



**Federal Aviation
Administration**

Principles of Plain Language

**Bruce Corsino
FAA Plain Language
Program Manager**





Is this Plain Language?

“—a sudden, unauthorized descent to an altitude below that of the runway.”



Affects Customer Satisfaction

FAA results on the ACSI:

“The degree to which FAA regulations are clear and understandable” =

6.36 (Scale of 1-10)

Lowest of all scores





Language Error in Aviation Maintenance

Final Report

C. G. Drury, J. Ma and C. V. Marin

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Dr. William Krebs



Plain Language Law

Federal Plain Language Act

House Bill: H.R. 3548

Senate Bill: S. 2291

**(Plain Language in Government
Communications Act of 2008)**







Coping with Sabotage

- Flight Plan
- Directives Mgmt. Officers
- Attorneys
- Managers/CMEL
- Quality/Safety Mgmt. Systems
- Eliminate conflicting rules



THANK YOU!

