

June 2, 2015

MEMORANDUM TO: Those on the Attached List

FROM: Melanie A. Galloway */RA/*
Assistant for Operations
Office of the Executive Director for Operations

SUBJECT: PUBLIC MEETING ANALYSIS FOR SECOND QUARTER OF FISCAL
YEAR 2015 AND ACTION PLAN FOR ENHANCING NRC PUBLIC
MEETINGS TASK GROUP REPORT

The primary purpose of this memorandum is to provide information on our performance regarding posting meetings using the U.S. Nuclear Regulatory Commission's (NRC) Public Meeting Notice System (PMNS), as well as the feedback we are receiving through our Public Meeting Feedback System (PMFS). This memo addresses the second quarter of fiscal year (FY) 2015 (January 1, 2015 to March 31, 2015). Additional topics involving public meetings are also addressed.

Please note that this is the last quarterly analysis memo of this type I plan to issue. Moving forward, the 10-day metric and feedback information will be provided by e-mail directly to PMNS and PMFS users. We are making this change due primarily to the focus on public meetings in the quarterly performance metrics, as well as continued work involving defining and measuring the success of our public meetings as a result of the task group discussed below.

Public Meeting Analysis

NRC's goal is to post notice of 90 percent of Category 1, 2, and 3 meetings at least 10 calendar days in advance of the meeting date. As detailed in Enclosure 1, the overall performance for the second quarter of FY 2015 for the NRC offices that report to the Executive Director for Operations (EDO) is 92 percent, which exceeds the goal. I commend the staff from these offices for their continued success in helping the agency meet this metric.

The majority of public meetings held during the first quarter of FY15 were Category 1 and Category 2 public meetings. Although all Category 1 and Category 2 public meetings feature a segment for members of the public to ask questions of NRC staff, the public primarily observes these meetings. Often, these meetings are teleconferences with a licensee or other party where members of the public do not participate. There were 39 Category 3 public meetings held by the Office of the Executive Director for Operations (OEDO) offices during the first quarter of FY15. Category 3 public meetings are a primary opportunity for direct interaction with the public and receipt of public feedback.

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Information for 25 public meeting feedback forms was provided in the second quarter of FY15. Of the forms received, 13 were submitted and processed electronically and 12 were received in hard-copy and inputted manually by NRC staff. This represents a significant increase in the amount of feedback received over recent quarters.

Scores were very positive for the meetings for which feedback was provided (see Enclosure 2). Positive scores ranged from 79 percent positive for Question 4, "The meeting facility, room set up, microphones, and visuals used contributed to the success of the meeting," to 92 percent for Question 1, "The meeting achieved its stated purpose." The greatest negative total score, for Question 4, was 16 percent.

As part of the actions stemming from the Enhancing NRC Public Meetings task group report discussed below, OEDO staff is currently evaluating more effective ways the NRC could measure the success of its public meetings. This may result in a revised public meeting feedback form, a new way for meeting attendees to provide feedback, or some combination of elements. Until any new policies are put into place, we should continue to encourage meeting attendees to complete the feedback form at the time of the meeting, mail the form to the designated NRC contact afterward, or use one of the electronic means to provide feedback.

Task Group Report Action Plan

The Enhancing NRC Public Meetings task group report was provided to the EDO in January 2015 (ML15029A456), and subsequently provided to the Commission through a March 12, 2015, Commissioners' Assistant Note (ML15070A125).

The task group's five recommendations were:

- Recommendation 1: Create a *Center of Excellence* (CoE) for Public Engagement to serve as a centralized resource for information, advice, and support for staff responsible for the planning, execution, and evaluation of NRC public meetings.
- Recommendation 2: Create a public meeting qualification program for NRC staff that plan, conduct, and participate in public meetings to ensure acceptable meeting planning, outreach, public speaking, presentation, and facilitation skills.
- Recommendation 3: Building upon existing documents, develop and implement a comprehensive set of enhanced agency-wide guidance on conducting public meetings.
- Recommendation 4: Develop or update guidance and other resources to help stakeholders, including members of the public and licensees, effectively participate in public meetings.
- Recommendation 5: Design and establish more effective ways to measure the success of NRC public meetings.

I appreciate the feedback you all provided on the task group's findings and recommendations. The OEDO staff took that feedback into account and created a plan to take action on the report and shared that plan with the Commission through a May 7, 2015, memo (ML15114A207). The plan is based upon current budget and resources and is not dependent upon the expenditure of additional resources.

Feedback on the report and further analysis by OEDO showed the greatest support and return on investment from implementation of Recommendation 3. As such, the agency will begin efforts to improve public meetings with developing and implementing a comprehensive set of enhanced agencywide guidance on conducting public meetings. Per the language in the task group report, products will build upon existing guidance. As part of this initiative, the policy statement on public meetings, as well as Management Directive (MD) 3.5, "Attendance at NRC-Sponsored Public Meetings," will be revised and updated. The policy statement will be revised to incorporate current public meeting philosophy, as well as to state clearly the importance of and reasons why we conduct public meetings, communicate with the public, and involve and engage the public and other stakeholders in nuclear regulation. The MD will be updated to incorporate current public meeting practices, including using the agency's Public Meeting Notice and Public Meeting Feedback systems. Additional guidance will be presented at the appropriate level (i.e., OEDO Procedure, webpage, checklist).

