



National Weather Service Annual Study

2011 Final Report



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Introduction

Introduction

How this Report is Organized

This report is divided into the following sections:

- This introduction discusses the organization of the report, how the information in this report can be used, and provides definitions of key words needed to understand the findings.
- The summary results presents the satisfaction model.
- The detailed results section includes a discussion of the results, selected components, and other survey findings for National Weather Service.
- Three sections appear within the appendix.
 - ⊕ Attribute tables present a full summary of all component and attribute scores from the National Weather Service survey.
 - ⊕ Responses to non-modeled questions provide a summary of responses to all “yes/no” and other categorical questions from the National Weather Service survey.
 - ⊕ The questionnaire used for this study.

Introduction

How to Interpret and Use the Results

In general, the results presented in this report serve as a decision tool for use in conjunction with other customer and management information available to National Weather Service. Use the results to assist with:

- Determining those areas on which to focus quality improvements.

- Monitoring changes in customer perceptions, attitudes, and behavior over time.

- Evaluating the success of ongoing quality improvement efforts (long term).

The Summary Results section provides a snapshot of National Weather Service's overall performance, identifies high-leverage areas where improvements will have significant impact on satisfaction, and provides comparisons against which performance can be gauged.

Within the Detailed Results section is a review of the components and additional analysis relevant toward understanding the results. This section also pinpoints specific areas for improvement.

Introduction

Key Words You Will Want to Understand in Reading this Report

Results from this analysis are presented through various discussions, charts, and tables provided in this report. To understand these clearly, some definitions are in order:

Attribute – Attributes reflect different aspects or qualities of a component experienced by customers, which may contribute to satisfaction. Each attribute is captured by a specific scaled question from the questionnaire.

Attribute Rating – An attribute rating is the average of all responses to each question. Each rating has been converted to a 0-100 scale. In general, it indicates how negatively (low ratings) or positively (high ratings) customers perceive specific issues.

Component – Each component is defined by a set of attributes that are conceptually and empirically related to each other. For example, a component entitled “Customer Service” may include the questions “representative’s knowledge of industry practices” and “responsiveness to the needs of your agency.”

Component Score (or simply “score”) – A component score represents that component’s “performance.” In general, they tell how negatively (low scores) or positively (high scores) customers feel about the organization’s performance in general areas. Quantitatively, the score is the weighted average of the attributes that define the component in the CFI Group model. These scores are standardized on a 0-100 scale.

Component Impact (or simply “impact”) – The impact of a component represents its ability to affect customers’ satisfaction and future behavior. Components with higher impacts have greater leverage on measures of satisfaction and behavior than those with lower impacts. Quantitatively, a component’s impact represents the amount of change in overall Satisfaction that would occur if that component’s score were to increase by 5 points.

Customer Satisfaction Index (CSI) – The Customer Satisfaction Index consists of three questions: satisfaction overall, satisfaction compared to expectations, and satisfaction compared to the ideal. Within this report, the Customer Satisfaction Index may be referred to as CSI, Customer Satisfaction, or Satisfaction.

Introduction

ACSI Methodology

All scores and ratings presented in this report are calculated using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI, established in 1994, is a uniform, cross-industry measure of satisfaction with goods and services available to U.S. consumers, including both the private and public sectors. ACSI has measured more than 100 programs of federal government agencies since 1999. Developed by Dr. Claes Fornell at the University of Michigan, the methodology for the ACSI has become the standard measure for other national indices as well.

CFI Group, a management consulting firm that specializes in the application of the ACSI methodology to individual organizations, uses the ACSI methodology to identify the causes of satisfaction and relates satisfaction to business performance measures such as propensity to recommend a product or service, trust, compliance, etc. The methodology measures quality, satisfaction, and performance, and links them using a structural equation model. By structurally exploring these relationships, the system overcomes the inherent inability of people to report precisely the relative impact of the many factors influencing their satisfaction. Using CFI Group's results, organizations can identify and improve those factors that will improve satisfaction and other measures of business performance.

Program Overview

- ❑ Key Contacts
 - ❑ NWS: Doug Young, Sal Romano
 - ❑ CFI Group: Rodger Park, Shannon Walter

- ❑ Project Background
 - ❑ CFI Group has been working with the National Weather Service since 2002
 - ❑ Multiple studies have been conducted, including event driven studies, various user groups, and partner studies

- ❑ Program Objective
 - ❑ Help NWS achieve its strategic and tactical goals by providing:
 - ❑ Feedback on NWS products, services and overall customer satisfaction
 - ❑ Recommendations for future focus

Survey Methodology

- ❑ Data Collection
 - ❑ Survey link was made available on NWS web pages May 31 – June 23
 - ❑ A total of 32,572 surveys were completed and used for analysis

- ❑ Survey Design
 - ❑ The survey measured satisfaction with general NWS products and services
 - ❑ The survey further measured satisfaction with 4 specific service areas:
 - ❑ Climate Services
 - ❑ Fire Weather Services
 - ❑ Hydrologic Services
 - ❑ Tsunami

Key Findings

- ❑ At 84, NWS CSI is much higher than most benchmarks
 - ❑ 19 points higher than the Federal Government ACSI
 - ❑ The score is one point lower than in 2010, though this appears to be due to changes in the sample and the survey structure rather than to changes in NWS performance

- ❑ Majority of respondents are private citizens
 - ❑ Most are accessing information for personal and recreational use

- ❑ Dissemination Services remains a high-impact driver of customer satisfaction

- ❑ Customers have less confidence in longer-term routine temperature and precipitation forecasts

- ❑ Hazardous Weather Warnings are rated well

- ❑ Staff remain a strength for NWS

Respondent Profile



General Profile of NWS Respondent

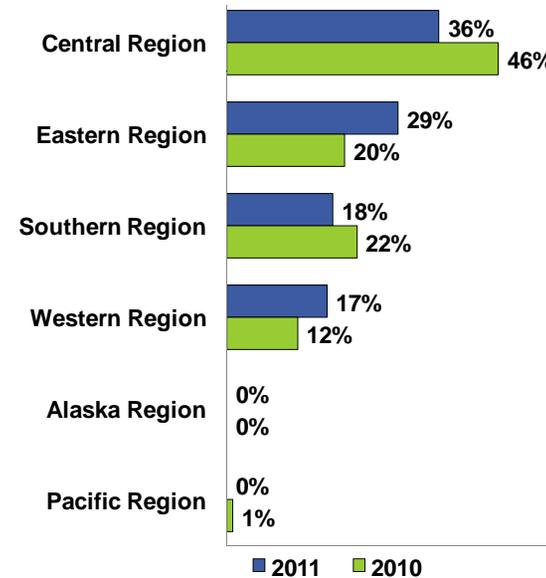
- ❑ Private citizen who resides in the US – primarily in the Central and Eastern Regions.
- ❑ Uses information for personal and recreational use.
- ❑ Is between the ages of 35 and 64, male, and has at least some college education.
- ❑ Currently uses NWS Web Sources, Local or cable TV, NOAA Weather Radio, Mobile devices, Non-NWS Web Sources and Commercial radio to gather weather information.
- ❑ In the future plans to use Computers, Mobile devices, and NOAA Weather Radio All-Hazards to get NWS information.
- ❑ Typically uses Min/Max temperature forecasts, chance of precipitation forecasts, wind forecasts and 1 to 4 week National Outlooks.
- ❑ Generally not using information to make job related decisions.

Almost All Respondents in US; Predominantly in Central and Eastern Region

Nearly all respondents identified themselves as living or work in the United States.

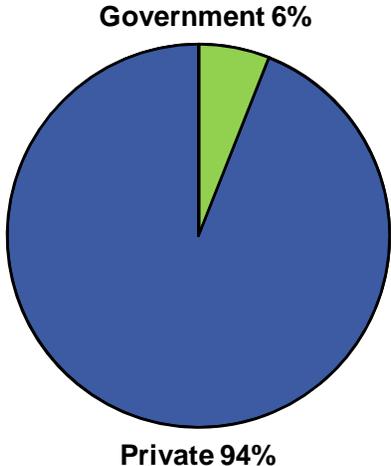
Central Region remains the most highly represented Region among survey respondents (36%). Eastern, Southern and Western Regions make up the majority of the remaining respondents (29%, 18% and 17%, respectively).

Country you live or work in	2011	
	Percent	Frequency
United States	100%	32,425
Other	0%	147
Number of Respondents	32,572	



Majority of Respondents are from the Private Sector

Almost all respondents (94%) indicated they were private citizens. Local government was the other sector selected, at 6%.



	Frequency
Sector	
Government	1,805
Private	30,620
Number of Respondents	32,425

NWS Info Mostly for Personal Use; Aviation Mostly Private

Sixty-four percent of respondents are accessing NWS information for personal use. Recreation and agriculture are other popular uses of NWS information among survey respondents.

For those respondents using NWS information for Aviation purposes, the majority are operating private aircrafts (55% for pleasure, 23% for business).

	2010	2011
Primary use of NWS information		
Agriculture	4%	5%
Aviation	1%	1%
Amateur Radio	0%	1%
Broadcast/Print Media	0%	1%
Commodities Markets	0%	0%
Consulting Services	1%	0%
Education	1%	1%
Emergency Response/Public Safety	9%	3%
Energy/Utilities	0%	1%
Environment Rsrc Mgt	1%	1%
Fire Weather	0%	0%
Health Care Services	0%	0%
Internet Provider	0%	0%
Marine	0%	0%
NWS Data Provider	10%	3%
Personal	60%	64%
Recreation	8%	12%
Research	1%	1%
Other	4%	6%
Number of Respondents	13,648	32,572

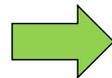
	2011
Type of Aviation	Percent
Dispatcher	6%
Comm Freight	2%
Comm Passenger	14%
Private Business	23%
Private Pleasure	55%
Number of Respondents	384

Results similar to 2010 with the majority of respondents using the information primarily for personal use.

Primarily Using NWS Web Sources, NOAA Weather Radio and Local or Cable TV to Get Information

NWS web sources remains the top weather information source among respondents. Local or cable TV, NOAA Weather Radio/All Hazards, mobile devices and non-NWS web sources are also frequently used to obtain weather, water and climate information.

Almost all continue to use NWS Web Sources to obtain weather, water and climate information.



	2010	2011
Information sources		
NWS Web Sources	97%	95%
Non-NWS Web Sources	42%	31%
Mobile devices	32%	32%
NOAA Weather Radio/All Hazards	59%	42%
NOAA Weather Wire	6%	6%
Family of Services (FOS)	5%	5%
Emerg Mgrs Weather Info Net	7%	4%
NOAAPort	4%	6%
World Area Forecast System	2%	2%
DUATS	2%	2%
Flight Services	5%	4%
Local or cable TV	65%	52%
Commercial Radio	38%	30%
Satellite radio	7%	5%
Satellite TV	23%	18%
Newspaper	21%	18%
U.S. Coast Guard Broadcasts	6%	6%
NAVTEX receiver	1%	1%
Immarsat-C SafetyNET	0%	0%
Radiofacsimile	1%	1%
Other	2%	1%
Social Media	0%	9%
Number of Respondents	14,049	32,532

Future Sources of NWS Info are Computers, Mobile Devices and NOAA Weather Radio

Desktop/laptop computers, mobile devices and NOAA weather radio's are the most common sources that respondents plan to use most to get NWS information in the future.

	2010	2011
Future source NWS info		
Desk top/lap top computer	92%	95%
Mobile Device	57%	59%
Social Media	19%	12%
Direct Interaction with NWS Staff	17%	6%
NOAA Weather Radio All-Hazards	59%	39%
File transfer services	13%	7%
Other	5%	3%
Number of Respondents	14,057	32,572

Results similar to 2010 – with most continuing to use computers to get information and over half using mobile devices.

List of Internet Links and Paper are Favored Information Formats at Outreach Events

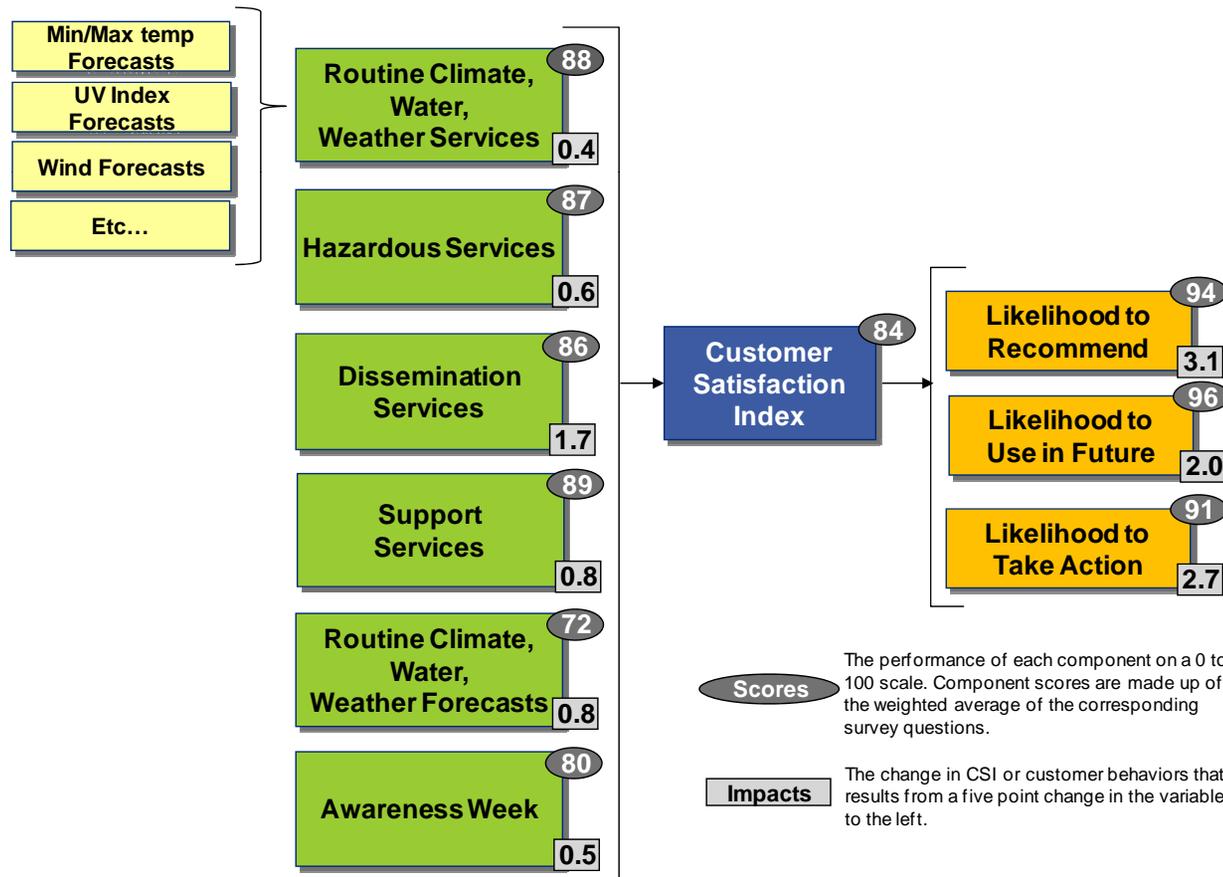
List of internet links and paper are the preferred weather information sources from NWS booths at outreach events.

	2010	2011
	Percent	Percent
Preferred weather info sources		
Paper	57%	48%
Refrigerator magnets, key chains, and pens	39%	38%
DVDs	40%	25%
List of Internet Links	72%	69%
Other	6%	7%
Number of Respondents	14,057	32,572

Summary Results

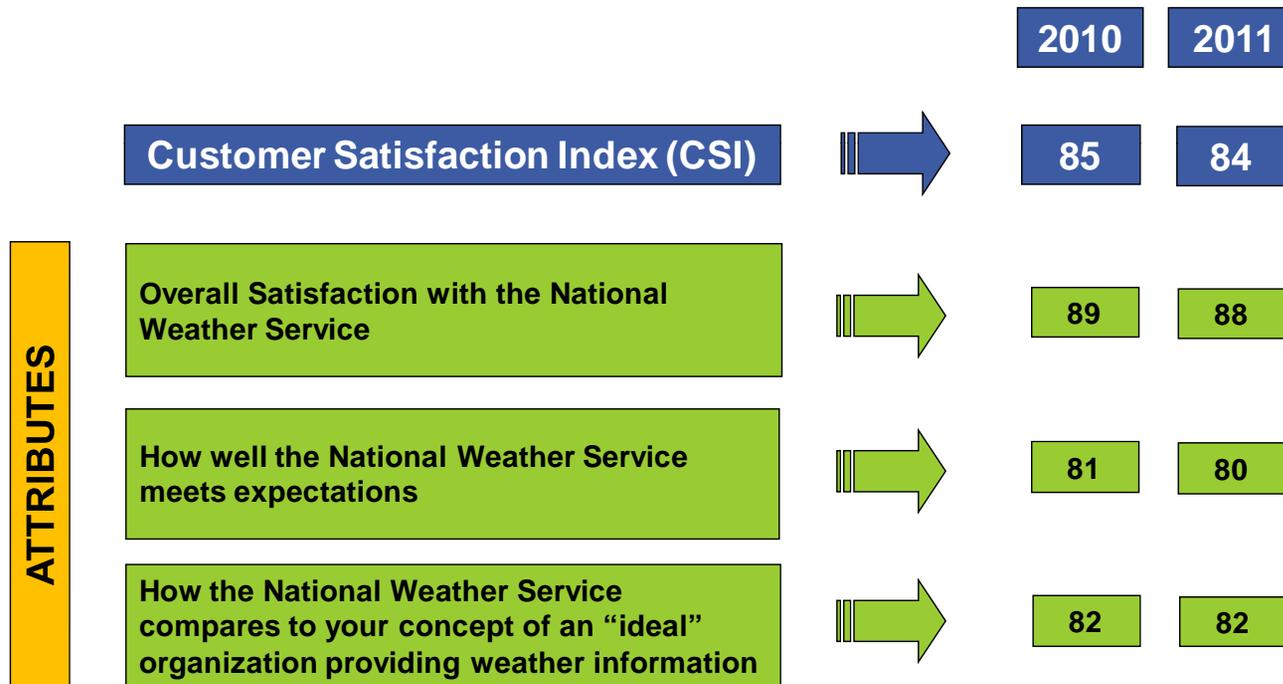
NWS Customer Satisfaction Model

From left to right are the components, Customer Satisfaction Index, and outcome measures (sometimes referred to as desired behaviors). Components are a weighted average of specific questions (attributes) asked on the survey. Components are general areas of customer experience that drive customer satisfaction. Impacts, in the light gray boxes, indicate the degree to which each component drives overall customer satisfaction. Impacts on the right side of the customer satisfaction model represent the degree to which customer satisfaction drives each one of the desired behaviors.



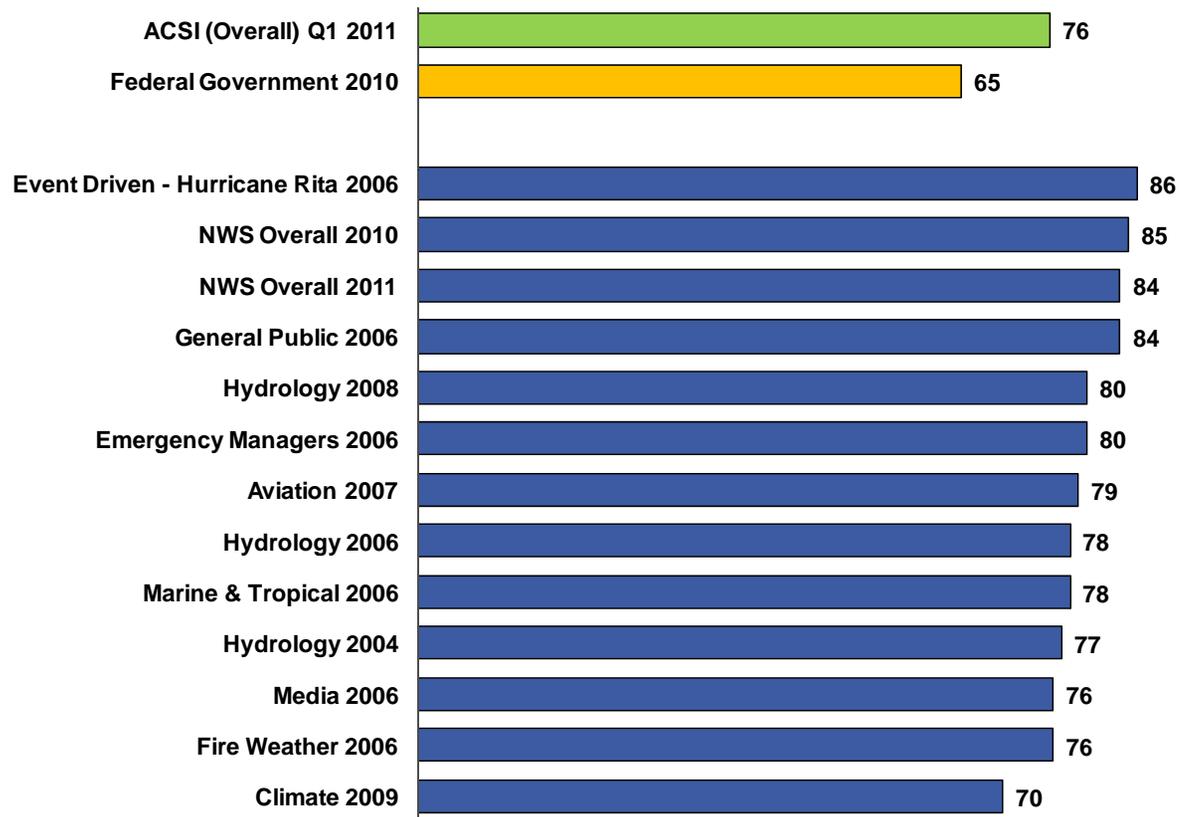
NWS Customer Satisfaction Index

There are three standard questions on every CFI Survey that inquire about overall satisfaction, whether the program meets expectations, and how it compares to your concept of an ideal program – these three questions together create the Customer Satisfaction Index (CSI).



NWS Overall CSI Score is 19 Points Higher than the Federal Government Average

The chart below provides CSI for previous NWS projects to compare the 2011 overall NWS satisfaction score against. The 2011 overall NWS score is 19 points above the Federal Government ACSI score of 65 and higher than many of the NWS surveys conducted within the past few years.

