

REQUEST FOR REVIEW OF A CUSTOMER SATISFACTION SURVEY UNDER GENERIC CLEARANCE

TITLE OF SURVEY ACRS Self-Assessment Survey --- External Stakeholder Response			OMB APPROVAL NUMBER 3150 - 0197
			REQUESTED RESPONSE DATE
NUMBER OF POTENTIAL RESPONSES 43	BURDEN HOURS PER RESPONSE .17 hrs	TOTAL ESTIMATED BURDEN HOURS 7.31	ESTIMATED SURVEY COMPLETION DATE

DESCRIPTION AND OBJECTIVES OF SURVEY

The Advisory Council on Reactor Safeguards (ACRS) is an advisory committee established to support NRC's decision process on matters related to nuclear safety and security. The ACRS office is the office within the NRC that provides staff support to this committee. The ACRS Office has been tasked by the Commission with providing periodic self assessments of the ACRS staff and subcommittee performance. Performance of these self assessments is consistent with the intent of the Government Performance and Results Act. As the ACRS operates under the Federal Advisory Committee Act, input from the NRC's external stakeholders is essential for the performance of these self assessments.

A survey has been created to gather feedback about stakeholder/customer satisfaction with the committee. The survey is to be targeted to the committee's external stakeholders, and the survey questions are designed to elicit essential feedback from these stakeholders while minimizing the burden associated with providing these responses. This information that will be obtained from these stakeholders will be unique and cannot be obtained from other sources. The ACRS is an advisory committee chartered under the Federal Advisory Committee Act and conduct its business during public meetings attended by these external stakeholders, whose feedback is essential to any assessment of the committee and the ACRS Office support structure.

The estimated 43 respondents for the survey will be familiar with the operations of ACRS. They will be notified how to access the website on which the survey questions will be posed, and all of the potential survey respondents have easy access to computers and internet connections and will be familiar with completing on-line surveys. Feedback from these stakeholders will be evaluated and used to make changes in the committees' operations that are designed to increase stakeholder satisfaction.

Approximately 50 respondents will be contacted, with an expected response rate of 85% (43 respondents), based on previous experience with NRC surveys and an expected strong interest by the stakeholders who will be familiar with the business of the ACRS. The responses will be collected over the period of about three weeks.

OFFICE CONTACT <i>(Name and Title)</i> Tremaine Donnell, Information Collections Team Leader	TELEPHONE NUMBER --
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OCIO APPROVAL NRC Clearance Officer	SIGNATURE	DATE
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OMB APPROVAL

SIGNATURE OF OMB OFFICIAL	DATE
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