

# Federal Energy Regulatory Commission

## Plain Writing Act Compliance Report

November 8, 2013

### I. Senior Agency Official for Plain Writing:

- a. Name of Senior Agency Official responsible for Plain Writing:  
Mary O'Driscoll (Mary.O'Driscoll@ferc.gov, 202-502-6088)
- b. Names of Plain Language coordinators within the agency. FERC is a small agency and no additional coordinators are needed.

### II. Explain what specific types of agency communications have you released by making them available in a format that is consistent with the Plain Writing guidelines.

Type of communications of document or posting. List how this is made available to the public	Who is the intended user and approximate number of potential users	What has changed by using Plain Writing
News Releases and Fact Sheets (made available via webpage with a print function)	Media, stakeholders and general public (150 members of the media, more than 800 stakeholders and unknown for general public)	Active voice, explain technical terms in English

### III. Inform agency staff of Plain Writing Act's requirements:

- a. Information on the Act is posted on the agency intranet (FERCNet).
- b. Published an article on the Act and its requirements in the internal agency news bulletin.
- c. Emails to staff
- d. Continually talk about it in meetings and remind staff when they are writing reports.

#### **IV. Training**

Within the past year FERC has developed a training program with the assistance of PLAIN. Our short term objective was to educate our Senior Management and train our most frequent public writers. These objectives were successfully met. Our long term objective is to train all FERC Staff and we plan to train new employees shortly after they are hired.

- a. Agency provided the following trainings:

Type of Training	Number of employees trained	Date
In house (agency Staff or contractor) – live	N/A	
PLAIN provided training – live	189 staff	<ul style="list-style-type: none"><li>• February 14, 2013</li><li>• May 21, 2013</li><li>• October 31, 2013</li></ul>
Webinars	N/A	
Online training	N/A	

#### **V. Ongoing compliance/ sustaining change**

FERC is a small independent agency and the materials that are covered will be reviewed by our Plain Language coordinator and her staff.

- a. Name of agency contact for compliance issues: Mary O’Driscoll
- b. Documenting and reporting use of plain writing in agency communications:  
All web pages currently are written with the governance of plain language and will continue to be. All web material is either written or reviewed by the Plain Language Coordinators team.
- c. Clearance process: All reports, correspondence and web posting are currently cleared through the Office of External Affairs for dissemination, and the Plain Language Coordinator works within this office so the review process has been in place for four years.

## **VI. Agency's plain writing website**

[provide information on your website and include links to it]

- a. Website address - <http://www.ferc.gov/open/plain-language.asp>
- b. Contact us page - <http://www.ferc.gov/contact-us/contact-us.asp>
- c. Implementation of the Act (see <http://www.ferc.gov/open/plain-language.asp>)
  - i. Documents covered by the Act
  - ii. Timeline
- d. Links to Compliance reports (see <http://www.ferc.gov/open/plain-language.asp>)
- e. Links to OMB and PLAIN (see <http://www.ferc.gov/open/plain-language.asp>)

## **VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications**

[provide documentation on how you have measured the effectiveness of your use of Plain Writing in your communication with the public both by hard copy and through posting information on your Agency's website. Provide feedback as to user experience in identifying any noticeable change in comprehension and improved level of service]

We consistently monitor public contacts with the agency regarding "how to" questions that may be difficult to understand on the site; these contacts are reviewed periodically and are used to help determine whether we should pursue revisions. We plan to seek funding for a new online survey that will measure public satisfaction with the site. Also, with the new Digital Strategy effort under way we will be able to monitor and track our users experience.