



UNITED STATES
NUCLEAR REGULATORY COMMISSION
WASHINGTON, D.C. 20555-0001

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December 26, 1996

MEMORANDUM TO: Chairman Jackson
Commissioner Rogers
Commissioner Dicus
Commissioner Diaz
Commissioner McGaffigan

FROM: James M. Taylor *James M. Taylor*
Executive Director for Operations

SUBJECT: STATUS REPORT ON IMPLEMENTATION OF RESPONSIVENESS TO THE
PUBLIC INITIATIVES

The NRC issued its Final Report on Responsiveness to the Public in January 1996, NUREG/BR-0199 (Attachment 1). This NUREG contained office improvement plans for enhancing our responsiveness to the public. The Staff Requirements Memorandum dated December 21, 1995, requested the staff to provide the status of implementation of the improvement plans within a year. Attachment 2 contains such a status report on the improvement plans, most of which have been fully implemented.

Attachments:

1. NUREG/BR-0199
2. Status Report

cc w/attachments:

SECY
OGC
GPA
OCA

Contact: James L. Blaha, OEDO
415-1703

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MEMORANDUM TO THOSE ON THE ATTACHED LIST DATED: April 7, 1997

SUBJECT: MEMORANDUM TO COMMISSION FROM J. M. TAYLOR, EDO DATED
12/26/96 RE: STATUS REPORT ON IMPLEMENTATION OF
RESPONSIVENESS TO THE PUBLIC INITIATIVES
(ATTACHMENT 2 ONLY)

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**STATUS REPORT
ON
IMPLEMENTATION OF RESPONSIVENESS
TO THE PUBLIC
IMPROVEMENT PLANS**

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RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF PERSONNEL

ISSUE: Staff Orientation and Training

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Complete the revisions to the following materials and/or courses to factor in responsiveness; the video, The NRC Story; and the courses Conducting and Participating in Meetings; Effective Briefing Techniques; The Media Training Workshop; and Supervising Human Resources.	Completed 6/95	All of the courses listed have been revised accordingly. The video, The NRC Story, is presented during Orientation. The revised video will be incorporated when received from OPA.
2. Inform the staff about the importance of public responsiveness through such courses as Effective Communications for NRC Inspectors; Gathering Inspection Information Through Interviews; NRC: What It Is and What It Does; and The Regulatory Process.	Completed	All of the courses listed continue to stress the importance of public responsiveness.
3. Inform the staff of the availability of university-sponsored and other courses on effective relations with the public.	Completed	Headquarters and Regional training staff were informed of courses on effective relations with the public.
4. Improve telephone communication and etiquette by providing guidelines to employees on how to answer and handle telephone calls.	Completed 2/95	OP distributed an All Employees Announcement that provided guidance on telephone communication. OP revised its training module on Telephone Techniques and continues to provide it to new secretaries. Quarterly, OP publicizes videotapes that are available at the ILC on telephone skills.
5. Revamp the NRC telephone directories so that employees may quickly locate information and direct calls to the correct office or staff member who can provide the fastest, most accurate response to the inquiry.	Completed 5/95	OP worked with IRM to revise the NRC Telephone Directory as well as the on-line directory.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF PERSONNEL

ISSUE: Staff Orientation and Training

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
6. Ensure that NRC switchboard operators, in many cases the first contact the general public has with the agency, are knowledgeable about NRC offices, functions, and key personnel so that they may properly direct callers more quickly and more accurately.	Completed 9/95	OP provided training materials to IRM to help the operators learn more about the offices, functions, and key personnel at NRC. In addition, some of the operators attended the course NRC: What It Is and What It Does.
7. Increase the number of NRC employees who take the in-house course Clear Writing, which teaches students how to write for a specific audience and purpose, provides guidance on how to respond in a logical manner, and teaches general correspondence style, editing, and grammar.	Completed	<p>OP now provides four sessions of Clear Writing each year. In addition, OP developed a new course for managers, Managing Other People's Writing, which is also offered four times a year. Special sessions of these courses are also provided upon request.</p> <p>OP has also developed, with the assistance of ADM, the Quality of Correspondence Workshop.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF INFORMATION RESOURCES MANAGEMENT
OFFICE OF ADMINISTRATION

ISSUE: Electronic Media

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Continue to add electronic bulletin boards to FedWorld and to explore other methods for facilitating public involvement in the rulemaking process through electronic communications.	Continuing	NRC currently has 22 electronic bulletin boards at FedWorld and 5 additional bulletin boards available to the public.
2. Develop methods of improving electronic information exchange between the nuclear industry and the NRC.	Continuing	NRC has implemented a World Wide Web site and Internet List Server.
3. Develop automated systems to improve our ability to track and manage internal work flow, which will facilitate the agency's ability to respond to the public in a more timely manner.	TBD	Agency work flow now considered through an Enterprise Model for planning and analysis of application systems.
4. Develop an electronic review, comment, and concurrence process to speed up the review and approval process of correspondence.	TBD	Agency system planned to minimize effort required to manage agency documents.
5. Use new technology and services for the deaf to allow individuals who are hearing impaired to communicate more readily with the NRC staff via the public telephone system. These improvements will also allow NRC employees who are hearing impaired to be contacted by members of the public	Completed	NRC has provided TDD (Telecommunications Devices for the Deaf) to hearing-impaired employees and the HQ Telecommunications Message Center.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REACTOR REGULATION

ISSUE: Public Petitions

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Offer the petitioner, under certain circumstances, the opportunity for an informal non-adjudicatory public hearing as part of petition review.	9/23/94	Only two petitions in two years met the criteria and the staff offered the opportunity for informal non-adjudicatory public hearing.
2. Provide copies of all pertinent correspondence to all participants involved in the petition.	9/23/94	Appropriate correspondence being forwarded to petitioners.
3. Identify a single NRC contact for each petition.	9/23/94	Full implementation continued.
4. Contact the petitioner and inform him/her that the 2.206 process is a public process which does not protect the identity of the petitioner or the contents of the petition from public, and ascertain from the petitioner whether he/she wishes to proceed with the petition or resubmit it as an allegation.	9/23/94	41 % of petitioners who filed after 10/94 were notified. ¹
5. Establish an electronic bulletin board system (BBS) to provide public with monthly updates of all pending petitions.	9/23/94	Monthly reports being installed on BBS each month on time.
6. Notify the petitioner of the status of the petition every 60 days, or more frequently if a significant action occurs.	9/23/94	All petitioners being notified every 60 days or less.

