

19057



Tennessee Valley Authority, 400 West Summit Hill Drive, Knoxville, Tennessee 37902-1499

George T. Prosser
Inspector General

November 4, 1994

Chairman Ivan Selin
U.S. Nuclear Regulatory Commission
Washington, D.C. 20555

Dear Chairman Selin:

We appreciate the opportunity to discuss the results of our review of the Tennessee Valley Authority's Concerns Resolution Program with you on October 19.

During our meeting, you asked whether we would share our methodology with other utilities. As I mentioned, we welcome that opportunity and our review team is available to discuss our work with any licensee that is considering a similar project.

Also, you raised a question about one chart in our report which described the respondents' preferences for reporting concerns. Upon reviewing the data (set forth on page 4 of the accompanying booklet) we found we reported the percentage results accurately; however, in the previous report the numbers were too low on the bar chart. During the compilation of that chart, results from one of the survey sites had been omitted due to inadvertence. Fortunately, the oversight did not impact the accuracy of our summary results, just the presentation on the bar chart on that page. The enclosed booklet reflects the more complete information, and I wanted to ensure you received an updated copy.

Thank you for the interest you and your staff showed in this review. If we can be of further assistance, please call me at (615) 632-4120.

Sincerely,

Enclosure

9411220265 941117
PDR COMMS NRCC
CORRESPONDENCE PDR



Office of the Inspector General

Inspections

SUMMARY OF TVA'S CONCERNS RESOLUTION PROGRAM

James B. Hall
Brenda B. Hunter
Thomas B. Johnson

September 1994

INTRODUCTION

During 1986, the Nuclear Regulatory Commission (NRC) asked this office to review periodically TVA's Concerns Resolution program. This report summarizes the results of our review at each of TVA's nuclear sites and the TVA nuclear offices in Chattanooga.

We reviewed program files and interviewed program officials from TVA's Concerns Resolution Staff (CRS) and from the TVA contractors' Employee Concerns Programs (ECP). We also interviewed 15 percent of the TVA employees and contractors located at TVA nuclear sites or assigned to TVA nuclear Chattanooga offices. Each interviewee was also given an anonymous feedback form and encouraged to add any additional information they wanted about TVA nuclear safety and quality issues or about the survey process.

We completed our field work in July and our briefing of TVA site managers during August 1994.

RESULTS OVERVIEW

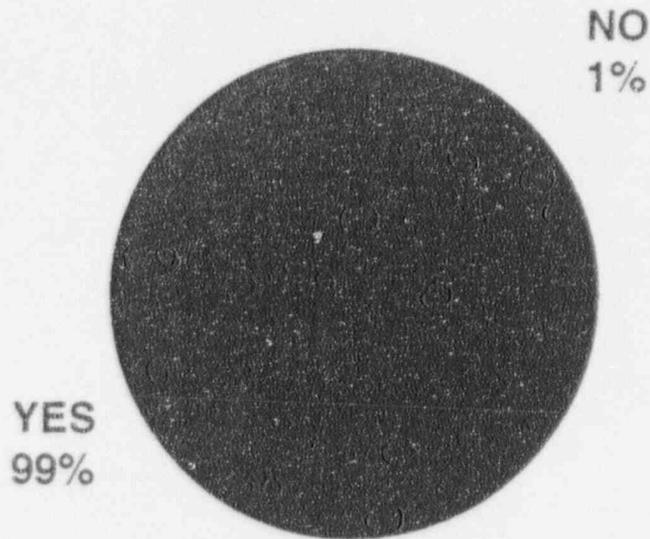
Personnel at every site overwhelmingly felt free to raise nuclear safety concerns to their management. We also found the overwhelming majority of CRS and ECP files were handled effectively, and that most employees and contractors know about and would use the CRS or ECP if the need arose. We believe this evidence, taken collectively, indicates the program is operating effectively. However, after completing our fieldwork, a program weakness was found at Watts Bar Nuclear Plant regarding the exit interview process. While we did not perform comprehensive testing of the exit interview process, the OIG investigative operations is currently reviewing the specific circumstances. TVA nuclear management is currently taking actions to resolve this weakness.

The anonymous survey responses indicated overwhelmingly that the interviewees were comfortable with the interview process, understood their interviews were confidential, and felt free to discuss the issues that were the focus of this review.

Additionally, survey participants gave us five technical queries relative to plant safety which we passed on to the CRS and two issues which we passed to Office of the Inspector General Investigations.

TVA EMPLOYEES

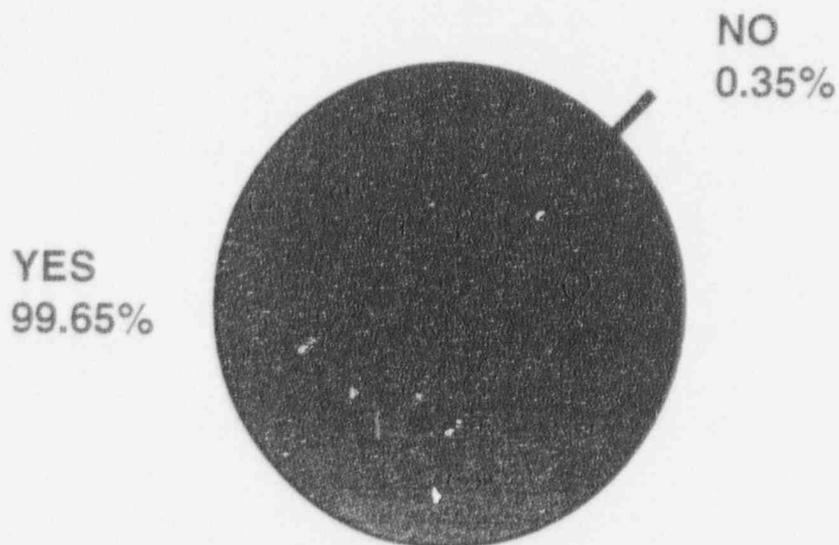
Would TVA employees report concerns via some avenue.



