

NATIONAL WEATHER SERVICE CENTRAL REGION SUPPLEMENT 05-2003

APPLICABLE TO 10-1603

December 30, 2008

Operations and Services

Performances NWSPD 10-16

Significant Event Reporting NWSI 10-1603

Special Reports

NOTICE: This publication is available at: <http://www.nws.noaa.gov/directives/>.

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Procedural requirements have been clarified slightly to ensure it is understood that emergency backup operations include unscheduled backup. Unscheduled service backup events are to be reported immediately via the Central Region call center and followed with a For the Record memorandum, using procedures found in Appendix M. This supplement was also added as applicable to NWSI 10-2201, **Backup Operations**.

_____/signed/_____
Lynn P. Maximuk
Director, Central Region

December 16, 2008

Date

Special Reports

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1. Introduction.

This supplement covers procedures to be used by Central Region Weather Forecast Offices (WFOs), River Forecast Centers (RFCs), and Center Weather Service Units (CWSUs); collectively referred to as field offices. This supplement covers procedures for field offices to report significant weather, hydrologic, and other specified events to Central Region Headquarters (CRH).

For many events, calls are made to an automated answering service that will, in turn, call an appropriate person at CRH. Specific instructions for any given type event will be found in appendices to this supplement and on the Central Region Intranet under “Emergency/Reporting”.

The Awareness Branch of National Weather Service (NWS) Headquarters must brief senior officials in the National Oceanic and Atmospheric Administration (NOAA) and the NWS concerning significant events which occurred overnight. On Mondays, the NWS Awareness Branch briefs these officials about significant events which occurred during the past weekend.

Since the NWS Awareness Branch needs this information no later than 5 a.m. Central Time, WFOs must report significant event information by 4 a.m. Central Time. The most critical information includes the following:

- a. Amount of snow/ice/precipitation
- b. Number of tornadoes
- c. Warning lead times
- d. Number of fatalities
- e. Number of injuries
- f. Significant damage or impact, and
- g. Number of watches and warnings.

Preliminary verification statistics for tornadoes, severe thunderstorms and flash floods can be generated from Stats on Demand. The computer program, PANDA, can also be used for tornado, severe thunderstorm, flash flood warnings and special marine warnings. Lead times can be obtained from either of these programs, but WFOs must remember the Awareness Branch needs lead time to the first event.

Qualitative estimates for injuries, such as numerous, several, etc., are acceptable if exact numbers are unknown.

Field offices will follow instructions for handling each event type. These instructions can be found in the appendices of this supplement or on the Central Region Intranet. These instructions may save the time for the WFO and should help speed up the special report process. In most cases, an example is provided with the instructions.

2. “For The Record” (FTR) Memo

2.1 General Instructions. When certain events involve a single WFO, CRH may require a field office to fill out an FTR. Forms for this can be found on the Central Region Intranet under “Emergency/Reporting”, then under “For the Record (FTR) Memo”. Moving the cursor over most of the element headings in these forms will display a box on what information should be included for that particular element.

Any acronyms or abbreviations used in the FTR, except for widely known ones such as NWS, WSR-88D, and AWIPS; must be defined. In the first use, a field office will spell out the meaning of the acronym or abbreviation followed by the acronym or abbreviation, itself, in parentheses. Then, the acronym or abbreviation may be used as often as needed in any element throughout the FTR text.

Times should be written as per the example in NWSI 10-1603, section 3.3 on page 7 (e.g. 5:10 a.m. EST, 6 p.m. MDT). The time zone is only required on the first time reference in the FTR.

Field offices will only state the facts in an FTR. WFOs will not include editorial comments.

FTRs are archived at CRH. Field offices will only be able to access the latest version of any given FTR and will begin with that version to update the FTR as necessary.

Some notes on specific sections of the FTR:

2.2 Outlook Section: The FTR will include how far in advance hazardous conditions relating to the event were first included in the HWO. For this purpose, “how far in advance” refers to the time of the first HWO which mentions the hazard and for which all subsequent HWOs, prior to the event, also mention the hazard. As an example, the event occurs on Friday, and HWOs discussed the event potential on Monday, Wednesday, Thursday and Friday. For reporting purposes the first HWO will be the Wednesday HWO since the event was not referenced on Tuesday.

For tornadoes or severe thunderstorm events, just a chance of thunderstorms in the HWO would not likely prompt customer awareness to the impact of severe weather. WFOs would need to have used words like “severe”, “strong”, “hail”, etc. in the HWO to include these days in the FTR.

For winter storms, just a chance of snow in the HWO would not likely prompt customer awareness to the impact of a winter storm. A WFO would need words like “heavy snow”, “significant accumulations”, or snow fall amounts at least meeting the WFO’s advisory criteria.

For flooding, just mentioning rain or a chance of rain would not likely prompt customer awareness to the impacts of flooding. Words like “heavy rain”, “possible flooding”, etc. would be needed to communicate to the customer the potential for flooding problems.

For wildfire events, WFOs will include how far in advance the HWO mentioned critical fire weather conditions for the day the wildfire event began. Again all subsequent HWOs until the event began must cover critical fire weather conditions.

In the outlook section for tornadoes and severe weather events, WFOs will include how far in advance the Storm Prediction Center (SPC) included the area of the event in their graphic convective outlook. This information is archived on the SPC Internet site. SPC must have included the area of the event in all subsequent outlooks, valid for the day of the event, prior to the event. For example, if SPC included the area in the Day 4-8 outlook seven days in advance of the event, five days in advance of the event, and four days in advance of the event, as well as in all the Day 3, Day2, and Day 1 outlooks, the WFO will only include the information beginning with five days in advance of the event since SPC did not include the area on Day 6. Consider the same example, except this time; assume SPC did not include the area of the event in the early release on Day 2. In this case, the WFO will only include information beginning with the later Day 2 outlook.

If SPC raises the risk from slight to moderate or high and stays with this higher risk through the event, WFOs will note this in the outlook section.