¹Petition Managers were reminded that they must notify petitioners of the public nature of the process prior to issuing the acknowledgement letter.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REACTOR REGULATION

ISSUE: Public Petitions

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
7. As revised on 12/12/95, the goal is to issue Director's Decisions within 120 days from the date of issuance of acknowledgement letter, unless there are extenuating circumstances that require more time. In those cases schedular extension will be obtained from OEDO as outlined in the NRC's Management Directive 8.11.	12/12/95	Of the 12 petitions received since 12/12/95, 4 have exceeded the goal due to extenuating circumstances and have requested or received OEDC schedular extension.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REACTOR REGULATION

ISSUE: Management of Allegations

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1.a. Provide the industry workers (and alleged) an NRC brochure that informs them of NRC's policies and procedures on handling allegations. The brochure will include guidance on reporting concerns to the NRC.	Partially Completed	The brochure has been distributed to NRC employees and is being sent to alleged with acknowledgment letters. Resident inspectors have copies to provide workers who visit to discuss a concern. The brochure will be provided to industry as soon as DOL transfers investigative responsibility from Wage and Hour to OSHA.
1.b. Inform alleged by letter and brochure about the remedies to their employee rights through the Department of Labor.		Allegers are being informed by letter of the remedies available through the Department of Labor. The brochure was issued November 18, 1996.
1.c. Solicit feedback from alleged on the NRC's handling of their allegations.	12/31/95	The staff solicited feedback from 145 alleged. Forty five replies were received. The staff intends to solicit feedback from a sample of alleged a second time in the third quarter of 1997.
1.d. Establish a toll-free number for alleged to report their safety concerns.	10/1/95	Completed.
2. Inform alleged by phone, letter, and brochure of the NRC's limitations in the area of protecting alleged identity so that alleged do not assume that the NRC can protect their identities under all circumstances.	11/30/96	As of August 22, 1994, the staff is required to inform alleged by phone, letter, or both, as appropriate, of the limitations on the NRC's ability to protect their identity. The brochure has been distributed to NRC employees and is being sent to alleged with acknowledgment letters.
3.a. Be aware of the licensee's environment - whether it is hostile or conducive to employees raising safety concerns.	10/3/94	Completed. IP 40500 was revised 10/3/1994 to provide guidance in this area.
3.b. Consider the licensee's environment during the NRC's assessment of a licensee's performance.	1/27/95	Completed. MD 8.6 was revised 1/27/96 to provide guidance in this area.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REACTOR REGULATION

ISSUE: Management of Allegations

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
4.a. Respond to credible reports of reasonable fears of retaliation against individuals raising safety concerns to their management or the NRC <i>before</i> retaliation has occurred. (In this case the alleged must agree to be identified.)	5/1/96	Completed. MD 8.8 provides guidance in this area.
4.b. Respond to senior licensee management by letter or meeting, notifying licensees of potential NRC enforcement action, and monitoring licensee actions towards the alleged.	5/1/96	Completed. MD 8.8 provides guidance in this area.
5. Implement specific criteria and timeframes for NRC responses to alleged (e.g., acknowledging allegation receipt and its specifics within 30 days; advising alleged within 30 days of the completion of NRC action; and informing alleged every six months of the status of their concerns.	5/1/96	Completed. MD 8.8 provides guidance in this area.
6. Implement various revisions to the NRC Allegation Management System database, including introducing new fields for tracking and trending allegations and increasing data retrieval functions and database capacity.	11/1/96	The new software was completed on November 1, 1996.
7.a. Conduct annual audits of the Allegation Program in the regions and program offices.	6/1/95	Completed. The first cycle of audits was completed 6/9/95.
7.b. Emphasize periodic training of appropriate staff.	5/1/96	Completed. MD 8.8 requires annual refresher training on handling allegations.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REACTOR REGULATION

ISSUE: Management of Allegations

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
7.c. Include performance standards for allegation followup in the appraisals of appropriate NRC staff and managers.	10/1/95	Completed.
7.d. Conduct Office Allegation Coordinator counterpart meetings.	12/31/95	Completed.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REACTOR REGULATION

ISSUE: Emergency Preparedness

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Encourage public input and participation through the use of public meetings or workshops. When revisions to emergency planning rules which significantly (see Note 1) impact offsite emergency planning are proposed.	6/30/96	Discussions were held with RES EP rulemaking PM and agreement was reached on threshold criteria. Discussions were also held with PA and OGC relative to holding effective meetings and workshops. Current guidance to conduct meetings and workshops is available.
2. Respond to public inquiries regarding emergency planning by telephone, when appropriate. If a written response is needed and cannot be issued within a reasonable time, provide the requester a status report by telephone at specified intervals.	6/29/95	An intra-Section procedure has been developed and all emergency preparedness staff have been trained on it. Several public inquiries have been handled since the procedure has been developed and no problems have been experienced.
3. Conduct, as appropriate, public meetings following EP-related inspections to discuss findings: <ul style="list-style-type: none"> For exercise-related inspections (IP 82301) where evidence of a significant programmatic breakdown exists (e.g., three or more exercise weaknesses are identified) For routine inspections (IP 82701) where a significant programmatic breakdown is identified 	11/15/96	Inspection procedures (IP 82301 and IP 82701) were revised to require public meetings and are ready to be issued. A meeting was held with FEMA to discuss holding a joint meeting after the exercise inspection. We have requested comments from FEMA. Once we receive FEMA's comments, we will issue the revised procedures.
4. Modify, as necessary, the existing Memorandum of Understanding with FEMA to establish procedures for working more efficiently with FEMA on State and local emergency preparedness issues raised by the public (e.g., allegations, 2.206 petitions).	2/28/97 (At this time it does not appear that it will be necessary to modify the MOU).	Discussions have been held with FEMA staff. FEMA has put increased emphasis on meeting established schedules in responding to NRC requests. A procedure is being developed to document the working relationship between the NRC and FEMA. A determination will be made after experience is gained in using the procedure on the necessity of revising the MOU.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REACTOR REGULATION

ISSUE: Emergency Preparedness

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>(a) NRC staff to discuss with FEMA staff methods and means to work more efficiently on EP issues raised by the public:</p> <ul style="list-style-type: none"> - Allegations - 2.206 Petitions - General Correspondence 	8/31/95	Complete. Discussions have been held with FEMA staff. FEMA has put more emphasis on providing requested information in a timely manner in advance of the development of a procedure.
<p>(b) Develop procedures under present MOU to establish schedules and working contacts within the organizations responsible for subject areas.</p>	12/1/96	Draft procedure sent to FEMA for review and comment. Procedure will be finalized upon receipt of FEMA comments.
<p>(c) Brief staff to ensure that NRC and FEMA staff are familiar with procedures for working together more efficiently.</p>	12/31/96	Briefing of NRC and FEMA staff will be conducted upon completion of NRC/FEMA procedure.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REACTOR REGULATION