N = 904 Interviewees

TVA CONTRACTORS

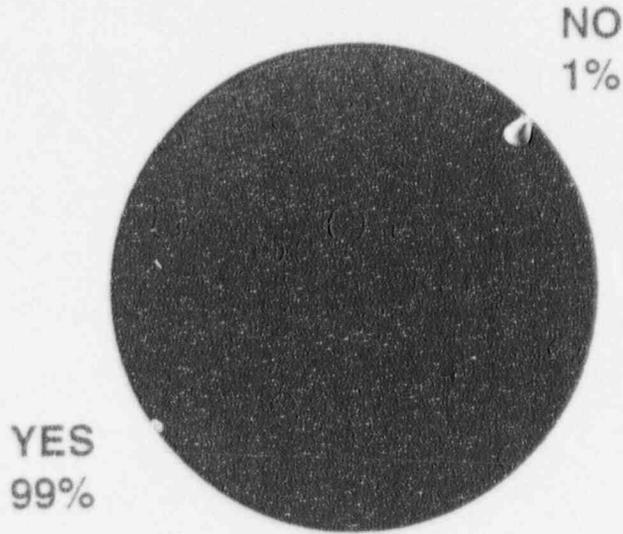
Would TVA contractors report concerns via some avenue.



N = 856 Interviewees

TVA EMPLOYEES

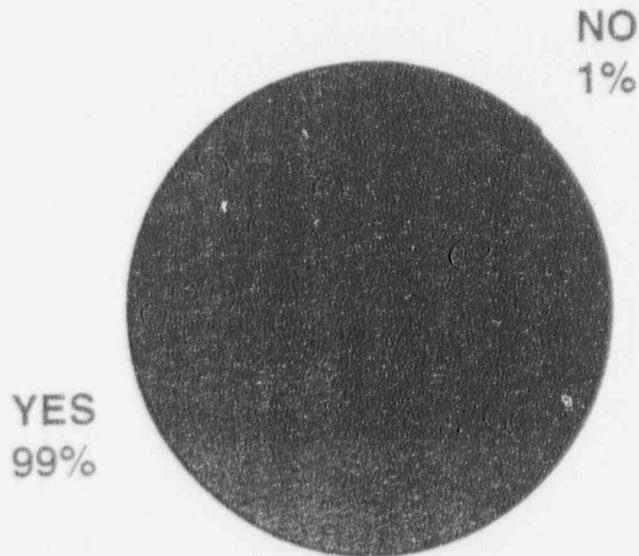
Do TVA employees feel free to raise nuclear safety issues to immediate supervisor.



N = 904 Interviewees

TVA CONTRACTORS

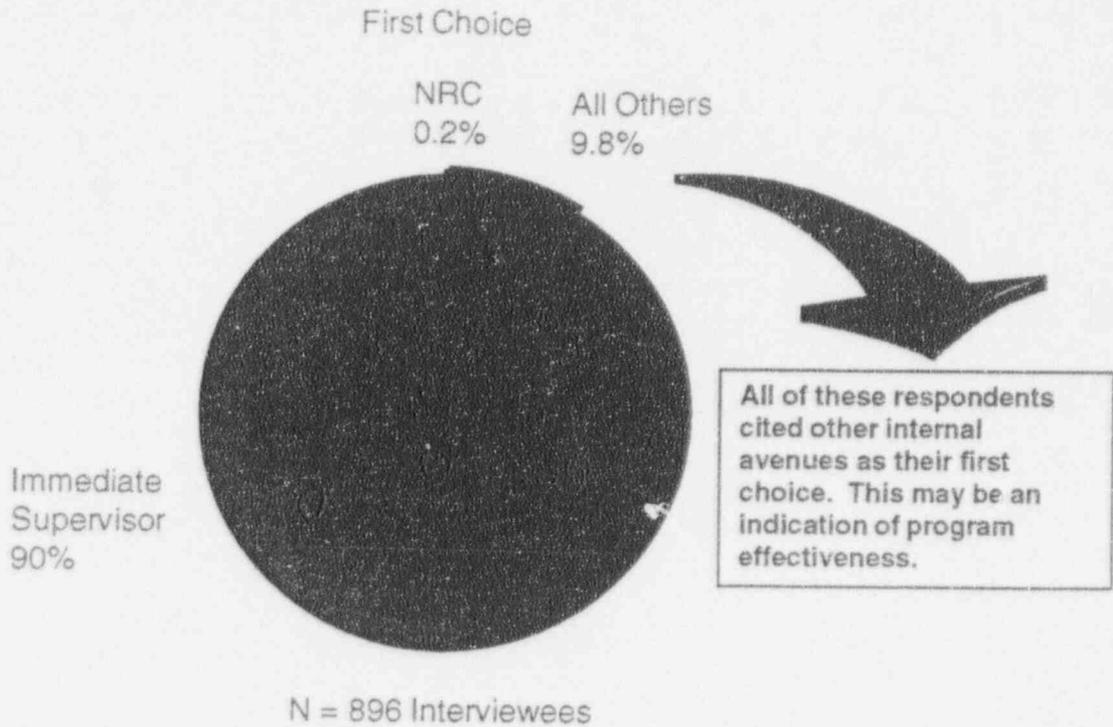
Do TVA contractors feel free to raise nuclear safety issues to immediate supervisor.



