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General Comment

A qualitative assessment, done correctly and without bias, should provide plenty of data regarding the NRC's interaction with the public.

But that is only part of a much larger story.

I have conducted research online and in person at the PDR since 2013. The Adams system is fairly simple to use, although it took a considerable amount of coaching in my case. However, my visits to the PDR have been extremely productive, due in no small part to the excellent service that I received from the PDR librarians over the years: Mary Mendiola, Sardar, and, Anne Goel. I do not know if they are still with the NRC, but I hope so. They frequently helped me navigate dockets, and save time and resources by focusing my inquiries. My research at the PDR would not be possible without the high level of professionalism and attentiveness displayed by these librarians.

Oftentimes, it seems like shipping containers packed with "data" are used to justify the reduction or elimination of the human element from customer service. Phone answering trees, countless web menus, and now "bots" have replaced simple but critical human interaction when providing services, much to our detriment. Indeed, more time and effort is spent wading through these barriers - not facilitators - to communication, only to eventually speak and work with a human being at the end of the ordeal. I sincerely hope that this assessment is not merely window dressing for further disconnecting the public with a reliable and useful service. In my experience with the NRC and the PDR, that would be an awful shame.