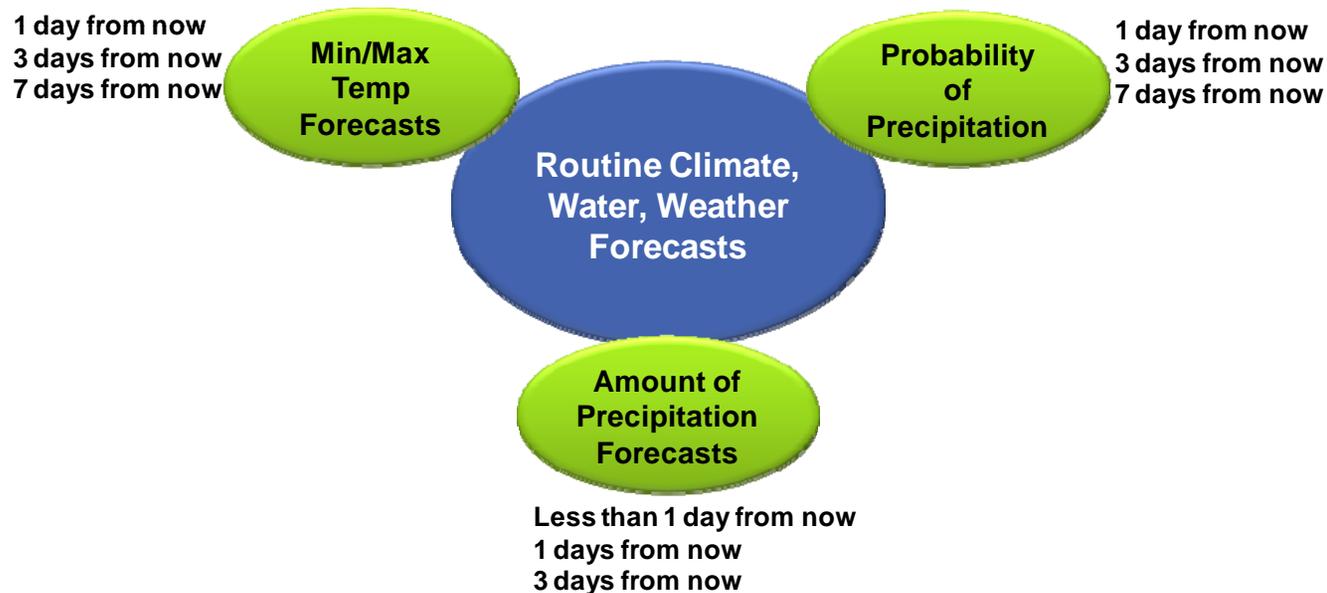


Detailed Findings

Routine Climate, Water, Weather Detailed Results

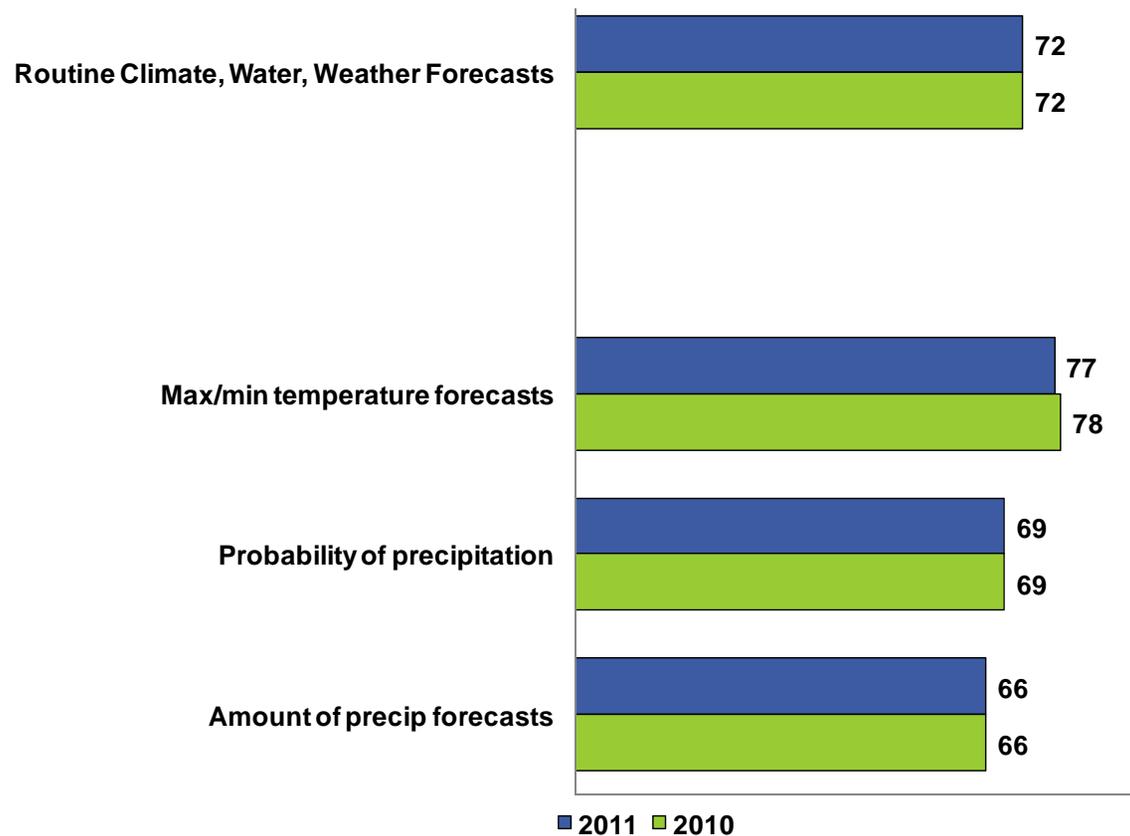
Routine Climate, Water, Weather Forecasts

The Routine Climate, Water, Weather Forecasts component is comprised of three types of forecasts: Min/Max Temperature Forecasts, Probability of Precipitation and Amount of Precipitation. Confidence in Probability of Precipitation and Min/Max Temperature forecasts is measured with three specific questions: confidence in forecasts 1 day from now, 3 days from now and 7 days from now. Confidence in Amount of Precipitation Forecasts is measured with similar questions: confidence in forecasts less than 1 day from now, 1 day from now and 3 days from now.



Respondents Most Confident in Max/Min Temperature Forecasts

Within the area of Routine Climate, Water, Weather Forecasts, max/min temperature forecasts again received the higher rating, at 77. Probability of precipitation and amount of precipitation forecasts remain unchanged since 2010.



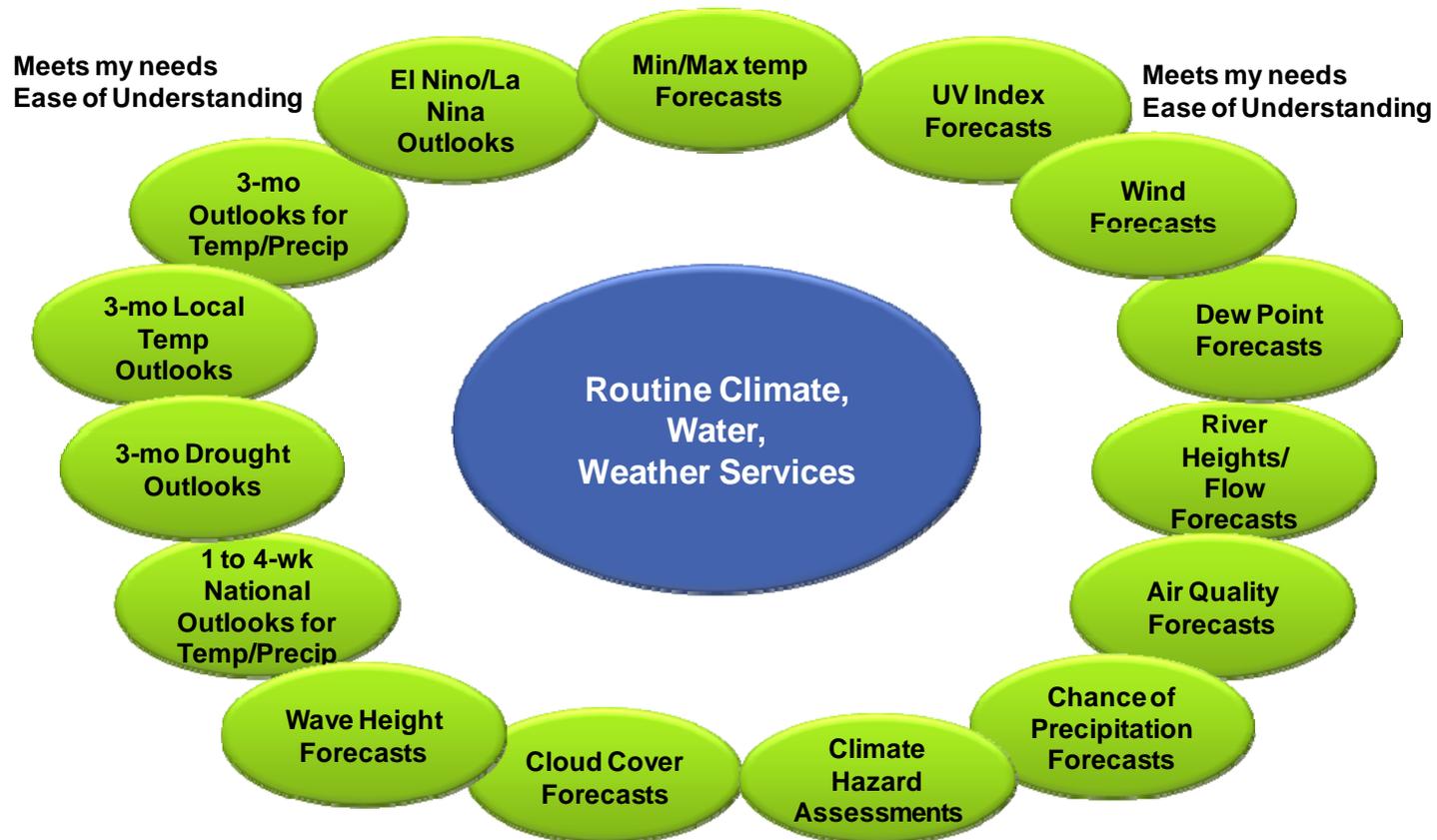
Little Confidence in Precipitation and Temperature More than 3 Days Out

Confidence in all three forecasts 1 day from now remains high and consistent with results from 2010. Confidence in Max/Min Temperature Forecasts and Probability of Precipitation Forecasts 3 days from now drops slightly but is still strong; however, the confidence for Amount of Precipitation Forecasts 3 days from now drops to a 47 while the Temperature and Probability of Precipitation Forecasts also drop quite low for 7 days from now.

	2010	2011
Routine Climate, Water, Weather Forecasts	72	72
Max/min temperature forecasts	77	76
1 day from now	90	90
3 days from now	75	75
7 days from now	54	53
Probability of precipitation	67	67
1 day from now	83	84
3 days from now	65	65
7 days from now	44	45
Amount of precip forecasts	66	65
Less than 1 day from now	80	80
1 day from now	65	65
3 days from now	47	47

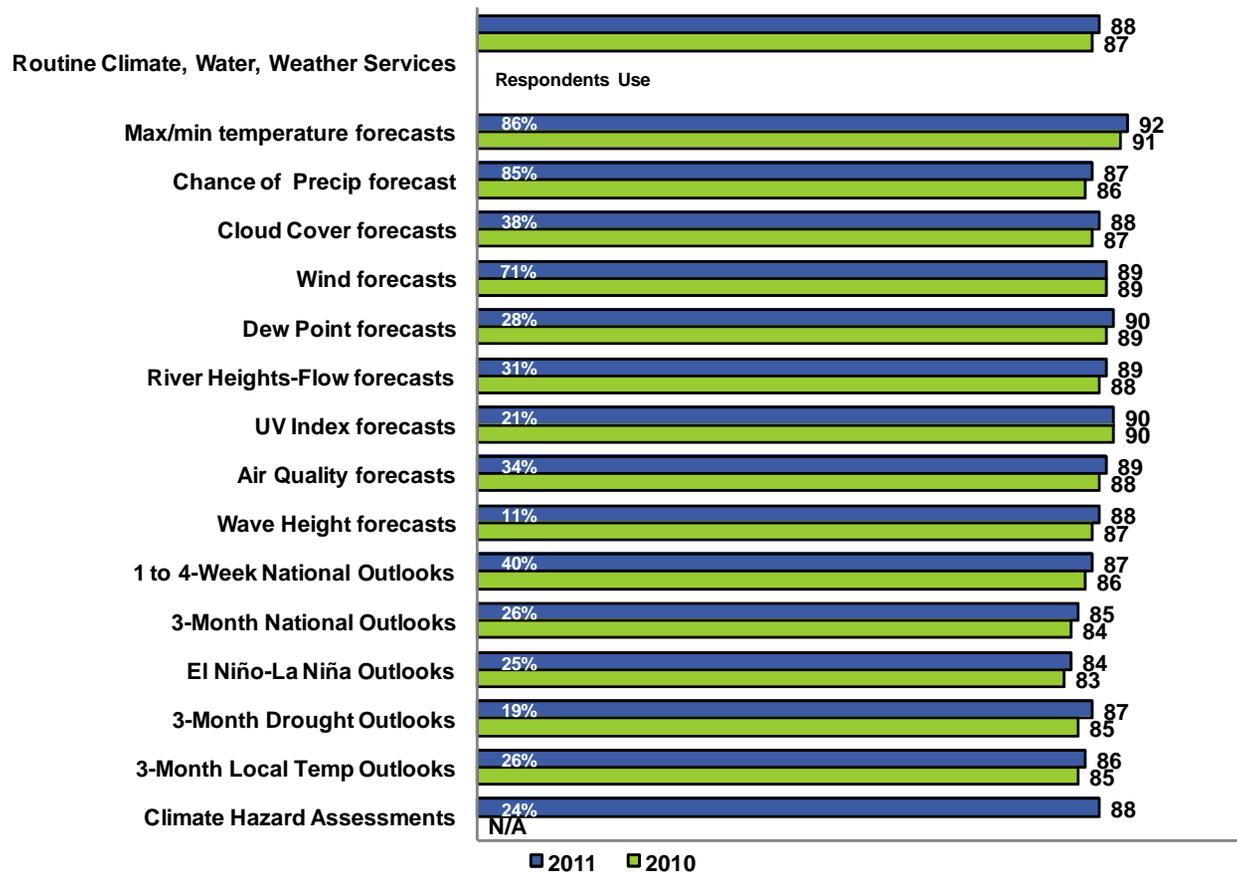
Routine Climate, Water, Weather Services

The Routine Climate, Water, Weather Services component is comprised of 15 types of forecasts. Each forecast is measured with two specific questions: meets my needs and ease of understanding.



Max/Min Temp Scores Highest and is Most Used

Below are the overall ratings for each forecast type. Within each blue bar is the percent of respondents who have used the forecast within the past year. The majority of respondents use the Max/Min Temperature Forecasts (86%) and it is the highest-scoring forecast (up one point from 2010, to 92). El Niño-La Niña Outlooks again receive the lowest score (84), and only 25% of respondents use this type of forecast. Wave Height Forecast is the least used forecast, at 11%



Consistently Strong Scores for Meeting Needs and Ease of Understanding Across All Forecasts/Outlooks

All forecast types continue to score extremely well regarding both meeting customer needs and being easy to understand. 3-Month National Outlooks for Temperature and Precipitation and El Niño/La Niña Outlooks are the only forecasts that have scores in the lower 80s, as was seen in 2010.

2010 2011

	2010	2011
Routine Climate, Water, Weather Services	87	88
Max/min temperature forecasts	91	92
Meets my needs	90	91
Ease of Understanding	92	93
Chance of Precip forecast	87	87
Meets my needs	85	86
Ease of Understanding	88	89
Cloud Cover forecasts	87	88
Meets my needs	86	87
Ease of Understanding	88	89
Wind forecasts	89	89
Meets my needs	88	89
Ease of Understanding	90	90
Dew Point forecasts	89	90
Meets my needs	89	90
Ease of Understanding	90	90
River Heights-Flow forecasts	88	89
Meets my needs	88	89
Ease of Understanding	88	89
UV Index forecasts	90	90
Meets my needs	90	90
Ease of Understanding	90	90
Air Quality forecasts	88	89
Meets my needs	88	89
Ease of Understanding	88	89

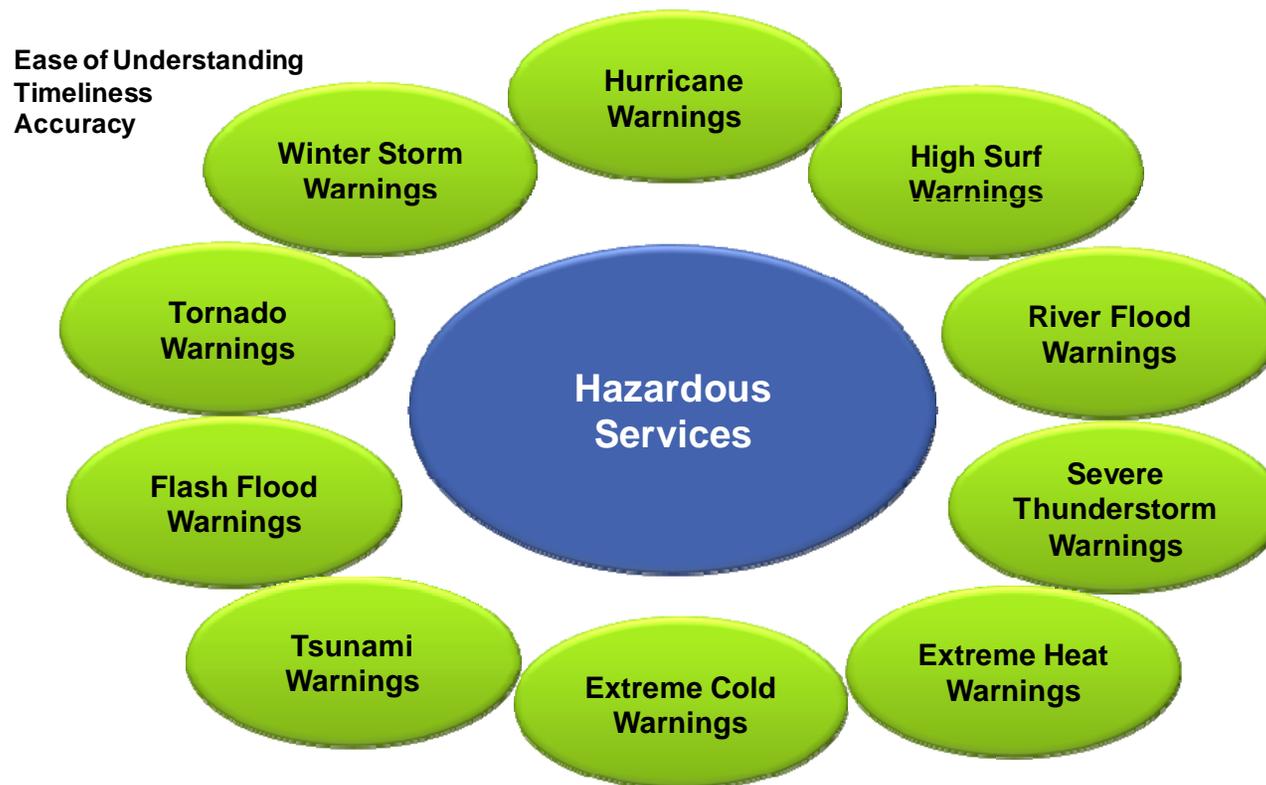
2010 2011

	2010	2011
Wave Height forecasts	87	88
Meets my needs	86	87
Ease of Understanding	88	89
1 to 4-Week National Outlooks	86	87
Meets my needs	85	86
Ease of Understanding	87	88
3-Month National Outlooks	84	85
Meets my needs	83	85
Ease of Understanding	85	86
El Niño-La Niña Outlooks	83	84
Meets my needs	84	85
Ease of Understanding	82	84
3-Month Drought Outlooks	86	87
Meets my needs	85	86
Ease of Understanding	86	87
3-Month Local Temp Outlooks	85	86
Meets my needs	84	86
Ease of Understanding	86	87
Climate Hazard Assessments	--	88
Meets my needs	--	88
Ease of Understanding	--	88

Hazardous Services Detailed Results

Hazardous Services

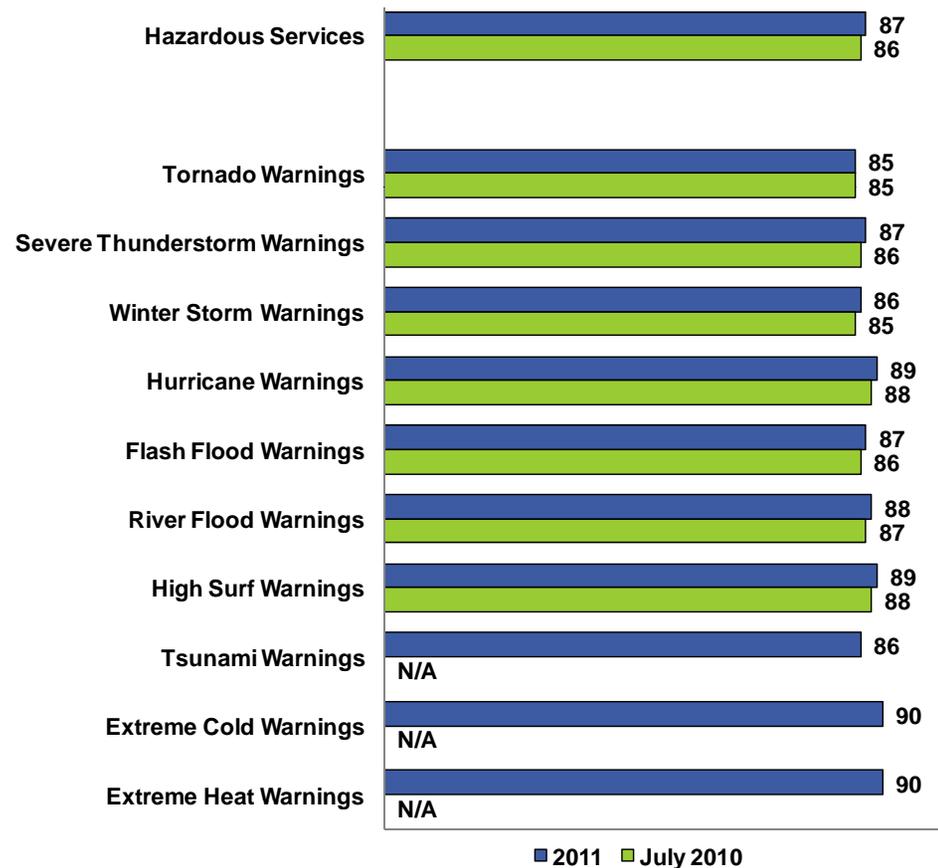
The Hazardous Services component is comprised of 10 types of warnings: Hurricane, High Surf, River Flood, Severe Thunderstorm, Extreme Heat, Extreme Cold, Tsunami, Flash Flood, Tornado and Winter Storm. Each warning is measured with three specific questions: ease of understanding, timeliness and accuracy.