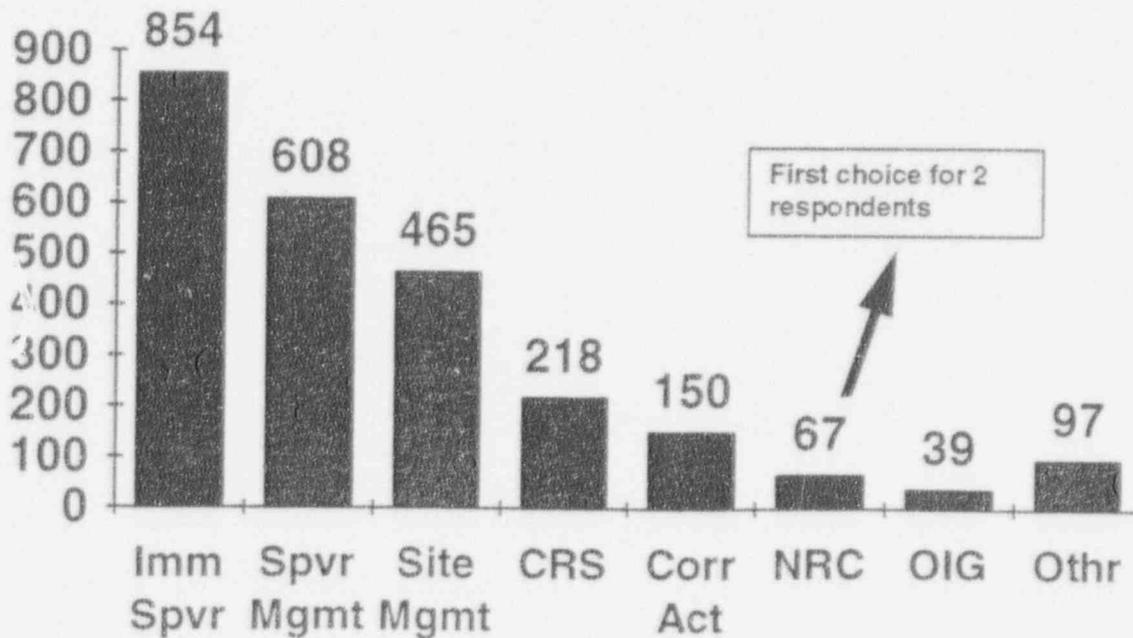
N = 856 Interviewees

TVA EMPLOYEES

To whom would you report a concern?



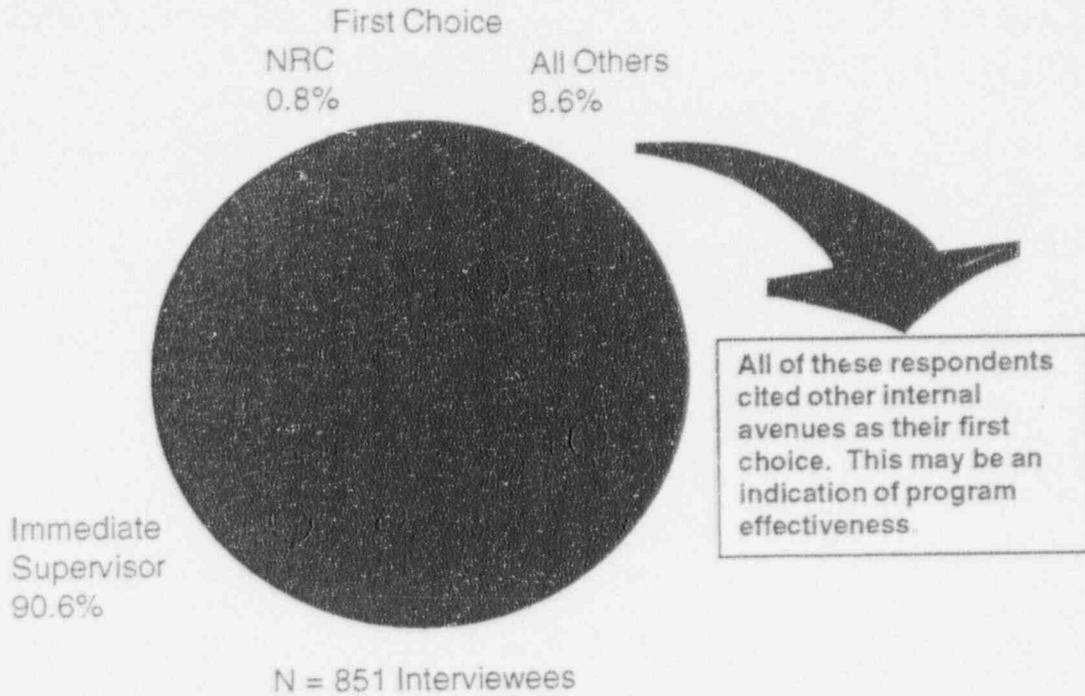
Avenues For Reporting a Concern Top Three Choices



