

Mary Erickson - NOAA Federal

From: Mary Erickson - NOAA Federal
Sent: Sunday, September 1, 2019 6:23 PM
To: Andrew Stern - NOAA Federal
Cc: John Murphy
Subject: Re: Assistance with Ops Reports

Very good, thanks. I will circle back with Julie.

Sent from my iPhone
Mary Erickson
NOAA DAA for Wx Services
(b)(6) (Cell)

On Sep 1, 2019, at 6:05 PM, Andrew Stern - NOAA Federal <andrew.stern@noaa.gov> wrote:

I just spoke with Mike Sowko, Ops Center Team Lead.

First, I asked him to send thanks and appreciation to the entire staff for the work that they are doing. I provided him with Julie's email and he was pretty frustrated. Guidance for the staff is that they are to not deviate from the official NHC Advisories - and this means that if NHC moves different hazards around within the advisory to provide emphasis (e.g., move storm surge above rainfall), then that is NHC's prerogative - and the Ops Center staff will not shift the elements around for sake of "consistency". They will look at improving consistency of fonts and spacing - it is mostly the transition from the NHC advisory into Gmail - some of which cannot be totally captured. Finally, every Sig Ops bulletin linked to an advisory have gone out within 15 minutes of NHC issuance. The time is because they are providing value add by inserting DSS activities into the message.

Bottom line - I thanked him for the information and supported everything that they were doing. Not sure what kind of message should go back to Julie.

----- Forwarded message -----

From: Julie Roberts - NOAA Federal <julie.roberts@noaa.gov>
Date: Sun, Sep 1, 2019 at 5:32 PM
Subject: Assistance with Ops Reports
To: Mary Erickson - NOAA Federal <mary.erickson@noaa.gov>, Andrew Stern - NOAA Federal <andrew.stern@noaa.gov>
Cc: Neil Jacobs - NOAA Federal <neil.jacobs@noaa.gov>, John Murphy - NOAA Federal <john.d.murphy@noaa.gov>, Louis Uccellini - NOAA Federal <louis.uccellini@noaa.gov>

Good evening

I know it is a very busy time during this storm. The last two years I started sending out the NWS Ops messages to the DOC political team and (b)(5)

(b)(5) Currently I take the reports and clean up the formatting to make them consistent and remove contact information for the person sending the report. I don't mind taking the time to do this but I could use your assistance with consistency. Most of the time the messages are the same format, I noticed tonight's 5pm update seemed different in the fact that it did not identify the changes with the advisory and the sections were in a different order.

(b)(5)

(b)(5) Consistency will be very important. Would there be away to provide guidance to those putting it together, or identify one or two people who would be responsible for the updates? I have also noticed the fonts and spacing are different throughout so I found myself taking the time to clean this up before sending it. Any way to reduce the time it takes me to turn around would be appreciated.

I know the team is working hard to send to me in a timely manner but we are still seeing sometimes 15-30 minutes after the update from the NHC. Today for example (b)(5)

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I wasn't able to send until 11:20. (b)(5)

(b)(5)

and this morning it was close to 5:30am before it was sent.

Before you inquire, we do not want to add to the distribution list. Neil and I prefer the personal touch, which I don't mind doing. For large events like this (b)(5) and are building creditability which will pay-off in the long run. Anything you can do to help with the process is greatly appreciated.

Kindest regards,

Julie Kay Roberts, CEM

Deputy Chief of Staff

National Oceanic and Atmospheric Administration

“You can tell a lot about a fellow’s character by his way of eating jelly beans.” President Ronald Reagan

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