



KMC, Inc.  
801 18TH STREET, N.W.  
SUITE 300  
WASHINGTON, D.C. 20006  
(202) 293 4200

June 21, 1984

Mr. Timothy Hagan  
U.S. Nuclear Regulatory Commission  
Division of Contracts  
Washington, D.C. 20555

Dear Mr. Hagan:

KMC, Inc. is a private consulting firm which has been involved with nuclear regulatory matters for over 7 years. In the daily conduct of our business, we have need for frequent and rapid access to the transcripts of Commission, ACRS, and other agency meetings and hearings.

Throughout the years, we have been quite pleased with the quality of service given us by the NRC's contractor. The urgency of our need for these transcripts was recognized. Same-day service was commonplace, and costs for this were reasonable.

I am sorry to report that we have observed a marked decrease in the quality of service most recently. Not only does same-day service seem impossible -- indeed, it now takes close to a week to get our orders filled -- but costs have escalated by a factor of four. Additionally, we have noted a significant increase in transcription errors and inaccuracies. It has become difficult, expensive, and exasperating for the industry and the public to maintain awareness of those NRC activities which are transcribed.

I bring this matter to your attention in the hope that you will be able to restore the quality of service given to the public. Transcripts supplied by the NRC's contractor traditionally have been a most reliable source of the type of information needed by the nuclear industry, and it is imperative that this again be the case. Any assistance you can give to restore the situation will be appreciated.

Thank you for your consideration.

Sincerely,

Joan C. Bready  
Office Manager

8506050669 841214  
PDR FOIA  
BIRD84-853 PDR

FOIA-84-853

B/29