Federal Maritime Commission
Plain Writing Act of 2010 Compliance Report

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Plain Language Website address:

https://www.fmc.gov/about-the-fmc/plain-language-guidelines-plan-and-report/

Contact us: secretary@fmc.gov

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	• 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.
Increased Twitter Use	• Entities regulated by the FMC - 6,000 users. • Members of the public impacted by the regulatory requirements – unknown number of users.	Actions and activities of the Commission are concisely announced with links to web content.
Monthly Activity Report Email and News Posting	• Mailing list • Entities regulated by the FMC - 6,000 users. • Members of the public impacted by the regulatory requirements – unknown number of users.	A monthly aggregate report highlighting Commission activity.

Type of Communication, Document or Posting, and How it is Made Available to the Public	Intended User and Approximate Number of Potential Users	Status
Updated Guidance on Complaints Process	• Entities regulated by the FMC - 6,000 users. • Members of the public impacted by the regulatory requirements – unknown number of users.	Made updates to instructions and information on available complaints processes based on user feedback gathered.

Ongoing Compliance Activities

- Provide ongoing training on Plain Language principles to document creators.
- Reorganized web content to make user tasks easier to complete.
- Provide improved and enhanced media to customers.