

Federal Labor Relations Authority
Plain Writing Act Compliance Report
April 12, 2012

I. Senior Agency Official for Plain Writing:

- a. Senior Agency Official responsible for Plain Writing:

Sarah Whittle Spooner, Counsel for Regulatory and External Affairs
- b. Plain Language coordinators within the agency:

Gina Grippando, Chief, Office of Case Intake and Publication
(Authority Component)

Donna DiTullio, Attorney (FSIP component)

Richard Zorn, Assistant General Counsel for Appeals (OGC
component)

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
Press Releases	Federal agency employees, managers and union representatives	Effective communication
Authority Orders and Communications directed to party customers	Labor relations practitioners, Federal agency employees, managers and union representatives	More effective communication and clearer information for parties regarding procedural matters in cases filed with the

		Authority
<u>Authority Guidance to Arbitration (December 2011)</u>	Labor relations practitioners, Federal agency employees, managers and union representatives, arbitrators and labor-management relations practitioners	More effective communication and clearer guidance and information to parties and arbitrators to understand the arbitration process and their legal rights and responsibilities
FLRA eFiling Regulations	Labor relations practitioners, Federal agency employees, managers and union representatives	More effective communication and clearer information regarding procedural requirements for processing cases before the Authority
<u>OGC Guidance on Information Requests (October 2011)</u>	Labor relations practitioners, Federal agency employees, managers and union representatives	The Guidance is a revision of previous guidance that issued on this topic. Using plain language it assists parties, both Union and management, in determining their rights and obligations regarding information requests related to their collective-bargaining responsibilities under the Federal Service Labor-Management Relations Statute.
<u>OGC Case Law Outline (February 2012)</u>	Labor relations practitioners, Federal agency employees, managers and union representatives	This legal research tool is the second edition that was revised to incorporate plain language principles. It is used by OGC employees and parties who appear

		before the FLRA.
OGC Dismissal Letter and Appeal Decisions	Labor relations practitioners, Federal agency employees, managers and union representatives	OGC strives to provide clearer basis for decision-making.
FSIP Decisions and Orders; Opinions and Decisions of Panel Arbitrators; and procedural determination letters	Labor relations practitioners, Federal agency employees, managers and union representatives	FSIP consistently uses clear and concise communication; decision writers are sensitized to the need to write with the intended audience in mind.

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

- a. Information on the Act is posted on both of the FLRA's intranet and internet sites.
- b. The General Counsel appointed four staff members to the newly-formed OGC Writing Committee in January 2012. As a result, the General Counsel issued the first-ever OGC Writing Policy in March 2012. This was followed up by a two-page two-sided laminated Quick Reference Guide in April 2012 distributed to all staff. The Writing Committee has been institutionalized to provide on-going assistance to other OGC committees, workgroups, and authors by reviewing all external written work of a policy nature.
- c. The Authority is engaged in a "decision-writing initiative" and has established a workgroup to review whether and how the Authority may improve the writing quality -- including incorporating plain language principles -- of its decisions.

IV. Training

- a. Agency provided the following trainings:

Type of Training	Number of employees trained	Date
Live Presentation by Bryan Garner, Advanced Judicial Legal Writing with teleconference to Regions	65	October 26, 2011

V. Ongoing compliance/sustaining change

- a. Compliance issues should be sent to Sarah Whittle Spooner at engagetheflra@flra.gov
- b. FLRA component coordinators are responsible for documenting and reporting use of plain writing in agency communications
- c. Each FLRA component (the Authority, FSIP, and OGC) is responsible for developing a plain language clearance process for documents

VI. Agency's plain writing website:

- a. Website address: http://www.flra.gov/plain_language
- b. Contact us at: engagetheflra@flra.gov
- c. Implementation of the Act
 - i. Press Releases
 - ii. FLRA components will develop a list of documents covered by the Act and a timeline for implementation
 - iii. [OMB implementation guidance on the Plain Writing Act of 2010](#)

VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

The public is invited to give us feedback on the FLRA's implementation of its Plain Language Initiative using enagetheflra@flra.gov. We will report on such feedback in future compliance reports. During the past year we received one e-mail that requested the names of the agency's Plain Language coordinators.