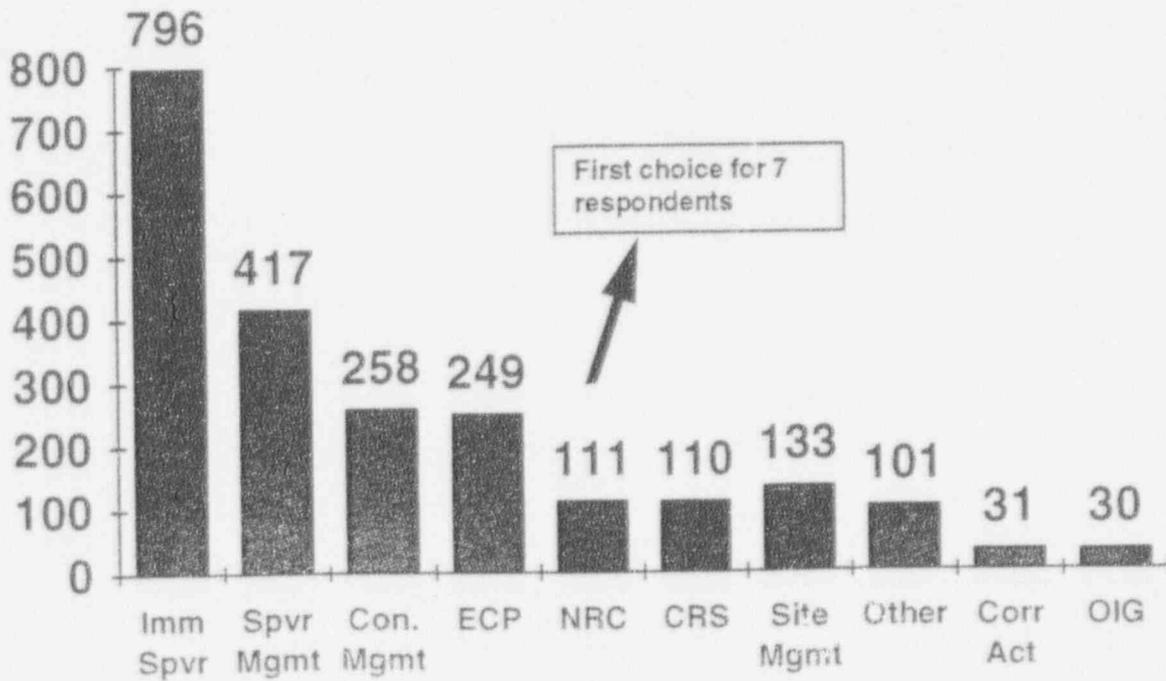
N = 896 Interviewees

TVA CONTRACTORS

To whom would you report a concern?



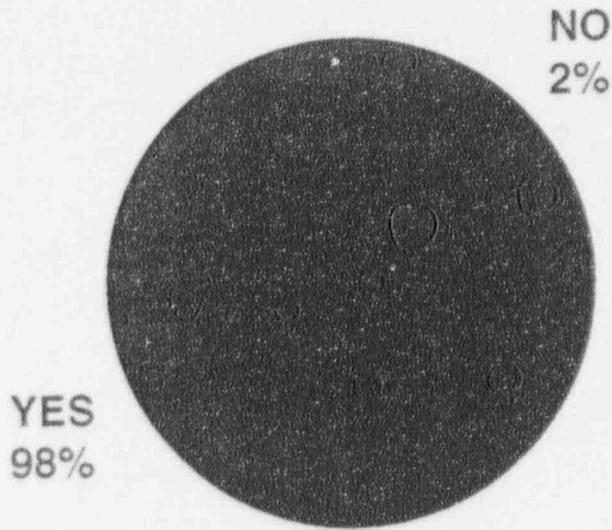
Avenues For Reporting a Concern
Top Three Choices



N = 851 Interviewees

TVA EMPLOYEES

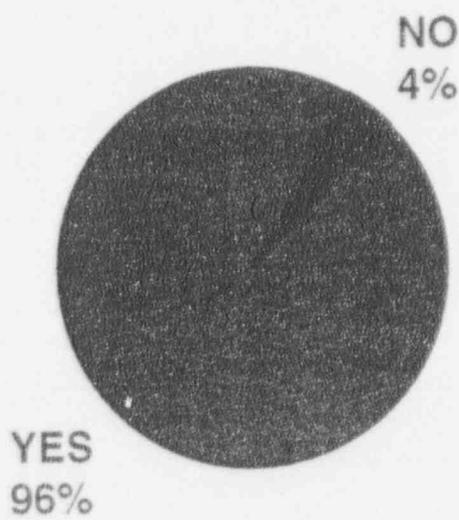
TVA Employees who know about CRS.



N = 901 Interviewees

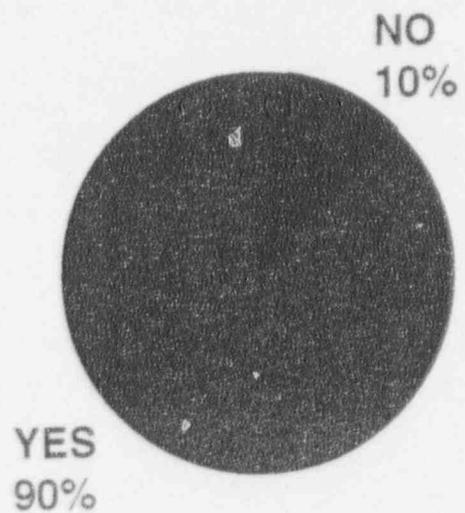
TVA CONTRACTORS

TVA Contractors who know about ECP/CRS.



