

Federal Maritime Commission

Plain Writing Act of 2010 Plan and Compliance Report

July 13, 2011

I. Senior Agency Official for Plain Writing:

Karen V. Gregory, Secretary, secretary@fmc.gov, 202-523-5725

II. Specific Types of Agency Communications that will be Made Available in a Format that is Consistent with the OMB Plain Writing Guidelines

Type of Communication, Document or Posting, and How it is Made Available to the Public	Intended User and Approximate Number of Potential Users	What Has Changed by Using Plain Writing
Information describing regulatory responsibilities and requirements for regulated entities, e.g., rulemaking preambles, website content and FAQs, and printed brochures.	<ul style="list-style-type: none"> Entities regulated by the FMC - 6,000 users. Members of the public impacted by the regulatory requirements – unknown number of users. 	This content is now being reviewed and revised.
Information describing complaint resolution resources available to members of the public, including informal dispute resolution services, ADR, small claims and formal docketed proceedings – available via the FMC website or printed materials.	<ul style="list-style-type: none"> Members of the public engaged in shipment of goods in need of FMC complaint resolution services – unknown number of users. Legal counsel representing members of the public or shipping industry – approximately 50 regular users per fiscal year. 	This content is now being reviewed and revised
Instructions for applying for an FMC license for ocean transportation intermediaries.	<ul style="list-style-type: none"> New entrants to the ocean transportation intermediary business – approximately 400 per fiscal year. 	This content is now being reviewed and revised.
Instructions for applying to practice before the Commission as a non-attorney.	<ul style="list-style-type: none"> Non-attorneys wishing to represent clients in matters before the Commission such as legal proceedings and license applications – approximately 15 per fiscal year. 	This content is now being reviewed and revised.

III. Inform Agency Staff of Plain Writing Act's Requirements

Agency staff will be informed of the plain language requirements through:

- a. Training of key affected personnel as described below.
- b. Information on the Act and compliance guidance will be posted on the FMC intranet.
- c. Email sent from the Senior Agency Official for Plain Writing to all employees providing basic advice and links to in-depth resources.

IV. Training

The FMC has provided the following training:

Type of Training	Number of Employees Trained	Date
In house - overview of requirements presented to key staff.	15	June 30, 2011
Online training required of key staff.	15	By July 13, 2011

V. Ongoing Compliance/Sustaining Change

- a. Agency contact for compliance issues:

Karen V. Gregory, Secretary, or Rachel E. Dickon, Assistant Secretary, secretary@fmc.gov, 202 -523-5725

- b. Documenting and reporting use of plain writing in agency communications:

The Plain Writing Officer, or her staff, will review all communications before they are posted to the website or issued officially by the Commission. Each such communication which requires use of plain language will be tracked for inclusion in the annual compliance report.

- c. Clearance process:

- i. Each agency component will have at least one employee trained in Plain Writing who will be available to review documents produced that are subject to the plain language requirement. This training will

reach over 10% of agency staff and is specifically targeted for those who regularly draft public information and reports.

- ii. The Plain Writing Officer, or her staff, will review all communications before they are posted to the Commission's Internet website or issued officially by the Commission. Revisions will be recommended as needed to ensure use of plain language.

VI. Agency's Plain Writing Website

- a. Website address:
http://www.fmc.gov/about/plain_language_guidelines.aspx
- b. Contact us : secretary@fmc.gov
- c. The information included in the table above, and found on the FMC website, is subject to the requirements of the Plain Writing Act of 2010. The FMC is currently reviewing all website content for needed plain language revisions. Any comments or suggestions should be sent to: secretary@fmc.gov.
- d. Links to OMB and PLAIN are provided on the website

VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

The FMC will survey on a periodic basis to assess user satisfaction with the plain writing communications. This will be conducted informally through inquiries from Commission staff to users, and by measurement and tracking of inquiries received that request clarification on information that ought to be provided in plain language.