For wildfire events, WFOs will include how far in advance SPC covered the area of the fire in the critical fire weather forecast graphics. This information is found archived on the SPC Internet site. SPC must have included the area of the wildfire in all subsequent fire weather forecast graphics, valid for the day the wildfire started, prior to the start of the wildfire. Anything on the Days 3-8 outlooks would not serve the customer well, if SPC does not include the area in the Day 2 or Day 1 fire weather forecasts valid for the day the wildfire began.

2.3 Watch and Warning Sections: With a wildfire event, if no fire weather watch or Red Flag Warning was issued, and Red Flag criteria were not met, WFOs will state that Red Flag Criteria were not met in the watch and warning sections of the FTR. This will save NWSH from questioning why a Red Flag Warning was not issued.

2.4 Service Section: WFOs should include any additional services, non routine products, and decision support activities applicable to the event, but beyond HWOs, watches and warnings, (e.g. advisories, short term forecasts, teleconference calls, etc.) which provided early or additional information to key customers and decision makers concerning the event. NWSH can use this information in briefing higher government officials.

APPENDIX A - Aircraft Accident

Aircraft Accident events include any aircraft accident involving one or more of the following:

- Fatalities
- Weather is a known or suspected factor
- An air carrier involved (flights are classified as air carrier if they involve the transport of passenger and/or freight for hire.)
- A well-known person on board (e.g., government official; movie, television, or media celebrity)
- Missing aircraft

CWSUs will contact the appropriate WFO as soon as possible, once preliminary facts are known. A local National Weather Service (NWS) county warning area map can be used as a guideline for which WFO to contact. CWSUs will establish a person to person contact. Due to the urgency of the situation, a voice mail contact or an e-mail contact is **not** acceptable. The WFO will contact CRH per instructions below.

A WFO will make initial contact with CRH as soon as possible, once preliminary facts are known. A WFO will initiate a phone call as soon as the situation allows - any time, 24 hours a day, and seven days a week. WFOs will not delay the call for further investigation once the basic facts are known. If there is any doubt as to whether or not contact with CRH should be made for an event, a WFO should initiate a call. A WFO will do the following:

- a. WFO will call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "2".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)

- e. The system will then tell the caller that he or she must press “3” to complete the process. Otherwise the system gives the caller the following options:
 - (1) Replay the message
 - (2) Re-record the messageThe system also gives the caller the option to exit without saving by hanging up the phone.
- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action should be necessary on the part of the WFO until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps “a” through “e”. When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.
- g. Provide information the CRH contact requests. This may include:
 - (1) Type of aircraft
 - (2) Time of accident
 - (3) Location of accident
 - (4) Fatalities
 - (5) Injuries
 - (6) Extent of damage
 - (7) Media coverage
 - (8) Did terminal aerodrome forecast (TAF) and/or flight advisories reflect conditions at time of accident?
- h. The WFO will issue a Notification Report (commonly known as an OAV) according to instructions in NWSI 10-2004.

The following is an example of an OAV:

000
NOUS53 KLMK 271431
OAVLMK

NOTIFICATION REPORT
NATIONAL WEATHER SERVICE LOUISVILLE KY
1030 AM EDT SUN AUG 27 2006

TO: FORENSIC SERVICES MANAGER (W/OS23)
NATIONAL WEATHER SERVICE
C/O TELECOMMUNICATIONS GATEWAY
SILVER SPRING, MARYLAND 20910

INFO: NWS CENTRAL REGION W/CR1X3

ALPHA: AIRLINE AND FLIGHT NUMBER... COMAIR 191 ...OR... DELTA 5191
ACFT TYPE...CRJ-100

BRAVO: LOCATION.....1/2 MILE WEST OF LEXINGTON KENTUCKY
AIRPORT RUNWAY.
DATE.....08/27/06
INCIDENT TIME...1010 UTC

CHARLIE: AIRCRAFT CRASHED SHORTLY AFTER TAKEOFF. 50 ABOARD: ONE KNOWN
SURVIVOR IN CRITICAL CONDITION.

DELTA: LEXINGTON
METAR KLEX 271154Z 22006KT 6SM HZ OVC055 23/20 A3004 RMK AO2 SLP161
60001 70001 T02330200 10250 20233 53012
METAR KLEX 271054Z 22008KT 8SM FEW047 BKN060 OVC090 23/20 A3002 RMK
AO2 RAB12E51 SLP154 P0001 T02330200
METAR KLEX 270954Z 20007KT 8SM FEW090 SCT120 24/19 A3000 RMK AO2
SLP147 T02390194

ECHO: KLEX 270535Z 270606 17005KT P6SM BKN200
FM1000 19006KT 4SM HZ SKC
FM1500 23010KT 6SM HZ VCTS BKN040CB

FOXTROT: WINDS ALOFT BASED ON LVX RADAR:
1000 FT WND 23315 KTS
2000 FT WND 27710 KTS
3000 FT WND 28513 KTS
4000 FT WND 27717 KTS
5000 FT WND 27719 KTS
6000 FT WND 26622 KTS
7000 FT WND 26421 KTS
8000 FT WND 25820 KTS
9000 FT WND 26018 KTS
10000 FT WND 26517 KTS
11000 FT WND 26619 KTS
12000 FT WND 28520 KTS

GOLF: WAUS43 KKCI 270745
WA3S
CHIS WA 270745
AIRMET SIERRA UPDT 1 FOR IFR VALID UNTIL 271400
.
AIRMET IFR...MN WI LM LS MI
FROM INL TO SSM TO BAE TO RWF TO 60SE FAR TO INL
OCNL CIG BLW 010/VIS BLW 3SM CLDS/BR/FG. CONDS ENDG ARND 14Z.
.
AIRMET IFR...MO IL IN KY AR TN LA MS AL AND CSTL WTRS
FROM CVG TO HNN TO HMV TO GQO TO 40NW TLH TO 40W CEW TO LEV TO
30W LCH TO LIT TO FAM TO CVG
OCNL CIG BLW 010/VIS BLW 3SM CLDS/BR/FG. CONDS ENDG 14Z-16Z.
.
AIRMET IFR...NE KS MO WI LM MI LH IL IN KY OK TX
FROM SSM TO YVV TO DXO TO FWA TO CVG TO FAM TO TXO TO 50W LBL TO
GLD TO PWE TO UIN TO BAE TO SSM
OCNL CIG BLW 010/VIS BLW 3SM CLDS/PCPN/BR/FG. CONDS CONTG OVR
CNTRL AND ERN PTNS BYD 14Z THRU 20Z...ENDG OVR WRN PTNS 14Z-17Z.
.
.....

