

NOTATION VOTE

RESPONSE SHEET

TO: Annette Vietti-Cook, Secretary  
FROM: COMMISSIONER DICUS  
SUBJECT: SECY-00-0035 - PUBLIC CONFIDENCE SURVEY

Approved \_\_\_\_\_ Disapproved  x  Abstain \_\_\_\_\_

Not Participating \_\_\_\_\_

COMMENTS:

See attached comments.

Aneta Joy Dicus  
SIGNATURE

February 24, 2000  
DATE

Entered on "STARS" Yes  x  No \_\_\_\_\_

## Comments of Commissioner Dicus on SECY-00-0035

While I support the concept of developing an objective measure to determine our progress over time on Public Confidence issues, I do not believe the staff has made the case in this paper for proceeding to the recommended Option 2. I understand that the staff's intent was to select one segment to be the subject of an ACSI survey to be evaluated before deciding to extend the survey process to other segments. While this may ultimately be an appropriate strategy, I would want much more detailed information on what segment is going to be used for a "pilot" ACSI survey, what criteria or direction we will be asking ACSI to focus on in the survey, and what we will be looking for when the survey results are received to determine the success and usefulness of the pilot survey.

Accordingly, I support the third option concerning collecting and evaluating feedback information from meetings and workshops in the interim. While this information may not be entirely satisfactory, relying as it must on feedback only from those individuals motivated enough to participate in meetings and workshop opportunities, it will provide some initial information that may be useful in designing future surveys. I would not object to the staff providing a more definitive description of a pilot project using ACSI for future Commission approval.