ECP

N = 841 Interviewees



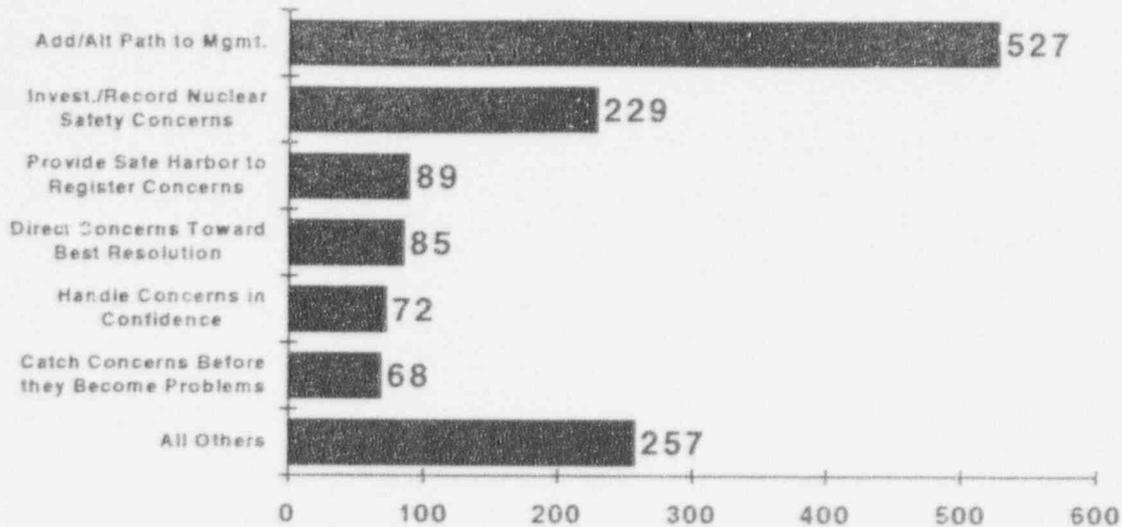
CRS

N = 853 Interviewees

TVA EMPLOYEES

The majority of TVA employees understand CRS's role.

PURPOSE OF PROGRAM

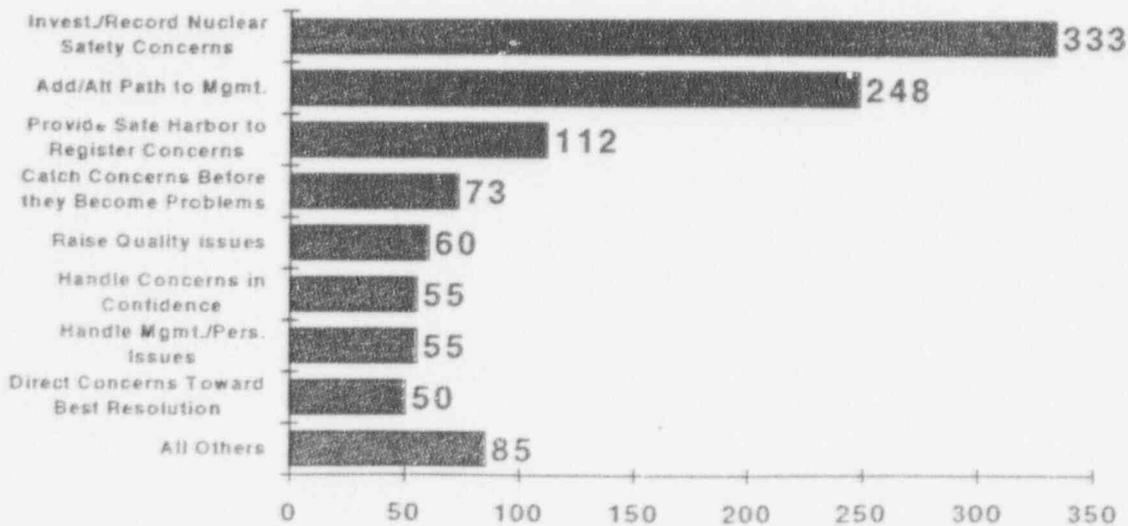


N = 1327 Responses

TVA CONTRACTORS

The majority of TVA contractors understand ECP's role.

PURPOSE OF PROGRAM

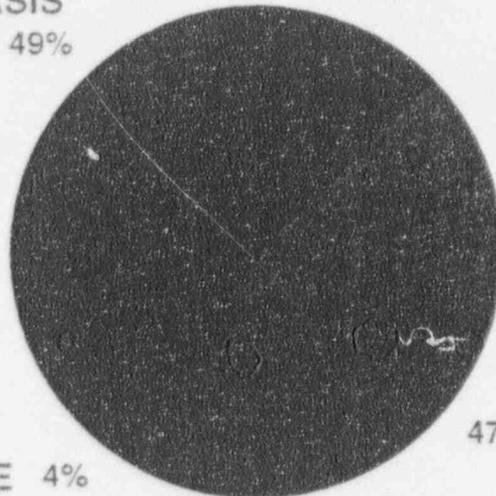


N = 1071 Responses

TVA EMPLOYEES

Perception of CRS effectiveness.

