

Federal Maritime Commission Plain Writing Act of 2010 Compliance Report

September 29, 2016

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Plain Language Website address:

http://www.fmc.gov/about/plain_language_guidelines.aspx

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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 to improve user experience	<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.	Metrics and user feedback were used to improve and generate better organized content based on user needs Frequently used content was revised to better meet user expectations.
Proposed Revision of rules on ocean common carrier and marine terminal operator agreements	<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.	The proposed rule includes updates to definitions to provide additional clarity and simplified exemption criteria

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