

# Federal Maritime Commission

## Plain Writing Act of 2010 Compliance Report

April 13, 2012

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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
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"><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>	80% of website content and 100% of brochures have been rewritten using plain writing. Revision of FAQs is in progress.
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"><li>• Members of the public engaged in shipment of goods in need of FMC complaint resolution services – unknown number of users.</li><li>• Legal counsel representing members of the public or shipping industry – approximately 50 regular users per fiscal year.</li></ul>	This content has been completely rewritten and is reflected in brochures and website content.

Instructions for applying for an FMC license for ocean transportation intermediaries.	<ul style="list-style-type: none"> <li>New entrants to the ocean transportation intermediary business – approximately 400 per fiscal year.</li> </ul>	Instructions on the website have been rewritten and made more accessible.
Instructions for applying to practice before the Commission as a non-attorney.	<ul style="list-style-type: none"> <li>Non-attorneys wishing to represent clients in matters before the Commission such as legal proceedings and license applications – approximately 15 per fiscal year.</li> </ul>	This content is now being reviewed and revised.

## 2012 FMC Website Redesign

On Tuesday, April 2, the Commission launched a redesigned website, [www.fmc.gov](http://www.fmc.gov). The redesign followed a process of gathering valuable input from representatives of the shipping industry, intermediaries, the public, and the media, in an effort to improve the quality, clarity, and accessibility of information that the Commission provides to the shipping public. The process also included input from each of the Commission's offices and bureaus.

In addition to a new overall graphical layout and look, the new site incorporates recommendations for a more user-friendly structure and improved navigation pathways. It is also designed to better inform and educate the public on such issues as how to locate a licensed, bonded international household-goods mover, or the services the Commission offers if problems arise with international ocean shipments.

Highlights of the new features and resources include:

- Revolving Homepage slide show featuring important topics and FMC services
- Homepage layout providing better use of space, giving visitors ability to quickly scan and find what they are looking for
- Audience pages providing one location where each of our regulated entities, attorneys & litigants, and the public can quickly browse and locate information and services they need
- A "Resources" Tab where visitors can find information that includes improved "How To" pages on topics such as how to file an agreement, or how to file a Shipping Act complaint