NWS Hazardous Weather Warnings Rated Well

Severe thunderstorms, winter storms and tornadoes are commonly perceived weather threats. Tsunamis, air quality and coastal storms are the least commonly perceived threats. For Tsunamis, this is likely because there are very few areas that are considered vulnerable to this type of event. Those weather events most commonly perceived as top threats are among the lowest scoring, as seen in the bar chart below. Extreme Cold and Extreme Heat Warnings were rated highest among all warning types.

	2010	2011
Top hazardous weather threats		
Tornadoes	58%	48%
Severe Thunderstorms	81%	73%
Flash Floods	22%	12%
River Floods	9%	10%
Winter Storms	61%	66%
Hurricanes	11%	10%
Heat Wave	11%	16%
Wildfires	9%	11%
Drought	7%	8%
Coastal Storms	6%	6%
Tsunamis	1%	2%
Extreme Cold	8%	17%
Air Quality	5%	6%
Other	2%	3%
Number of Respondents	14,057	32,572



Regional Perceived Top Weather Threats

The table below shows the perceived top weather-related threats by NWS region.

	Central Region	Eastern Region	Southern Region	Western Region	Alaska Region	Pacific Region
Top hazardous weather threats						
 Tornadoes	76%	28%	68%	2%	0%	1%
 Severe Thunderstorms	81%	82%	79%	37%	2%	37%
Flash Floods	9%	13%	16%	13%	2%	50%
River Floods	8%	8%	4%	21%	21%	2%
 Winter Storms	79%	78%	23%	65%	92%	3%
Hurricanes	0%	18%	25%	0%	0%	83%
Heat Wave	7%	17%	24%	27%	0%	1%
Wildfires	5%	1%	13%	36%	38%	3%
Drought	3%	5%	19%	11%	0%	3%
Coastal Storms	0%	10%	3%	14%	19%	15%
Tsunamis	0%	0%	0%	8%	32%	83%
Extreme Cold	18%	17%	5%	25%	53%	0%
Air Quality	2%	8%	5%	15%	6%	4%
Other	2%	2%	2%	7%	15%	3%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

NWS Warnings for Top Weather Threats Score Well Across All Regions

The three top weather threats, Tornado Warnings, Severe Thunderstorm Warnings and Winter Storm Warnings, score well across all regions.

	Central Region	Eastern Region	Southern Region	Western Region	Alaska Region	Pacific Region
Sample Size	10,376	8,299	5,134	5,006	53	105
Hazardous Services	87	87	88	86	86	86
Tornado Warnings	86	85	86	86	89	87
Severe Thunderstorm Warnings	87	87	88	85	87	84
Winter Storm Warnings	85	85	86	86	85	90

Tornado Warnings

Tornado Warnings score well, with an overall score of 86. Ease of Understanding is highest rated, while Accuracy is lowest.

Tornado Warnings performs well across all regions, though as in the case of the aggregate, Ease of Understanding scores higher than both Timeliness and Accuracy.

Tornado Warnings	86
Ease of Understanding	89
Timeliness	86
Accuracy	82

	Central Region	Eastern Region	Southern Region	Western Region	Alaska Region	Pacific Region
	2011	2011	2011	2011	2011	2011
Sample Size	10,376	8,299	5,134	5,006	53	105
Tornado Warnings	86	85	87	86	89	87
Ease of Understanding	89	88	90	89	92	88
Timeliness	86	85	86	85	85	89
Accuracy	82	81	83	82	87	86

Severe Thunderstorm Warnings

Severe Thunderstorm Warnings are considered easy to understand and quite timely by respondents, though the level of accuracy is rated relatively lower. The same is true across all regions, with ease of understanding and timeliness receiving higher ratings than accuracy.

Severe Thunderstorm Warnings	87
Ease of Understanding	90
Timeliness	87
Accuracy	84

	Central Region	Eastern Region	Southern Region	Western Region	Alaska Region	Pacific Region
	2011	2011	2011	2011	2011	2011
Sample Size	10,376	8,299	5,134	5,006	53	105
Severe Thunderstorm Warnings	87	87	88	86	87	85
Ease of Understanding	90	89	91	89	88	90
Timeliness	87	87	88	86	87	85
Accuracy	84	83	86	82	84	78

Winter Storm Warnings

Winter Storm Warnings, 86, is higher rated for the ease of understanding and timeliness than for accuracy.

The same holds true across all regions, with accuracy relatively lower rated.

Winter Storm Warnings	86
Ease of Understanding	89
Timeliness	87
Accuracy	80

	Central Region	Eastern Region	Southern Region	Western Region	Alaska Region	Pacific Region
	2011	2011	2011	2011	2011	2011
Sample Size	10,376	8,299	5,134	5,006	53	105
Winter Storm Warnings	85	86	86	86	85	90
Ease of Understanding	89	89	90	89	90	92
Timeliness	87	87	87	87	86	90
Accuracy	79	79	81	80	77	86

Current Watch, Warning & Advisory Paradigm Meets Needs

Over half of respondents (64%) would like to retain watch, warning and advisory terms as they are presently displayed. Sixteen percent would like to keep the watch and warning terminology, but remove the advisory option, and 19% would like to just keep warning, for the most significant weather situations, and remove both watch and advisory.

Watch, Warning, and Advisory Paradigm		
Option A	64%	20,964
Option B	16%	5,268
Option C	19%	6,340
Number of Respondents	32,572	

Option A (No change) - Retain Watch, Warning and Advisory terms as they are presently. Enhance education efforts to increase understanding of these terms.

"The NWS has issued a Winter Weather Advisory for an expected light to moderate snowfall starting late this afternoon". Slippery road conditions and snow accumulations of 1-3 inches are expected."

Option B - Retain the Watch and Warning terms, but remove the term Advisory entirely.

Option C - Retain the Warning term to highlight the most significant impacts from weather conditions, but remove the Watch and Advisory terms entirely. Use a new phrase, such as "Winter Weather Statement" to describe both Watch and Advisory level information. An example of how such a "Statement" would be worded is provided below:

"The NWS has issued a Winter Weather Statement for the possibility of snow on Thursday. There is uncertainty with accumulation, but total snow amounts may exceed 6 inches."

Current Watch, Warning & Advisory Paradigm Meets Needs of Key Groups

Option A, to keep watch, warning and advisory terminology as they currently are, is most preferred among all three key groups. Both Emergency Response/Public Safety and Personal users groups next prefer Option C (keep the warning option, but no longer have watch or advisory) to Option B (keep watch and warning, but remove advisory) while NWS Data Providers prefer Option B over Option C.

	Emergency Response/Public Safety	NWS Data Provider	Personal
Watch, Warning, and Advisory Paradigm			
Option A	66%	72%	64%
Option B	16%	15%	16%
Option C	18%	13%	20%
Number of Respondents	1,005	844	20,939

Watch, Warning, Advisory Paradigm by Region

Option A, to keep watch, warning and advisory terminology as is, is most preferred by respondents in all regions, with over half of the respondents in each region selecting it.

	Central	Eastern	Southern	Western	Alaska	Pacific
Watch, Warning and Advisory Paradigm						
Option A	66%	62%	67%	60%	64%	70%
Option B	17%	16%	15%	17%	21%	18%
Option C	17%	22%	18%	23%	15%	12%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

Support Services Detailed Results

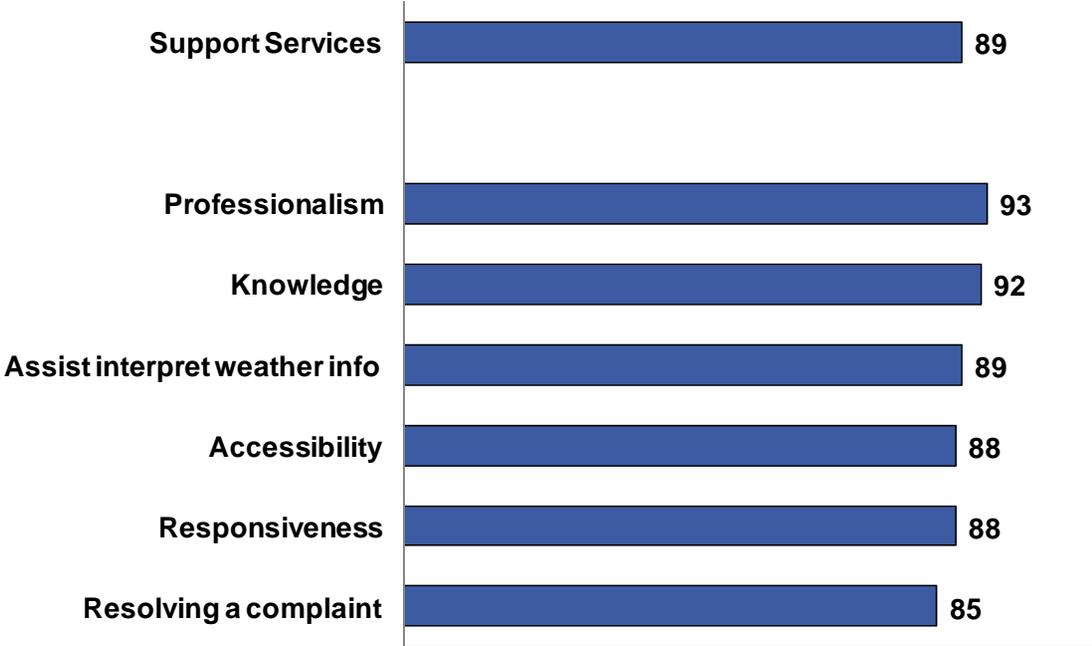
Support Services

The Support Services component is comprised of two sub-components: User Support Services and Customer Support Services. Each sub-component is measured with the specific questions shown next to the green ovals below.



Support Services are Rated Well

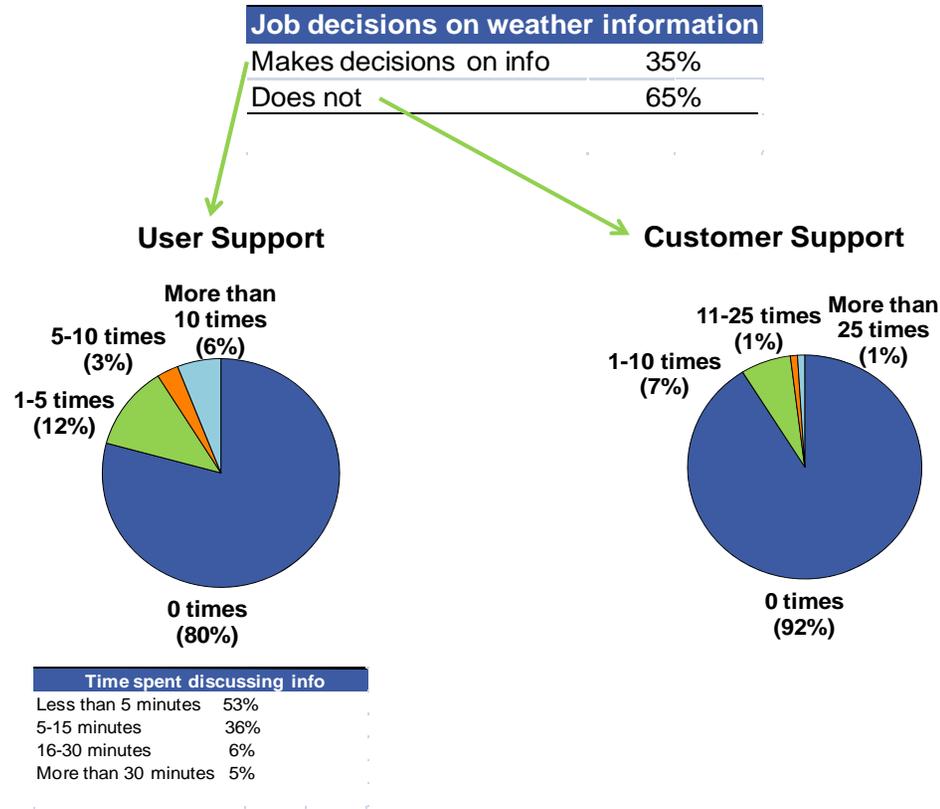
Within the area of Support Services, most areas score extremely well. Especially high rated are Professionalism, Knowledge and Assistance in interpreting weather info. Complaint resolution scores slightly lower, at 85.



One-Third are Making Job Decisions Based on Information

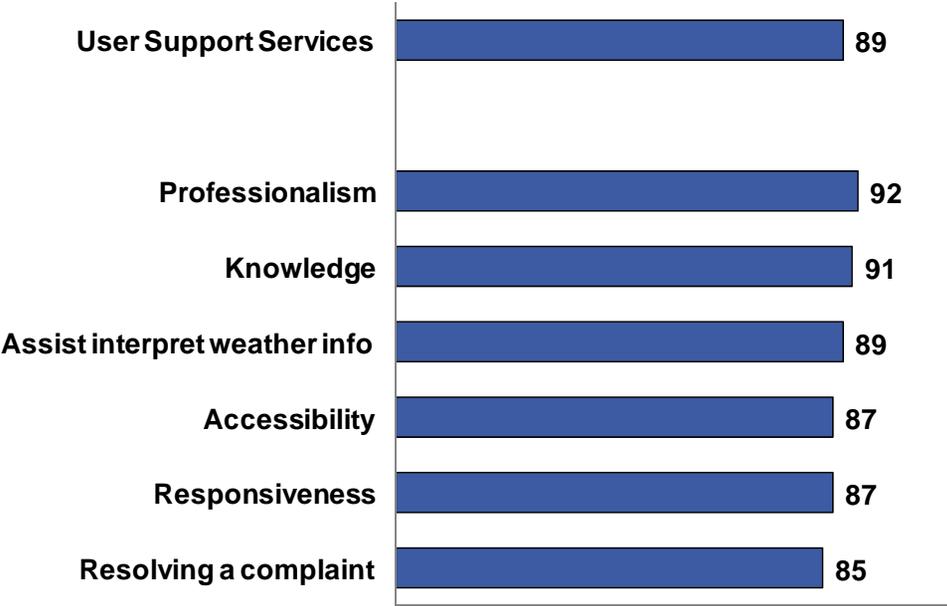
Approximately one-third of respondents make job decisions based on weather information. The majority of these users have not contacted NWS staff in the last six months; 12% have contacted them 1-5 times, 3% 5-10 times and 6% more than 10 times. Among those that have contacted NWS staff in the past six months, 53% spent less than 5 minutes discussion information, and an additional 36% spent between 5 and 15 minutes.

Among the respondents that do not make job decisions based on weather information, almost all have not contacted NWS staff in the past six months to discuss forecast, warning and/or other information.



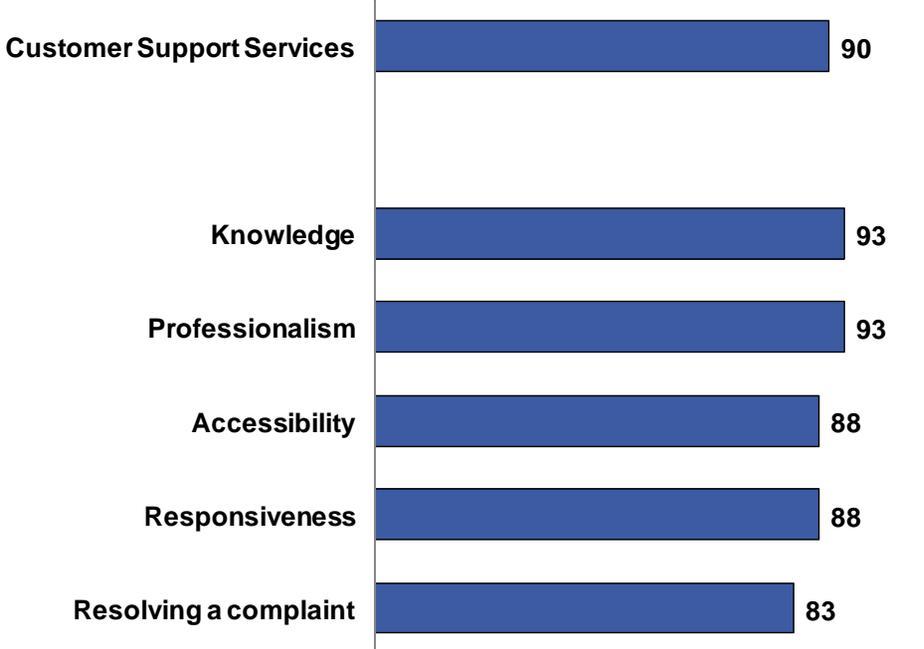
User Support Services are Rated Well

With User Support Services, Professionalism, Knowledge, and Assistance interpreting weather information all score extremely well. Slightly lower scoring is Resolving a complaint, at 85.



As are Customer Support Services

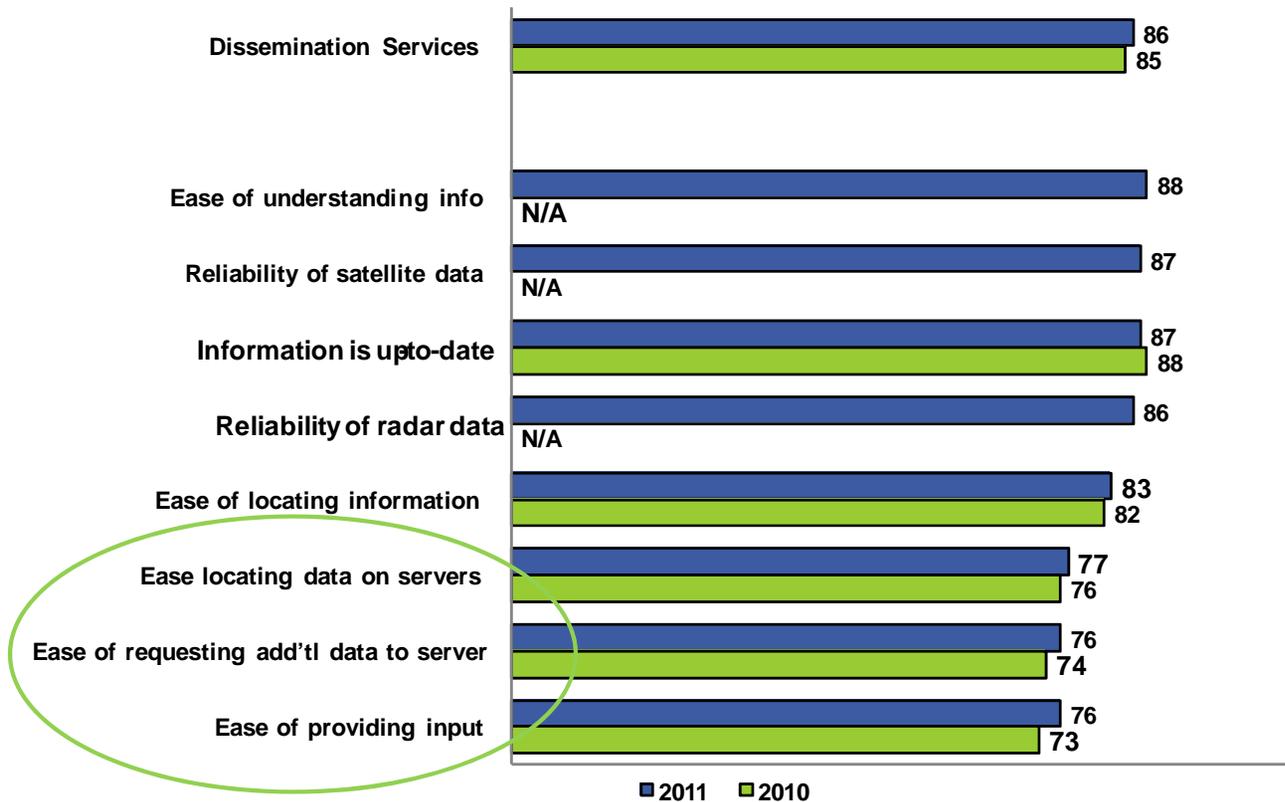
Customer Support Services, with an overall score of 90, are rated well. Knowledge and Professionalism are highest rated, with excellent scores of 93. Both Accessibility and Responsiveness perform well, though Resolving a complaint is relatively lower at 83.



Dissemination Services Detailed Results

Locating & Requesting Data on Dissemination Servers are Lower Rated Items as is Providing Input on New Products

Though scores are up slightly from 2010, Ease of locating data on servers, Ease of requesting additional data to servers and Ease of providing input for the development of new NWS products again the lowest scoring attributes within Dissemination Services. Continue to focus improvements for Dissemination Services on these areas.

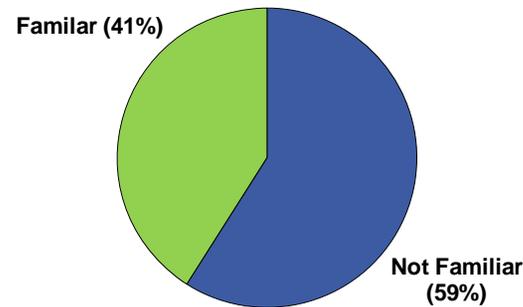


Annual Awareness Week Detailed Results

Almost Half are Familiar with NWS Annual Weather Awareness Weeks

Forty-one percent of respondents are familiar with the NWS Annual Weather Awareness Week.

Across the regions, more respondents in the Central and Southern regions are familiar with the NWS Annual Weather Awareness Weeks than other regions; the Western region is the least familiar.