ISSUE: Electronic Information Exchange

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. An EIE strategy will be developed and presented to senior agency management. The strategy will include findings of the NRC Pilot and results of explorations into the issues of electronic signatures, legality of electronic submissions, and electronic records. Conversion of selected business transactions to electronic processes will be based on these considerations and the costs involved (IRM).	Continuing	Electronic Information Exchange strategy presented to the NRC Information Technology Council in April 1996.
2. Electronic transmission of informal information between NRC and its licensees will continue via the Internet E-mail at the option of the parties involved. (NRR)	Continuing	NRR successfully conducted a pilot among a number of its licensees to exchange various types of documents using different software packages. This pilot successfully demonstrated the capabilities of the various electronic mediums. Electronic transmission of informal information between NRC and its licensees continues via the Internet. This information is informal, and record copies are still handled by hardcopy. Guidance has been provided to the staff on the appropriate handling of electronic information and docketing of information received. Further detailed instructions are being developed for the NRR staff on the handling of informal communications. No further action has been taken on this issue due to the lack of resources to pursue this issue further. This issue should be further pursued by the new CIO office.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REACTOR REGULATION

ISSUE: Electronic Information Exchange

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>3. The Licensing Authority File, which contains the technical specifications for all nuclear power plants, will be considered for placement on an electronic bulletin board. Factors will include cost and legality of providing this information in electronic media. (NRR)</p>	<p>Continuing</p>	<p>The staffs of NRR and IRM had numerous meetings to discuss developing an electronic License Authority File by electronically scanning the documents and having a digital conversion of the hard copy of the documents. The functional requirements were developed in draft format and cost estimates were developed. A preliminary estimate was developed for the original volume of material to be scanned, based on other projects that had been scanned. The cost estimate to scan the Authority File (estimated to be about 544,000 pages) was between \$1.2 and \$1.8 million. Due to the lack of availability of funding from either NRR or IRM, this issue is not being pursued at this time.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR MATERIAL SAFETY AND SAFEGUARDS

ISSUE: Enrichment Facility Licensing and Certification
Licensing of Enrichment Facilities

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Hold public meetings to obtain comments and disseminate information, as appropriate	Upon receipt of new application	No new applications received
2. Increase the time allowed for public comment on Draft Environmental Impact Statements (DEIS) to balance the interests of the applicant, the NRC, and the general public.	Upon receipt of new application	No DEIS being prepared

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR MATERIAL SAFETY AND SAFEGUARDS

ISSUE: Enrichment Facility Licensing and Certification
Annual Certification of DOE Enrichment Plants

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Place copies of the application and the decision/certification documents in the local public document rooms as soon as they are received.	April 1995	Complete. Final Certificates of Compliance were signed on November 26, 1996, and have been placed in PDR/LPDRs.
2. Note the availability of the documents in local media so that the public will be made aware of them immediately.	April 1995	Complete
3. Evaluate the amount of public interest expressed to determine if public meetings after initial certification are appropriate.	After first certification cycle is complete	Pending expression of public interest.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR MATERIAL SAFETY AND SAFEGUARDS

ISSUE: Business Process Redesign (BPR) - Materials Licensing

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Use BPR to develop a new approach to processing license amendments which is an order of magnitude faster than the current system.	Headquarters pilot test of portable gauge (Nov 1996) Regional pilot tests (March 1997)	On schedule. Prototype is being tested.
2. Support new licensing process by clear, consistent, and timely regulatory guidance.	December 1997	Draft NUREG-1541 and Draft NUREG-1556 currently out for public comment. Comment period ends December 27, 1996.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR MATERIAL SAFETY AND SAFEGUARDS

ISSUE: Decommissioning of Sites and Facilities

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Notify the State Liaison Officer, the State agency responsible for radiological controls, and the county, city or town where the site is located, or affected Tribal governments, when a site is placed on the SDMP list or a decommissioning plan is submitted for a site not on the SDMP list. This will be in addition to the current practice of notifying State environmental protection agencies and the applicable U.S. EPA regional office.	11/12/96	<p>Manual Chapter 2605 now specifically requires notification of the State Liaison Officer, State radiological control officials, etc. when a site is placed on the SDMP list.</p> <p>Notification requirements for non-Site Decommissioning Management Plan (SDMP) sites are under consideration as part of the proposed rulemaking on radiological criteria for license termination. The MC and Handbook will need to be revised to reflect the outcome of that rulemaking.</p> <p>The SDMP data base was implemented in September 1995, and includes information about notification and public involvement. Program performance measures have been developed for the decommissioning program.</p>
2. Make all NRC meetings with contaminated site licensees and responsible parties open to the public for observation (consistent with the policy statement on staff meetings open to public in 59 FR 48340; 9/20/94). Provide advance notice, to the extent feasible, of these meetings to State, Tribal and local officials and the public. Conduct a significant portion of such meetings in the vicinity of the site.	11/12/96	<p>Manual Chapter 2605 has now been revised to incorporate meeting procedures.</p> <p>The SDMP data base was implemented in September 1995, and includes information about notification and public involvement. Program performance measures have been developed for the decommissioning program.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR MATERIAL SAFETY AND SAFEGUARDS

ISSUE: Decommissioning of Sites and Facilities

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>3. Develop and distribute a brochure on NRC's regulatory process for decommissioning, including a description of radiological criteria that are currently being used to evaluate the adequacy of decommissioning actions.</p>	<p>Pending</p>	<p>A draft brochure was developed based on existing interim criteria and distributed for internal review in June 1995. Finalization of the brochure is on hold pending staff development of the final rulemaking on radiological criteria for license termination. Staff consulted with the Commission on the schedule for the rulemaking in SECY 96-82 (April 1996).</p> <p>In the interim, staff has circulated brochures that have been tailored to specific situations at decommissioning projects with significant public interest including:</p> <ul style="list-style-type: none"> - Cambridge, Ohio (June and November 1994, December 1995, September 1996) - Parks Township, Pennsylvania (January 1995) - Jefferson Proving Ground, Indiana (April 1995) - Gore, Oklahoma (September 1995) <p>Staff has also assisted the Office of Public Affairs in developing a more general brochure on NRC's role and responsibilities in decommissioning and the decommissioning process.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR MATERIAL SAFETY AND SAFEGUARDS

ISSUE: Decommissioning of Sites and Facilities

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
4. Identify the NRC project manager as the principal NRC point of contact for each decommissioning site. The project manager will work closely with other NRC staff to ensure a coordinated response to public concerns and inquiries.	11/96	The procedures in the MC and Handbook clarify the Project Manager's roles and responsibilities for public involvement and information.
5. Announce the availability of decommissioning plans and related documents in the <u>Federal Register</u> and local media, as appropriate, and offer an opportunity for a hearing on proposed license amendments. Generally solicit written comments on draft documents prior to taking licensing actions to approve site decommissioning plans, except in cases where the contamination is extremely limited or schedules imposed by outside parties (other than licensees) do not allow sufficient time for such review prior to approval.	11/96	<p>Notification procedures were already in place for SDMP sites in NMSS Policy and Procedures Letter 1-46 (April 1994). However, some SDMP actions have not been noticed in accordance with the Policy and Procedures Letter. The revised MC 2605 corrected this situation by clarifying notification and comment.</p> <p>NMSS consulted with the Office of Public Affairs in May 1995 on NRC's policy on the use of local media to announce the availability of documents. NRC does not routinely notice availability of documents for public review by purchasing advertisements in local media. However, NRC has purchased ads to announce significant public meetings (e.g., scoping meetings) for high visibility SDMP sites at Parks Township, Shieldalloy-Cambridge, Sequoyah Fuels, and Jefferson Proving Ground. For these sites, NRC has also initiated roundtable meetings and has provided participants with NRC correspondence to the licensee, including decommissioning plan reviews and announcements of public meetings.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR MATERIAL SAFETY AND SAFEGUARDS

