

Nuclear Regulatory Commission
Plain Writing Act Compliance Report

July 13, 2011

I. Senior Agency Official for Plain Writing:

a. Name of Senior Agency Official responsible for Plain Writing:

Darren Ash, Deputy Executive Director for Corporate Management

b. Names of Plain Language coordinators within the agency:

Mindy Landau, Deputy Assistant for Operations, Communications, and Performance Management

Glenn Ellmers, Senior Communications Specialist

II. Explain what specific types of agency communications have you released by making them available in a format that is consistent with the Plain Writing guidelines.

Type of communications of document or posting. List how this is made available to the public	Who is the intended user and approximate number of potential users	What has changed by using Plain Writing
NRC Blog Postings, brochures, forms, meeting notices, and general correspondence. These are made available on the agency's public web site and through the NRC Public Document Room in Rockville, MD, and may also be available at public meetings.	NRC license-holders, residents leaving near commercial nuclear facilities, and the general public. Potential users number in the thousands. (The NRC blog has received 10,000 visits to date.)	These documents were already being written in plain language. The NRC is reviewing its current policies to seek further improvements
Performance Assessments, Generic Communications, Inspection Reports, and Significant Enforcement Actions. These are stored in the agency's ADAMS database and are accessible through the public web site and the Public Document Room in Rockville, MD. We are also considering including: <ul style="list-style-type: none">• NUREG Abstracts	Same	As this is the first report of the agency's plan, no changes have been noted yet.

<ul style="list-style-type: none"> • NUREG Forewords • SECY Information Papers • Agency Policy Statements 		
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III. Inform agency staff of Plain Writing Act’s requirements:

- a. A Working Group consisting of representatives from several offices met repeatedly to provide recommendations for implementing the Act, and disseminate information throughout the agency.
- b. The Office of Human Resources created a new 2-day, instructor-led training course on Writing in Plain Language and informed the staff of the availability of the course through a network announcement.
- c. Office Directors were briefed on the requirements of the Act at the June 17, 2011 Senior Management Meeting.
- d. A prominent link to the public Plain Writing section of the agency’s public web site was added to the internal NRC web site on June 23, 2011.
- e. A Green Ticket (tasking memorandum) was issued to Office Directors to ensure that their supervisors and branch chiefs are aware of the Act’s requirements. Offices were also directed to identify staff who would benefit from the 2-day Writing in Plain Language training course.
- f. Several articles have been published in the agency’s internal newsletter, the *NRC Reporter*, and several more are planned.
- g. The Office of the Executive Director of Operations sponsored an internal “Plain Writing” contest, which was announced through the agency newsletter.

IV. Training

- a. The NRC is providing the following training:

Type of Training	Number of employees trained	Date
In house (instructor-led)	The NRC has a two-day, instructor led training course on “Writing in Plain Language.” Information on the number of staff who have completed this course is	

	not available.	
PLAIN provided training – live	None	
Webinars	N/A	
Online training	The NRC has a one-hour online course on “How to Write Clearly and Concisely.” Information on the number of staff who have completed this course is not yet available.	

V. Ongoing compliance/ sustaining change

A progress report on ongoing compliance and sustaining change will be presented in the first annual update, next year.

VI. Agency’s plain writing website

- a. Plain Writing at the NRC: <http://www.nrc.gov/public-involve/open/plain-writing.html>
- b. Contact Us page: <http://www.nrc.gov/public-involve/open/plain-writing/contactus.html>
- c. Implementation of the Act
 - i. The NRC’s Plain Writing Philosophy, Techniques, and Guidance: <http://www.nrc.gov/public-involve/open/plain-writing/nrc-philosophy.html>
 - ii. The NRC’s Plain Writing Action Plan, Reports, and News: <http://www.nrc.gov/public-involve/open/plain-writing/nrc-plan-rpts-news.html>
 - iii. Documents covered by the Act: <http://www.nrc.gov/public-involve/open/plain-writing/nrc-plan-rpts-news.html>
 - iv. Timeline: <http://www.nrc.gov/public-involve/open/plain-writing/nrc-plan-rpts-news.html>
- d. The NRC’s Plain Writing Act Compliance Reports: <http://www.nrc.gov/public-involve/open/plain-writing/nrc-plan-rpts-news.html#reports>

- e. Links to OMB: <http://www.nrc.gov/public-involve/open/plain-writing/benefits.html#what>
- f. Links to PLAIN: <http://www.nrc.gov/public-involve/open/plain-writing/nrc-philosophy.html#guidance>

VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

This section will be updated as the agency proceeds with its Plain Writing efforts and receives feedback from the public.