

# Federal Maritime Commission Plain Writing Act of 2010 Compliance Report

**September 29, 2014**

**Senior Agency Official for Plain Writing:**

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**Plain Language Website address:**

[http://www.fmc.gov/about/plain\\_language\\_guidelines.aspx](http://www.fmc.gov/about/plain_language_guidelines.aspx)

**Contact us:**

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**Status of Agency Communications to 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	Status
Updates to website content and FAQs to improve user experience	<ul style="list-style-type: none"> <li>• Entities regulated by the FMC - 6,000 users.</li> <li>• Members of the public impacted by the regulatory requirements – unknown number of users.</li> </ul>	<p>Metrics and user feedback were used to improve the FAQs and generate better organized content based on user needs</p> <p>Frequently used content was revised to better meet user expectations.</p>
FMC.gov website global navigation	<ul style="list-style-type: none"> <li>• Entities regulated by the FMC - 6,000 users.</li> <li>• Members of the public impacted by the regulatory requirements – unknown number of users.</li> </ul>	<p>The navigation and content structure has been improved to better meet user needs and expectations. This effort is ongoing to revise the content and structure to align with user needs as defined by traffic metrics, email feedback, and search metrics.</p>
Technical Instructions for SERVCON	<ul style="list-style-type: none"> <li>• Entities regulated by the FMC - estimated 200 users.</li> </ul>	<p>Instructions for the online service contract filing tool were made available for users interested in automating the process.</p>
Guidelines and Toolkit for Twitter postings	<ul style="list-style-type: none"> <li>• Members of the public who follow our official twitter feed.</li> </ul>	<p>Created a Twitter toolkit to assist staff in understanding microblogging and crafting appropriate tweets.</p>

Type of Communication, Document or Posting, and How it is Made Available to the Public	Intended User and Approximate Number of Potential Users	Status
Guidance on News Releases and Alerts	<ul style="list-style-type: none"> <li>Members of the public impacted by the regulatory requirements – unknown number of users.</li> </ul>	Created an SOP and guidance to assist staff in crafting news releases and alerts.

### Ongoing Compliance Activities

- Update forms in use for modern English and clarity
- Provide classroom training on Plain Language principles to document creators
- Repurpose FAQs as content pages
- Reorganize content to make user tasks easier to complete
- Provide improved print brochures and media to customers
- Translate high-impact content for Low English Proficiency users