	Central	Eastern	Southern	Western	Alaska	Pacific
Familiar Annual WA Weeks						
Familiar	49%	36%	50%	23%	32%	36%
Not Familiar	51%	64%	50%	77%	68%	64%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

Awareness Weeks – Demographic Information

The tables below show familiarity with the NWS Annual Weather Awareness Week by two key demographics, primary use of information and make job decisions based on weather information.

	Familiar	Not Familiar	Number of Respondents
Agriculture	39%	61%	1,643
Aviation	37%	63%	384
Amateur Radio	72%	28%	365
Broadcast/ Print Media	75%	25%	258
Commodities Markets	73%	27%	11
Consulting Services	58%	42%	66
Education	56%	44%	252
Emergency Response/ Public Safety	67%	33%	1,005
Energy/ Utilities	51%	49%	170
Environment Rsrc Mgt	45%	55%	199
Fire Weather	48%	52%	157
Health Care Services	48%	52%	124
Internet Provider	60%	40%	131
Marine	42%	58%	137
NWS Data Provider	78%	22%	844
Personal	39%	61%	20,939
Recreation	32%	68%	3,827
Research	57%	43%	217
Other	39%	61%	1,843

	Familiar	Not Familiar
Makes decisions on weather info	49%	51%
Does not	37%	63%

Future Behaviors Detailed Results

Users Continue to be Very Likely to Use NWS in the Future, Take Action Based on Information Received and are Likely to Recommend NWS

As in 2010, respondents reported an extremely high likelihood that they would take action based on information received from the NWS, continue to use the NWS as a source of weather information in the future and recommend the NWS to a colleague or friend.

	2010	2011	
	Scores	Scores	Impacts
Sample Size	14,057	32,572	
Likelihood take action	92	91	2.7
Likelihood to use in future	96	96	2.0
Likelihood to recommend	94	94	3.1

Climate Services – Optional Section Detailed Results

CPC Climates Products Used

Extended range and long range were the CPC climate products used most frequently.

	Percent	Sample Size
Specific CPC climate products		
Extended range	73%	2,045
Long range	53%	1,489
Hazards	42%	1,190
ENSO	31%	878
Drought	38%	1,055
Other - CPC product	4%	107
Number of Respondents	2,805	

CPC Climates Products Frequency of Use

Few respondents (9%) indicated that they used CPC products every time they were released. Twenty-seven percent reported they used CPC products frequently, with 35% reported they used them occasionally.

	Percent	Sample Size
Frequently use CPC products		
Infrequently, but I have used it	18%	503
Occasionally	35%	985
Frequently	27%	746
Very frequently, but not always	11%	318
Nearly every time it is released	9%	253
Number of Respondents	2,805	

CPC Products are Rated Well

CPC Products, comprised of three questions, has an overall score of 82. Provided information is slightly higher scoring than both Clarity and Presentation.

Extended Range, the most commonly used CPC Climate Product, has scores of 82 across the board.

Scores

CPC products	82
Clarity	81
Presentation	81
Provided information	83

Scores

Extended Range products	82
Clarity	82
Presentation	82
Provided information	82

Extended Range is the most commonly used at 73%

Climate Services - Demographic Information

Among the respondents that chose to participate in the Climate Services section, there was a wide distribution of respondents in the Central, Eastern, Southern and Western regions, with no respondents in the Alaska and Pacific regions.

Personal, Recreation and Agriculture are the primary uses of NWS information.

7% are primarily using the information for Agriculture

Region	Climate
Central Region	35%
Eastern Region	26%
Southern Region	20%
Western Region	19%
Alaska Region	0%
Pacific Region	0%
Primary use of NWS information	
Agriculture	7%
Aviation	1%
Amateur Radio	2%
Broadcast/Print Media	1%
Commodities Markets	0%
Consulting Services	0%
Education	1%
Emergency Response/Public Safety	3%
Energy/Utilities	1%
Environment Rsrc Mgt	1%
Fire Weather	0%
Health Care Services	0%
Internet Provider	0%
Marine	0%
NWS Data Provider	4%
Personal	59%
Recreation	10%
Research	2%
Other	8%

Percents are based on those who selected to take this section.

Fire Weather Services – Optional Section Detailed Results

Products Used to Receive or Disseminate Fire Weather Information

Web Site, NOAA Weather Radio, AM/FM Radio and Cell Phone or Smart Phone are the most common methods used to disseminate fire weather products.

	Percent	Sample Size
Methods disseminate fire weather products		
Internet Subscriber Service	15%	183
Web Site	74%	902
Voice over Internet Protocol	3%	32
Satellite	9%	110
IP Addressing	4%	49
Cable television	20%	245
Broadcast television	25%	304
Satellite television	16%	193
Home/Work Phone	17%	210
Dedicated Phone line	3%	36
Cell Phone or Smart Phone	31%	374
Pager	6%	77
AM/FM radio	34%	411
Dedicated Short Range Radio	9%	104
Satellite - XM Sirius	6%	69
NOAA Weather Radio	42%	518
Number of Respondents		1,223

Hazard Services Most Frequently Used on a Daily Basis

Hazard Services are most frequently used on a daily basis, by 66% of respondents. Fire Weather Activity Planner and Weather Briefings NWS Office are least used, with 42% and 47% respectively reporting they have never used them.

Percent	
Fire Weather Planning Forecast	
Daily	41%
Once Per Week	16%
Once Per Month	10%
Never/Don't Know	34%
Graphics and Support Tools	
Daily	43%
Once Per Week	17%
Once Per Month	9%
Never/Don't Know	31%
Site-Specific Spot Forecasts	
Daily	44%
Once Per Week	15%
Once Per Month	10%
Never/Don't Know	30%
Fire Weather Activity Planner	
Daily	29%
Once Per Week	18%
Once Per Month	11%
Never/Don't Know	42%

Percent	
Storm Prediction Center Fire	
Daily	43%
Once Per Week	18%
Once Per Month	10%
Never/Don't Know	29%
Hazard Services	
Daily	66%
Once Per Week	13%
Once Per Month	9%
Never/Don't Know	12%
Weather Briefings NWS Office	
Daily	34%
Once Per Day	20%
Once Per Week	10%
Once Per Month	8%
Never/Don't Know	47%

Percents are based on those who selected to take this section.

Fire Weather Staff are Rated Well

Fire Weather Staff received strong ratings in all areas, particularly in regards to Knowledge and Helpfulness of information.

	Scores
Fire Weather staff	88
Availability	87
Knowledge	89
Timeliness of responses	88
Helpfulness of information	89

Fire Weather - Demographic Information

Among the respondents that chose to participate in the Fire Weather section, there was a wide distribution of respondents in across regions, with a slight peak in the Western region and no respondents in the Alaska and Pacific regions.

Almost all respondents, 86%, were from the private sector.

Personal, Recreation and Agriculture are the primary uses of NWS information.

	Fire Weather
Region	
Central Region	24%
Eastern Region	10%
Southern Region	25%
Western Region	40%
Alaska Region	0%
Pacific Region	0%
Sector	
Government	14%
Private	86%
Primary use of NWS information	
Agriculture	6%
Aviation	0%
Amateur Radio	1%
Broadcast/Print Media	1%
Commodities Markets	0%
Consulting Services	0%
Education	1%
Emergency Response/Public Safety	10%
Energy/Utilities	0%
Environment Rsrc Mgt	1%
Fire Weather	8%
Health Care Services	0%
Internet Provider	0%
Marine	0%
NWS Data Provider	3%
Personal	50%
Recreation	10%
Research	1%
Other	7%

14% are from the Government Sector

10% are primarily using NWS information for Emergency Response/Public Safety

Percents are based on those who selected to take this section.

Hydrologic Services – Optional Section Detailed Results

Current Hydrologic Services are Rated Well

All Hydrologic-related text products score well, particularly Flood Watches, Flash Flood Watches, Flood Warnings and Flash-Flood Warnings.

	Scores
Sample Size	1,821
Flood Watches	88
Flash Flood Watches	88
Flood Warnings	88
Flash Flood Warnings	88
Flood Advisories	87
Hydrologic Statements	86
Short-term Hydrologic Outlooks	86
Long-term Hydrologic Outlooks	83
River and Lake Forecast Products	86
Hydrometeorological Data Products and Summaries	84

Frequency of Visiting Web Pages

Approximately one-fifth (18%) of respondents visit the web page several times per day, while 22% do once per day, 23% once per week and 19% do once per month. Six percent do not use the web page at all, and 11% are not familiar with the information.

	Percent	Sample Size
Frequency of visiting web		
Several times per day	18%	336
Once per day	22%	407
Once per week	23%	427
Once per month	19%	341
Do not use	6%	105
Not familiar with this information	11%	204
Number of Respondents		1,820

	Score
AHPS web pages	80
AHPS web pages	80

Percents are based on those who selected to take this section.

Hydrologic Services – Demographic Information

Among the respondents that chose to participate in the Hydrologic Services section, there was a wide distribution of respondents in the many regions, with a slight peak in the Central region and no respondents in the Alaska and Pacific regions.

Personal and Recreation are the most common uses of NWS information.

66% are Primarily Personal or Recreational Users

	Hydrologic Percent
Region	
Central Region	38%
Eastern Region	25%
Southern Region	17%
Western Region	19%
Alaska Region	0%
Pacific Region	0%
Primary use of NWS information	
Agriculture	5%
Aviation	0%
Amateur Radio	1%
Broadcast/Print Media	1%
Commodities Markets	0%
Consulting Services	0%
Education	1%
Emergency Response/Public Safety	6%
Energy/Utilities	1%
Environment Rsrc Mgt	2%
Fire Weather	0%
Health Care Services	0%
Internet Provider	0%
Marine	1%
NWS Data Provider	4%
Personal	51%
Recreation	15%
Research	1%
Other	9%

Percents are based on those who selected to take this section.

Hydrologic Product Suites – Demographic Information

The majority of respondents feel that the current product suite meets their needs and they would like it to be maintained. One-third indicated they would like the product suite simplified.

At least two-thirds of respondents in each region would like the currently product suite to be maintained, with higher numbers in favor of maintaining the current product suite seen in Alaska and Pacific.

Hydrologic action meets needs	
Simplify product suite	33%
Maintain current product suite	67%
Number of Respondents	1,821

	Central	Eastern	Southern	Western	Alaska	Pacific
Hydrologic action meets needs						
Simplify product suite	34%	33%	34%	32%	20%	14%
Maintain current product suite	66%	67%	66%	68%	80%	86%
Number of Respondents	632	417	273	315	5	7

Percents are based on those who selected to take this section.

Hydrologic Product Suites – Demographic Information

In terms of primary use of NWS information, at least half of respondents for each usage group would like the current suite of products maintained, with the exception of Health Care Services.

Primary use of NWS information	Simplify product suite	Maintain current
Agriculture	32%	68%
Aviation	25%	75%
Amateur Radio	33%	67%
Broadcast/Print Media	47%	53%
Commodities Markets	0%	100%
Consulting Services	33%	67%
Education	30%	70%
Emergency Response/Public Safety	39%	61%
Energy/Utilities	45%	55%
Environment Rsrc Mgt	29%	71%
Fire Weather	40%	60%
Health Care Services	80%	20%
Internet Provider	22%	78%
Marine	42%	58%
NWS Data Provider	34%	66%
Personal	34%	66%
Recreation	24%	76%
Research	25%	75%
Other	31%	69%

Percents are based on those who selected to take this section.

Tsunami – Optional Section Detailed Results

Respondents are Getting Tsunami Products from Various Places

A variety of methods are being utilized by respondents to get tsunami products, most common being the media, National Weather Service Forecast Office and Tsunami Warning Center text/email/web-based products.

	Percent	Sample Size
Where you get your tsunami products		
Commercial weather vendors	28%	108
PDA or other mobile device	15%	57
Tsunami Warning Center text/email/web-based products	46%	175
National Weather Service Forecast Office	48%	184
NOAA Weather Radio	35%	132
Emergency Alert System	35%	134
Media	58%	219
U.S. Coast Guard broadcasts	13%	49
Local notification systems	34%	131
Other	6%	23
Number of Respondents		380

Percents are based on those who selected to take this section.

Familiarity and Understanding of Tsunami Products are Rated Well

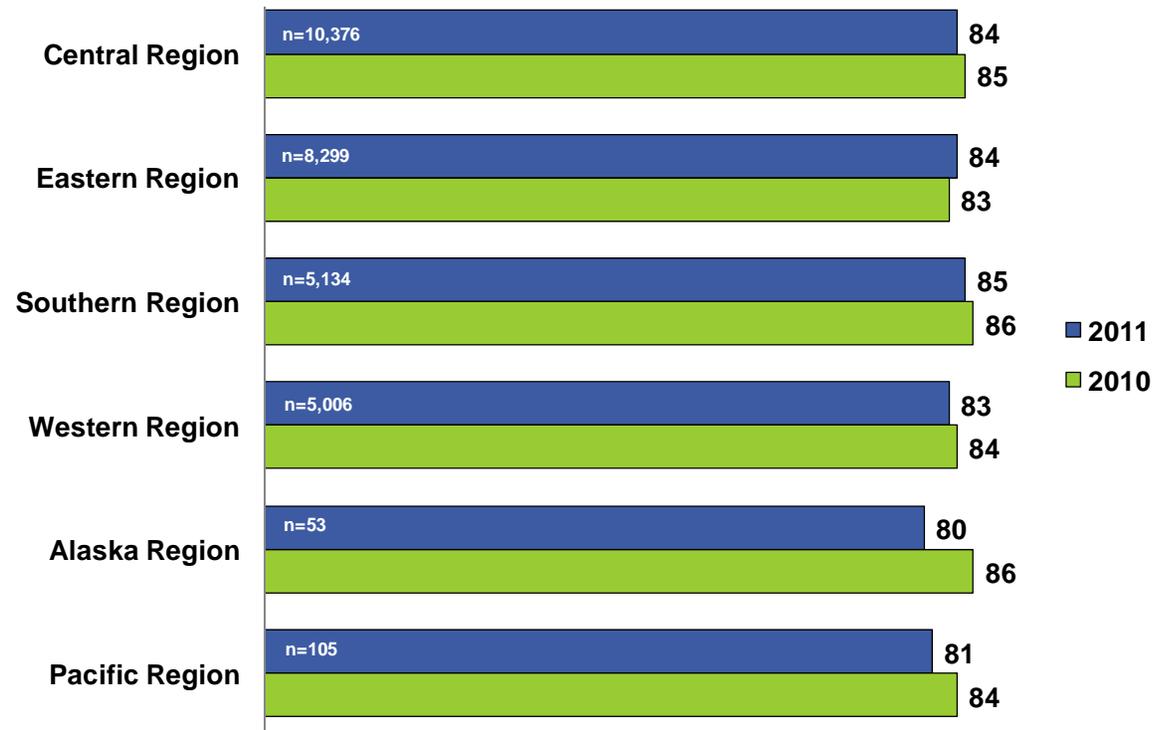
Overall, NOAA Tsunami Information and Familiarity with NOAA Tsunami Products scored well. Relatively lower rated is the familiarity with Tsunami Advisory and Tsunami Information Statement.

	Scores
Sample Size	380
Familiarity with NOAA Tsunami Products	80
Tsunami Warning	83
Tsunami Advisory	78
Tsunami Watch	81
Tsunami Information Statement	77
NOAA Tsunami information	83
Understanding tsunami products	82
Usefulness of tsunami products	83
Improvements over last five years	85
Overall quality of tsunami products and services	81

CSI by Key Segments

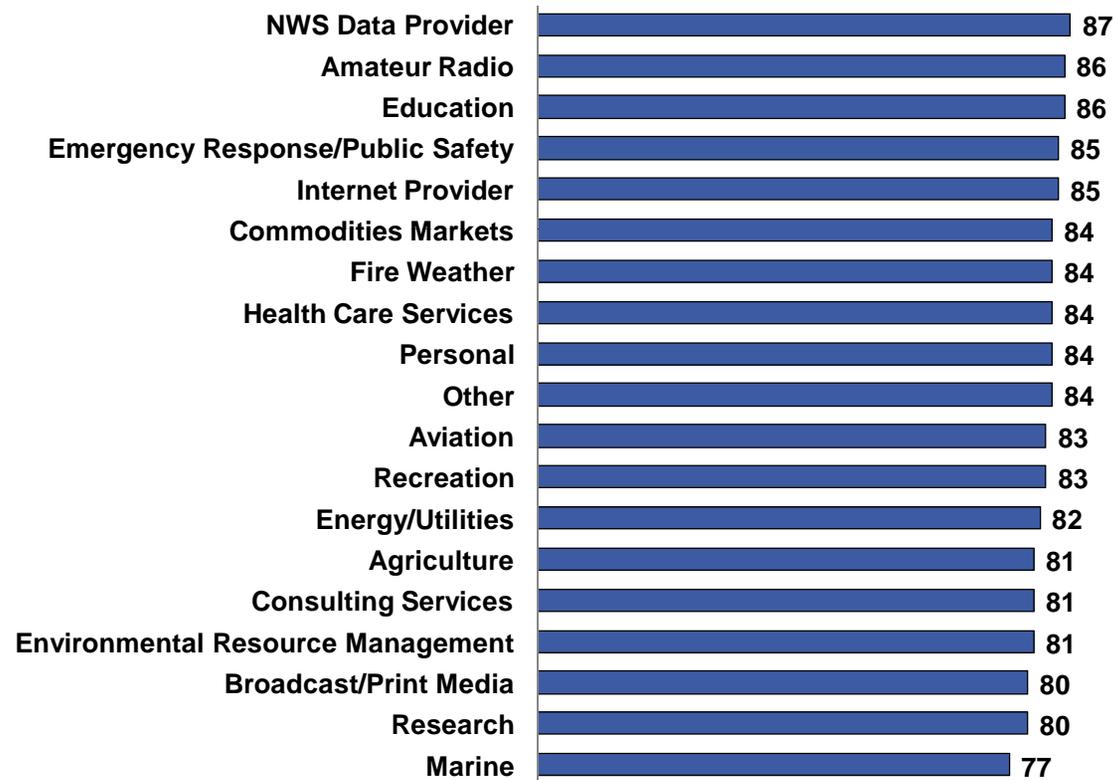
Region Southern Region is Top Scoring

Southern Region is the highest rated, at 85. With the exception of Eastern, all regions have decreased in score since 2010.



Primary Use of Information NWS Data Providers are Most Satisfied

Among the primary uses of NWS information, CSI ranges from a 77 for Marine users to 87 for those NWS data providers.



Emergency Managers Continue to Score the NWS Well with a Satisfaction Score of 85

Emergency Managers continue to score well, with a CSI score of 85, and provide extremely high outcome scores for likelihood to take action based on NWS information, likelihood to use the NWS in future and likelihood to recommend the NWS.

	Emergency Response/ Public Safety	
	2010	2011
Sample Size	1,269	1,005
Hazardous Services	84	86
Routine Climate, Water, Weather Services	86	87
Routine Climate, Water, Weather Forecasts	74	74
Support Services	--	93
Dissemination Services	85	86
Annual Weather Awareness Weeks	--	83
Satisfaction	85	85
Likelihood take action	93	92
Likelihood to use in future	96	95
Likelihood to recommend	94	94

Emergency Managers – Demographic Information

The tables below provide demographic information for Emergency Managers.

	Central	Eastern	Southern	Western	Alaska	Pacific
Primary use of NWS information						
Emergency Response/Public Safety	4%	3%	4%	2%	0%	4%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

	Emergency Response/ Public Safety
Sector	
Government	49%
Private	51%
Primary responsibility	
National	3%
Regional	6%
Single state	6%
Mltpl county/parish...	16%
Large city/urban area	11%
Small city/township...	31%
Rural	17%
Other	11%

	Emergency Response/Public Safety
Information sources	
NWS Web Sources	95%
Non-NWS Web Sources	37%
Mobile devices	52%
NOAA Weather Radio/All Hazards	70%
NOAA Weather Wire	11%
Family of Services (FOS)	6%
Emerg Mgrs Weather Info Net	25%
NOAAPort	5%
World Area Forecast System	2%
DUATS	1%
Flight Services	4%
Local or cable TV	64%
Commercial Radio	36%
Satellite radio	7%
Satellite TV	22%
Newspaper	17%
U.S. Coast Guard Broadcasts	7%
NAVTEX receiver	1%
Immarsat-C SafetyNET	0%
Radiofacsimile	1%
Other	1%
Social Media	20%

Recommendations

Recommendations

Routine Forecasts

Key Finding: Users continue to have less confidence in longer-term temperature and precipitation forecasts.

Recommended Action: Work to set expectations regarding forecasts. Communicate accuracy and other positive aspects of forecasts to users.

Dissemination Services

Key Finding: Dissemination Services has significant leverage on Satisfaction. “Ease of locating data on servers”, “Ease of requesting data be added to streams or servers” and “ease of providing input on new products” are among the lower-scoring items in the survey.

Recommended Action: Reach out to customers for feedback. Use future studies to delve deeper into these areas. Communicate results of the survey and planned actions (if any) back to the users.

Recommendations

Support Services

Key Finding: Support Services (including both User Support and Customer Support) are doing a great job.

Recommended Action: Communicate survey results to staff and highlight both their importance and the great job they are doing.

