Federal Maritime Commission  
Plain Writing Act of 2010 Compliance Report  
November 2, 2021

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Status of Agency Communications to be Made Available in a Format that is Consistent with the OMB Plain Writing Guidelines

<table>
<thead>
<tr>
<th>Type of Communication, Document or Posting, and How it is Made Available to the Public</th>
<th>Intended User and Approximate Number of Potential Users</th>
<th>Status</th>
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| 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.            |
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| 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.