HOTEL: WEATHER BRIEFING/DOCUMENTATION BY UNKN

PREPARED BY BEAUVOIS
FORECASTER LOUISVILLE KY

APPENDIX B - Amber Alerts

After an Amber Alert has been disseminated, NWSH needs certain information concerning the dissemination of the Amber Alert. For almost all Amber Alerts, a call to CRH is **not** necessary. WFOs will use the electronic form on the Intranet for Amber Alerts. Guidelines for the report can be found in the comments on this form. When this form is submitted, a message will automatically be sent to: crftr@noaa.gov, a URL set up to notify appropriate CRH personnel. If severe weather is ongoing or develops, the caller will complete this form after severe weather ends.

When more than one WFO is involved in the dissemination of an Amber Alert, only one report needs to be sent to CRH. Submission of the report is the responsibility of the WFO from whose area the Amber Alert originated. In the case of an Amber Alert which covers an entire state, the responsibility for the Amber Alert report falls to the WFO who has the state capital in their county warning area. However, WFOs may decide among themselves who will collect the needed information and send the report to CRH. It is the responsibility of each WFO involved in the Amber Alert to furnish information to the WFO preparing the report to CRH. This task may be accomplished by either a phone call or an e-mail.

In very rare instances, a phone call to CRH will be necessary. One of these rare occasions is when the Amber Alert involves a famous child or is the daughter or son of someone famous. Another of these rare occasions would be when the national news media gives significant attention to a particular Amber Alert. For these rare occasions, senior government officials may ask questions of NOAA and the NWS concerning the NWS's role in the Amber Alert. In these rare cases, WFOs will do the following:

- a. The WFO will call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "2".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number

- (4) Message on why the call is being made and briefly address any significant known details;
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press “3” to complete the process. Otherwise the system gives the caller the following options:
- (1) Replay the message
 - (2) Re-record the message
- The system also gives the caller the option to exit without saving by hanging up the phone.
- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action should be necessary on the part of the WFO until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps “a” through “e”. When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.
- g. WFO will provide information the CRH contact requests. This may include:
- (1) Name of missing child
 - (2) Name of famous parent
 - (3) Known facts how the child became missing
 - (4) NWS role in disseminating Amber Alert
 - (5) Which national media has given this Amber Alert attention
- h. CRH contact will decide what, if any, further action will be taken.

The following is an example of a filed Amber Alert Form:

MEMORANDUM FOR THE RECORD

AMBER ALERT FTR

SID:

ILX

Person/Region filing this report:

Chris Miller, WCM

Date/Time of Request: 2006-08-01

Agency/Person who made request: Illinois State Police

States Affected:: Illinois

Name(s) of offices that broadcast the message: ILX, PAH, LOT, DVN, LSX

Total number of transmitters that broadcast the message: 36

SAME/EAS event code(s) used: CAE

Did all offices use the same SAME/EAS code? If not explain Yes

Was the 1050 Hertz tone used on any of the transmitters? No

If so, identify the transmitters and explain:

Was the message sent as a text product? Yes

If so, by which office(s)? ILX

AWIPS ID Category (NNN) used: CAE

If all offices did not use the same NNN, explain: ILX is the only office that sends this product for the state of Illinois.

Other Items:

Any Information listed pertaining to this event and/or lead times associated with watches and warnings are based on the best information available at the time this preliminary report was prepared. Subsequently, these may be changed as time permits a more thorough investigation of the circumstances surrounding this event

APPENDIX C – Equipment/System Outages

System outages will be reported using Table 2 as a guideline.

If system outage is an emergency (center column), field offices will do the following:

- a. Field office will call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "1".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press "3" to complete the process. Otherwise the system gives the caller the following options:
 - (1) Replay the message
 - (2) Re-record the messageThe system also gives the caller the option to exit without saving by hanging up the phone.
- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action should be necessary on the part of the field office until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps "a" through "e". When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.
- g. Provide information CRH contact requests. This may include:

- (1) Name of failed system, or part of system
 - (2) Effect on operations
- h. Send an e-mail addressed to: cr.sig.ops@noaa.gov .
 - i. An Unscheduled Outage System (USOS) report will be issued through the Electronic Maintenance Reporting System (EMRS) portal by 9 a.m. CST or CDT the following business day.

If the system outage is not an emergency (right column in Table 2), the field office will fill out a USOS report through the EMRS portal by 9 a.m. CST or CDT the following business day.

Table 2
SYSTEM OUTAGE EVENT TABLE

<u>System Name</u>	<u>Emergency - File Incident Memo and Report Immediately if:</u>	<u>Non-Emergency Report by 9 a.m. in USOS if:</u>
AWIPS	AWIPS failure, which results in service backup with <u>public safety impact</u> ; or RFC AWIPS outage with <u>public safety impact</u>	AWIPS failure, which results in service backup with <u>no public safety impact</u> ; or RFC AWIPS outage greater than 6 hours with <u>no public safety impact</u>
WSR-88D Radar	Total loss of radar (RDA or RPG) during weather or hydrologic conditions that <u>threaten public safety</u>	Total loss of radar (RDA or RPG) for more than 12 hours with <u>no public safety impact</u>
NOAA Weather Radio	Total loss of broadcast services during weather or hydrologic conditions that <u>threaten public safety</u>	Total loss of broadcast services for more than 12 hours with <u>no public safety impact</u>
Field offices/RFC Voice Telecommunications	Total loss of voice telephone lines during weather or hydrologic conditions that <u>threaten public safety</u> .	Total loss of voice telephone lines for more than 12 hours with <u>no public safety impact</u>
Regional Frame Relay Communications	Total loss of NWS NET connectivity during weather or Hydrologic conditions that <u>threaten public safety</u>	Total loss of NWS NET connectivity for more than 12 hours with <u>no public safety impact</u>
Upper Air Equipment	No immediate reports required	Failure of Upper Air equipment resulting in loss of upper air observations for more than 12 hours
ASOS	No immediate reports required	Failure of an ASOS system component and redundant backup components, resulting in a loss of observational data and which will exceed established restoration time

APPENDIX D – Facility Damage/Physical Security Compromise

Facility Damage/Physical Security compromise includes the following or similar events:

- Break-ins to facilities or government vehicles
- Attempted break-ins to facilities or government vehicles
- Physical threat to government personnel, facilities, or government vehicles.
- Damage to NWS facility

Field offices will contact CRH for Security Compromise Events as soon as possible. Due to the urgency of the situation, field office must ensure that the appropriate point of contact at CRH is reached using the steps below or by a person to person phone call. Email messages and other voice mail messages are **not** acceptable.