Appendix

Score Detail and Segmentation Questionnaire

National Weather Service - Overall
2010 vs. 2011
Score Table

	2010	2011	
	Scores	Scores	Impacts
Sample Size	14,057	32,572	
Hazardous Services	86	87	0.6
Tornado Warnings	85	85	--
Severe Thunderstorm Warnings	86	87	--
Winter Storm Warnings	85	86	--
Hurricane Warnings	88	89	--
Flash Flood Warnings	86	87	--
River Flood Warnings	87	88	--
High Surf Warnings	88	89	--
Tsunami Warnings	--	86	--
Extreme Cold Warnings	--	90	--
Extreme Heat Warnings	--	90	--
Tornado Warnings	85	86	--
Ease of Understanding	89	89	--
Timeliness	85	86	--
Accuracy	80	82	--
Severe Thunderstorm Warnings	86	87	--
Ease of Understanding	90	90	--
Timeliness	86	87	--
Accuracy	83	84	--
Winter Storm Warnings	85	86	--
Ease of Understanding	89	89	--
Timeliness	86	87	--
Accuracy	78	80	--
Hurricane Warnings	88	89	--
Ease of Understanding	90	91	--
Timeliness	89	90	--
Accuracy	84	86	--
Flash Flood Warnings	86	87	--
Ease of Understanding	88	89	--
Timeliness	85	87	--
Accuracy	83	84	--
River Flood Warnings	87	88	--
Ease of Understanding	88	89	--
Timeliness	87	88	--
Accuracy	86	87	--
High Surf Warnings	88	89	--
Ease of Understanding	88	89	--
Timeliness	87	89	--
Accuracy	86	87	--
Tsunami Warnings	--	86	--
Ease of Understanding	--	88	--
Timeliness	--	87	--
Accuracy	--	82	--

* Significant Difference at 90% confidence level

National Weather Service - Overall
2010 vs. 2011
Score Table

	2010	2011	
	Scores	Scores	Impacts
Sample Size	14,057	32,572	
Extreme Cold Warnings	--	90	--
Ease of Understanding	--	91	--
Timeliness	--	90	--
Accuracy	--	89	--
Extreme Heat Warnings	--	90	--
Ease of Understanding	--	91	--
Timeliness	--	90	--
Accuracy	--	89	--
Routine Climate, Water, Weather Services	87	88	0.4
Max/min temperature forecasts	91	92	--
Chance of Precip forecast	86	87	--
Cloud Cover forecasts	87	88	--
Wind forecasts	89	89	--
Dew Point forecasts	89	90	--
River Heights-Flow forecasts	88	89	--
UV Index forecasts	90	90	--
Air Quality forecasts	88	89	--
Wave Height forecasts	87	88	--
1 to 4-Week National Outlooks	86	87	--
3-Month National Outlooks	84	85	--
El Niño-La Niña Outlooks	83	84	--
3-Month Drought Outlooks	85	87	--
3-Month Local Temp Outlooks	85	86	--
Climate Hazard Assessments	--	88	--
Max/min temperature forecasts	91	92	--
Meets my needs	90	91	--
Ease of Understanding	92	93	--
Chance of Precip forecast	87	87	--
Meets my needs	85	86	--
Ease of Understanding	88	89	--
Cloud Cover forecasts	87	88	--
Meets my needs	86	87	--
Ease of Understanding	88	89	--
Wind forecasts	89	89	--
Meets my needs	88	89	--
Ease of Understanding	90	90	--
Dew Point forecasts	89	90	--
Meets my needs	89	90	--
Ease of Understanding	90	90	--
River Heights-Flow forecasts	88	89	--
Meets my needs	88	89	--
Ease of Understanding	88	89	--

* Significant Difference at 90% confidence level

National Weather Service - Overall
2010 vs. 2011
Score Table

	2010	2011	
	Scores	Scores	Impacts
Sample Size	14,057	32,572	
UV Index forecasts	90	90	--
Meets my needs	90	90	--
Ease of Understanding	90	90	--
Air Quality forecasts	88	89	--
Meets my needs	88	89	--
Ease of Understanding	88	89	--
Wave Height forecasts	87	88	--
Meets my needs	86	87	--
Ease of Understanding	88	89	--
1 to 4-Week National Outlooks	86	87	--
Meets my needs	85	86	--
Ease of Understanding	87	88	--
3-Month National Outlooks	84	85	--
Meets my needs	83	85	--
Ease of Understanding	85	86	--
El Niño-La Niña Outlooks	83	84	--
Meets my needs	84	85	--
Ease of Understanding	82	84	--
3-Month Drought Outlooks	86	87	--
Meets my needs	85	86	--
Ease of Understanding	86	87	--
3-Month Local Temp Outlooks	85	86	--
Meets my needs	84	86	--
Ease of Understanding	86	87	--
Climate Hazard Assessments	--	88	--
Meets my needs	--	88	--
Ease of Understanding	--	88	--
Routine Climate, Water, Weather Forecasts	72	72	0.8
Max/min temperature forecasts	78	77	--
Probability of precipitation	69	69	--
Amount of precip forecasts	66	66	--
Max/min temperature forecasts	77	76	--
1 day from now	90	90	--
3 days from now	75	75	--
7 days from now	54	53	--
Probability of precipitation	67	67	--
1 day from now	83	84	--
3 days from now	65	65	--
7 days from now	44	45	--
Amount of precip forecasts	66	65	--
Less than 1 day from now	80	80	--
1 day from now	65	65	--
3 days from now	47	47	--

* Significant Difference at 90% confidence level

National Weather Service - Overall
2010 vs. 2011
Score Table

	2010	2011	
	Scores	Scores	Impacts
Sample Size	14,057	32,572	
Support Services	--	89	0.8
Accessibility	--	88	--
Responsiveness	--	88	--
Knowledge	--	92	--
Professionalism	--	93	--
Assist interpret weather info	--	89	--
Resolving a complaint	--	85	--
User Support Services	--	89	--
Accessibility	--	87	--
Responsiveness	--	87	--
Knowledge	--	91	--
Professionalism	--	92	--
Assist interpret weather info	--	89	--
Resolving a complaint	--	85	--
Customer Support Services	--	90	--
Accessibility	--	88	--
Responsiveness	--	88	--
Knowledge	--	93	--
Professionalism	--	93	--
Resolving a complaint	--	83	--
NWS Forecaster	88	86	--
Clarification of weather info	89	88	--
Forecaster uncertainty	86	84	--
Dissemination Services	85	86	1.7
Reliability of satellite data	--	87	--
Reliability of radar data	--	86	--
Ease of locating information	82	83	--
Information is up-to-date	88	87	--
Ease of understanding info	--	88	--
Ease locating data on servers	76	77	--
Ease of req add data to server	74	76	--
Ease of providing input	73	76	--
Annual Weather Awareness Weeks	--	80	0.5
Sat with Annual WA Weeks	--	80	--
Satisfaction	85	84	--
Overall Satisfaction	89	88	--
Meets expectations	81	80	--
Compared to ideal	82	82	--
Likelihood take action	92	91	2.7
Likelihood take action on info	92	91	--
Likelihood to use in future	96	96	2.0
Likelihood use NWS in future	96	96	--
Likelihood to recommend	94	94	3.1
Likelihood to recommend	94	94	--

* Significant Difference at 90% confidence level

National Weather Service - Overall
2010 vs. 2011
Demographics Table - Aggregate

	2010		2011	
	Percent	Frequency	Percent	Frequency
Country you live or work in				
United States	100%	13,906	100%	32,425
Other	--	--	0%	147
Number of Respondents		13,906		32,572
Region				
Central Region	46%	5,719	36%	10,376
Eastern Region	20%	2,490	29%	8,299
Southern Region	22%	2,740	18%	5,134
Western Region	12%	1,454	17%	5,006
Alaska Region	0%	39	0%	53
Pacific Region	1%	99	0%	105
Number of Respondents		12,541		28,973
Sector				
Government	--	--	6%	1,805
Private	--	--	94%	30,620
Number of Respondents		12,734		32,425
Primary use of NWS information				
Agriculture	4%	508	5%	1,643
Aviation	1%	185	1%	384
Amateur Radio	0%	0	1%	365
Broadcast/Print Media	0%	0	1%	258
Commodities Markets	0%	17	0%	11
Consulting Services	1%	83	0%	66
Education	1%	158	1%	252
Emergency Response/Public Safety	9%	1,269	3%	1,005
Energy/Utilities	0%	0	1%	170
Environment Rsrc Mgt	1%	114	1%	199
Fire Weather	0%	0	0%	157
Health Care Services	0%	0	0%	124
Internet Provider	0%	0	0%	131
Marine	0%	0	0%	137
NWS Data Provider	10%	1,352	3%	844
Personal	60%	8,141	64%	20,939
Recreation	8%	1,105	12%	3,827
Research	1%	133	1%	217
Other	4%	583	6%	1,843
Number of Respondents		13,648		32,572

National Weather Service - Overall
2010 vs. 2011
Demographics Table - Aggregate

Type of Aviation	2010		2011	
	Percent	Frequency	Percent	Frequency
Dispatcher	10%	19	6%	24
Comm Freight	4%	7	2%	8
Comm Passenger	18%	34	14%	52
Private Business	20%	37	23%	88
Private Pleasure	48%	88	55%	212
Number of Respondents	185		384	

Primary responsibility	2010 Percent	2010 Frequency	2011 Percent	2011 Frequency
National	6%	286	4%	53
Regional	13%	661	8%	108
Single state	7%	330	8%	113
Mltpl county/parish...	15%	763	17%	233
Large city/urban area	10%	513	9%	127
Small city/township...	21%	1,049	24%	333
Rural	19%	972	19%	254
Other	9%	426	10%	140
Number of Respondents	5,000		1,361	

Information sources~	2010 Percent	2010 Frequency	2011 Percent	2011 Frequency
NWS Web Sources	97%	13,592	95%	31,026
Non-NWS Web Sources	42%	5,846	31%	10,246
Mobile devices	32%	4,544	32%	10,285
NOAA Weather Radio/All Hazards	59%	8,353	42%	13,763
NOAA Weather Wire	6%	815	6%	1,907
Family of Services (FOS)	5%	647	5%	1,620
Emerg Mgrs Weather Info Net	7%	946	4%	1,202
NOAAPort	4%	596	6%	1,908
World Area Forecast System	2%	261	2%	505
DUATS	2%	294	2%	735
Flight Services	5%	667	4%	1,421
Local or cable TV	65%	9,178	52%	16,971
Commercial Radio	38%	5,303	30%	9,739
Satellite radio	7%	939	5%	1,495
Satellite TV	23%	3,167	18%	5,726
Newspaper	21%	2,927	18%	5,922
U.S. Coast Guard Broadcasts	6%	895	6%	1,824
NAVTEX receiver	1%	84	1%	171
Immarsat-C SafetyNET	0%	45	0%	81
Radiofacsimile	1%	128	1%	255
Other	2%	212	1%	363
Social Media	0%	0	9%	2,880
Number of Respondents	14,049		32,532	

National Weather Service - Overall
2010 vs. 2011
Demographics Table - Aggregate

	2010		2011	
	Percent	Frequency	Percent	Frequency
Future source NWS info~				
Desk top/lap top computer	92%	12,927	95%	30,863
Mobile Device	57%	8,036	59%	19,089
Social Media	19%	2,608	12%	3,981
Direct Interaction with NWS Staff	17%	2,343	6%	1,929
NOAA Weather Radio All-Hazards	59%	8,234	39%	12,643
File transfer services	13%	1,893	7%	2,335
Other	5%	650	3%	926
Number of Respondents		14,057		32,572
Language important messages				
Option A	--	--	64%	20,964
Option B	--	--	16%	5,268
Option C	--	--	19%	6,340
Number of Respondents		0		32,572
Elements used within past year~				
Max/min temperature forecasts	84%	11,817	86%	28,161
Chance of Precipitation forecast	86%	12,090	85%	27,534
Cloud Cover forecasts	37%	5,192	38%	12,409
Wind forecasts	68%	9,596	71%	22,996
Dew Point forecasts	39%	5,500	28%	9,097
River Heights/Flow forecasts	35%	4,888	31%	10,058
UV Index forecasts	21%	2,949	21%	6,817
Air Quality forecasts	31%	4,393	34%	11,033
Wave Height forecasts	12%	1,741	11%	3,710
1 to 4-Week National Outlooks	45%	6,376	40%	12,914
3-Month National Outlooks	37%	5,260	26%	8,323
El Niño/La Niña Outlooks	37%	5,152	25%	8,057
3-Month Drought Outlooks	28%	3,917	19%	6,333
3-Month Local Temp Outlooks	34%	4,793	26%	8,313
Climate Hazard Assessments	0%	0	24%	7,785
Number of Respondents		14,057		32,572
Job decisions on weather info				
Makes decisions on weather info	--	--	35%	11,310
Does not	--	--	65%	21,262
Number of Respondents		0		32,572
Times interact with NWS staff				
0 times	--	--	80%	8,992
1-5 times	--	--	12%	1,321
5-10 times	--	--	3%	302
More than 10 times	--	--	6%	695
Number of Respondents		0		11,310

National Weather Service - Overall
2010 vs. 2011
Demographics Table - Aggregate

	2010		2011	
	Percent	Frequency	Percent	Frequency
Time spent discussing info NWS				
Less than 5 minutes	--	--	53%	1,227
5-15 minutes	--	--	36%	828
16-30 minutes	--	--	6%	143
More than 30 minutes	--	--	5%	120
Number of Respondents	0		2,318	
NWS staff on-site at incident				
NWS staff on-site	--	--	15%	342
No staff on-site	--	--	85%	1,976
Number of Respondents	0		2,318	
Times contact NWS staff				
0 times	--	--	92%	19,535
1-10 times	--	--	7%	1,436
11-25 times	--	--	1%	109
More than 25 times	--	--	1%	182
Number of Respondents	0		21,262	
NWS Web primary source				
Web primary source	--	--	91%	29,664
Not primary source	--	--	9%	2,907
Number of Respondents	0		32,571	
Auto method ingesting data				
Requires products	8%	1,143	4%	1,218
Do not require products	92%	12,914	96%	31,353
Number of Respondents	14,057		32,571	
Preferred weather info sources~				
Paper	57%	8,065	48%	15,707
Refrigerator magnets, key chains, and pens	39%	5,542	38%	12,530
DVDs	40%	5,693	25%	8,097
List of Internet Links	72%	10,070	69%	22,412
Other	6%	795	7%	2,240
Number of Respondents	14,057		32,572	
Top hazardous weather threats~				
Tornadoes	58%	8,104	48%	15,510
Severe Thunderstorms	81%	11,338	73%	23,733
Flash Floods	22%	3,108	12%	4,042
River Floods	9%	1,235	10%	3,148
Winter Storms	61%	8,539	66%	21,392
Hurricanes	11%	1,560	10%	3,313
Heat Wave	11%	1,581	16%	5,246
Wildfires	9%	1,234	11%	3,554
Drought	7%	1,022	8%	2,521
Coastal Storms	6%	867	6%	1,927
Tsunamis	1%	207	2%	586
Extreme Cold	8%	1,129	17%	5,405
Air Quality	5%	662	6%	2,096
Other	2%	284	3%	866
Number of Respondents	14,057		32,572	

National Weather Service - Overall
2010 vs. 2011
Demographics Table - Aggregate

	2010		2011	
	Percent	Frequency	Percent	Frequency
Familiar Annual WA Weeks				
Familiar	--	--	41%	13,380
Not Familiar	--	--	59%	19,192
Number of Respondents	0		32,572	
Age				
Under 25 years	6%	824	5%	1,517
25 - 34 years	16%	2,100	14%	4,290
35 - 44 years	20%	2,638	17%	5,152
45 - 54 years	28%	3,640	25%	7,438
55 - 64 years	21%	2,699	25%	7,494
65 - 74 years	7%	923	11%	3,123
75 years and older	1%	158	2%	607
Number of Respondents	12,982		29,621	
Gender				
Male	79%	10,888	72%	23,065
Female	21%	2,930	28%	8,817
Number of Respondents	13,818		31,882	
School completed				
Less than high schl	2%	254	1%	428
High schl or equiv	10%	1,446	9%	2,775
Some clg, tech schl	36%	4,961	31%	10,115
4 yr college grad	32%	4,437	32%	10,367
Master's degree	14%	2,016	18%	5,815
Prof degree or PHD	6%	790	8%	2,653
Number of Respondents	13,904		32,153	
Additional feedback~				
Climate Services	--	--	9%	2,805
Fire Weather Services	--	--	4%	1,223
Hydrologic Services	--	--	6%	1,821
Tsunami	--	--	1%	380
I do not wish to continue	--	--	86%	27,867
Number of Respondents	0		32,572	

National Weather Service - Overall
2011
Demographics Table - Optional Sections

	Climate Services		Fire Weather Services		Hydrologic Services		Tsunami	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Country you live or work in								
United States	99%	2,781	100%	1,222	100%	1,816	96%	364
Other	1%	24	0%	1	0%	5	4%	16
Number of Respondents		2,805		1,223		1,821		380

Region								
Central Region	35%	874	24%	261	38%	632	9%	31
Eastern Region	26%	641	10%	112	25%	417	17%	58
Southern Region	20%	504	25%	281	17%	273	11%	36
Western Region	19%	464	40%	445	19%	315	47%	158
Alaska Region	0%	10	0%	4	0%	5	3%	10
Pacific Region	0%	9	0%	2	0%	7	12%	41
Number of Respondents		2,502		1,105		1,649		334

Sector								
Government	6%	164	14%	167	10%	173	9%	33
Private	94%	2,617	86%	1,055	90%	1,643	91%	331
Number of Respondents		2,781		1,222		1,816		364

Primary use of NWS information								
Agriculture	7%	192	6%	73	5%	98	2%	6
Aviation	1%	21	0%	5	0%	8	0%	0
Amateur Radio	2%	44	1%	13	1%	21	1%	5
Broadcast/Print Media	1%	23	1%	15	1%	19	1%	3
Commodities Markets	0%	2	0%	0	0%	1	0%	1
Consulting Services	0%	11	0%	2	0%	3	0%	1
Education	1%	35	1%	10	1%	20	2%	6
Emergency Response/Public Safety	3%	73	10%	125	6%	112	5%	20
Energy/Utilities	1%	23	0%	5	1%	11	0%	1
Environment Rsrc Mgt	1%	20	1%	12	2%	38	1%	2
Fire Weather	0%	14	8%	92	0%	5	1%	2
Health Care Services	0%	8	0%	4	0%	5	0%	0
Internet Provider	0%	9	0%	3	0%	9	1%	3
Marine	0%	7	0%	2	1%	19	2%	7
NWS Data Provider	4%	115	3%	40	4%	74	2%	9
Personal	59%	1,667	50%	606	51%	920	53%	200
Recreation	10%	281	10%	128	15%	275	17%	66
Research	2%	49	1%	8	1%	20	1%	3
Other	8%	211	7%	80	9%	163	12%	45
Number of Respondents		2,805		1,223		1,821		380

National Weather Service - Overall
2011
Demographics Table - Optional Sections

	Climate Services		Fire Weather Services		Hydrologic Services		Tsunami	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Type of Aviation								
Dispatcher	14%	3	0%	0	12%	1	0%	0
Comm Freight	0%	0	0%	0	0%	0	0%	0
Comm Passenger	14%	3	0%	0	0%	0	0%	0
Private Business	24%	5	60%	3	38%	3	0%	0
Private Pleasure	48%	10	40%	2	50%	4	0%	0
Number of Respondents		21		5		8		0

	Climate Services		Fire Weather Services		Hydrologic Services		Tsunami	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Primary responsibility								
National	3%	3	6%	13	1%	2	12%	3
Regional	7%	7	6%	14	10%	15	0%	0
Single state	7%	8	10%	22	13%	20	8%	2
Mltpl county/parish...	14%	15	16%	37	18%	28	17%	4
Large city/urban area	10%	11	6%	13	10%	15	17%	4
Small city/township...	29%	31	22%	50	26%	41	21%	5
Rural	17%	18	28%	65	8%	13	12%	3
Other	13%	14	7%	15	14%	21	12%	3
Number of Respondents		107		229		155		24

	Climate Services		Fire Weather Services		Hydrologic Services		Tsunami	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Information sources~								
NWS Web Sources	97%	2,715	97%	1,182	97%	1,760	95%	362
Non-NWS Web Sources	37%	1,025	33%	407	39%	708	40%	153
Mobile devices	31%	856	34%	413	36%	657	39%	148
NOAA Weather Radio/All Hazards	53%	1,477	51%	620	53%	973	55%	209
NOAA Weather Wire	7%	191	12%	141	7%	121	10%	37
Family of Services (FOS)	8%	230	8%	99	8%	145	7%	27
Emerg Mgrs Weather Info Net	5%	136	9%	105	7%	128	10%	37
NOAAPort	8%	219	8%	98	7%	128	7%	25
World Area Forecast System	3%	82	3%	35	2%	44	4%	15
DUATS	2%	69	3%	31	2%	40	2%	9
Flight Services	5%	153	5%	67	5%	95	7%	25
Local or cable TV	56%	1,562	47%	577	56%	1,022	59%	226
Commercial Radio	35%	974	32%	392	36%	658	36%	138
Satellite radio	5%	152	6%	72	6%	117	7%	25
Satellite TV	20%	572	24%	296	21%	375	19%	72
Newspaper	22%	615	20%	242	22%	393	26%	100
U.S. Coast Guard Broadcasts	7%	192	6%	76	8%	144	16%	60
NAVTEX receiver	1%	26	1%	10	1%	17	3%	10
Immarsat-C SafetyNET	1%	19	1%	7	1%	10	1%	4
Radiofacsimile	1%	32	1%	13	1%	18	4%	14
Other	2%	44	1%	17	1%	21	4%	14
Social Media	10%	274	11%	139	12%	210	17%	63
Number of Respondents		2,805		1,223		1,821		380

National Weather Service - Overall
2011
Demographics Table - Optional Sections

	Climate Services		Fire Weather Services		Hydrologic Services		Tsunami	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Future source NWS info~								
Desk top/lap top computer	96%	2,685	95%	1,159	95%	1,729	95%	362
Mobile Device	58%	1,615	59%	724	64%	1,168	62%	234
Social Media	13%	359	15%	184	15%	282	22%	85
Direct Interaction with NWS Staff	10%	294	15%	178	14%	255	14%	52
NOAA Weather Radio All-Hazards	50%	1,415	49%	596	50%	916	51%	192
File transfer services	12%	345	12%	152	13%	229	16%	62
Other	4%	117	4%	50	5%	86	6%	23
Number of Respondents		2,805		1,223		1,821		380

Language important messages								
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Option A	67%	1,877	66%	809	66%	1,204	63%	239
Option B	15%	416	16%	192	16%	299	18%	67
Option C	18%	512	18%	222	17%	318	19%	74
Number of Respondents		2,805		1,223		1,821		380