Guidance will be created by OEDO staff and short-term task groups using a collaborative process to ensure products incorporate best practices and lessons learned from across the agency. To begin, OEDO will issue a green ticket to collect information and document the full scope of guidance used across the agency involving public meetings, as well as seek additional input from NRC staff and management as to the full scope of guidance needed and which topics should be prioritized. The products discussed in task group Recommendation 4 will be considered as part of this initiative to the extent that they can help the public understand the NRC's public meeting process and provide useful and relevant information. Guidance will be provided through a one-stop intranet page as described in Recommendation 1.

In terms of task group Recommendation 5, in-house expertise will be sought to assist with measuring the success of our public meetings. Outside assistance will also be sought if warranted. Defining what a "successful" NRC public meeting is will be included in an appropriate product as part of the guidance initiative.

OEDO staff analyzed Recommendation 2 and the "formal Center of Excellence" portion of Recommendation 1 and concluded that it is best to reconsider the need for these actions at a later date once sufficient time has passed for the improvements discussed above to have had some impact.

In the coming weeks, you will be seeing additional information on these actions, including requests to assist with efforts.

Thank you for your continued efforts to conduct effective public meetings.

Those on the Attached List

- 4 -

Enclosures:

1. Public Meeting Notice System Statistics
on 10-Calendar-Day Policy
2. Meeting Feedback Report Statistics

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1. Public Meeting Notice System Statistics
on 10-Calendar-Day Policy
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DISTRIBUTION:

EDO R/F RidsEdoMailCenter Resource

ADAMS Accession No.: Pkg. ML15131A319

OFFICE	OEDO	OEDO:DAO	OEDO:AO
NAME	LRakovan	HRasouli RRihm for	MGalloway
DATE	05/14/15	05/27/15	06/02/15

OFFICIAL RECORD

MEMORANDUM TO THOSE ON THE ATTACHED LIST DATED: June 2, 2015

SUBJECT: Public Meeting Analysis for Second Quarter of Fiscal Year 2015 and Action Plan for Enhancing NRC Public Meetings Task Group Report

Chairman Burns	<u>E-Mail Mail Stops</u>
Commissioner Svinicki	Send a Hard Copy to O-16G4
Commissioner Ostendorff	Send a Hard Copy to O-16G4
Commissioner Baran	Send a Hard Copy to O-16G4
Edwin M. Hackett, Executive Director, Advisory Committee on Reactor Safeguards	Send a Hard Copy to O-16G4
E. Roy Hawkens, Chief Administrative Judge, Atomic Safety and Licensing Board Panel	RidsAcrs_MailCTR Resource
Margaret M. Doane, General Counsel	RidsAslbpManagement Resource
Brooke P. Clark, Director, Office of Commission Appellate Adjudication	RidsOgcMailCenter Resource
Maureen E. Wylie, Chief Financial Officer	RidsOcaaMailCenter Resource
Hubert T. Bell, Inspector General	RidsOcofMailCenter Resource
Nader L. Mamish, Director, Office of International Programs	RidsOigMailCenter Resource
Eugene Dacus, Director, Office of Congressional Affairs	RidsOipMailCenter Resource
Eliot B. Brenner, Director, Office of Public Affairs	RidsOcaMailCenter Resource
Annette Vietti-Cook, Secretary of the Commission	RidsOpaMail Resource
Mark A. Satorius, Executive Director for Operations	RidsSecyMailCenter Resource
Michael F. Weber, Deputy Executive Director for Materials, Waste, Research, State, Tribal, and Compliance Programs, OEDO	RidsSecyCorrespondenceMCTR Resource
Darren B. Ash, Deputy Executive Director for Corporate Management, OEDO	RidsEdoMailCenter Resource
Michael R. Johnson, Deputy Executive Director for Reactor and Preparedness Programs, OEDO	RidsEdoMailCenter Resource
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Patricia K. Holahan, Director, Office of Enforcement	RidsOeMailCenter Resource
Cheryl L. McCrary, Director, Office of Investigations	RidsOiMailCenter Resource
James P. Flanagan, Director, Office of Information Services	RidsOis Resource
Miriam L. Cohen, Chief Human Capital Officer	RidsHrMailCenter Resource
Glenn M. Tracy, Director, Office of New Reactors	RidsNroOd Resource (I)
Catherine Haney, Director, Office of Nuclear Material Safety and Safeguards	RidsNroMailCenter Resource (A)
William M. Dean, Director, Office of Nuclear Reactor Regulation	RidsNmssOd Resource
Brian W. Sheron, Director, Office of Nuclear Regulatory Research	RidsNrrOd Resource (I)
Vonna L. Ordaz, Director, Office of Small Business and Civil and Rights	RidsNrrMailCenter Resource (A)
Brian E. Holian, Director, Office of Nuclear Security and Incident Response	RidsResOd Resource (I)
Daniel H. Dorman, Regional Administrator, Region I	RidsResPmdaMail Resource (A)
Victor M. McCree, Regional Administrator, Region II	RidsSbcrMailCenter Resource
Cynthia D. Pederson, Regional Administrator, Region III	RidsNsirOd Resource (I)
Marc L. Dapas, Regional Administrator, Region IV	RidsNsirMailCenter Resource (A)
	RidsRgn1MailCenter Resource
	RidsRgn2MailCenter Resource
	RidsRgn3MailCenter Resource
	RidsRgn4MailCenter Resource

ML13064A602

(I) = Info. Items; (A) = Action Items

Effective: April 20, 2015