- a. Call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "1".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press "3" to complete the process. Otherwise the system gives the caller the following options:
 - (1) Replay the message
 - (2) Re-record the messageThe system also gives the caller the option to exit without saving by hanging up the phone.

- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action, in regards to filing a report, should be necessary on the part of the field office until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps “a” through “e”. When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.

- g. Provide information CRH contact requests. This may include:
 - (1) Type of security compromise (break-in; attempted break-in; physical threat to government personnel, facility or vehicle)
 - (2) Time security compromise occurred
 - (3) Location of security compromise
 - (4) Fatalities
 - (5) Injuries
 - (6) Damage
 - (7) Event ongoing or ended
 - (8) Subsequent actions taken by field office

- h. Meteorologist In Charge, or Acting Meteorologist In Charge, of the field office will file a Security Incident Report. Go to Emergency Reporting Section on the Intranet and click on “Security Incident Report Guidelines” for more information.

If WFO actions require service backup, the CRH contact will coordinate with the appropriate CRH/Services staff.

APPENDIX E - Facilities Systems Failure

For a facility system failure, field offices should use Table 1 as a guideline:

For facilities systems failures in the left side of Table 1 in this appendix, field offices will do the following:

- a. WFO will call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "1".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press "3" to complete the process. Otherwise the system gives the caller the following options:
 - (1) Replay the message
 - (2) Re-record the messageThe system also gives the caller the option to exit without saving by hanging up the phone.
- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action, in regards to filing a report, should be necessary on the part of the field office until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps "a" through "e". When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.
- g. Provide information CRH contact requests. This may include:

- (1) What part of the facility system failed?
- (2) Why is this a hazard to public safety?

For facilities systems failures on either side of the following table, field offices will need to send an e-mail to: cr.sig.ops@noaa.gov by 7:00 a.m. CST or CDT the next business day.

TABLE 1

FACILITIES SYSTEMS FAILURE EVENTS

REPORT IMMEDIATELY THROUGH ANSWERING SERVICE	REPORT THROUGH AN E-MAIL BY NEXT BUSINESS DAY
Failure of electrical systems resulting in complete loss of power and/or equipment failure during weather or hydrologic conditions that would pose a threat to public safety.	Failure of electrical systems that does not pose a threat to public safety
Heating, Ventilation, and Air Conditioning (HVAC) fails without backup system operating and is a threat to public safety	Heating, Ventilation, and Air Conditioning (HVAC) fails without backup system operating and is expected to continue for more than 24 hours.
Other Facilities System related failures that could pose a threat to public safety.	

APPENDIX F - Fire Weather Incident meteorologist (IMET) Deployment Notification

WFOs will contact CRH upon any request to deploy an Incident Meteorologist (IMET). Contact with CRH for deployment of an IMET can wait until daytime or early evening hours. During these hours, WFOs will do the following:

- a. WFO will call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "2".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press "3" to complete the process. Otherwise the system gives the caller the following options:
 - (1) Replay the message
 - (2) Re-record the messageThe system also gives the caller the option to exit without saving by hanging up the phone.
- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action should be necessary on the part of the WFO until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps "a" through "e". When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.
- g. Provide information CRH contact requests. This may include:
 - (1) Name of IMET being deployed
 - (2) Wildfire to which IMET is being deployed

- (3) From which field office is IMET being deployed
- (4) Times IMET scheduled to leave the field office and report to wildfire site

Further action will not likely be necessary, but CRH contact will determine the need for any further action.

APPENDIX G – HAZMET/Terrorist Acts and Events

Meteorological support for non weather caused disaster events include the following or similar events:

- Meteorological support in forecasting for toxic gas, oil, or radioactive material spills (hazardous spills/release (HAZMAT))
- Nuclear accidents
- Terrorist acts

For events meeting the above criteria, initial contact with CRH will be made as soon as possible, once preliminary facts are known. WFOs will initiate a phone call as soon as the situation allows - any time, 24 hours a day, and 7 days a week. WFOs will **not** delay the call for further investigation once the basic facts are known. If there is any doubt as to whether or not contact with CRH should be made for an event, WFOs should initiate a call. WFOs will do the following:

- a. WFO will call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "2".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press "3" to complete the process. Otherwise the system gives the caller the following options:
 - (1) Replay the message
 - (2) Re-record the message

The system also gives the caller the option to exit without saving by hanging up the phone.

- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action should be necessary on the part of the WFO until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps “a” through “e”. When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.

- g. Provide information CRH contact requests. This may include:
 - (1) Type of event for which meteorological support was requested
 - (2) Time of event
 - (3) Location of event
 - (4) Local, state, or federal agency requesting meteorological services
 - (5) Type of information requested
 - (6) Information given
 - (7) Special models run/special products issued to provide meteorological support.
 - (8) Fatalities from the event for which meteorological support was requested
 - (9) Injuries from the event for which meteorological support was requested
 - (10) Damage from the event for which meteorological support was requested
 - (11) Media coverage from the event for which meteorological support was requested

- h. WFOs will issue an FTR if CRH contact decides this course of action. WFOs will use electronic form for hazmat on the Intranet.

