Behavioural Sentiment Analytics solution to deliver state-of-the-art technical capabilities from Google Cloud. The solution securely transfers comments from a public website to Google Cloud Storage, where the Syntasa solution uses Google Cloud Large Language Models to analyze the comments.

At the heart of the solution is an advanced deduplication process capable of discerning exact and near duplicates among the myriad public comments. A pre-trained sentiment model assessed whether each comment was in favor or against the proposed rule, a summarization algorithm generated brief summaries of longer documents, and a search algorithm made it easy to find similar comments that contained specific keywords.

The analysis was complemented by customized Looker dashboards, which underwent several iterative enhancements to improve reviewer usability. These dashboards not only facilitated the efficient assignment and review of comments but also provided the reviewers with the ability to make changes and add notes.

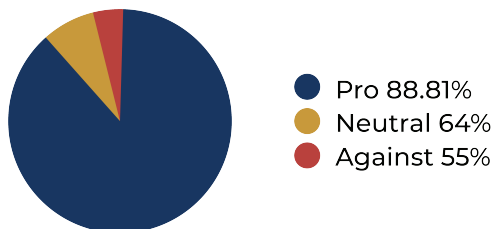
A paramount feature of our solution was its stringent security measures, including multi-factor authentication, which safeguarded access to the processed data within Looker. Led by the security and compliance experts at T&T Consulting Services, this ensured that confidentiality and data integrity were maintained at every process stage.



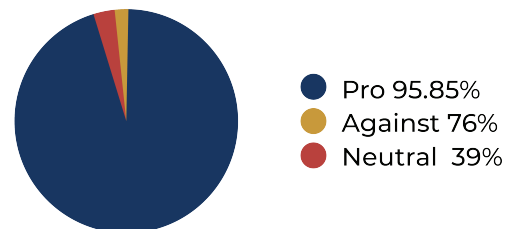
Evaluating the Impact:

The deployment of our comprehensive solution, under the adept guidance of T&T Consulting Services, was swift and seamless, with the entire system going live within six weeks. The immediate availability of results post-deployment was a testament to the efficacy and scalability of our approach.

Representative Filings Sentiment



Posted Filings Sentiment



One of the most significant outcomes was identifying over 98% of duplicate and near-duplicate comments, which dramatically streamlined the review process and significantly boosted efficiency. This achievement was warmly received by a broad spectrum of stakeholders, ranging from executive leadership and information security professionals to attorneys and reviewers, all of whom lauded the heightened efficiency and security of the review process.

/// Case Study

Reflection and Future Horizons:

This initiative has showcased the transformative power of advanced analytics in regulatory contexts and established a new standard for processing public feedback with unparalleled efficiency and security. Looking ahead, the insights gained, and achievements garnered herald a new era of innovation in reviewing and incorporating public feedback. This ensures a more inclusive and considered approach in regulatory decision-making, where every stakeholder's voice is acknowledged.



Moreover, the remarkable success of this project underscores the synergistic potential of collaboration between Syntasa, Google Public Sector, and T&T Consulting Services. By exceeding client expectations and leveraging our strengths, we have redefined benchmarks for public feedback management in regulatory frameworks, demonstrating the combined power of technology, teamwork, and vision in advancing public policy development.

SYNTASA[®]

Syntasa are digital behavior experts. Our no-code, low-code, pro-code application orchestrates cloud-native services and leverages the latest advances in AI and machine learning to gain insights from digital behavior and activate those insights autonomously. In the public sector, we analyze digital behavior and conversation within the community to get insights into needs and attitudes, as well as improve the experience of digital services.