

RIC 2001

Public Confidence

Session W14



**Patricia G. Norry, Deputy Executive
Director for Management Services
U.S. Nuclear Regulatory Commission**

March 14, 2001

PUBLIC CONFIDENCE

- **Strategic Plan - Four Outcome-Based Performance Goals**
 - **Maintain safety, protection of the environment, and the common defense and security**
 - **Increase public confidence**
 - **Make NRC activities and decisions more effective, efficient, and realistic**
 - **Reduce unnecessary regulatory burden on stakeholders**

PUBLIC CONFIDENCE - WHAT IS IT? - HOW IS IT EARNED?

- **Confidence NRC is capable and acts in an objective, thorough, timely, and consistent manner to protect public health and safety, and the environment**
- **Provide accurate and timely information to all interested stakeholders. Establish and maintain relationships with diverse stakeholder groups**
- **Clarify NRC's independent role, authority and processes for assuring protection of public health and safety**
- **Engage stakeholders by soliciting input on NRC activities and using this input to develop and improve NRC regulatory products. Provide feedback on how stakeholder input has been considered**

STRATEGIES

- **Make public participation in regulatory process more accessible**
- **Communicate more clearly, by adding focus, clarity, and consistency to our message**
- **Present timely, candid and factual information with proper risk context**
- **Continue to foster an environment in which safety issues can be openly identified without fear of retribution**
- **Communication plans**
- **Training courses for managers and staff**

STRATEGIES (CONTINUED)

- **Feedback from stakeholders**
- **Redesign of the NRC web site**
- **Review of internal communications**
- **Stakeholders meeting - April 4**