

TO: Mr. John F. Ahearne, Chairman USNRC

SUBJECT: IMPACT OF RESIDENT INSPECTOR PROGRAM ON THE
RESIDENT INSPECTOR'S FAMILY UNIT, MEMO II

FROM: Leona Cook

DATE: June 19, 1980

Last week Region III conducted a seminar for resident inspectors and their wives. During the course of the discussion a representative from Mr. Stello's office recommended we convey any concerns we have to your office in writing. Thus the impetus for this second memo.

Much has been accomplished on the administrative level concerning the Resident Inspector Program in the past year, new positions created, meetings held, paper work generated, rhetoric exchanged, and supervisors have received meritorious awards. I commend you for your many efforts.

I continue to have areas of concern. Some of which are:

1. MINOR ISSUES BECOME MAJOR PROBLEMS

When work related issues occur normally a visit to another department can bring about a resolution in a few minutes. But because of distance a resident inspector cannot personally trace problems to their source. Repeated telephone calls and letters can never be as effective as a personal visit and many times only produce frustration. For example:

- 16 months after we moved Illinois instead of Michigan income tax was still being withheld.
- Repeated threats were made to attack my husband's wages to pay nominal moving expenses.
- Reimbursement of moving costs has been delayed many months because of lack of a signature.
- A typographical error in a regional letter caused delay when it had to be returned to Glen Ellyn, retyped and remailed.

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2. INABILITY TO TAKE ADVANTAGE OF NRC GROUP RELATED BENEFITS
BECAUSE OF BEING SPLINTERED FROM THE MAIN BODY

- It is cumbersome to obtain free safety equipment, lens, boots, etc.
- Transfer of blood bank use is not always possible.
- Nonrecognition of group health insurance because it is sponsored by an out of state unit.
- Lack of access to the motor pool. Mileage to personal auto is reimbursable but wear and depreciation is not. Also, because of the paper work burden some mileage is not submitted.
- Lack of access to an engineering reference library. We maintain an extensive library at home but a need still exists for more reference materials, which requires some family time to obtain.
- The resident inspector cannot maintain required levels of proficiency in special programs. In my husband's case CPR at the instructor level.

3. ATTACKS ON THE INTEGRITY OF THE RESIDENT INSPECTOR

We are learning these will be an ongoing occurrence. Only two factors need to be present for an attack to take place: the resident is there and a catalyst is there. The catalyst can be a politician, disgruntled citizen or utility employee, someone from the news media, or just about anyone. I feel:

- No support has been given for my husband when public attacks have been made.
- My husband has never had the opportunity to present a defense in these investigations. Two basic American rights are: a man is entitled to be confronted by his accusers and is innocent until proven guilty. It is my feeling that little consideration has been given these rights when my husband has been investigated. Innuendoes by NRC individuals when these incidents occur recall to mind the thought that the resident inspector can become a disposable commodity if politically expedient.
- There has never been any information given concerning

the outcome of these investigations either publically or privately.

4. MONETARY CONCERNS

- Speed up the reimbursement of moving expenses. We still have an outstanding claim for over \$5,000.00 for moving expenses.
- Deterioration in the value of property when it is unoccupied and listed for sale and the owner is in residence hundreds of miles away. Our house was listed for sale for 16 months during which time Chicago underwent the worst winter in its history. Our Chicago area residence sustained frozen pipes and damage due to seven feet of water in it. A provision could be made for travel privileges to an old residence to check on it's condition and/or make repairs on a monthly basis and administrative leave given for this purpose when property is listed for sale and the resident inspector has moved to the inspection site.
- Provisions need to be made for miscellaneous moving expenses: points to sell a house; income tax that must be paid on monies received for moving costs; cost of a new will due to difference in state laws for property and guardianship of children; cost of physical examinations if required to enroll children in a new school; orthodontist fee to accept transfer patient; etc.
- Hidden costs of being a resident inspector. I am enclosing an itemized list of such costs that we incurred from July of 1978 to December 31, 1979.
- Call time adjustment. It is a well documented fact that the quality of family life tends to deteriorate when a person is on call 24 hours a day, seven days a week as is required of a resident inspector.

5. COMMUNICATION GAP

It is difficult for regional management that is 350 miles away and whose primary source of contact is the telephone to be aware of the external factors that effect the performance of the resident

inspector. The telephone can only provide specific responses to specific questions. The overall plant perspective that a resident inspector has and his implementing of that perspective cannot be determined via the telephone.

6. CONCERN THAT WE ARE RELEGATED TO AN OBSCURE POSITION

One of the factors in volunteering for the resident inspector assignment was the concept of mobility for advancement. In retrospect comes the realization we would have been in a better position for advancement had we stayed in the regional center. The mobility theory has been eliminated and there may be a reluctance on our part to even apply for advancement because our resources have been exhausted. We simply cannot afford another move like the last one.

It is an opportunity to be on the ground level of a new program and we as a family are appreciative of having had that opportunity.

I am aware that the image we as a family project is the image this community will have of the Nuclear Regulatory Commission and we are diligently trying to project a wholesome image. I therefore feel we have a right to ask for something of a positive nature from the NRC instead of the continual barrage of negativisms we have experienced.

Leona Cook

HIDDEN COSTS TO RESIDENT INSPECTOR

July 1978 to December 31, 1979

NRC open house	\$ 54.00	
postage	8.50	
office equipment, coffee pot	21.00	
file cabinet, being a resident inspector has generated hundreds of papers and forms. A need existed to maintain this information in a readily accessible and orderly manner.	205.00	
file folders	5.57	
file hangers	11.30	
auto mileage, wife (2 trips Saginaw-80 miles, 52 trips to pickup NRC mail while resident was out of town-520 miles, NRC open house-150 miles)	138.80	
Office supplies (cleaning supplies, toilet tissue, paper cups and hos- pitality items needed for meetings in office)	252.00	
ledgers	12.50	
nonperdiem meals with visiting NRC in- dividuals (in 1979 has 49 such meals documented so doubled that figure at \$4.00 per meal)	392.00	
mileage for meals (5 miles per each meal=490 miles)	90.65	
Construction type clothing that needed to be purchased within four months of arrival on site: 4 pr durable work pants-48.00; 2 pr leather gloves- 16.00; 3 flannel shirts-24.00; rain coat-21.00; 5 pr light boot socks- 15.00; 3 pr heavy boot socks-12.00; leather belt-5.00; lined vest-14.00; lined flannel shirt-16.00; light jacket-19.00; thermal underwear- 9.00; heavy parka coat-42.00.	241.00	
Total		\$1,432.32

Devaluation, extra maintance and physical damage to
automobile from being driven on a construction site.
This auto is not driven around the site, merely from
the gate to parking space by NRC trailer. Additional
maintance and grease and oil is needed because of
dirt and sand; head lights broken from rocks, paint
chipped; chrome dented, upholstery, carpets and mats
sustain extreme wear due to fine sand, rocks and mud;
splashed concrete and tar damage to paint; etc.

\$1,000.00