ISSUE: Decommissioning of Sites and Facilities

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>6. Hold a public meeting on the intended scope of the EIS where NRC determines that an environmental impact statement (EIS) needs to be prepared. This meeting will be held near the site as part of the scoping process, in accordance with 10 CFR Part 51. NRC will solicit oral and written comments on what environmental impacts and what decommissioning alternatives should be considered as part of the EIS. The NRC will advertise the meeting in local media. The NRC will also distribute copies of the DEIS to designated Federal, State, and local representatives and members of the public who attend the scoping meeting or otherwise express interest in the decommissioning action.</p>	<p>11/94</p>	<p>Five EISs are in process for decommissioning actions and all five have been scoped in accordance with 10 CFR Part 51 and the new decommissioning procedures.</p> <p>As described above, NRC has purchased ads to announce significant decommissioning meetings (e.g., scoping meetings) for high visibility SDMP sites at Parks Township, Shieldalloy-Cambridge, Sequoyah Fuels, and Jefferson Proving Ground. For these sites, NRC has also initiated roundtable meetings and has provided participants with NRC correspondence to the licensee, including decommissioning plan reviews and announcements of public meetings.</p> <p>Performance measures and interim milestones for this Improvement need to be revised to reflect current program commitments, performance measures and resources.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR MATERIAL SAFETY AND SAFEGUARDS

ISSUE: Decommissioning of Sites and Facilities

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>7. Provide additional opportunities for public information and involvement in the decommissioning process on a site-specific basis, considering the level of hazards involved and the public interest expressed.</p>	<p>11/94</p>	<p>The staff assessed public interest and relative hazard at current decommissioning projects and initiated Public Information Roundtable meetings involving stakeholders at three SDMP sites: Parks Township (November 1994), Sequoyah Fuels (June 1995) and Shieldalloy-Cambridge (December 1995). NRC has been sponsoring Roundtable meetings on a quarterly basis or in response to significant progress on decommissioning. For example, a meeting was conducted in May 1996 for the Sequoyah Fuels facility upon completion of NRC and EPA initial review of the licensee's site characterization reports. In addition, staff has conducted additional public information and involvement activities, such as meetings with local elected officials and seminars at local schools.</p> <p>Appropriate procedures, that allow sufficient flexibility to tailor NRC public involvement procedures to specific situations, have been incorporated into MC 2850. This MC and its associated Handbook should be issued and implemented in October 1996.</p> <p>Performance measures and interim milestones for this Improvement need to be revised to reflect current program commitments, performance measures and resources.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REGULATORY RESEARCH

ISSUE: Improving the Rulemaking Process

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Expand the use of workshops as a means to elicit early substantive public input on particularly complex or controversial rulemakings.	February 1996	The rulemaking on radiological criteria was the last to utilize workshops. Future applications will be decided on a case by case basis.
2. Enhance public involvement in the rulemaking process by establishing an electronic rulemaking bulletin board to facilitate public review of and comment upon all future proposed rulemakings.	April 1995	Since the bulletin board at Fed World has been operational, it has facilitated public review and comment on over thirty rulemaking actions. At any one time there are about six to ten rulemakings, petitions, etc., posted on the bulletin board.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF NUCLEAR REGULATORY RESEARCH

ISSUE: Petitions for Rulemaking - 10 CFR 2.802

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Identify a single NRC contract for each petition.	3/91	Completed. Revised NRC Regulations Handbook (Supplement 1, Rev. 2, NUREG/BR-0053)
2. Notify the petitioner of the status of the petition every 90 days.	3/91	
3. Improve openness of the PRM process by establishing criteria for prioritizing petitions.	12/96	Public comment period for draft guide ended 9/12/96. Final guide was prepared and sent for offices/OGC/ACRS/CRCR review and concurrence in October 1996, and to be published in December 1996 (on schedule).
4. Provide incentives for the petitioner to submit sufficient information for PRMs through more expeditious resolution and disposition of PRMs.	12/96	A Regulatory Guide is in final preparation which identifies information needed for expedited processing of the petition by the staff. This offer's an alternative to the regular processing and is voluntary.
5. Identify clearly the supporting information that must be submitted with the petition to facilitate more expeditious disposition.	12/96	The supporting information needed to process the petition is specified in the Regulatory Guide.
6. Revise NRC Regulations Handbook, if necessary, to ensure consistency with the Regulatory Guide.	1/97	Handbook will be updated after Regulatory Guide is published.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF STATE PROGRAMS

ISSUE: Reviews of Agreement States Programs

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Issue draft IMPEP report within 30 days of program review completion.	10/01/95	Six Agreement State programs were reviewed between 10/1/95 and 9/1/96. Five draft review reports were issued within the range of 3 days to 30 days beyond the 30 day performance measure.
2. Develop and use an internal procedure for preparing, reviewing and issuing IMPEP reports.	10/01/95	A draft internal procedure was developed 11/21/95 for use in the interim implementation of IMPEP. A training course for reviewers was held 11/29/95, which included training on the procedure. Based on the experience gained this past year, staff plans to revise and issue a final procedure by 3/1/97.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF STATE PROGRAMS

ISSUE: Technical Assistance to Agreement States

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Contact A/S to establish a completion date and identify the NRC staff member assigned to provide assistance, once NRC has received a request for assistance and agreed to provide such assistance.	10/01/95	Twenty-seven out of 72 technical assistance requests, or 37 percent, were completed within the originally negotiated due date.
2. Negotiate new completion date with A/S if task complexity, resource limitations or competing priorities preclude completion by originally scheduled date.	10/01/95	Thirty-five out of 72 technical assistance requests, or 49 percent, were completed in accordance with the original or extended completion date.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF STATE PROGRAMS

ISSUE: Regulatory Review of Agreement State Proposed Regulations

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Provide verbal notification to State on draft regulation received and assigned for review, or when NRC has to defer a review.	10/01/95	Documentation of the verbal notification in the comment letter occurred in 16 out of 24 cases, or 66 percent of the time.
2. Streamline review of draft regulations and process of providing comments so that comments will normally be provided to the State within 60 days after the draft regulation is received. A/S will be requested to submit copies of draft regulations at least 60 days before the end of the public comment period for rulemaking.	10/01/95	Ten out of 24 draft regulation reviews, or 42 percent, were completed either within 60 days of receipt or by the date requested by the State.
3. Place copies of draft regulations and written comments resulting from review in PDR.	10/01/95	All 24 draft regulations and written comments were provided to the PDR.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF STATE PROGRAMS