NO OPINION/BASIS
49%



NOT EFFECTIVE 4%

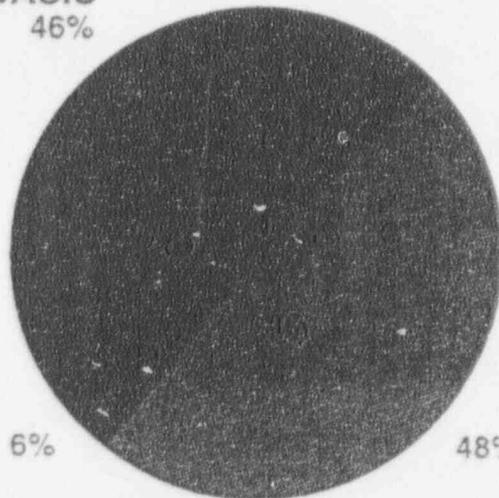
47% EFFECTIVE

N = 1327 Responses

TVA CONTRACTORS

Perception of ECP effectiveness.

NO OPINION/BASIS
46%



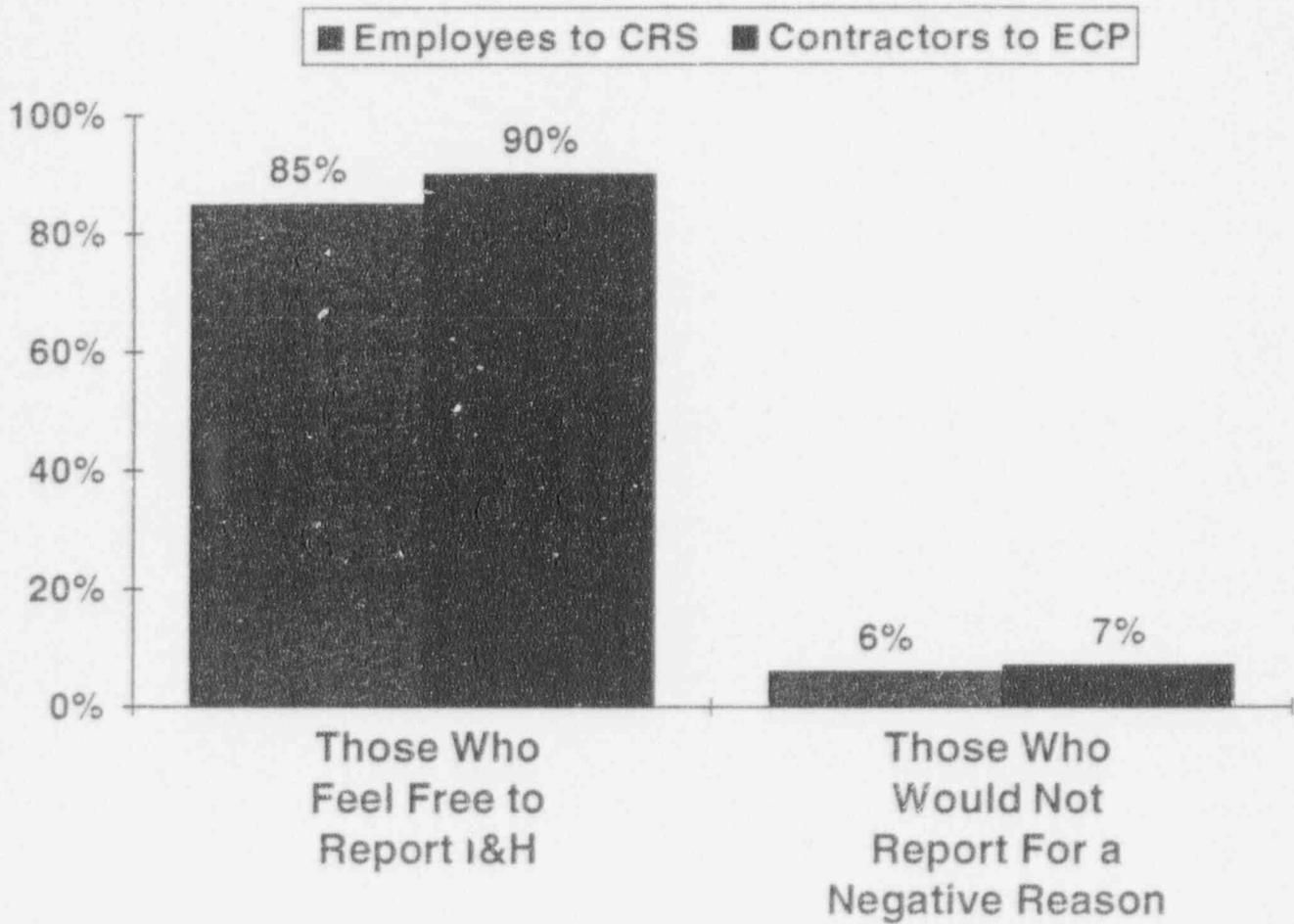
NOT EFFECTIVE 6%

48% EFFECTIVE

N = 1071 Responses

TVA EMPLOYEES/CONTRACTORS

TVA employees/contractors who feel free to report Intimidation & Harassment issues to CRS/ECP.