An example of a Hazmat FTR follows:

MEMORANDUM FOR THE RECORD

FTR FOR Hazardous Substance Spill/Release Event Tustin, Michigan - 07/07/06

Sid: GRR

From: , WFO Grand Rapids, Michigan - Mike Heathfield , Warning
Coordination Meteorologist

Date: 2006-07-07

Subject: Hazardous Substance Spill/Release Event Tustin, Michigan - 07/07/06

Event: A tanker truck, hauling ethanol, flipped on its side this Friday morning. At 9:05 a.m. EDT, the WFO provided Osceola County Emergency Management a wind and temperature forecast through Friday (7/7/06) afternoon. The WFO received a call at 2:10 p.m. from the Osceola County Emergency Management requesting the WFO transmit a Non-Weather Emergency Message (NWEM). The NWEM was for road closure of US Highway 131 between M-115 and the LeRoy exit. A Shelter In Place was issued for the City of Tustin. At 2:26 p.m. EDT, the WFO transmitted the Shelter In Place message under the AWIPS product header, SPWGRR and the Shelter In Place was broadcast on NOAA All Hazards Radio.

Location: Near Tustin, Michigan in Osceola County

Office: WFO Grand Rapids, Michigan (GRR)

Deaths: none known at this time

Injuries: none known at this time

Damage: Unknown amount of damage to tanker truck and vicinity.

Requesting Agency : Osceola County Emergency Management

Information Requested: Wind and Temperature forecast, NWEM transmission for Shelter in Place and road closure notification

Information Given: Wind and Temperature forecast through Friday afternoon, NWEM transmission for Shelter in Place and road closure notification sent and transmitted on NOAA All Hazards Radio

Service: WFO sent the NWEM on three NOAA All Hazards Radio which

service Osceola County.

Systems: All systems worked as expected.

User Response: Unknown at this time

Any Information listed pertaining to this event and/or lead times associated with watches and warnings are based on the best information available at the time this preliminary report was prepared. Subsequently, these may be changed as time permits a more thorough investigation of the circumstances surrounding this event.

APPENDIX H - IT System Outages or Security Incidents

"Mission Critical" CRH Integrated Technology (IT) resources refers to those CRH based networks, communications and servers that provide field offices essential data for forecast and warning operations, and provide data services to our customers. Examples include

- NWS-wide Area Networks
- Internet Access
- Web Services
- Radar Data Services

The decision as to whether any particular IT failure is "mission critical" will be variable and depend on the current status of high impact events in the region. The decision of whether an IT failure constitutes an "emergency mission critical" failure is left to the joint decision of the WFO/RFC person in charge and the Systems Officer of the Day (SOoD). As a general practice, local IT staff (Electronic Systems Analyst (ESA), Integrated Technology Officer (ITO)) should be contacted for IT emergency support before contacting the SOoD. IT failures which are not "Mission Critical CRH operated systems" should be addressed to the appropriate person at CRH during normal business hours, using email or telephone as appropriate.

Field offices will contact the Central Region SOoD for Security Compromise Events or missing laptops/Personal Digital Assistants (PDAs) immediately. Due to the urgency of the situation, field office must ensure that the appropriate point of contact at CRH is reached using the steps below or by a person to person phone call. Email messages and other voice mail messages are **not** acceptable.

- a) Call 1-877-833-4719.
- b) When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c) When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "1".

At this point, the system may provide a current system status message and then will ask the caller to leave a message.

- d) When the system asks, the caller will leave the following information:
 - (1) Caller's name

- (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e) The system will then tell the caller that he or she must press “3” to complete the process. Otherwise the system gives the caller the following options:
- (1) Replay the message
 - (2) Re-record the message
- The system also gives the caller the option to exit without saving by hanging up the phone.
- f) Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action, in regards to filing a report, should be necessary on the part of the field office until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps “a” through “e”. When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.

APPENDIX I - Marine

Marine events include the following or similar events on the Great Lakes:

- Major commercial or major private boat accidents
- Any marine accident which is, or may be, weather related
- Any time a field office becomes aware of a missing marine vessel where weather is, or may be, a factor
- Strong winds
- Seiches
- Shore flooding
- Excessive wave action
- Ice jams

For any of these Marine events resulting in one or more of the following, field offices will contact CRH:

- One or more directly related fatalities
- Numerous injuries
- Major property damage
- Significant media attention

For events meeting the above criteria, initial contact with CRH will be made as soon as possible, once preliminary facts are known. Field offices will initiate a phone call as soon as the situation allows - any time, 24 hours a day, and seven days a week. Field offices will **not** delay the call for further investigation once the basic facts are known. If there is any doubt as to whether or not contact with CRH should be made for an event, a field office should initiate a call. A field office will do the following:

- a. Field offices will call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "2".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details

- (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press “3” to complete the process. Otherwise the system gives the caller the following options:
 - (1) Replay the message
 - (2) Re-record the messageThe system also gives the caller the option to exit without saving by hanging up the phone.
- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action should be necessary on the part of the WFO until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps “a” through “e”. When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.
- g. Provide information CRH contact requests. This may include:
 - (1) Type of event
 - (2) Time of event
 - (3) Location of event
 - (4) Fatalities
 - (4) Injuries
 - (5) Damage
 - (6) Media coverage
 - (7) Warning, advisory, or other product in effect
 - (8) Lead time on warning or advisory (Lead time is the time between the issuance time of the warning or advisory and the time warning or advisory criteria is first met.)
- h. Issue an FTR if CRH contact decides this course of action.

The following is an example of a marine event FTR:

MEMORANDUM FOR THE RECORD

FTR FOR Marine Incident on Lake Superior on 10-06-06 near Grand Marais, Michigan

Sid: MQT

From: WFO Marquette, Michigan (MQT) - Tom Green, Associate Forecaster (MQT),

and Dan Bloom, Regional Quality Assurance Meteorologist, Central Region Headquarters

Date: 2006-10-08

Subject: Marine Incident on Lake Superior on 10-06-06 near Grand Marais, Michigan

Event: 18-foot pleasure boat ("Blue Heron") departed from Grand Marais Marina around 13 UTC Friday. The park service notified authorities when the vessel did not return as scheduled at 18 UTC that day. The Coast Guard found a man clinging to his overturned boat around 0545 UTC Saturday October 7. The Coast Guard reported that the boat capsized due to heavy seas. Three people are still missing as of 14 UTC Sunday October 8.