Elements used within past year~								
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Max/min temperature forecasts	91%	2,562	91%	1,114	87%	1,585	84%	319
Chance of Precipitation forecast	91%	2,562	89%	1,083	88%	1,607	86%	326
Cloud Cover forecasts	48%	1,359	45%	550	45%	812	50%	190
Wind forecasts	79%	2,217	84%	1,023	74%	1,356	79%	299
Dew Point forecasts	40%	1,114	37%	457	37%	665	30%	114
River Heights/Flow forecasts	41%	1,145	44%	542	71%	1,296	41%	155
UV Index forecasts	30%	837	26%	322	26%	476	33%	126
Air Quality forecasts	42%	1,181	42%	511	34%	617	38%	146
Wave Height forecasts	15%	426	16%	190	16%	296	53%	201
1 to 4-Week National Outlooks	59%	1,652	54%	655	53%	966	48%	184
3-Month National Outlooks	47%	1,321	43%	520	40%	729	33%	124
El Niño/La Niña Outlooks	46%	1,301	47%	575	37%	682	54%	206
3-Month Drought Outlooks	38%	1,059	45%	545	33%	597	25%	94
3-Month Local Temp Outlooks	46%	1,297	42%	511	38%	690	33%	127
Climate Hazard Assessments	41%	1,151	38%	465	34%	612	35%	133
Number of Respondents		2,805		1,223		1,821		380

Job decisions on weather info								
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Makes decisions on weather info	43%	1,219	53%	648	49%	895	47%	177
Does not	57%	1,586	47%	575	51%	926	53%	203
Number of Respondents		2,805		1,223		1,821		380

Times interact with NWS staff								
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
0 times	75%	911	65%	424	71%	632	73%	129
1-5 times	15%	181	20%	129	17%	154	13%	23
5-10 times	3%	40	6%	39	3%	26	3%	6
More than 10 times	7%	87	9%	56	9%	83	11%	19
Number of Respondents		1,219		648		895		177

National Weather Service - Overall
2011
Demographics Table - Optional Sections

	Climate Services		Fire Weather Services		Hydrologic Services		Tsunami	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Time spent discussing info NWS								
Less than 5 minutes	50%	155	45%	100	54%	141	35%	17
5-15 minutes	37%	115	45%	100	36%	95	42%	20
16-30 minutes	8%	26	7%	15	5%	13	19%	9
More than 30 minutes	4%	12	4%	9	5%	14	4%	2
Number of Respondents	308		224		263		48	
NWS staff on-site at incident								
NWS staff on-site	16%	48	27%	61	13%	33	25%	12
No staff on-site	84%	260	73%	163	87%	230	75%	36
Number of Respondents	308		224		263		48	
Times contact NWS staff								
0 times	86%	1,362	82%	469	85%	783	86%	175
1-10 times	12%	189	17%	95	13%	125	12%	24
11-25 times	1%	19	1%	6	1%	10	0%	1
More than 25 times	1%	16	1%	5	1%	8	1%	3
Number of Respondents	1,586		575		926		203	
NWS Web primary source								
Web primary source	91%	2,558	92%	1,123	89%	1,615	92%	350
Not primary source	9%	247	8%	100	11%	206	8%	30
Number of Respondents	2,805		1,223		1,821		380	
Auto method ingesting data								
Requires products	7%	190	8%	99	8%	138	12%	45
Do not require products	93%	2,615	92%	1,124	92%	1,683	88%	334
Number of Respondents	2,805		1,223		1,821		379	
Preferred weather info sources~								
Paper	57%	1,599	57%	694	55%	1,003	61%	231
Refrigerator magnets, key chains, and pens	38%	1,061	40%	484	40%	728	43%	165
DVDs	34%	961	37%	453	34%	615	41%	156
List of Internet Links	77%	2,163	75%	916	75%	1,361	73%	278
Other	11%	309	11%	139	11%	193	15%	56
Number of Respondents	2,805		1,223		1,821		380	

National Weather Service - Overall
2011
Demographics Table - Optional Sections

	Climate Services		Fire Weather Services		Hydrologic Services		Tsunami	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Top hazardous weather threats~								
Tornadoes	48%	1,336	33%	409	46%	832	21%	80
Severe Thunderstorms	73%	2,046	62%	753	68%	1,231	36%	137
Flash Floods	12%	337	12%	152	20%	356	17%	63
River Floods	9%	251	9%	116	31%	559	16%	60
Winter Storms	65%	1,813	56%	679	60%	1,101	42%	158
Hurricanes	11%	319	7%	91	8%	154	29%	109
Heat Wave	17%	472	18%	218	11%	206	13%	49
Wildfires	11%	322	49%	594	10%	185	15%	58
Drought	10%	289	13%	160	7%	132	7%	28
Coastal Storms	7%	192	4%	49	6%	101	32%	121
Tsunamis	2%	50	2%	28	2%	39	42%	161
Extreme Cold	15%	431	14%	167	12%	218	6%	22
Air Quality	7%	200	7%	88	5%	87	8%	31
Other	4%	122	5%	60	4%	74	6%	24
Number of Respondents	2,805		1,223		1,821		380	
Familiar Annual WA Weeks								
Familiar	57%	1,600	52%	642	55%	1,007	49%	188
Not Familiar	43%	1,205	48%	581	45%	814	51%	192
Number of Respondents	2,805		1,223		1,821		380	
Age								
Under 25 years	3%	87	4%	41	5%	80	3%	10
25 - 34 years	9%	244	11%	120	14%	233	13%	44
35 - 44 years	15%	387	16%	181	17%	293	18%	61
45 - 54 years	27%	695	27%	307	27%	450	29%	101
55 - 64 years	30%	778	29%	324	27%	463	28%	98
65 - 74 years	12%	313	10%	117	9%	150	8%	27
75 years and older	3%	72	3%	29	1%	17	2%	7
Number of Respondents	2,576		1,119		1,686		348	
Gender								
Male	76%	2,102	74%	893	78%	1,392	74%	281
Female	24%	666	26%	311	22%	402	26%	97
Number of Respondents	2,768		1,204		1,794		378	
School completed								
Less than high schl	1%	38	2%	19	2%	42	4%	15
High schl or equiv	6%	173	7%	83	7%	134	6%	24
Some clg, tech schl	30%	849	35%	428	33%	594	31%	118
4 yr college grad	31%	862	32%	386	31%	570	31%	116
Master's degree	20%	567	17%	204	18%	332	18%	69
Prof degree or PHD	11%	298	8%	93	8%	139	9%	34
Number of Respondents	2,787		1,213		1,811		376	

National Weather Service - Overall
2011
Attribute Table - Climate Services

	Scores
Sample Size	2,805
CPC products	82
Clarity	81
Presentation	81
Provided information	83
Likelihood to make a decision about CPC products	75
Likelihood to make decision CPC products	75
Extended Range products	82
Clarity	82
Presentation	82
Provided information	82
Long Range products	81
Clarity	80
Presentation	81
Provided information	81
Hazards products	83
Clarity	83
Presentation	83
Provided information	83
ENSO products	81
Clarity	81
Presentation	81
Provided information	80
NWS Local Climate Data Products	79
Easy to understand	80
Easy to use	78
Eye-appealing	73
Clarity	80
Timeliness	82
Usefulness	82
Organization of information	78
Location selection	76
Variable selection	79
Length of data record	79
Meets my needs	80
NOWData	80
Easy to understand	81
Easy to use	79
Eye-appealing	75
Clarity	81
Timeliness	82
Usefulness	82
Organization of information	79
Location selection	77
Variable selection	80
Length of data record	80
Meets my needs	81

National Weather Service - Overall
2011
Attribute Table - Climate Services

Likelihood to make a change based on products	69
Likelihood to make a change based on products	69
Local 3-Month Temp outlook graphic	79
Easy to understand	80
Easy to use	80
Eye-appealing	77
Clarity	80
Timeliness	82
Usefulness	78
Organization of information	79
Location selection	78
Variable selection	79
Length of data record	81
Meets my needs	78
Graphic 2 Content and Characteristics	80
Easy to understand	80
Easy to use	80
Eye-appealing	78
Clarity	80
Timeliness	82
Usefulness	80
Organization of information	80
Location selection	79
Variable selection	80
Length of data record	82
Meets my needs	80
Graphic 3 Content and Characteristics	78
Easy to understand	77
Easy to use	77
Eye-appealing	78
Clarity	77
Timeliness	81
Usefulness	78
Organization of information	78
Location selection	78
Variable selection	79
Length of data record	81
Meets my needs	78

National Weather Service - Overall
2011
Demographics Table - Climate Services

	Response Count	
	Percent	Frequency
Specific CPC climate products~		
Extended range	73%	2,045
Long range	53%	1,489
Hazards	42%	1,190
ENSO	31%	878
Drought	38%	1,055
Other - CPC product	4%	107
Number of Respondents	2,805	
Frequently use CPC products		
Infrequently, but I have used it	18%	503
Occasionally	35%	985
Frequently	27%	746
Very frequently, but not always	11%	318
Nearly every time it is released	9%	253
Number of Respondents	2,805	
Extended Range products~		
6-10 day forecasts	77%	2,172
8-14 day forecasts	53%	1,480
Temperature graphic	61%	1,719
Precipitation graphic	65%	1,835
Official height graphic	8%	217
Text discussion	49%	1,366
Automated Wind chill or Heat index graphics	29%	827
Number of Respondents	2,805	
Daily Climate Report CLI		
Never	23%	583
2	18%	461
3	18%	462
4	17%	432
Very Often	22%	562
Number of Respondents	2,500	
Prelim Monthly Climate data		
Never	31%	754
2	21%	497
3	20%	489
4	14%	346
Very Often	13%	321
Number of Respondents	2,407	
Record Event Report RER		
Never	30%	704
2	22%	529
3	21%	504
4	14%	344
Very Often	13%	303
Number of Respondents	2,384	

National Weather Service - Overall
2011
Demographics Table - Climate Services

	Response Count	
	Percent	Frequency
Monthly Weather Summary CLM		
Never	25%	624
2	21%	515
3	23%	568
4	17%	410
Very Often	14%	338
Number of Respondents	2,455	
Regional Summary RTP		
Never	30%	730
2	22%	533
3	20%	488
4	15%	368
Very Often	13%	311
Number of Respondents	2,430	
Daily data for a month		
Never	29%	685
2	18%	418
3	19%	450
4	17%	402
Very Often	16%	373
Number of Respondents	2,328	
Daily almanac		
Never	31%	720
2	18%	416
3	17%	400
4	16%	363
Very Often	18%	430
Number of Respondents	2,329	
Monthly avgs totals		
Never	28%	656
2	17%	398
3	21%	494
4	18%	416
Very Often	16%	380
Number of Respondents	2,344	
Monthly occurrences		
Never	32%	737
2	20%	454
3	21%	479
4	15%	338
Very Often	13%	292
Number of Respondents	2,300	

National Weather Service - Overall
2011
Demographics Table - Climate Services

	Response Count	
	Percent	Frequency
Monthly extremes		
Never	30%	687
2	19%	433
3	19%	452
4	17%	394
Very Often	15%	360
Number of Respondents	2,326	
Daily extremes		
Never	28%	651
2	18%	410
3	19%	433
4	17%	403
Very Often	19%	440
Number of Respondents	2,337	
Daily/monthly normals		
Never	27%	627
2	17%	398
3	19%	451
4	19%	452
Very Often	18%	423
Number of Respondents	2,351	
Record extremes		
Never	28%	648
2	17%	404
3	19%	454
4	17%	404
Very Often	19%	435
Number of Respondents	2,345	
First/last dates		
Never	36%	815
2	20%	442
3	19%	423
4	14%	308
Very Often	12%	275
Number of Respondents	2,263	
Primary reason accessing NOWData-		
Daily data for a month	34%	953
Daily almanac	31%	864
Monthly avgs/totals	35%	973
Monthly occurrences	15%	426
Monthly extremes	26%	719
Daily extremes	32%	894
Daily/monthly normals	35%	981
Record extremes	35%	975
First/last dates	13%	368
Number of Respondents	2,805	

National Weather Service - Overall
2011
Attribute Table - Fire Weather Services

	Scores
Sample Size	1,223
Fire Weather staff	88
Availability	87
Knowledge	89
Timeliness of responses	88
Helpfulness of information	89
Importance of decision support info	88
Importance of decision support info	88
Fire Weather Planning Forecast	86
Helpfulness of information	88
Timeliness of information	87
Format is easy to understand	81
Degree to which it meets my needs	86
NWS fire weather point forecast	76
Helpfulness of information	78
Timeliness of information	83
Format is easy to understand	67
Degree to which it meets my needs	76
Site-Specific (spot) forecasts	83
Helpfulness of information	84
Timeliness of information	84
Format is easy to understand	81
Degree to which it meets my needs	82
Fire Weather Activity Planner	87
Helpfulness of information	87
Timeliness of information	88
Format is easy to understand	87
Degree to which it meets my needs	86
Storm Prediction Center Outlooks	87
Helpfulness of information	87
Timeliness of information	88
Format is easy to understand	86
Degree to which it meets my needs	86
Fire Weather Watch	88
The usefulness of the watch information	89
The amount of time you had to act	87
How clearly the watch information described conditions	87
Red Flag Warning	89
The usefulness of the warning information	90
The amount of time you had to act	89
How clearly the warning info described conditions to expect	89

National Weather Service - Overall

2011

Attribute Table - Fire Weather Services

Excluding those with personal and recreation as primary use NWS information

	Scores
Sample Size	489
Fire Weather staff	90
Availability	89
Knowledge	91
Timeliness of responses	90
Helpfulness of information	91
Importance of decision support info	91
Importance of decision support info	91
Fire Weather Planning Forecast	88
Helpfulness of information	89
Timeliness of information	89
Format is easy to understand	83
Degree to which it meets my needs	88
NWS fire weather point forecast	78
Helpfulness of information	80
Timeliness of information	84
Format is easy to understand	70
Degree to which it meets my needs	78
Site-Specific (spot) forecasts	86
Helpfulness of information	88
Timeliness of information	86
Format is easy to understand	85
Degree to which it meets my needs	87
Fire Weather Activity Planner	88
Helpfulness of information	88
Timeliness of information	88
Format is easy to understand	88
Degree to which it meets my needs	87
Storm Prediction Center Outlooks	88
Helpfulness of information	88
Timeliness of information	88
Format is easy to understand	88
Degree to which it meets my needs	86
Fire Weather Watch	89
The usefulness of the watch information	90
The amount of time you had to act	88
How clearly the watch information described conditions	89
Red Flag Warning	91
The usefulness of the warning information	92
The amount of time you had to act	90
How clearly the warning info described conditions to expect	91

National Weather Service - Overall
2011
Demographics Table - Fire Weather Services

	Response Count	
	Percent	Frequency
Methods disseminate fire weather products~		
Internet Subscriber Service	15%	183
Web Site	74%	902
Voice over Internet Protocol	3%	32
Satellite	9%	110
IP Addressing	4%	49
Cable television	20%	245
Broadcast television	25%	304
Satellite television	16%	193
Home/Work Phone	17%	210
Dedicated Phone line	3%	36
Cell Phone or Smart Phone	31%	374
Pager	6%	77
AM/FM radio	34%	411
Dedicated Short Range Radio	9%	104
Satellite - XM Sirius	6%	69
NOAA Weather Radio	42%	518
Number of Respondents		1,223
Fire Weather Planning Forecast		
Multiple Times Each Day	15%	181
Once Per Day	26%	316
Once Per Week	16%	194
Once Per Month	10%	122
Never/Don't Know	34%	410
Number of Respondents		1,223
Graphics and support tools		
Multiple Times Each Day	19%	234
Once Per Day	24%	292
Once Per Week	17%	204
Once Per Month	9%	115
Never/Don't Know	31%	378
Number of Respondents		1,223
Site-Specific spot forecasts		
Multiple Times Each Day	18%	215
Once Per Day	26%	324
Once Per Week	15%	186
Once Per Month	10%	127
Never/Don't Know	30%	371
Number of Respondents		1,223

National Weather Service - Overall
2011
Demographics Table - Fire Weather Services

	Response Count	
	Percent	Frequency
Fire Weather Activity Planner		
Multiple Times Each Day	8%	96
Once Per Day	21%	261
Once Per Week	18%	221
Once Per Month	11%	134
Never/Don't Know	42%	511
Number of Respondents	1,223	
Storm Prediction Center Fire		
Multiple Times Each Day	14%	176
Once Per Day	29%	352
Once Per Week	18%	224
Once Per Month	10%	121
Never/Don't Know	29%	350
Number of Respondents	1,223	
Hazard Services		
Multiple Times Each Day	27%	325
Once Per Day	39%	480
Once Per Week	13%	157
Once Per Month	9%	111
Never/Don't Know	12%	150
Number of Respondents	1,223	
Weather briefings NWS office		
Multiple Times Each Day	14%	173
Once Per Day	20%	243
Once Per Week	10%	125
Once Per Month	8%	102
Never/Don't Know	47%	580
Number of Respondents	1,223	
Est fuels input Red Flag Prg		
Have program	15%	163
Do not	32%	347
Not Sure	52%	563
Number of Respondents	1,073	
Action take Fire Weather Watch		
Knew action to take	75%	801
Did not	5%	49
Not sure	21%	223
Number of Respondents	1,073	

National Weather Service - Overall
2011
Demographics Table - Fire Weather Services

	Response Count	
	Percent	Frequency
How often take action		
Always	28%	299
Usually	32%	342
Sometimes	20%	215
Rarely	11%	113
Never	10%	104
Number of Respondents	1,073	
Timescale typically to action		
At the Watch issuance	45%	440
36-48 hours before the event	10%	97
24 hours before the event	26%	249
12 hours before the event	19%	183
Number of Respondents	969	
Know action Red Flag Warning		
Knew action to take	89%	960
Did not	11%	113
Number of Respondents	1,073	
How often take action Red Flag		
Always	36%	388
Usually	29%	315
Sometimes	18%	192
Rarely	9%	97
Never	8%	81
Number of Respondents	1,073	
Procedure auto invoked		
Have procedure	49%	521
Do not	51%	552
Number of Respondents	1,073	
Timescale typical take action		
At the Warning issuance	53%	278
24 hours before event	22%	117
12 hours before event	14%	74
At event onset	10%	52
Number of Respondents	521	
Automatic procedures involve the following~		
Bringing on extra staff	21%	108
Moving firefighting resources	38%	200
Adjusting planning levels	47%	243
Extending normal operating hours	18%	94
Limiting or restricting land usage	46%	240
Other	21%	107
Number of Respondents	521	

National Weather Service - Overall
2011
Attribute Table - Hydrologic Services

	Scores
Sample Size	1,821
Flood Watches	88
Ease of understanding	87
Usefulness	89
Flash Flood Watches	88
Ease of understanding	88
Usefulness	89
Flood Warnings	88
Ease of understanding	87
Usefulness	89
Flash Flood Warnings	88
Ease of understanding	88
Usefulness	89
Flood Advisories	87
Ease of understanding	86
Usefulness	87
Hydrologic Statements	86
Ease of understanding	85
Usefulness	86
Short-term Hydrologic Outlooks	86
Ease of understanding	85
Usefulness	87
Long-term Hydrologic Outlooks	83
Ease of understanding	82
Usefulness	84
River and Lake Forecast Products	86
Ease of understanding	85
Usefulness	87
Hydrometeorological Data Products and Summaries	84
Ease of understanding	84
Usefulness	85

National Weather Service - Overall
2011
Attribute Table - Hydrologic Services

	Scores
Sample Size	1,821
Flood warning vs. flash flood	90
Flood warning vs. flash flood	90
AHPS web pages	80
AHPS web pages	80
Usefulness of map overlay	80
Flood Watches	87
Flood Warnings	90
Radar	85
Satellite	77
Observed precipitation	87
Forecast precipitation	88
Snow depth	79
Snow water equivalent	77
River ice	70
Soil moisture	73
Evapotranspiration	62
Water quality	63
Runoff	78
Groundwater	70
Flash flood guidance	83
Drought conditions	72
Ability to display maximum stage/flow forecasts	85
Ability to display the maximum stage/flow forecasts	85
Usefulness of hydrograph overlay statistics	74
Record low flow, stage, or pool for a specified period of record	74
Normal daily flow, stage, or pool for a specified period of record	82
Seven-day minimum flow with a recurrence interval of 10 years	68
The discharge exceeded 10 percent of time for a designated period	71
The discharge exceeded 25 percent of time for a designated period	72
The discharge exceeded 75 percent of time for a designated period	73
The discharge exceeded 90 percent of time for a designated period	75
Usefulness of information	88
Usefulness of this information	88
Single web portal for water information	87
Single web portal for water information	87

National Weather Service - Overall
2011
Demographics Table - Hydrologic Services

	Response Count	
	Percent	Frequency
Hydrologic action meets needs		
Simplify product suite	33%	592
Maintain current product suite	67%	1,229
Number of Respondents		1,821
Frequency of visiting web		
Several times per day	18%	336
Once per day	22%	407
Once per week	23%	427
Once per month	19%	341
Do not use	6%	105
Not familiar with this information	11%	204
Number of Respondents		1,820

National Weather Service - Overall
2011
Attribute Table - Tsunami

	Scores
Sample Size	380
Familiarity with NOAA Tsunami Products	80
Tsunami Warning	83
Tsunami Advisory	78
Tsunami Watch	81
Tsunami Information Statement	77
NOAA Tsunami information	83
Understanding tsunami products	82
Usefulness of tsunami products	83
Improvements over last five years	85
Overall quality of tsunami products and services	81

National Weather Service - Overall
2011
Demographics Table - Tsunami Services

	Response Count	
	Percent	Frequency
Experience with tsunamis		
Experienced a damaging tsunami	6%	23
Tsunami warning and destructive tsunami occurred	13%	49
Tsunami warning and no destructive tsunami occurred	15%	57
Tsunami advisory that resulted in damage	13%	49
Tsunami advisory did not result in damage	7%	27
Placed in a tsunami watch	7%	28
I have not experienced a tsunami	39%	147
Number of Respondents	380	
Where you get your tsunami products~		
Commercial weather vendors	28%	108
PDA or other mobile device	15%	57
Tsunami Warning Center text/email/web-based products	46%	175
National Weather Service Forecast Office	48%	184
NOAA Weather Radio	35%	132
Emergency Alert System	35%	134
Media	58%	219
U.S. Coast Guard broadcasts	13%	49
Local notification systems	34%	131
Other	6%	23
Number of Respondents	380	
Respond to tsunami message		
Knew how to respond	85%	198
Didn't know	3%	7
Maybe	4%	10
I did not receive a tsunami message	8%	18
Number of Respondents	233	
Received further instructions		
Received further instructions	52%	174
Didn't receive	37%	123
Maybe	11%	37
Number of Respondents	334	

