

U.S. Department of Commerce
Plain Writing Act Compliance Report
July 13, 2011

I. Senior Agency Official for Plain Writing:

a. Kevin Griffis, Director of Public Affairs

II. Explain what specific types of agency communications you have 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
Press Release and Blog Posts	Media, ~100 users	We have tried to maintain plain writing continuously and are reviewing these documents in accordance with training to assure plain language usage.
Grant Applications	Public, varies	We have tried to maintain plain writing continuously and are reviewing these documents in accordance with training to assure plain language usage.

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

- a. Information on the Plain Writing Act can be found at <http://www.commerce.gov/plain-language>
- b. All affected staff members were emailed explaining the Act and upcoming training opportunities.

IV. Training

a. The Department of Commerce will provided the following trainings:

Type of Training	Number of employees trained	Date
PLAIN provided training – live	TBD	TBD
Online training	TBD	TBD

V. Ongoing compliance/ sustaining change

- a. Agency contact for compliance issues is Kevin Griffis, Director of Public Affairs.
- b. Each bureau will appoint a lead Plain Writing coordinator who will be responsible for disseminating Plain Writing guidance and training. Additionally, he/she will be the point of contact for each bureau regarding which documents fall under the Plain Language Act. These coordinators will report to the Senior Agency Official for Plain Writing about usage of plain writing within their bureau.
- c. Each Plain Writing coordinator will clear documents until offices are trained.

VI. Agency's plain writing website

- a. www.commerce.gov/plain-language
- b. Contact us at plainwriting@doc.gov
- c. Implementation of the Act
 - i. Critical documents such as online applications, blog and press releases, grant applications, economic reports and letters are subject to the Plain Writing Act.
 - ii. The U.S. Department of Commerce strives to meet the OMB memo deadline of October 13, 2011. Documents will be revised and updated as training is completed by affected offices.
- d. More information:
 - i. PlainLanguage.gov

- ii. [OMB Memo M-11-05](#) (PDF) Preliminary Guidance for the Plain Writing Act of 2010

VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

The Department of Commerce is planning on reviewing and revising as necessary our online applications, grant applications, blog posts and press releases. We are just now implementing customer feedback via email, so we will monitor that as a baseline. We would expect that we will receive fewer emails and phone calls about documents as we implement our training. Additionally, we'll note any positive feedback received from customers about documents.