ISSUE: Agreement States Training

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Ensure training availability notices to A/S are received no later than 60 days before course begins.	10/01/96	Of the regularly scheduled training courses, 18 of 19 were noticed at least 60 days prior to the beginning of the course. The notices were from 40 days to 9 months in advance of the course.
2. Ensure confirmation notices of acceptance into a training course are sent to A/S no later than 30 days before the course begins.	10/01/96	The notice of acceptance was sent 17 of 19 times with at least 30 days notice. The notices were from 18 to 56 days in advance of the course.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE CONTROLLER

ISSUE: License Fee Inquiries: Reduce the Need for Incoming Inquiries

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>1. Improve the timeliness of bills so that licensing and inspection bills are issued within 30 days after the end of the billing cycle in order to reduce incoming questions about the purpose of the bills.</p>	<p>The 30-day billing process began in the last quarter of FY 1994 (June 26, 1994 - September 17, 1994) and adherence to the schedule has been maintained.</p>	<p>Goal achieved. Full cost licensing and inspection billings are issued within 30 days after the end of the billing cycle.</p> <p>This is difficult to measure accurately, as billing standards change when fee rules change. The number of telephone calls and letters inquiring about quarterly bills has been the basis for measuring performance, and there has not been an increase in calls and letters based on routine quarterly bills.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE CONTROLLER

ISSUE: License Fee Inquiries: Reduce the Need for Incoming Inquires

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>2. Improve the format of the invoices to make them more understandable so as to eliminate some of the questions that we have received in the past.</p>	<p>Annual fee invoices for FY 1996 cited the billing period and the anniversary date, where applicable; when requested by the licensee, specific supplementary data were attached to the invoice in further support of the amounts billed (e.g., manpower and contractual support costs for full cost billings).</p>	<p>Much of the ambiguity regarding billings was eliminated by adding the billing period to the annual fee invoices for materials licensees and by sending bills on the anniversary month. A new, revised invoice is under development. In order to standardize and enhance the invoice, certain system modifications are required. These changes are in the development stage and are expected to be implemented by early FY 1997.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE CONTROLLER

ISSUE: License Fee Inquiries: Reduce the Need for Incoming Inquiries

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
3. Develop a simple pamphlet, containing typical questions and answers, that could be included with bills.	October 1996	A one-page Q&A enclosure to the invoice was test-marketed with the materials annual fee invoices issued in June 1996, and monthly thereafter. A draft brochure was then developed using the same Q&As, as well as the invoice "Terms and Conditions," payment information, and a chart listing key staff contacts and their telephone numbers. The brochure was included in bills issued in October 1996, targeted to materials annual fee recipients. After a 90-day trial period, changes, if needed, will be made to the pamphlet.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE CONTROLLER

ISSUE: License Fee Inquiries: Public Interaction Workload

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Provide interim responses acknowledging receipt of the licensees' letters that involve more complex questions.	Postcard acknowledgments were implemented in February 1995.	Upon receipt of an inquiry from a licensee, a correspondence tracking number is assigned to the inquiry, an acknowledgment postcard is completed referencing the tracking number, and the postcard is mailed to the licensee. To date, hundreds of acknowledgment postcards have been sent.
2. Use contractors in performing research and in drafting correspondence during peak periods.	March 1995	Contractors now perform database searches, and staff, therefore, are able to spend more time in direct contact with licensees. This arrangement has allowed staff to gather information before returning telephone calls and preparing replies; thus, the number of returned calls has been reduced, and efficiency in preparing replies has been realized. The data entry contract was expanded on October 1, 1996, to include administrative services, such as performing research and preparing skeletal files on fee invoices that are 90-days delinquent.
3. Use more standard letters to respond to frequently asked questions.	July 1995	A form letter has been used since July 1995 to respond to frequently asked questions from small entities.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE CONTROLLER

ISSUE: Commercial Payment Inquiries: Improve the Timeliness of Payments
to Commercial Vendors and Contractors

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Increase the percentage of on-time payments in FY 95 to 84% percent.	Throughout FY 1995	The agency exceeded its goal of 84% for FY 1995 by recording 89% of on-time payments. The goal for FY 1996 has been established at 91%.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF ADMINISTRATION

ISSUE: Contracting Process

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Acknowledge requests from individuals & firms wishing to be added to the NRC bidders mailing list & mail required application package to requestor within two days of receipt of request.	2/1/95	The Contract Policy Assistant (CPA) mailed all application packages out within two working days of receipt of the call or correspondence. The CPA maintains a log containing the date completed package was received in DC & the date the firm's name was entered into the automated bidders mailing list system. In FY 1996, 101 firms were added to the bidders mailing list.
2. Establish a central point for receipt & tracking of all correspondence received by the contracting office.	12/7/94	A central point (M/S T-7-I-2) receives all incoming mail. One valid complaint has been recorded, where the contractor performing contract close-outs did not respond in a timely manner. Corrective action was taken.
3. Ensure notices placed in <u>Commerce Business Daily</u> (CBD) clearly describe NRC contracting opportunity, the RFP issue date, & point of contact for obtaining a copy of RFP.	Continuing	DC Instruction 95-02, Responsiveness to the Public (5/9/95) reminds contracting staff to ensure that all CBD notices clearly reflect the substantive aspects of the contracting opportunity being advertised & requires that each notice contain a specific date for issuance of the RFP. The milestone schedule has been modified to prompt Contract Specialists to include this date in the text of the CBD notice. CBD notices consistently reflect the central mail stop (T-7-I-2) as the place to send requests for a copy of the RFP & includes the central phone number for that mail station so that people may call to check on the status of their request. For more substantive questions, the notices consistently include the cognizant Contract Specialist's name & phone number. No complaints have been received.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF ADMINISTRATION

ISSUE: Contracting Process

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
4. Issue RFP within one day of issue date stated in CBD notice, if possible.	4/28/95	DC Instruction 95-02 requires that procurement milestone schedules reflect realistic and achievable dates. We found several instances where the one day standard was not met; however, in each case a reasonable basis for the delay was provided to and approved by the Branch Chief.
5. Provide written response to questions from potential offerors regarding RFP within 10 days of receipt. (If interim response is necessary, response will give date when final will be provided.)	4/28/95	DC Instruction 95-02 requires that any delay in responding beyond the 10-day time frame be noted on the milestone schedule. A review of the records indicates only one instance of questions being responded to after the 10-day time frame. However, the firm was verbally told that the responses would be included in a solicitation amendment which was issued 17 days after the questions were posed.
6. Notify competing firms whether they are in/out of the competitive range within five days of determination by Contracting Officer.	4/28/95	DC Instruction 95-02 requires that competing firms be notified orally if a written notification will not be timely. With 2 exceptions, firms have been notified orally well within the five days. Written confirmation followed within 2 weeks in all but one case. No complaints have been received.
7. Notify winning/losing firms of award decision within three days of award.	4/28/95	DC Instruction 95-02 requires that winning/losing firms be notified within 3 calendar days of award. Firms have been notified of award orally within the 3 days and written notice has followed. We identified several cases where the notification to losing firms was not provided within 3 days. In one case, notification was not provided within 3 days on the advice of OGC, due to a pending protest. In all but two cases, written notification was made within two and a half weeks. Staff have been sensitized to the need to make all notifications within 3 calendar days.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF ADMINISTRATION