National Weather Service - Overall
2011
Demographics Table - Tsunami Services

	Response Count	
	Percent	Frequency
How received your instructions		
Local Emergency Management	11%	19
State/Commonwealth/Territorial Emergency Management	5%	9
Tsunami Warning Center email	26%	46
Local National Weather Service Office	16%	27
NOAA Weather Radio	13%	22
Media (local television or radio station)	22%	38
Friends or Family	3%	6
Other	4%	7
Number of Respondents		174
Confusion how to respond		
Had confusion	12%	28
Did not	88%	205
Number of Respondents		233
A tsunami warning means		
A destructive tsunami is not expected and does not warrant immediate action	2%	8
A tsunami is expected that will only result in minor damage	7%	25
A destructive tsunami with significant flooding is expected	86%	326
I don't know	4%	16
Other	1%	5
Number of Respondents		380
A tsunami advisory means		
Issued when significant flooding is not expected, but warrants immediate action	61%	231
Issued when a destructive tsunami with significant flooding is expected	11%	42
An advisory means other part is impacted by tsunami and advised location will not be impacted	14%	53
Don't know	9%	35
Other	5%	19
Number of Respondents		380
Geographical location reside		
Alaska	3%	13
Hawaii	12%	47
US or Canadian West Coast	46%	173
US or Canadian East Coast	18%	70
US Gulf or Mexico Coast	4%	16
US Pacific Islands	1%	4
USVI or Puerto Rico	2%	7
Other	13%	50
Number of Respondents		380

National Weather Service - Overall
2011
Demographics Table - Tsunami Services

	Response Count	
	Percent	Frequency
Forecast inc expected flooding		
Would be of value	81%	307
Would not	5%	19
Maybe	11%	41
Don't know	3%	13
Number of Respondents		380
Forecast inc exp water current		
Would be of value	60%	228
Would not	13%	51
Maybe	19%	73
Don't know	7%	28
Number of Respondents		380
Inc predicted impacts		
Include impacts	89%	338
Do not	3%	12
Maybe	5%	19
Don't know	3%	11
Number of Respondents		380
Show uncertainty in forecasts		
Provide a range of expected values	73%	277
Provide a single value with a percentage of error	14%	53
Provide a single best guess value with no indication of potential error	4%	16
Don't know	9%	34
Number of Respondents		380
Have suggestions		
Have suggestions	16%	61
Do not have	84%	319
Number of Respondents		380

National Weather Service - Overall
2011
Demographics Table - Tsunami Respondents

	2011	
	Percent	Frequency
Country you live or work in		
United States	96%	364
Other	4%	16
Number of Respondents		380

Region		
Central Region	9%	31
Eastern Region	17%	58
Southern Region	11%	36
Western Region	47%	158
Alaska Region	3%	10
Pacific Region	12%	41
Number of Respondents		334

Sector		
Government	9%	33
Private	91%	331
Number of Respondents		364

Primary use of NWS information		
Agriculture	2%	6
Aviation	0%	0
Amateur Radio	1%	5
Broadcast/Print Media	1%	3
Commodities Markets	0%	1
Consulting Services	0%	1
Education	2%	6
Emergency Response/Public Safety	5%	20
Energy/Utilities	0%	1
Environment Rsrc Mgt	1%	2
Fire Weather	1%	2
Health Care Services	0%	0
Internet Provider	1%	3
Marine	2%	7
NWS Data Provider	2%	9
Personal	53%	200
Recreation	17%	66
Research	1%	3
Other	12%	45
Number of Respondents		380

National Weather Service - Overall
2011
Demographics Table - Tsunami Respondents

	2011	
	Percent	Frequency
Type of Aviation		
Dispatcher	0%	0
Comm Freight	0%	0
Comm Passenger	0%	0
Private Business	0%	0
Private Pleasure	0%	0
Number of Respondents		0

Primary responsibility		
National	13%	3
Regional	0%	0
Single state	8%	2
Mltpl county/parish...	17%	4
Large city/urban area	17%	4
Small city/township...	21%	5
Rural	13%	3
Other	13%	3
Number of Respondents		24

Information sources~		
NWS Web Sources	96%	362
Non-NWS Web Sources	40%	153
Mobile devices	39%	148
NOAA Weather Radio/All Hazards	55%	209
NOAA Weather Wire	10%	37
Family of Services (FOS)	7%	27
Emerg Mgrs Weather Info Net	10%	37
NOAAPort	7%	25
World Area Forecast System	4%	15
DUATS	2%	9
Flight Services	7%	25
Local or cable TV	60%	226
Commercial Radio	36%	138
Satellite radio	7%	25
Satellite TV	19%	72
Newspaper	26%	100
U.S. Coast Guard Broadcasts	16%	60
NAVTEX receiver	3%	10
Immarsat-C SafetyNET	1%	4
Radiofacsimile	4%	14
Other	4%	14
Social Media	17%	63
Number of Respondents		379

National Weather Service - Overall
2011
Demographics Table - Tsunami Respondents

	2011	
	Percent	Frequency
Future source NWS info~		
Desk top/lap top computer	95%	362
Mobile Device	62%	234
Social Media	22%	85
Direct Interaction with NWS Staff	14%	52
NOAA Weather Radio All-Hazards	51%	192
File transfer services	16%	62
Other	6%	23
Number of Respondents		380

Language important messages		
Option A	63%	239
Option B	18%	67
Option C	19%	74
Number of Respondents		380

Elements used within past year~		
Max/min temperature forecasts	84%	319
Chance of Precipitation forecast	86%	326
Cloud Cover forecasts	50%	190
Wind forecasts	79%	299
Dew Point forecasts	30%	114
River Heights/Flow forecasts	41%	155
UV Index forecasts	33%	126
Air Quality forecasts	38%	146
Wave Height forecasts	53%	201
1 to 4-Week National Outlooks	48%	184
3-Month National Outlooks	33%	124
El Niño/La Niña Outlooks	54%	206
3-Month Drought Outlooks	25%	94
3-Month Local Temp Outlooks	33%	127
Climate Hazard Assessments	35%	133
Number of Respondents		380

Job decisions on weather info		
Makes decisions on weather info	47%	177
Does not	53%	203
Number of Respondents		380

Times interact with NWS staff		
0 times	73%	129
1-5 times	13%	23
5-10 times	3%	6
More than 10 times	11%	19
Number of Respondents		177

National Weather Service - Overall
2011
Demographics Table - Tsunami Respondents

	2011	
	Percent	Frequency
Time spent discussing info NWS		
Less than 5 minutes	35%	17
5-15 minutes	42%	20
16-30 minutes	19%	9
More than 30 minutes	4%	2
Number of Respondents		48
NWS staff on-site at incident		
NWS staff on-site	25%	12
No staff on-site	75%	36
Number of Respondents		48
Times contact NWS staff		
0 times	86%	175
1-10 times	12%	24
11-25 times	0%	1
More than 25 times	1%	3
Number of Respondents		203
NWS Web primary source		
Web primary source	92%	350
Not primary source	8%	30
Number of Respondents		380
Auto method ingesting data		
Requires products	12%	45
Do not require products	88%	334
Number of Respondents		379
Preferred weather info sources-		
Paper	61%	231
Refrigerator magnets, key chains, and pens	43%	165
DVDs	41%	156
List of Internet Links	73%	278
Other	15%	56
Number of Respondents		380
Top hazardous weather threats-		
Tornadoes	21%	80
Severe Thunderstorms	36%	137
Flash Floods	17%	63
River Floods	16%	60
Winter Storms	42%	158
Hurricanes	29%	109
Heat Wave	13%	49
Wildfires	15%	58
Drought	7%	28
Coastal Storms	32%	121
Tsunamis	42%	161
Extreme Cold	6%	22
Air Quality	8%	31
Other	6%	24
Number of Respondents		380

National Weather Service - Overall
2011
Demographics Table - Tsunami Respondents

	2011	
	Percent	Frequency
Familiar Annual WA Weeks		
Familiar	49%	188
Not Familiar	51%	192
Number of Respondents		380

Age		
Under 25 years	3%	10
25 - 34 years	13%	44
35 - 44 years	18%	61
45 - 54 years	29%	101
55 - 64 years	28%	98
65 - 74 years	8%	27
75 years and older	2%	7
Number of Respondents		348

Gender		
Male	74%	281
Female	26%	97
Number of Respondents		378

School completed		
Less than high schl	4%	15
High schl or equiv	6%	24
Some clg, tech schl	31%	118
4 yr college grad	31%	116
Master's degree	18%	69
Prof degree or PHD	9%	34
Number of Respondents		376

Additional feedback~		
Climate Services	41%	157
Fire Weather Services	31%	118
Hydrologic Services	35%	132
Tsunami	100%	380
I do not wish to continue	0%	0
Number of Respondents		380

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Country you live or work in

	United States		Other	
	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
Hazardous Services	86	87	--	87
Tornado Warnings	85	86	--	84
Severe Thunderstorm Warnings	86	87	--	86
Winter Storm Warnings	85	86	--	87
Hurricane Warnings	88	89	--	89
Flash Flood Warnings	86	87	--	86
River Flood Warnings	87	88	--	87
High Surf Warnings	88	89	--	87
Tsunami Warnings	--	86	--	84
Extreme Cold Warnings	--	90	--	88
Extreme Heat Warnings	--	90	--	88
Tornado Warnings	85	86	--	84
Ease of Understanding	89	89	--	86
Timeliness	85	86	--	85
Accuracy	80	82	--	81
Severe Thunderstorm Warnings	86	87	--	86
Ease of Understanding	90	90	--	88
Timeliness	86	87	--	85
Accuracy	83	84	--	84
Winter Storm Warnings	85	86	--	87
Ease of Understanding	89	89	--	87
Timeliness	86	87	--	86
Accuracy	78	80	--	86
Hurricane Warnings	88	89	--	89
Ease of Understanding	90	91	--	90
Timeliness	90	90	--	91
Accuracy	84	86	--	88
Flash Flood Warnings	86	87	--	86
Ease of Understanding	88	89	--	88
Timeliness	85	87	--	87
Accuracy	83	84	--	84
River Flood Warnings	87	88	--	87
Ease of Understanding	88	89	--	88
Timeliness	87	88	--	86
Accuracy	86	87	--	86
High Surf Warnings	88	89	--	87
Ease of Understanding	88	89	--	88
Timeliness	87	89	--	86
Accuracy	86	87	--	86

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Country you live or work in

	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
Tsunami Warnings	--	86	--	84
Ease of Understanding	--	88	--	86
Timeliness	--	87	--	82
Accuracy	--	82	--	81
Extreme Cold Warnings	--	90	--	88
Ease of Understanding	--	91	--	90
Timeliness	--	90	--	87
Accuracy	--	89	--	88
Extreme Heat Warnings	--	90	--	88
Ease of Understanding	--	91	--	90
Timeliness	--	90	--	87
Accuracy	--	89	--	87
Routine Climate, Water, Weather Services	87	88	--	88
Max/min temperature forecasts	91	92	--	91
Chance of Precip forecast	86	87	--	88
Cloud Cover forecasts	87	88	--	89
Wind forecasts	89	89	--	89
Dew Point forecasts	89	90	--	92
River Heights-Flow forecasts	88	89	--	88
UV Index forecasts	90	90	--	94
Air Quality forecasts	88	89	--	89
Wave Height forecasts	87	88	--	93
1 to 4-Week National Outlooks	86	87	--	88
3-Month National Outlooks	84	85	--	85
El Niño-La Niña Outlooks	83	84	--	86
3-Month Drought Outlooks	86	87	--	89
3-Month Local Temp Outlooks	85	86	--	88
Climate Hazard Assessments	--	88	--	86
Max/min temperature forecasts	91	92	--	91
Meets my needs	90	91	--	89
Ease of Understanding	92	93	--	93
Chance of Precip forecast	87	87	--	88
Meets my needs	85	86	--	86
Ease of Understanding	88	89	--	90
Cloud Cover forecasts	87	88	--	89
Meets my needs	86	87	--	89
Ease of Understanding	88	89	--	90
Wind forecasts	89	89	--	89
Meets my needs	88	89	--	88
Ease of Understanding	90	90	--	90
Dew Point forecasts	89	90	--	92
Meets my needs	89	90	--	91
Ease of Understanding	90	90	--	94

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Country you live or work in

	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
River Heights-Flow forecasts	88	89	--	88
Meets my needs	88	89	--	89
Ease of Understanding	88	89	--	88
UV Index forecasts	90	90	--	94
Meets my needs	90	90	--	94
Ease of Understanding	90	90	--	95
Air Quality forecasts	88	89	--	89
Meets my needs	88	89	--	89
Ease of Understanding	88	89	--	89
Wave Height forecasts	87	88	--	93
Meets my needs	86	87	--	91
Ease of Understanding	88	89	--	94
1 to 4-Week National Outlooks	86	87	--	88
Meets my needs	85	86	--	87
Ease of Understanding	87	88	--	89
3-Month National Outlooks	84	85	--	85
Meets my needs	83	85	--	85
Ease of Understanding	85	86	--	85
El Niño-La Niña Outlooks	83	84	--	86
Meets my needs	84	85	--	86
Ease of Understanding	82	84	--	86
3-Month Drought Outlooks	86	87	--	89
Meets my needs	85	86	--	89
Ease of Understanding	86	87	--	89
3-Month Local Temp Outlooks	85	86	--	88
Meets my needs	84	86	--	88
Ease of Understanding	86	87	--	89
Climate Hazard Assessments	--	88	--	86
Meets my needs	--	88	--	85
Ease of Understanding	--	88	--	86
Routine Climate, Water, Weather Forecasts	72	72	--	75
Max/min temperature forecasts	78	77	--	79
Probability of precipitation	68	69	--	72
Amount of precip forecasts	66	66	--	71
Max/min temperature forecasts	77	76	--	78
1 day from now	90	90	--	90
3 days from now	75	75	--	76
7 days from now	54	53	--	58
Probability of precipitation	67	67	--	71
1 day from now	83	84	--	85
3 days from now	65	65	--	69
7 days from now	44	45	--	51

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Country you live or work in

	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
Amount of precip forecasts	65	65	--	70
Less than 1 day from now	80	80	--	83
1 day from now	65	65	--	69
3 days from now	46	47	--	53
Support Services	--	89	--	80
Accessibility	--	88	--	74
Responsiveness	--	88	--	78
Knowledge	--	92	--	88
Professionalism	--	93	--	89
Assist interpret weather info	--	89	--	90
Resolving a complaint	--	85	--	81
User Support Services	--	89	--	90
Accessibility	--	87	--	83
Responsiveness	--	87	--	89
Knowledge	--	91	--	94
Professionalism	--	92	--	94
Assist interpret weather info	--	89	--	90
Resolving a complaint	--	85	--	93
Customer Support Services	--	90	--	66
Accessibility	--	88	--	62
Responsiveness	--	88	--	62
Knowledge	--	93	--	78
Professionalism	--	93	--	81
Resolving a complaint	--	84	--	69
NWS Forecaster	88	86	--	89
Clarification of weather info	89	88	--	91
Forecaster uncertainty	86	84	--	86
Dissemination Services	85	86	--	89
Reliability of satellite data	--	87	--	91
Reliability of radar data	--	86	--	88
Ease of locating information	82	83	--	86
Information is up-to-date	88	87	--	89
Ease of understanding info	--	88	--	90
Ease locating data on servers	76	77	--	89
Ease of req add data to server	74	76	--	89
Ease of providing input	73	76	--	87
Annual Weather Awareness Weeks	--	80	--	87
Sat with Annual WA Weeks	--	80	--	87
Satisfaction	85	84	--	86
Overall Satisfaction	89	88	--	90
Meets expectations	81	80	--	81
Compared to ideal	82	82	--	84

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Country you live or work in

	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
Likelihood take action	92	91	--	92
Likelihood take action on info	92	91	--	92
Likelihood to use in future	96	96	--	96
Likelihood use NWS in future	96	96	--	96
Likelihood to recommend	94	94	--	96
Likelihood to recommend	94	94	--	96
CPC products	--	82	--	87
Clarity	--	81	--	87
Presentation	--	81	--	88
Provided information	--	83	--	86
Likelihood to make a decision about CPC products	--	75	--	81
Likelihood to make decision CPC products	--	75	--	81
Extended Range products	--	82	--	84
Clarity	--	82	--	84
Presentation	--	82	--	86
Provided information	--	82	--	81
Long Range products	--	81	--	84
Clarity	--	80	--	83
Presentation	--	81	--	84
Provided information	--	81	--	84
Hazards products	--	83	--	85
Clarity	--	83	--	85
Presentation	--	83	--	86
Provided information	--	83	--	84
ENSO products	--	81	--	81
Clarity	--	81	--	79
Presentation	--	81	--	85
Provided information	--	80	--	78
NWS Local Climate Data Products	--	79	--	82
Easy to understand	--	80	--	85
Easy to use	--	78	--	83
Eye-appealing	--	73	--	78
Clarity	--	80	--	84
Timeliness	--	82	--	79
Usefulness	--	82	--	84
Organization of information	--	78	--	83
Location selection	--	76	--	82
Variable selection	--	79	--	83
Length of data record	--	79	--	78
Meets my needs	--	80	--	80

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Country you live or work in

	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
NOWData	--	79	--	83
Easy to understand	--	81	--	86
Easy to use	--	79	--	84
Eye-appealing	--	75	--	80
Clarity	--	80	--	85
Timeliness	--	82	--	82
Usefulness	--	82	--	82
Organization of information	--	79	--	85
Location selection	--	77	--	78
Variable selection	--	80	--	83
Length of data record	--	80	--	83
Meets my needs	--	81	--	82
Likelihood to make a change based on products	--	69	--	76
Likelihood to make a change based on products	--	69	--	76
Local 3-Month Temp outlook graphic	--	79	--	83
Easy to understand	--	80	--	86
Easy to use	--	80	--	84
Eye-appealing	--	77	--	82
Clarity	--	80	--	83
Timeliness	--	82	--	82
Usefulness	--	78	--	79
Organization of information	--	79	--	85
Location selection	--	78	--	82
Variable selection	--	79	--	84
Length of data record	--	81	--	79
Meets my needs	--	78	--	83
Graphic 2 Content and Characteristics	--	80	--	83
Easy to understand	--	80	--	84
Easy to use	--	80	--	84
Eye-appealing	--	78	--	81
Clarity	--	80	--	84
Timeliness	--	82	--	82
Usefulness	--	80	--	82
Organization of information	--	80	--	83
Location selection	--	79	--	82
Variable selection	--	80	--	83
Length of data record	--	82	--	81
Meets my needs	--	80	--	83

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Country you live or work in

	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
Graphic 3 Content and Characteristics	--	78	--	80
Easy to understand	--	77	--	81
Easy to use	--	77	--	81
Eye-appealing	--	78	--	80
Clarity	--	77	--	80
Timeliness	--	81	--	78
Usefulness	--	78	--	77
Organization of information	--	78	--	82
Location selection	--	78	--	79
Variable selection	--	79	--	79
Length of data record	--	81	--	79
Meets my needs	--	78	--	80
Fire Weather staff	--	88	--	68
Availability	--	87	--	44
Knowledge	--	89	--	78
Timeliness of responses	--	88	--	67
Helpfulness of information	--	89	--	78
Importance of decision support info	--	88	--	67
Importance of decision support info	--	88	--	67
Fire Weather Planning Forecast	--	86	--	70
Helpfulness of information	--	88	--	67
Timeliness of information	--	87	--	78
Format is easy to understand	--	81	--	67
Degree to which it meets my needs	--	86	--	67
NWS fire weather point forecast	--	76	--	57
Helpfulness of information	--	78	--	56
Timeliness of information	--	83	--	78
Format is easy to understand	--	67	--	44
Degree to which it meets my needs	--	76	--	44
Site-Specific (spot) forecasts	--	83	--	72
Helpfulness of information	--	84	--	78
Timeliness of information	--	84	--	67
Format is easy to understand	--	81	--	78
Degree to which it meets my needs	--	82	--	67
Fire Weather Activity Planner	--	87	--	64
Helpfulness of information	--	87	--	67
Timeliness of information	--	88	--	56
Format is easy to understand	--	87	--	78
Degree to which it meets my needs	--	86	--	56

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Country you live or work in

	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
Storm Prediction Center Outlooks	--	87	--	--
Helpfulness of information	--	87	--	--
Timeliness of information	--	88	--	--
Format is easy to understand	--	86	--	--
Degree to which it meets my needs	--	86	--	--
Fire Weather Watch	--	88	--	--
The usefulness of the watch information	--	89	--	--
The amount of time you had to act	--	87	--	--
How clearly the watch information described conditions	--	87	--	--
Red Flag Warning	--	89	--	78
The usefulness of the warning information	--	90	--	78
The amount of time you had to act	--	89	--	78
How clearly the warning info described conditions to expect	--	89	--	78
Flood Watches	--	88	--	79
Ease of understanding	--	88	--	76
Usefulness	--	89	--	82
Flash Flood Watches	--	88	--	77
Ease of understanding	--	88	--	73
Usefulness	--	89	--	80
Flood Warnings	--	88	--	78
Ease of understanding	--	87	--	76
Usefulness	--	89	--	80
Flash Flood Warnings	--	88	--	77
Ease of understanding	--	88	--	73
Usefulness	--	89	--	80
Flood Advisories	--	87	--	76
Ease of understanding	--	86	--	73
Usefulness	--	87	--	78
Hydrologic Statements	--	86	--	76
Ease of understanding	--	85	--	74
Usefulness	--	86	--	78
Short-term Hydrologic Outlooks	--	86	--	74
Ease of understanding	--	85	--	69
Usefulness	--	87	--	78
Long-term Hydrologic Outlooks	--	83	--	68
Ease of understanding	--	82	--	61
Usefulness	--	84	--	75
River and Lake Forecast Products	--	86	--	73
Ease of understanding	--	85	--	56
Usefulness	--	87	--	89
Hydrometeorological Data Products and Summaries	--	84	--	70
Ease of understanding	--	84	--	61
Usefulness	--	85	--	78