Employees = 878
Contractors = 831

TVA EMPLOYEES

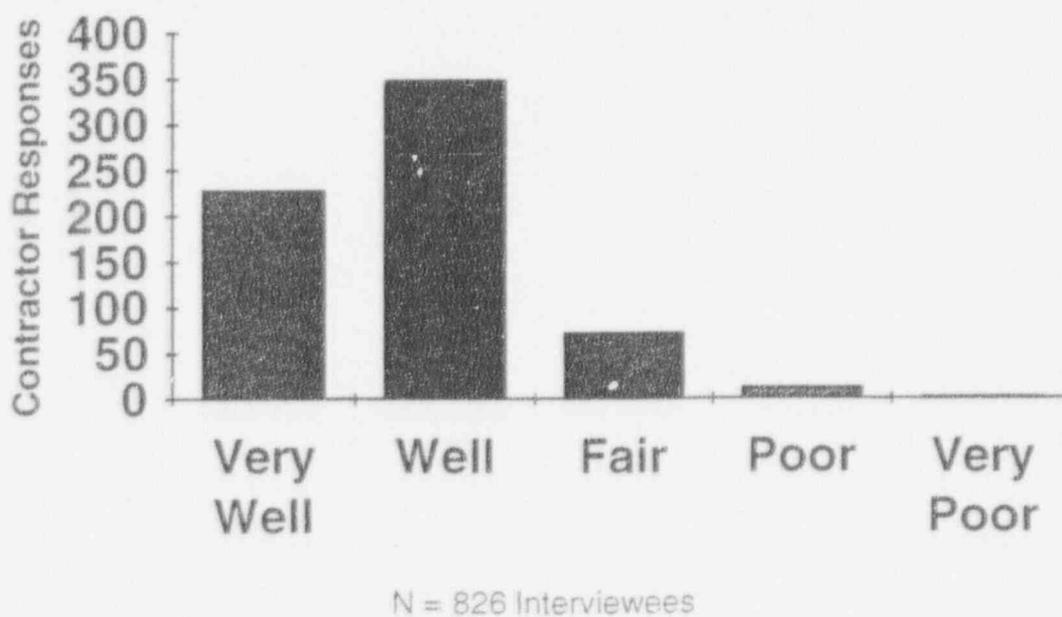
How well problems are being resolved.



127 of the respondents indicated they did not have enough experience with the program to formulate an opinion.

TVA CONTRACTORS

How well problems are being resolved.



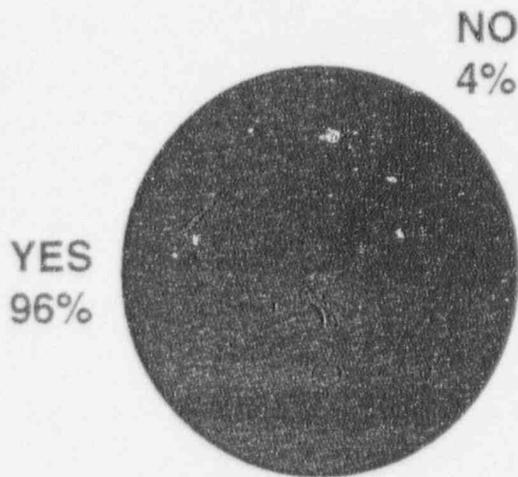
164 of the respondents indicated they did not have enough experience with the program to formulate an opinion.

NRC 1993 SURVEY COMPARED TO OIG 1994 SURVEY

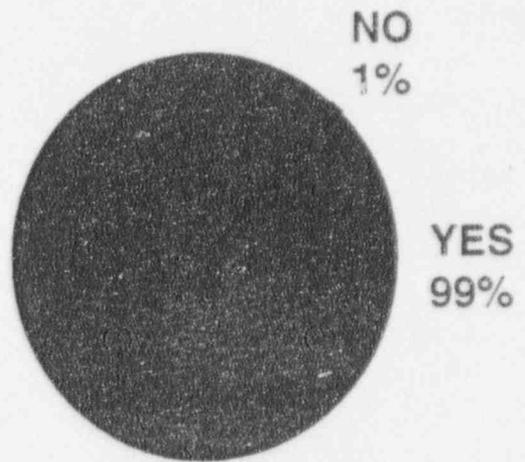
NRC RESULTS

OIG RESULTS

TVA Employees/Contractors who would report to supervisor.

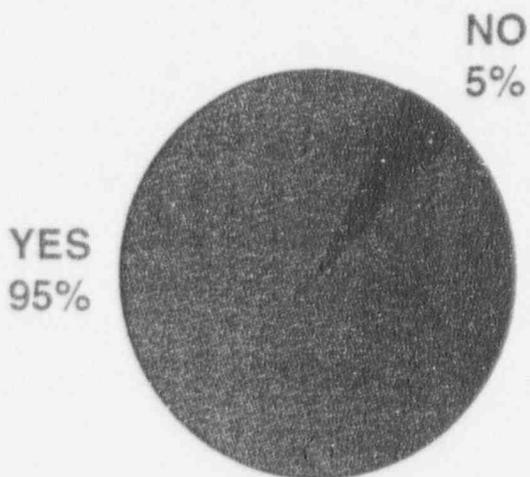


N = 988 Interviewees

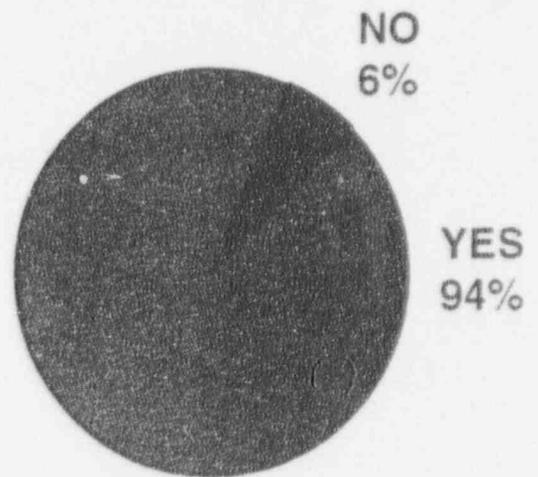


N = 1760 Interviewees

TVA Employees/Contractors that would report to ECP/CRS.