Location: Boat was found by Coast Guard at 46.76 N, 85.87 W, approximately 7 nm northeast of Grand Marais Marina.

Office: WFO Marquette, Michigan

Deaths: Unknown at this time, but three people, two males, ages 90 and 59, and one female, age 60, are missing.

Injuries: One person hospitalized, in serious condition.

Damage: Unknown amount of damage to one boat and contents.

Outlooks: None at time of accident.

Watches: None at time of accident. Watches are not issued for marine winds and waves.

Warnings: None at time of accident. Questionable whether or not a warning was needed.

Service: Open water forecast issued at 3:58 a.m. EDT Friday, 10/06/06: For Friday - southwest winds 10 to 20 knots backing to the south. Waves 1 to 3 feet building to 3 to 5 feet. For Friday night - south winds 10 to 20 knots increasing to 30 knots and waves building to 5 to 8 feet. Near shore forecast, issued at 5 a.m. EDT Friday, 10/06/06: For Friday - less than 10 knots increasing to southwest 5 to 15 knots by noon, then becoming south 10 to 20 knots. Waves calm to 2 feet building to 1 to 3 feet. For Friday night - south wind 15 to 20 knots and waves 1 to 3 feet.

Systems: No equipment problems noted.

User Response: Coast Guard searched for missing boat.

Any Information listed pertaining to this event and/or lead times associated with watches and warnings are based on the best information available at the time this preliminary report was prepared. Subsequently, these may be changed as time permits a more thorough investigation of the circumstances surrounding this event.

APPENDIX J - Nonweather Significant Impact Events

Nonweather significant impact events include the following or similar events:

- Congressional or other government contacts
- Known or suspected work related court subpoenas of field office personnel
- Employee fatality(ies) and/or serious injury(ies) occurring in the line of duty
- Fatality(ies) and/or serious injury(ies) occurring on an NWS site

Field offices will notify CRH for these high impact events as soon as possible. Field offices will establish a person to person contact. Due to the urgency of the situation, field office must ensure that the appropriate point of contact at CRH is reached using the steps below or by a person to person phone call. Email messages and other voice mail messages are not acceptable.

- a. Call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "2".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press "3" to complete the process. Otherwise the system gives the caller the following options:
 - (1) Replay the message
 - (2) Re-record the messageThe system also gives the caller the option to exit without saving by hanging up the phone.
- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action, in regards to

filing a report, should be necessary on the part of the field office until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps “a” through “e”. When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.

- g. Provide information CRH contact requests. This may include for:
- (1) Congressional contacts
 - (a) Name of government office contacting field office
 - (b) Information this government office desired
 - (c) Time of this inquiry
 - (d) Information given to this government office
 - (e) Subsequent actions taken by field office
 - (2) Subpoenas
 - (a) Person(s) subpoenaed from field office
 - (b) Person or agency issuing the subpoena
 - (c) Information for which field office person subpoenaed to testify
 - (d) Subsequent actions taken by field office
 - (3) Fatality or serious injury at an NWS site
 - (a) Name of person(s) fatally or seriously injured
 - (b) Medical services provided, if any
 - (c) Employee or visitor to NWS site
 - (d) Circumstances of fatal or serious injury
 - (e) Time and location of occurrence
 - (f) Subsequent actions taken by field office

APPENDIX K – NWR Emergency Messages

Meteorological support for non weather related communication emergency events includes the following or similar events:

- Anytime a field office is requested to disseminate a non weather related emergency message as listed in NWSI 10-518, Appendix C, section 4, over the NOAA All Hazards Radio (NWR) or other communication system for local, state or other federal agency.

For events meeting the above criteria, a phone call to CRH is **not** necessary. A brief e-mail to cr.sig.ops@noaa.gov explaining the situation will be sufficient. When more than one field office is involved in the meteorological services communication dissemination event, only one field office needs to send an e-mail. Field offices may decide among themselves who will e-mail CRH. Other field offices involved will be carbon copied on the e-mail. In the e-mail, WFOs will include the following:

- a. What type of message was asked to be disseminated.
- b. On which NWS communication channels was this message disseminated
- c. Date and time of request
- d. Agency requesting message dissemination
- e. Time message was disseminated
- f. Field offices involved

Field office should attach a copy of the message to the e-mail if this can be easily accomplished.

An example follows:

AT 7:37 a.m. MDT Tuesday, August 15, the Natrona County, Wyoming Emergency Management requested the WFO RIW to relay the attached evacuation message over NOAA All Hazards Radio station, WXM-47. The message was disseminated at 7:40 a.m. The WFO Riverton was the only WFO involved. A copy of the message follows:

000
WOUS45 KRIW 151340
EVIRIW
WYC025-151830-

BULLETIN - EAS ACTIVATION REQUESTED
EVACUATION IMMEDIATE
NATRONA COUNTY EMERGENCY MANAGEMENT AGENCY
RELAYED BY NATIONAL WEATHER SERVICE RIVERTON WY
740 AM MDT TUE AUG 15 2006

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE
NATRONA COUNTY EMERGENCY MANAGEMENT AGENCY.

THE NATRONA COUNTY EMERGENCY MANAGEMENT AGENCY HAS REQUESTED THAT ALL HOUSING SUBDIVISIONS INCLUDING GOTHBERG...HIDDEN VALLEY...COATES ROAD...SOUTH END OF SQUAW CREEK...SOUTH RIDGECREST...AND ALL RESIDENCE ON GARDEN CREEK...SOUTH END OF WOLF CREEK AND CASPER MOUNTAIN EVACUATE IMMEDIATELY DUE TO THE WILDFIRE. A SHELTER HAS BEEN SET UP AT THE ADMINISTRATIVE GYM AT CASPER COLLEGE.

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APPENDIX L – RFC Extended Hours

Extended hours of operations at an RFC refer to nonroutine flood or emergency situations, and not to more benign situations where additional time is needed to create routine forecast. When an RFC, located in Central Region, goes to extended hours of operations for a nonroutine situation, the RFC will notify CRH via e-mail to the following URL:

cr.sig.ops@noaa.gov

subject: RFC extended hours of operation
priority: high

The RFC will provide the following information in the e-mail:

- (1) When did, or will, the RFC go to extended hours of operations
- (2) What event(s) prompted the RFC to go to extended hours of operations?