ISSUE: Contracting Process

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
8. Provide debriefing within 10 days of receipt of request.	4/28/95	DC Instruction 95-02 requires that debriefings be held within 10 calendar days after receipt of a request. In all instances, responses were provided within 10 days.
9. Hold kick-off meeting with winning contractor within five working days of award.	4/28/95	DC Instruction 95-02 requires that kick-off meetings be held within 5 working days after the effective date of the contract, where appropriate. Telephone contacts following award are also acceptable, where appropriate. In all cases, discussions were held with the winning contractor within 5 days of award.
10. Streamline & automate invoice processing procedures to ensure contractors receive timely payments.	11/8/94	DC and the Office of the Controller have monitored enhancements to the invoice tracking system which provide for an automated follow-up process & implemented procedures which enable more efficient processing of invoices. Management Directive 11.1 reemphasizes the invoice approval process, for project managers. In FY 1996, 92.9% of invoices were forwarded to OC within 20 days.
11. Request Final audit of contract costs within 75 days of the date that the contract is assigned for closeout.	4/28/95	The close out contractor has been required to ensure compliance with this standard and to report status of this activity to the DC Project Officer on a regular basis. All requests for audit were timely.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF ADMINISTRATION

ISSUE: NRC Headquarters Security Force

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Make improvements in security program based on results from survey on level of security guard force service and responsiveness.	Initial survey completed June 1995.	Completed. Significant improvement in surveyed areas.
2. Develop a LAN-based visitor identification system.	Tested in TWFN March 1996.	Fully implemented in TWFN. Implementation in OWFN became effective on October 17, 1996.
3. Enhance the public relations and interpersonal skills of security officers through video training and Customer Service Training.	Initial training November 1995, and refresher training April 1996.	Completed. Significant improvement in surveyed areas.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF ADMINISTRATION

ISSUE: Quality and Timeliness of Correspondence

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Answer all correspondence within 15 working days or if a complete response cannot be developed within that time, prepare an interim reply.	Ongoing since March, 1995	Ongoing
2. Include in the response the name and telephone number of the responsible NRC person who can be contacted for additional information.	March 1995	Ongoing
3. Update internal procedures to ensure proper tracking and timeliness.		Tracking systems are in place.
4. Develop a Quality of Correspondence Workshop for NRC employees stressing how to write for a specific audience and purpose, how to respond to a logical manner, and how to conform to general correspondence style rules and the rules of editing and grammar.	November 25-26, 1996	The first workshop was held on November 25-26, 1996. The workshop will be taught upon request to agency employees who work together in teams, sections, and branches -- as well as to individuals -- in two half-day sessions at the Professional Development Center. The course will be scheduled at the regions on a quarterly basis as needed.
5. Publish a Quick Reference Guide to Quality Correspondence for use by the staff.	October 7, 1996	"The ABCs of Better Correspondence" (NUREG/BR-0210) was distributed the week of October 7, 1996.
6. Publish a column on a continuing basis, in internal agency publications to highlight the importance of clear, well written responses to the public.	December 10, 1996	The first column in the Weekly Announcements will follow the Quality of Correspondence Workshop scheduled for November 25-26, 1996.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF ADMINISTRATION

ISSUE: Freedom of Information Act Program

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Reduce average time to respond to FOIA requests by 20%.	4/1/96	The Average Response Time to complete FOIA requests in FY 94 was 51 calendar days. The Average Response Time at the end of FY 96 has been reduced by 24% to 39 days.
2. Survey FOIA users to determine the level of satisfaction with the current NRC FOIA program.	5/1/95	<p>Initial survey of FOIA users conducted May 1 - July 30, 1995. Re-survey was conducted Feb 1 - April 31, 1996. There was a 30% response to the first survey and 27% response to the re-survey.</p> <p>Generally, FOIA users were satisfied. Results of both surveys indicated improvements can be made to explain better NRC actions when processing FOIA and to complete more timely. Re-survey reflected slight improvement in some areas.</p>
3. Hold an FOIA Users Conference to obtain input from the public on how to improve the FOIA process.	3/23/95	<p>Conference was held 3/23/95 and suggestions led to mailing a copy of NRC Citizens Guide to NRC Information to all new FOIA requesters and weekly submission of a list of all FOIA requests by number and subject that is made available to PDR users and on-line via FedWorld. There has been an average of a 5% decrease in FOIA requests received each year since FY 1994, which may be due to increased public awareness of means other than FOIA to obtain NRC information.</p>
4. Conduct regular FOIA training to improve quality and timeliness of disclosure decisions.	9/31/95	<p>Training for all FOIA Coordinators and the staff at all regions has been conducted by the NRC FOIA staff and OGC. Future training schedules for headquarters and regions FOIA training continues. FOIA Branch staff, FOIA Coordinators and Senior FOIA Management Officials are regularly being informed of various FOIA training opportunities available from DOJ, OPM and ASAP each year.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF ADMINISTRATION

ISSUE: Local Public Document Room Program

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Visit at least 22 LPDRs in FY95 to ensure that collections are complete and that librarians are trained in how to locate records for patrons.	Ongoing program contingent on continued availability of travel funds.	23 LPDRs were visited in FY95 and 13 in FY96. Collections were found to be complete and up-to-date. Individual and group training sessions were held for library staffs and interested public, including media, utility, and public interest group representatives.
2. Connect more LPDRs to the NUDOCS database and provide appropriate training.	Ongoing program contingent on telecommunications and computer capabilities at remaining LPDRs and LPDR staff interest.	47 LPDRs are connected to NUDOCS as of 10/1/96. It is doubtful that many additional LPDRs will connect to NUDOCS since it is only accessible via a modem and many LPDRs either do not have or no longer use modems. For this reason, a number of LPDRs are accessing the PDR Bibliographic Retrieval System (BRS) database via the Internet (NRC at FedWorld) rather than NUDOCS. NRC LPDR staff provide LPDR patrons with information so they can obtain personal passwords to access NUDOCS and the BRS toll-free directly from their home or office computers.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF ADMINISTRATION

ISSUE: Public Meeting Notice System

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
Encourage LPDRs with computer capabilities to provide public access to the toll-free BBS at the LPDR.	Ongoing	All LPDRs have been notified of the toll-free BBS and provided with instructions to connect directly or through FedWorld. Toll-free assistance is available from the NRC LPDR staff. Weekly printouts of upcoming public meetings are sent to each LPDR for posting in NRC-supplied notebooks. The phone numbers for the toll-free telephone recording announcing meetings and the BBS are printed on the weekly reports. An article on NRC at FedWorld, including a section on the Public Meeting Notice System, appeared in the June 1995 newsletter, <u>LPDR UPDATE</u> , on file at all LPDRs. The Citizen's Guide to NRC Information provides guidance on accessing the meeting system BBS and is available at all LPDRs. Individuals who call the NRC LPDR program staff on the toll-free HOTLINE are provided with instructions to access the BBS from their home and business computers.
Review and evaluate public comments and initiate changes as needed within 5 days.	Ongoing	As problems are identified by the public or the NRC staff, they are reviewed and evaluated by the program manager and the technical staff. System modifications based on these comments are implemented in a timely manner where deemed appropriate. Recent modifications enable Commission and Advisory Committee meetings, ASLB hearings, and Strategic Assessment and Rebaselining meetings to be reported on the PMNS BBS and the recorded announcements, both of which are updated several times a day when new meetings are added or existing meetings are revised or cancelled.