N = 988 Interviewees



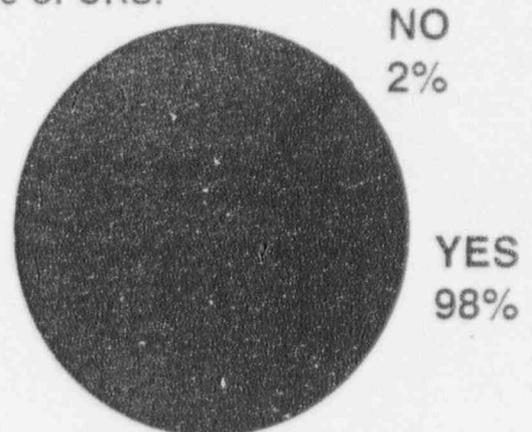
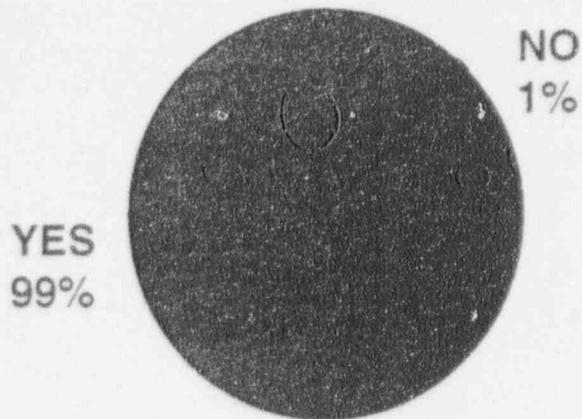
N = 1665 Interviewees

NRC 1993 SURVEY COMPARED TO OIG 1994 SURVEY

NRC RESULTS

OIG RESULTS

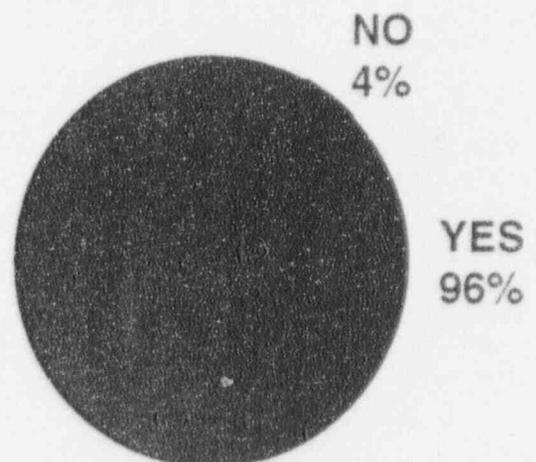
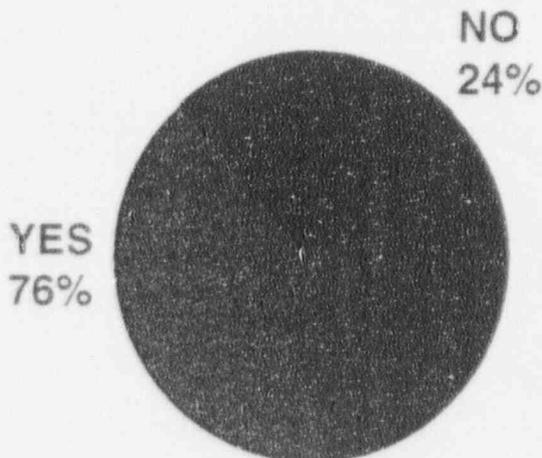
TVA Employees aware of CRS.



N = 438 Interviewees

N = 904 Interviewees

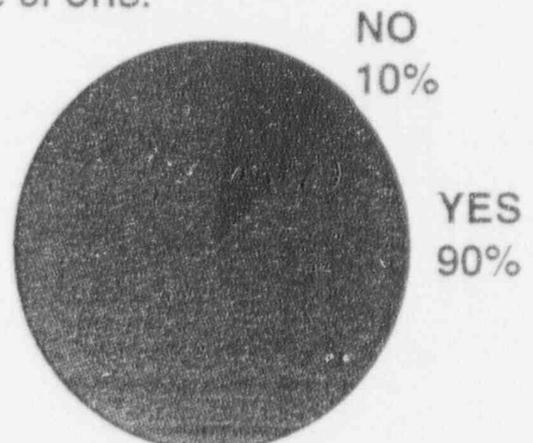
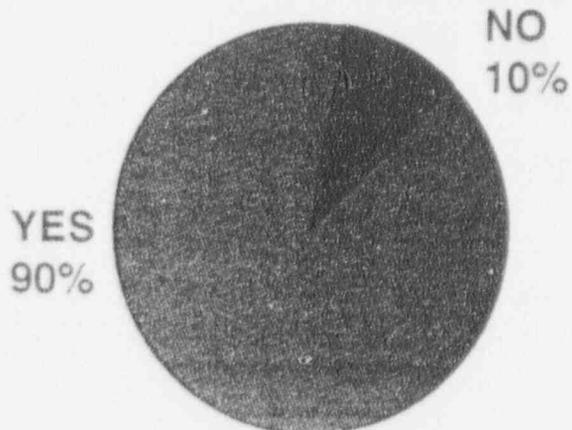
TVA Contractors aware of their ECP.



N = 550 Interviewees

N = 856 Interviewees

TVA Contractors aware of CRS.



N = 550 Interviewees

N = 856 Interviewees