In addition, RFCs will also notify field offices via the Hydrometeorological Coordination Message (HCM), issued internally (point to point), not over the NOAA Port/SBN.

As extended hours of operation may continue for several days, no other notification to CRH will be necessary until it is determined that normal hours will be resumed. Upon deciding to return to normal hours another email will be sent to the above URL stating normal hours will resume, or have resumed, and the date/time they resumed.

Again, an HCM will be issued to inform field offices concerning the return to normal operations.

The following is an example of the text of an e-mail message from an RFC going to extended hours:

Due to the flooding situation on the Red River of the North, the North Central River Forecast Center will go to 24 hour operations beginning tonight, Wednesday, September 6.

The following is an example of text of an e-mail message from an RFC returning to normal hours:

The Missouri Basin River Forecast Center will return to normal hours beginning Saturday, September 9.

APPENDIX M - Service Backup/Emergency Closure

Unscheduled Service Backup Events

Unscheduled service backup may be required due to failures of NWS computers or communications systems, NWS facilities, failure of commercial communications or utility services, weather-related impacts or, due to extenuating circumstances, such as evacuations, civil emergencies and other similar events where protection of NWS employees and/or the public are best served with office closure.

Whenever service backup is implemented on an unscheduled basis, notification to CRH must be made as soon as possible via the CRH call center, then followed as soon as possible with a For The Record (FTR) email message which provides additional detail regarding the situation. The FTR message is sent via an [on-line web page form](#) and includes information regarding the unscheduled service backup and the best estimate of how long the service backup may last. Updates to this FTR message should be made when service backup is ended or if the service backup lasts longer than originally estimated.

The CRH call center number is 1-877-833-4719. The call center records messages intended for CRH and ensures that message is delivered to the Systems [Officer of the Day](#) in a very short time. The call center menu will guide the caller through the appropriate procedure to record and deliver a message. In the event the call center number does not work, or if you do not receive a return call within 30 minutes, you should call Tom Schwein (816-564-7899) cell phone.

Planned service backup events (such as for training and testing of backup procedures) do not need to be reported to CRH.

The FTR Email to CRH should be submitted using the on-line form located at http://intra.crh.noaa.gov/crh/reporting/FTR/memo_service_backup_db.php This URL can also be found on the left hand menu of the [CRH Intranet](#) under EMERGENCY/REPORTING. The FTR email should be updated when service backup ends or if service backup lasts longer than originally estimated. Updates to the FTR should include the time that service backup ended (for cases where service backup is no longer being used) or an updated estimate of how long service backup will be required.

APPENDIX N - Weather/Water Events

Weather/Water Events include the following or similar events:

- Severe thunderstorms
- Tornadoes
- High winds
- Winter weather
- Floods
- Heat episodes (5 or more fatalities)
- Lightning (3 or more fatalities)
- Avalanches
- Large scale air stagnation episode resulting in one or more fatalities

For Weather/Water Events which result in one or more of the following, WFOs will contact CRH.

- One or more directly related fatalities (except where noted different above)
- Numerous injuries
- Major property damage
- Significant media attention

For events meeting the above criteria, initial contact with CRH will be made as soon as possible, once preliminary facts are known. Field offices will initiate a phone call as soon as the situation allows - any time, 24 hours a day, and 7 days a week. Field offices will **not** delay the call for further investigation once the basic facts are known. If there is any doubt as to whether or not contact with CRH should be made for an event, field offices should initiate a call. Field offices will do the following:

- a. Field offices will call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "2".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call

- (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press “3” to complete the process. Otherwise the system gives the caller the following options:
- (1) Replay the message
 - (2) Re-record the message
- The system also gives the caller the option to exit without saving by hanging up the phone.
- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action should be necessary on the part of the WFO until the CRH contact calls. In the unlikely event a return call is not received within one hour, WFOs should repeat steps “a” through “e”. When leaving the message this second time, WFOs should also state that a previous call was made and the approximate time this call was made.
- g. Provide information CRH contact requests. This may include:
- (1) Type of event
 - (2) Time and location of event
 - (3) Fatalities
 - (4) Injuries
 - (5) Damage
 - (6) Media coverage
 - (7) Warning or other product in effect
 - (8) Lead time on warning or advisory (Lead time is the time between the issuance time of the warning or advisory and the time warning or advisory criteria is first met.)
 - (9) Amount of snow/ice/rainfall
 - (10) Number of tornadoes
 - (11) Known or suspected tornado damage F3 or greater
 - (12) Number of watches or warnings issued
- h. An FTR will be issued if CRH contact decides this course of action. Field offices will use electronic form on the Intranet for the appropriate event.

An example of weather/water FTR follows:

MEMORANDUM FOR THE RECORD

FTR FOR Tornado - Otwell, Indiana -Thursday afternoon, May 25, 2006

Sid: PAH

From: WFO Paducah, Kentucky (PAH) - Beverly A. Poole, Meteorologist In Charge

Date: 2006-05-26

Subject: Tornado - Otwell, Indiana - May 25, 2006

Event: A tornado touched down near Otwell, Pike County, Indiana at 4:10 p.m. CDT Thursday afternoon, May 25, 2006. The tornado was only on the ground five minutes. Two fatalities and five injuries were reported. At least 12 to 24 homes and two businesses suffered major damage. At least, two mobile homes were destroyed. One travel trailer and one tractor trailer were overturned.

Location: Otwell, Pike County, Indiana

Office: WFO Paducah, Kentucky (PAH)

Deaths: Two, one male age 43 and one female age unknown at this time

Injuries: Five, three hospitalized, one in critical condition. Condition of other two injuries unknown at this time.

Damage: At least 12 to 24 homes and two businesses suffered major damage, primarily roof damage. Two mobile homes were destroyed. Numerous trees were downed. Preliminary estimate of damage cost was 1 to 1.5 million dollars.