NOTE: Approximately 25 new meetings are entered into the Public Meeting Notice System each week.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF PERSONNEL

ISSUE: Employment Applications

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Send an acknowledgement letter to all applicants within 7-10 working days of receipt of application.	Ongoing	Acknowledgement letters sent to applicants within 10 working days of receipt of application.
2. Send a letter informing all applicants of the final outcome of their applications within 10 working days of final disposition.	Ongoing	Final outcome letters sent to applicants within 10 working days of final disposition.
3. Answer questions from applicants quickly throughout the process.	Ongoing	Telephone inquiries responded to within 2 working days.
4. Provide consistency in the process for responding to all applicants among the four regions and headquarters.	Ongoing	Personnel management evaluations periodically conducted in Headquarters and the Regions.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE SECRETARY

ISSUE: NRC Headquarters Public Document Room

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>1. Upgrade search and retrieval functions of the Bibliographic Retrieval System (BRS).</p> <ul style="list-style-type: none"> - Addition of more types of documents in electronic format 	2/96	<p>Documents added: SRMs for 1994 (selected), 1995, and 1996, totalling 302; 17 SECYs, 9 SALPs, and 2 COMSECYs for 1996. Commission Meeting Transcripts and <u>Federal Register Notices</u> for 1996 are pending.</p> <p>During the first 9 months of the calendar year, total user sessions increased 20% in 1996 over 1995, equalling 24,711; and hours of usage increased 25%, totalling 14,777.</p>
<ul style="list-style-type: none"> - Selective Dissemination of Information feature to improve the user's awareness of new documents of interest. 	10/96	Selective Dissemination Information handout is being provided to users.
<ul style="list-style-type: none"> - Sort function to enable members of the public to arrange their lists of retrieved citations by several different parameters. 	4/96	<p>Operational</p> <p>During the first 9 months of the calendar year, total user sessions increased 20% in 1996 over 1995, equalling 24,711; and hours of usage increased 25%, totalling 14,777.</p>
<ul style="list-style-type: none"> - Increase in ceiling for size of lists of retrieved citations. 	8/95	<p>Operational</p> <p>During the first 9 months of the calendar year, total user sessions increased 20% in 1996 over 1995, equalling 24,711; and hours of usage increased 25%, totalling 14,777.</p>
<ul style="list-style-type: none"> - Group of upgrades to search and retrieval of full text - menu assisted searching, use of sets, toggling, expanded help facility. 	7/96 - 9/96	<p>Operational</p> <p>During the first 9 months of the calendar year, total user sessions increased 20% in 1996 over 1995, equalling 24,711; and hours of usage increased 25%, totalling 14,777.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE SECRETARY

ISSUE: NRC Headquarters Public Document Room

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
- Connection to system via FedWorld gateway, hence from Internet.	9/95	Operational During the first 9 months of the calendar year, total user sessions increased 20% in 1996 over 1995, equalling 24,711; and hours of usage increased 25%, totalling 14,777.
- Connection to system directly from Internet	Late 12/96	Hardware and software scheduled for delivery in early to mid-December; contractor ready to install upon receipt.
2. Develop comprehensive bibliographic compilations of Administrative and Generic Letters. Assure availability in the hard copy collection.	Ongoing since 1/95	The listing of Administrative Letters has been completed from 1993 to the present; Generic Letters, from 1980 to the present. One additional Generic Letter has been made publicly available, and 15 have been located on fiche and added to the paper collection.
3. Expand media to include documents on CDROM. Offer the public the capabilities to obtain NRC documents in CDROM from the PDR and to use them on site.	8/96	Operational: One document has been received in CDROM, NUREG-0800. CDROM reading equipment is in place, and a guide for the public in using it was made available September 6.
- Revision of the BRS users' manual.	6/96 for release of draft to the public, in paper and electronically (FedWorld); 10/96 for publication as a NUREG/BR.	Since June 1996, the manual has been downloaded from FedWorld 153 times, and 73 paper copies have been disseminated in response to requests. BRS users manual issued 9/96 as NUREG/BR-0231. During the first 9 months of the calendar year, total user sessions increased 20% in 1996 over 1995, equalling 24,711; and hours of usage increased 25%, totalling 14,777.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE SECRETARY

ISSUE: NRC Headquarters Public Document Room

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>4. Continue to work with the NRC staff to seek ways to shorten the time required for newly released documents to reach the PDR.</p> <ul style="list-style-type: none"> - Update the PDR "Guidelines for Distribution of Publicly Available Paper and Electronic Documents to the Public Document Room" (3 pages). 	8/96	<p>Will be periodically updated.</p> <p>Number distributed in answer to inquiries: 23 in CY1995 and 8 in the first 3 quarters of CY1996.</p>
<ul style="list-style-type: none"> - Public Document Branch staff heightened monitoring of <u>Federal Register Notices</u> and NRC Press Release for references to public release of documents and followed up as needed with appropriate agency staff to assure prompt receipt of copies in advance of the copy moving through NUDOCS. 	1995	Ongoing
<ul style="list-style-type: none"> - Collaborate with other NRC staff in determining availability of documents/information to the public. 	1975 - establishment of the PDR	Ongoing

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE SECRETARY

ISSUE: White Flint Activities

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>(1) SECY HOME PAGE</p> <p>Development of a SECY "Home Page" for inclusion in the NRC "Home Page" on the World Wide Web via Internet, which will feature information on open Commission meetings, NRC History, the Public Document Room, and the submission of filings and comments on NRC rulemakings.</p>	2/96	Operational
<p>(2) ACKNOWLEDGEMENT OF RULEMAKING COMMENTS</p> <p>Developed labels for acknowledgement of rulemaking comments and other correspondence received in the Office of the Secretary. The acknowledgement labels inform the comment provider of the name of the rule, the Federal Register cite for the rulemaking, the 10 C.F.R. Part Number, the number of the comment, the date of the comment, and the date the comment was placed on the official rulemaking docket or received. Postcards were printed to accommodate rulemaking comment acknowledgement labels placed on the front and back of the postcard. An all purpose postcard for non-rulemaking acknowledgement of correspondence was also developed.</p> <p>Mailing labels containing information similar to that provided to a rulemaking comment provider have also been developed to acknowledge comments submitted to the Office of the Secretary as part of the Strategic Assessment and Rebaselining Initiative.</p>	<p>6/96</p> <p>6/96</p>	<p>The Office of the Secretary Docketing and Service Branch operational databases and programs have been changed to produce the new acknowledgement labels. The new labels have been in current use since July 1996.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE SECRETARY

