

February 24, 1995

MEMORANDUM TO: James M. Taylor  
Executive Director for Operations

FROM: John C. Hoyle, Acting Secretary /s/

SUBJECT: STAFF REQUIREMENTS - BRIEFING ON NRC'S  
INITIATIVES ON RESPONSIVENESS TO THE PUBLIC,  
2:00 P.M., THURSDAY, FEBRUARY 2, 1995,  
COMMISSIONERS' CONFERENCE ROOM, ONE WHITE  
FLINT NORTH, ROCKVILLE, MARYLAND (OPEN TO  
PUBLIC ATTENDANCE)  
and  
SECY-94-304 - DRAFT REPORT ON RESPONSIVENESS  
TO THE PUBLIC

The Commission was briefed by the NRC staff on the NRC's initiatives to improve responsiveness to the public. The Commission (with all Commissioners agreeing) has approved publication of the draft report after incorporating comments below and in the attachment for the purpose of obtaining public comment. Prior to issuing the report for comment the staff should:

1. Consider and develop a plan for how to disseminate this report to ensure it gets into the hand of NRC's "customers". That will require much wider circulation than is provided by the Federal Register and should include a press release, transmittal letters to Congress (both to the oversight and appropriations committees and selected individual members, including those who have recently forwarded constituent mail for an NRC response), to appropriate State officials and local governments, and to the PDR and LPDRs. Existing electronic bulletin boards should be used to advertise availability of the report and NRC desire to receive comments. One copy should be forwarded to the NPR office.

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SECY NOTE: THIS SRM AND THE VOTE SHEETS OF ALL COMMISSIONERS WILL BE MADE PUBLICLY AVAILABLE UPON ISSUANCE OF THIS SRM. SECY-94-304 WAS RELEASED TO THE PUBLIC ON JANUARY 10, 1995.

2. Incorporate the separate plans submitted by other offices which did not originally participate and issue the draft report for comment.

(EDO)

(SECY Suspense:

3/31/95)

As part of the ongoing efforts to implement the report, the staff should incorporate Commission suggestions made at the Commission briefing to improve NRC relations with the public. Specifically, the staff should:

1. ensure that NRC operators are knowledgeable about the NRC organization in order to route incoming calls appropriately (develop quality control checks--place dummy phone calls);
2. ensure that NRC employees address the caller's problems, not just transfer the call from office to office;
3. offer advice/assistance to NRC employees on how to deal with abusive callers;
4. verify that licensees are complying with provisions to supply information to the public (e.g. providing annual reports on emergency preparedness to communities);
5. work with Agreement States regarding electronic interchange of documents;
6. provide means of informing job applicants of the status of their application where the selection process is lengthy;
7. conduct a review to ensure a consistent approach by all offices and to include regional offices and some Commission-level offices which did not participate in preparation of the draft report. One example of apparent inconsistency is that citizens who file petitions under Section 2.206 procedures will be far better informed of the status of their petitions than those who file a petition for rulemaking under section 2.802 procedures; and
8. develop long term plans for providing systematic follow-up of the proposals that are implemented as a result of this report. The staff should also ensure that what the report proposes with regard to greater involvement of the public is consistent with the present rules and policy, e.g., decommissioning.



The staff should consider how to measure improvements from this process, include the necessary steps to ensure that each office effectively implements these proposals, continue to monitor their impact on the agency and the public, and propose revisions and new initiatives as needed. The staff's efforts represent only the beginning of this project, not the end.

The Commission requested an update on the staff's initiatives in a year.

(EDO)

(SECY Suspense: 2/16/96)

Attachement:

As stated

cc: The Chairman  
Commissioner Rogers  
Commissioner de Planque  
OGC  
OCA  
OIG  
Office Directors, Regions, ACRS, ACNW, ASLBP (via E-Mail)  
PDR - Advance  
DCS - P1-24

## INTRODUCTION

Since its inception, the policy of the Nuclear Regulatory Commission (NRC) has been to conduct its business activities in an open and public manner. In recent years, NRC has become more open and responsive to the public. We define the public as individual citizens, public interest groups, petitioners, licensees, industry groups, contractors, the Congress, and others with whom we do business.

Recent initiatives to increase responsiveness to the public have included expanded use of public workshops for rulemaking activities, participatory rulemaking, a pilot program opening enforcement conferences to the public, surveys of licensees to find ways to reduce unnecessary regulatory burden on licensees, the most beneficial licensing action program, and improvements to the petition process. ~~Such responsiveness, unfortunately, has not permeated all aspects of NRC programs.~~ While these initiatives represent significant improvements, the NRC has not heretofore given responsiveness to the public priority attention in all NRC programs nor had there been a systematic review of NRC business activities to identify potential improvements.

The National Performance Review has placed new emphasis on federal agencies putting the customer first. In this spirit,

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NRC INFORMATION COLLECTION TO DOCUMENT

The policy of the NRC is to make information available to the public relating to its health and safety mission, consistent with its legal obligations to protect information and its deliberative and investigative processes. In furtherance of this policy, the NRC intends to automatically make documents publicly available that are anticipated to be of interest to the public without anyone needing to file a request of information or request

The agency will review the types of documents that are of public interest that are not normally placed in the NRC public document room and local public document rooms, and to the extent that categories of documents can be identified which are likely to be of interest to the public will expand the scope of information disclosed. To this end, the NRC will make information available to the public and others whenever it is known or anticipated that there is or will be public interest in such information, except when there is a legitimate need to safeguard the information.

When a document that has required protection and also has known or potential interest to the public is being released in whole or in part as a result of declassification, or disclosures under the Freedom of Information Act, or other agency policies, the NRC

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available records is currently provided to the power reactor and the high level waste disposal searches can be conducted approximately 24 hours each business day from 8:00 a.m. to 5:00 p.m. eastern time. Records identified in searches can be viewed and copied from the NRC microfiche at each disposal center. Records are still sent to disposal centers that have special collections, such as disposal centers for contaminated sites.

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draft Report on Responsiveness to the public availability

The Nuclear Regulatory Commission (NRC) has published its draft Report on Responsiveness to the public availability. It has been a longstanding policy of the NRC to conduct its business activities in an open and public manner, and in recent years NRC has decided to become more open and responsive to the public. The public is defined as individual citizens, public interest groups, petitioners, licensees, industry groups, contractors, the Congress, and others with whom NRC does business.

Recent initiatives to become more responsive to the public have included increased use of public workshops for rulemaking activities, participatory rulemaking, a pilot program opening enforcement conferences to the public, surveys of licensees to identify ways to reduce the regulatory burden on licensees, and the most beneficial licensing action program. While these initiatives represent significant improvements, the NRC has not heretofore given responsiveness to the public priority attention in all NRC programs nor had there been a systematic review of NRC business activities to identify potential improvements. Such responsiveness, unfortunately, has not permeated all aspects of NRC programs.

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