Outlooks: Hazardous Weather Outlooks began discussion severe weather potential for Thursday as early as Monday, May 22.

Storm Prediction Center (SPC) included Pike County in the slight risk area beginning with the Day 3 outlook, Tuesday, May 23. On the 8 a.m. Day 1 outlook Thursday morning, the area was elevated to a moderate risk.

Watches: SPC issued tornado watch number 393, which included Pike County, at 1:35 p.m. Thursday, May 25. The watch was valid until 9 p.m.

Warnings: A tornado warning was issued for northeast Pike County at 4:03 p.m. Lead time on this warning was seven minutes. A severe thunderstorm warning, for all of Pike County, preceded the tornado warning and was issued at 3:29 p.m., valid until 4:15 p.m.

Service: Teleconference call for Emergency Managers was held at 1 p.m. Thursday.

The town of Orwell was mentioned in the path cast of the tornado warning.

Systems: no equipment problems

User Response: The Evansville Media Markets, television, newspaper and radio, highly praised the National Weather Service efforts in the immediate attention afforded this critical event and praised the seven minute lead time that allowed citizens to take cover.

Any Information listed pertaining to this event and/or lead times associated with watches and warnings are based on the best information available at the time this preliminary report was prepared. Subsequently, these may be changed as time permits a more thorough investigation of the circumstances surrounding this event.

APPENDIX O - Wildfires

Wildfire events include wildfires, which result in one or more of the following:

- One or more directly related fatalities
- Numerous injuries
- Major property damage
- Significant media attention

For events meeting the above criteria, initial contact with CRH will be made as soon as possible, once preliminary facts are known. WFOs will initiate a phone call as soon as the situation allows - any time, 24 hours a day, and 7 days a week. WFOs will **not** delay the call for further investigation once some basic facts are known. If there is any doubt as to whether or not contact with CRH should be made for an event, a WFO will initiate a call. WFOs will do the following:

- a. WFO will call 1-877-833-4719.
- b. When asked, the caller will enter the phone buttons for the WFO's three letter ID, followed by the star (*) button.
 - Due to the fact WFOs APX and ARX as well as TOP and UNR call letters are the same number on the telephone, the system will ask these WFOs to further identify themselves by selecting a one or a two as requested.
- c. When the system asks the caller to press "1" for IT or Equipment outage support, or "2" for Services Issues, the caller will select "2".
- d. When the system asks, the caller will leave the following information:
 - (1) Caller's name
 - (2) Time of call
 - (3) Callback telephone number
 - (4) Message on why the call is being made and briefly address any significant known details
 - (5) End message by pushing the pound (#) button (**If this step is not done, the message will be lost.**)
- e. The system will then tell the caller that he or she must press "3" to complete the process. Otherwise the system gives the caller the following options:
 - (1) Replay the message
 - (2) Re-record the messageThe system also gives the caller the option to exit without saving by hanging up the phone.

- f. Upon selecting to send the message, the system will hang up and proceed to call CRH staff using the appropriate call back list. No further action should be necessary on the part of the WFO until the CRH contact calls.
- g. Provide information CRH contact requests. This may include:
 - (1) Time wildfire began, if known
 - (2) Location of wildfire
 - (3) Acreage burned, if known, and valid time of this information
 - (4) Percent contained, if known, and valid time of this information
 - (5) Fatalities
 - (6) Injuries
 - (7) Damage
 - (8) Media coverage
 - (9) Warning or other product in effect
- h. WFOs will issue an FTR if CRH contact decides this course of action. WFOs will use electronic form for wildfires on the Intranet.

An example of an FTR for a wildfire event follows:

MEMORANDUM FOR THE RECORD

FTR FOR Wildfire Event near Valentine, Nebraska - 07/16-17/06

Sid: LBF

From: WFO North Platte, Nebraska - John Springer, Senior Meteorologist on Duty

Date: 2006-07-17

Subject: Wildfire Event near Valentine, Nebraska - 07/16-17/06

Event: About 4:30 p.m. CDT Sunday, 07/16/06, a fire began north of Valentine, Nebraska. The smoke plume, which was detected by radar at about 5500 feet. above ground level, showed the fire along the northern edge of the city. A hospital and around 200 local residents were evacuated. Six to eight homes were destroyed, and, at least, 700 acres have been burned as of 4 a.m. Monday. The fire is thought to be 100 percent contained this Monday morning, 07/17/06.

Location: In and near Valentine, Cherry County, Nebraska

Office: WFO North Platte, Nebraska

Deaths: No known deaths.

Injuries: No known injuries.

Damage: Six to eight homes destroyed, at least 700 acres burned.

Outlooks: Storm Prediction Center (SPC) included the Valentine area in the fire weather outlook for Day 2, issued Saturday, 07/15/06, and in the fire weather outlook for Day 1, issued Sunday, 07/16/06.

Hazardous Weather Outlooks (HWO) began discussing the critical fire danger conditions late Saturday morning, 07/15/06.

Watches: A Fire Weather Watch was issued at 3:28 a.m. CDT Friday, July 14, valid from noon CDT Saturday through 7 p.m. CDT Sunday evening.

Warnings: A Red Flag Warning, issued at 5 a.m. CDT Sunday, July 16, was in effect from 1 p.m. until 8 p.m..

Service: A spot forecast was issued at 5:52 p.m. CDT Sunday, 07/16/06, as requested. During the time of composing this forecast, a telephone briefing was given to the point of contact regarding an expected wind shift. Telephone briefings were given to the United States Fire Weather Service (USFWS) official and to the local emergency manager.

Systems: Valentine Automate Surface Observing System (ASOS) was missing sky condition. Wind, temperature, and dewpoint were available.

Radar and visible satellite imagery indicated the location of a wind shift line. It

does not appear that any degradation of service affected the event.

User Response: A hospital and around 200 local residents were evacuated.

City and/or County, and USFWS fire fighting personnel were dispatched to the site.

Associated Press News from Dallas inquired about the fire.

Any Information listed pertaining to this event and/or lead times associated with watches and warnings are based on the best information available at the time this preliminary report was prepared. Subsequently, these may be changed as time permits a more thorough investigation of the circumstances surrounding this event.