ISSUE: White Flint Activities

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
<p>(3) ELECTRONIC DISTRIBUTION OF COMMISSION'S MEETING SCHEDULE</p> <p>Distribute the Commission's Meeting Schedule via the Internet to interested individuals.</p>	<p>2/95</p>	<p>Implemented. Commission meeting notices are sent out by internet e-mail to all who have requested the service, allowing recipients to get the schedule 5 to 7 days faster. As the e-mail list has grown, a postal mail list has been reduced.</p>
<p>(4) RECEIPT OF NRC RULEMAKINGS VIA E-MAIL</p> <p>The Office of the Secretary has established an E-Mail Address to accommodate the receipt of comments on NRC Rulemakings. The address is SECY@NRC.GOV. This address is referenced in some rulemakings as well as the public notices on sending comments on the Strategic Assessment and Rebaselining initiative of the Commission.</p>	<p>Fall 1995</p>	<p>Receiving comments by E-Mail has been in use since the Fall of 1995. SECY/DSB possesses the capability through Faxworks software to send documents via a modem. We are working on the next step of receiving faxes and plan to have that implemented early in 1997.</p>

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF PUBLIC AFFAIRS

ISSUE: Informing the Public

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Make available press releases for the past 30 days at FedWorld through the Internet.	Ongoing	News releases are available at SECY's electronic bulletin board at FedWorld. They are also available on NRC's Home Page on the WWW.
2. Provide full text of press releases on an electronic bulletin board available to the public. Explore transmittal of press releases to news organizations through Internet.	Ongoing	Full text of news releases are provided daily (free of charge) through electronic mail to about 800 members of the public. All 1996 news releases are available on NRC's Home Page on the World Wide Web and allow instant access directly to major documents identified in each news release. For those news organizations that prefer, releases are transmitted via Internet e-mail rather than by facsimile.
3. Announce to the public available listings of NRC public meetings, toll-free telephone numbers, electronic Bulletin boards, etc. when they become available.	Ongoing	In June, announced expansion of Internet Web Site with additional information and features. Each weekly compilation of news releases and some regional news releases provide a notice about obtaining news releases by fax, e-mail, list server, and web site.
4. Develop pamphlets for the general public covering basic nuclear facts and NRC. Complete pamphlet on resolving allegations. Display pamphlets in Exhibit Center at NRC Headquarters.	Ongoing	Three pamphlets have been completed and made available to the public on waste, uses of radioisotopes, and public involvement in the regulatory process. A fact sheet on plant evaluation was completed in early July. A decommissioning pamphlet is being developed over the next few months. Display of pamphlets continually maintained at Headquarters.
5. Produce a new video about the NRC that appeals to a broad audience and better reflects our philosophy and practice of openness and responsiveness to the public.	July 1996	Reviewing rough cut of first part of video and editing down to 15 minutes run time. Anticipate completion by 1/31/97.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF PUBLIC AFFAIRS

ISSUE: Informing the Public

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
6. Develop guidelines for the staff to be more responsive to media inquiries.	March 1995 February 1996	Guidelines for dealing w/media completed and distributed to NRC staff as a pamphlet 3/95. Guidelines for conducting public meetings completed 2/96. Spoke to 3 groups of NRC technical staff to provide guidance in dealing with reporters.
7. Work with other offices to update <i>Citizen's Guide to U.S. NRC Information</i> to ensure user friendliness. Develop supplemental guidance for accessing electronic information at NRC.		Provided comments on Citizen's Guide; additional improvements needed. Announced availability of electronic information at NRC in June news release.
8. Update pamphlets and fact sheets on the licensing process, low-level waste, and transportation of spent fuel.	Ongoing	Will work with staff to update and develop these pamphlets as time permits.
9. Seek out opportunities throughout the agency to make information easily available to the public through press releases, radio/TV announcements, pamphlets, and speaking engagements.	Ongoing	Have added SALP reports and Watch List information to NRC's Home Page on the WWW and keep up-to-date. Make recent SALP reports available to about 200 recipients by free E-mail listserver. Worked with program offices to update media briefing papers and posted them on Home Page. Placed a number of notices in local papers for meetings having high public interest; assisted in setting up meetings and handling of reporter question at meetings. Responded to increasing number of E-Mail inquiries from the public. Tested posting of public information on the WWW immediately following 2 emergency drills.

* No implementation dates or performance measures identified in the Final Report on Responsiveness to the Public, January 1996.

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
ADVISORY COMMITTEE ON REACTOR SAFEGUARDS
ADVISORY COMMITTEE ON NUCLEAR WASTE

ISSUE: Advisory Committee on Reactor Safeguards

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Respond in a timely manner to all public requests for ACRS or ACNW reviews of technical issues	Action requested: 3/96; Record keeping: 9/96	Implemented
2. Request a declassification review of all classified committee records and make the resultant declassified records publicly available	A letter has been sent to the Division of Security, requesting this review	Awaiting response from Division of Security
3. Respond timely and affirmatively to all public requests to participate in ACRS or ACNW meetings	Action requested: 3/96; Record keeping: 9/96	Implemented
4. Ensure ACRS and ACNW meeting information is provided to the PDR pursuant to the FACA	Has always been done	
5. Provide more efficient and expeditious responses to public inquiries and quicker transmission of the documents to the PDR through use of the new text management system of automated storage and retrieval of incoming and outgoing documents, including key reference documents	July 1996	Implemented
6. Develop the ACRS/ACNW Home Page	July 1996	Implemented
7. Initiate integrated videoconferencing	July 1996	Equipment is installed and operational

RESPONSIVENESS TO THE PUBLIC - IMPLEMENTATION PLAN
OFFICE OF THE GENERAL COUNSEL

ISSUE: Response to Public Inquiries

IMPROVEMENTS	IMPLEMENTATION DATE	STATUS
1. Develop a set of formal procedures to provide guidance to OGC staff in responding to telephone inquiries from the public. These procedures will assure that inquiries will be handled in a timely, courteous, and responsive manner; they will assure that all inquiries are directed to the OGC or technical staff most likely to be able to address the matter; and they will assure that the responsive staff will endeavor to provide a clear and complete response to each telephone inquiry.	12/30/96	Procedures have been finalized.
2. Add a new subsection to the Office of the General Counsel Operating Manual to incorporate the procedures developed regarding telephone inquiries from the public. This subsection will be distributed to all OGC employees with a memorandum from the General Counsel that will emphasize the importance of adhering to these procedures.	12/30/96	Memorandum from the General Counsel will be distributed to OGC staff by 12/30/96.