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Country you live or work in

	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
Flood warning vs. flash flood	--	90	--	69
Flood warning vs. flash flood	--	90	--	69
AHPS web pages	--	80	--	83
AHPS web pages	--	80	--	83
Usefulness of map overlay	--	80	--	83
Flood Watches	--	87	--	83
Flood Warnings	--	90	--	94
Radar	--	85	--	94
Satellite	--	77	--	94
Observed precipitation	--	87	--	78
Forecast precipitation	--	88	--	78
Snow depth	--	79	--	83
Snow water equivalent	--	77	--	89
River ice	--	70	--	78
Soil moisture	--	73	--	89
Evapotranspiration	--	62	--	78
Water quality	--	63	--	89
Runoff	--	78	--	78
Groundwater	--	71	--	67
Flash flood guidance	--	83	--	78
Drought conditions	--	72	--	78
Ability to display maximum stage/flow forecasts	--	85	--	89
Ability to display the maximum stage/flow forecasts	--	85	--	89
Usefulness of hydrograph overlay statistics	--	74	--	79
Record low flow, stage, or pool for a specified period of record	--	74	--	83
Normal daily flow, stage, or pool for a specified period of record	--	82	--	83
Seven-day minimum flow with a recurrence interval of 10 years	--	68	--	78
The discharge exceeded 10 percent of time for a designated period	--	71	--	67
The discharge exceeded 25 percent of time for a designated period	--	72	--	72
The discharge exceeded 75 percent of time for a designated period	--	73	--	78
The discharge exceeded 90 percent of time for a designated period	--	75	--	89
Usefulness of information	--	88	--	39
Usefulness of this information	--	88	--	39
Single web portal for water information	--	87	--	50
Single web portal for water information	--	87	--	50
Familiarity with NOAA Tsunami Products	--	80	--	79
Tsunami Warning	--	83	--	83
Tsunami Advisory	--	78	--	78
Tsunami Watch	--	81	--	80
Tsunami Information Statement	--	77	--	75

National Weather Service - Overall
 2010 vs. 2011
 Attribute Table - Country you live or work in

	2010	2011	2010	2011
Sample Size	13,906	32,425	0	147
NOAA Tsunami information	--	83	--	86
Understanding tsunami products	--	82	--	82
Usefulness of tsunami products	--	83	--	89
Improvements over last five years	--	84	--	87
Overall quality of tsunami products and services	--	82	--	80

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Central Region		Eastern Region		Southern Region	
	2010	2011	2010	2011	2010	2011
Sample Size	5,719	10,376	2,490	8,299	2,740	5,134
Hazardous Services	86	87	85	87	86	88
Tornado Warnings	85	86	83	85	86	86
Severe Thunderstorm Warnings	87	87	85	87	87	88
Winter Storm Warnings	85	85	84	85	84	86
Hurricane Warnings	88	89	87	88	89	90
Flash Flood Warnings	86	87	85	86	86	87
River Flood Warnings	88	88	87	88	87	89
High Surf Warnings	87	87	88	89	88	88
Tsunami Warnings	--	86	--	86	--	86
Extreme Cold Warnings	--	90	--	90	--	90
Extreme Heat Warnings	--	90	--	90	--	91
Tornado Warnings	86	86	84	85	86	87
Ease of Understanding	90	89	88	88	89	90
Timeliness	85	86	83	85	85	86
Accuracy	81	82	78	81	82	83
Severe Thunderstorm Warnings	87	87	85	87	87	88
Ease of Understanding	90	90	90	89	90	91
Timeliness	87	87	85	87	86	88
Accuracy	84	84	81	83	85	86
Winter Storm Warnings	85	85	84	86	84	86
Ease of Understanding	89	89	89	89	88	90
Timeliness	87	87	85	87	86	87
Accuracy	78	79	77	79	77	81
Hurricane Warnings	88	89	87	89	89	90
Ease of Understanding	89	90	90	90	90	92
Timeliness	89	90	89	90	90	91
Accuracy	84	86	83	85	85	86
Flash Flood Warnings	86	87	85	86	86	87
Ease of Understanding	88	88	88	88	89	89
Timeliness	86	87	84	87	85	87
Accuracy	84	84	82	83	84	85
River Flood Warnings	88	88	87	88	87	89
Ease of Understanding	88	88	88	89	88	90
Timeliness	88	88	87	88	87	89
Accuracy	87	87	85	87	87	88
High Surf Warnings	87	87	88	89	88	89
Ease of Understanding	87	88	89	90	89	89
Timeliness	86	87	88	89	88	89
Accuracy	86	87	87	88	87	88

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Central Region		Eastern Region		Southern Region	
	2010	2011	2010	2011	2010	2011
Sample Size	5,719	10,376	2,490	8,299	2,740	5,134
Tsunami Warnings	--	86	--	86	--	86
Ease of Understanding	--	88	--	88	--	88
Timeliness	--	87	--	86	--	85
Accuracy	--	82	--	82	--	82
Extreme Cold Warnings	--	90	--	90	--	90
Ease of Understanding	--	91	--	91	--	92
Timeliness	--	90	--	90	--	91
Accuracy	--	89	--	89	--	89
Extreme Heat Warnings	--	90	--	90	--	91
Ease of Understanding	--	91	--	91	--	92
Timeliness	--	90	--	90	--	91
Accuracy	--	89	--	89	--	91
Routine Climate, Water, Weather Services	87	88	87	88	88	90
Max/min temperature forecasts	91	92	91	92	92	93
Chance of Precip forecast	87	87	86	87	87	88
Cloud Cover forecasts	87	88	87	88	88	89
Wind forecasts	89	89	89	89	90	91
Dew Point forecasts	90	90	89	90	90	91
River Heights-Flow forecasts	88	88	88	89	89	91
UV Index forecasts	90	90	90	90	91	92
Air Quality forecasts	89	88	88	88	89	90
Wave Height forecasts	86	88	87	88	88	89
1 to 4-Week National Outlooks	86	87	85	87	86	88
3-Month National Outlooks	84	85	83	86	85	87
El Niño-La Niña Outlooks	82	83	84	85	85	86
3-Month Drought Outlooks	86	86	86	87	86	88
3-Month Local Temp Outlooks	85	86	84	86	86	88
Climate Hazard Assessments	--	87	--	87	--	89
Max/min temperature forecasts	91	92	91	92	92	93
Meets my needs	90	91	90	91	91	92
Ease of Understanding	92	93	92	93	93	94
Chance of Precip forecast	87	87	86	87	87	88
Meets my needs	85	86	85	86	86	87
Ease of Understanding	88	88	87	88	89	89
Cloud Cover forecasts	88	88	87	88	88	89
Meets my needs	87	87	86	88	87	89
Ease of Understanding	88	89	88	89	88	90
Wind forecasts	89	89	89	89	90	91
Meets my needs	88	89	88	89	89	90
Ease of Understanding	89	90	90	90	90	91
Dew Point forecasts	90	90	89	90	90	91
Meets my needs	89	90	89	90	89	90
Ease of Understanding	90	90	90	90	90	91

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Central Region		Eastern Region		Southern Region	
	2010	2011	2010	2011	2010	2011
Sample Size	5,719	10,376	2,490	8,299	2,740	5,134
River Heights-Flow forecasts	88	88	88	89	89	90
Meets my needs	88	89	88	89	89	91
Ease of Understanding	88	88	88	89	89	90
UV Index forecasts	90	90	90	90	91	92
Meets my needs	90	90	90	91	91	92
Ease of Understanding	90	89	91	90	91	92
Air Quality forecasts	89	88	88	88	89	90
Meets my needs	89	88	88	89	89	90
Ease of Understanding	89	88	88	88	90	90
Wave Height forecasts	87	88	87	88	88	89
Meets my needs	85	87	86	87	87	88
Ease of Understanding	87	88	88	89	89	90
1 to 4-Week National Outlooks	86	87	85	87	86	88
Meets my needs	85	86	84	87	85	87
Ease of Understanding	87	87	86	88	87	89
3-Month National Outlooks	85	85	83	86	85	87
Meets my needs	84	84	82	85	84	86
Ease of Understanding	85	85	84	86	86	88
El Niño-La Niña Outlooks	82	83	84	85	85	86
Meets my needs	83	84	85	86	86	87
Ease of Understanding	81	82	83	84	84	85
3-Month Drought Outlooks	86	86	86	87	86	88
Meets my needs	85	86	85	87	86	87
Ease of Understanding	86	86	87	88	86	88
3-Month Local Temp Outlooks	85	86	85	86	86	88
Meets my needs	85	85	83	85	86	88
Ease of Understanding	86	87	86	87	87	89
Climate Hazard Assessments	--	87	--	87	--	89
Meets my needs	--	87	--	87	--	89
Ease of Understanding	--	88	--	88	--	89
Routine Climate, Water, Weather Forecasts	72	71	71	71	73	74
Max/min temperature forecasts	77	77	77	77	80	81
Probability of precipitation	69	68	68	69	69	70
Amount of precip forecasts	66	65	66	67	67	67
Max/min temperature forecasts	76	76	76	75	79	80
1 day from now	90	90	90	90	91	91
3 days from now	74	74	74	74	78	79
7 days from now	53	52	50	51	58	60
Probability of precipitation	67	67	66	67	68	69
1 day from now	84	83	84	84	83	83
3 days from now	65	65	64	65	66	67
7 days from now	44	43	40	42	47	48

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Central Region		Eastern Region		Southern Region	
	2010	2011	2010	2011	2010	2011
Sample Size	5,719	10,376	2,490	8,299	2,740	5,134
Amount of precip forecasts	65	65	66	66	66	66
Less than 1 day from now	80	79	81	81	79	79
1 day from now	64	64	65	65	66	65
3 days from now	46	45	45	46	49	49
Support Services	--	90	--	89	--	90
Accessibility	--	88	--	87	--	88
Responsiveness	--	88	--	87	--	88
Knowledge	--	92	--	92	--	92
Professionalism	--	93	--	92	--	93
Assist interpret weather info	--	89	--	90	--	91
Resolving a complaint	--	86	--	84	--	87
User Support Services	--	89	--	90	--	91
Accessibility	--	87	--	88	--	88
Responsiveness	--	87	--	88	--	88
Knowledge	--	91	--	92	--	92
Professionalism	--	92	--	93	--	93
Assist interpret weather info	--	89	--	90	--	91
Resolving a complaint	--	85	--	85	--	89
Customer Support Services	--	91	--	88	--	90
Accessibility	--	90	--	87	--	89
Responsiveness	--	90	--	85	--	89
Knowledge	--	94	--	92	--	93
Professionalism	--	95	--	92	--	93
Resolving a complaint	--	86	--	82	--	83
NWS Forecaster	88	86	88	86	89	88
Clarification of weather info	89	88	88	87	89	89
Forecaster uncertainty	86	83	86	84	87	85
Dissemination Services	85	86	84	86	86	87
Reliability of satellite data	--	87	--	87	--	88
Reliability of radar data	--	85	--	86	--	86
Ease of locating information	82	83	81	83	83	84
Information is up-to-date	88	86	87	88	88	88
Ease of understanding info	--	88	--	88	--	89
Ease locating data on servers	76	74	74	76	77	79
Ease of req add data to server	75	73	69	76	76	78
Ease of providing input	72	74	71	76	74	78
Annual Weather Awareness Weeks	--	80	--	80	--	82
Sat with Annual WA Weeks	--	80	--	80	--	82
Satisfaction	85	84	83	84	86	85
Overall Satisfaction	89	88	88	88	90	89
Meets expectations	81	79	79	80	83	81
Compared to ideal	82	81	80	82	83	83

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Central Region		Eastern Region		Southern Region	
	2010	2011	2010	2011	2010	2011
Sample Size	5,719	10,376	2,490	8,299	2,740	5,134
Likelihood take action	92	92	91	92	93	93
Likelihood take action on info	92	92	91	92	93	93
Likelihood to use in future	96	96	96	96	96	96
Likelihood use NWS in future	96	96	96	96	96	96
Likelihood to recommend	95	94	93	94	95	94
Likelihood to recommend	95	94	93	94	95	94
CPC products	--	82	--	81	--	84
Clarity	--	81	--	81	--	83
Presentation	--	81	--	80	--	84
Provided information	--	83	--	82	--	85
Likelihood to make a decision about CPC products	--	74	--	74	--	78
Likelihood to make decision CPC products	--	74	--	74	--	78
Extended Range products	--	82	--	82	--	84
Clarity	--	82	--	82	--	84
Presentation	--	82	--	82	--	85
Provided information	--	82	--	81	--	84
Long Range products	--	80	--	80	--	83
Clarity	--	80	--	80	--	83
Presentation	--	81	--	80	--	83
Provided information	--	81	--	80	--	84
Hazards products	--	83	--	82	--	85
Clarity	--	84	--	83	--	86
Presentation	--	83	--	82	--	85
Provided information	--	83	--	82	--	85
ENSO products	--	81	--	80	--	84
Clarity	--	81	--	80	--	84
Presentation	--	81	--	81	--	85
Provided information	--	80	--	79	--	83
NWS Local Climate Data Products	--	79	--	78	--	80
Easy to understand	--	80	--	80	--	82
Easy to use	--	78	--	78	--	79
Eye-appealing	--	72	--	71	--	75
Clarity	--	80	--	80	--	82
Timeliness	--	82	--	81	--	84
Usefulness	--	82	--	81	--	84
Organization of information	--	78	--	78	--	80
Location selection	--	76	--	76	--	79
Variable selection	--	79	--	79	--	80
Length of data record	--	79	--	79	--	79
Meets my needs	--	80	--	81	--	82

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Central Region		Eastern Region		Southern Region	
	2010	2011	2010	2011	2010	2011
Sample Size	5,719	10,376	2,490	8,299	2,740	5,134
NOWData	--	80	--	79	--	82
Easy to understand	--	81	--	81	--	83
Easy to use	--	79	--	79	--	81
Eye-appealing	--	75	--	74	--	78
Clarity	--	80	--	80	--	83
Timeliness	--	83	--	82	--	85
Usefulness	--	82	--	82	--	84
Organization of information	--	79	--	79	--	82
Location selection	--	78	--	76	--	80
Variable selection	--	80	--	79	--	82
Length of data record	--	81	--	81	--	82
Meets my needs	--	81	--	81	--	84
Likelihood to make a change based on products	--	69	--	67	--	71
Likelihood to make a change based on products	--	69	--	67	--	71
Local 3-Month Temp outlook graphic	--	79	--	78	--	81
Easy to understand	--	80	--	79	--	83
Easy to use	--	79	--	79	--	82
Eye-appealing	--	78	--	76	--	80
Clarity	--	79	--	79	--	83
Timeliness	--	81	--	80	--	84
Usefulness	--	78	--	77	--	80
Organization of information	--	79	--	78	--	82
Location selection	--	78	--	77	--	80
Variable selection	--	79	--	78	--	81
Length of data record	--	80	--	80	--	83
Meets my needs	--	79	--	78	--	80
Graphic 2 Content and Characteristics	--	79	--	79	--	82
Easy to understand	--	80	--	80	--	83
Easy to use	--	79	--	79	--	82
Eye-appealing	--	78	--	77	--	81
Clarity	--	79	--	79	--	82
Timeliness	--	82	--	82	--	85
Usefulness	--	79	--	80	--	82
Organization of information	--	80	--	80	--	83
Location selection	--	79	--	78	--	81
Variable selection	--	80	--	79	--	84
Length of data record	--	82	--	81	--	84
Meets my needs	--	79	--	80	--	83

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Central Region		Eastern Region		Southern Region	
	2010	2011	2010	2011	2010	2011
Sample Size	5,719	10,376	2,490	8,299	2,740	5,134
Graphic 3 Content and Characteristics	--	78	--	78	--	80
Easy to understand	--	76	--	76	--	79
Easy to use	--	77	--	77	--	79
Eye-appealing	--	78	--	78	--	81
Clarity	--	76	--	77	--	79
Timeliness	--	81	--	81	--	84
Usefulness	--	77	--	78	--	80
Organization of information	--	78	--	79	--	81
Location selection	--	78	--	77	--	81
Variable selection	--	79	--	79	--	82
Length of data record	--	81	--	81	--	83
Meets my needs	--	77	--	79	--	80
Fire Weather staff	--	90	--	90	--	89
Availability	--	89	--	88	--	87
Knowledge	--	91	--	92	--	90
Timeliness of responses	--	90	--	90	--	88
Helpfulness of information	--	91	--	92	--	89
Importance of decision support info	--	88	--	89	--	87
Importance of decision support info	--	88	--	89	--	87
Fire Weather Planning Forecast	--	85	--	87	--	86
Helpfulness of information	--	87	--	89	--	88
Timeliness of information	--	85	--	89	--	88
Format is easy to understand	--	80	--	82	--	80
Degree to which it meets my needs	--	85	--	87	--	86
NWS fire weather point forecast	--	76	--	77	--	78
Helpfulness of information	--	78	--	80	--	79
Timeliness of information	--	83	--	85	--	83
Format is easy to understand	--	68	--	68	--	69
Degree to which it meets my needs	--	77	--	78	--	78
Site-Specific (spot) forecasts	--	86	--	83	--	83
Helpfulness of information	--	87	--	84	--	84
Timeliness of information	--	86	--	85	--	85
Format is easy to understand	--	86	--	79	--	81
Degree to which it meets my needs	--	86	--	82	--	82
Fire Weather Activity Planner	--	87	--	88	--	89
Helpfulness of information	--	87	--	88	--	89
Timeliness of information	--	87	--	88	--	90
Format is easy to understand	--	87	--	88	--	89
Degree to which it meets my needs	--	85	--	87	--	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Central Region		Eastern Region		Southern Region	
	2010	2011	2010	2011	2010	2011
Sample Size	5,719	10,376	2,490	8,299	2,740	5,134
Storm Prediction Center Outlooks	--	87	--	87	--	88
Helpfulness of information	--	86	--	87	--	89
Timeliness of information	--	88	--	88	--	90
Format is easy to understand	--	88	--	86	--	88
Degree to which it meets my needs	--	84	--	88	--	88
Fire Weather Watch	--	87	--	87	--	88
The usefulness of the watch information	--	88	--	88	--	88
The amount of time you had to act	--	85	--	86	--	88
How clearly the watch information described conditions	--	87	--	87	--	88
Red Flag Warning	--	89	--	91	--	91
The usefulness of the warning information	--	90	--	92	--	91
The amount of time you had to act	--	87	--	89	--	90
How clearly the warning info described conditions to expect	--	88	--	91	--	91
Flood Watches	--	88	--	89	--	89
Ease of understanding	--	87	--	88	--	89
Usefulness	--	88	--	90	--	90
Flash Flood Watches	--	88	--	88	--	90
Ease of understanding	--	88	--	88	--	89
Usefulness	--	89	--	89	--	90
Flood Warnings	--	88	--	89	--	90
Ease of understanding	--	87	--	88	--	89
Usefulness	--	88	--	89	--	90
Flash Flood Warnings	--	88	--	88	--	89
Ease of understanding	--	88	--	87	--	88
Usefulness	--	89	--	89	--	90
Flood Advisories	--	86	--	87	--	88
Ease of understanding	--	85	--	86	--	87
Usefulness	--	86	--	87	--	88
Hydrologic Statements	--	85	--	86	--	87
Ease of understanding	--	84	--	85	--	87
Usefulness	--	85	--	86	--	87
Short-term Hydrologic Outlooks	--	86	--	86	--	87
Ease of understanding	--	85	--	86	--	87
Usefulness	--	86	--	87	--	87
Long-term Hydrologic Outlooks	--	83	--	84	--	84
Ease of understanding	--	82	--	83	--	83
Usefulness	--	84	--	85	--	85
River and Lake Forecast Products	--	86	--	86	--	87
Ease of understanding	--	85	--	84	--	86
Usefulness	--	86	--	88	--	88
Hydrometeorological Data Products and Summaries	--	84	--	85	--	86
Ease of understanding	--	84	--	83	--	86
Usefulness	--	84	--	86	--	86

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Central Region		Eastern Region		Southern Region	
	2010	2011	2010	2011	2010	2011
Sample Size	5,719	10,376	2,490	8,299	2,740	5,134
Flood warning vs. flash flood	--	90	--	89	--	90
Flood warning vs. flash flood	--	90	--	89	--	90
AHPS web pages	--	81	--	78	--	80
AHPS web pages	--	81	--	78	--	80
Usefulness of map overlay	--	79	--	80	--	81
Flood Watches	--	86	--	87	--	88
Flood Warnings	--	89	--	90	--	91
Radar	--	84	--	85	--	88
Satellite	--	75	--	77	--	79
Observed precipitation	--	86	--	87	--	89
Forecast precipitation	--	87	--	89	--	88
Snow depth	--	80	--	80	--	73
Snow water equivalent	--	77	--	79	--	70
River ice	--	71	--	76	--	62
Soil moisture	--	73	--	74	--	77
Evapotranspiration	--	61	--	61	--	68
Water quality	--	61	--	64	--	65
Runoff	--	78	--	79	--	80
Groundwater	--	69	--	72	--	74
Flash flood guidance	--	83	--	84	--	84
Drought conditions	--	70	--	72	--	80
Ability to display maximum stage/flow forecasts	--	85	--	85	--	86
Ability to display the maximum stage/flow forecasts	--	85	--	85	--	86
Usefulness of hydrograph overlay statistics	--	73	--	73	--	76
Record low flow, stage, or pool for a specified period of record	--	72	--	74	--	78
Normal daily flow, stage, or pool for a specified period of record	--	81	--	81	--	84
Seven-day minimum flow with a recurrence interval of 10 years	--	67	--	67	--	71
The discharge exceeded 10 percent of time for a designated period	--	69	--	69	--	74
The discharge exceeded 25 percent of time for a designated period	--	70	--	69	--	74
The discharge exceeded 75 percent of time for a designated period	--	72	--	72	--	75
The discharge exceeded 90 percent of time for a designated period	--	74	--	73	--	77
Usefulness of information	--	88	--	88	--	90
Usefulness of this information	--	88	--	88	--	90
Single web portal for water information	--	88	--	86	--	89
Single web portal for water information	--	88	--	86	--	89
Familiarity with NOAA Tsunami Products	--	77	--	68	--	83
Tsunami Warning	--	82	--	69	--	84
Tsunami Advisory	--	76	--	65	--	80
Tsunami Watch	--	76	--	67	--	85
Tsunami Information Statement	--	74	--	68	--	79
NOAA Tsunami information	--	79	--	84	--	85
Understanding tsunami products	--	78	--	81	--	87
Usefulness of tsunami products	--	80	--	85	--	81
Improvements over last five years	--	77	--	86	--	89
Overall quality of tsunami products and services	--	79	--	81	--	83

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Western Region		Alaska Region		Pacific Region	
	2010	2011	2010	2011	2010	2011
Sample Size	1,454	5,006	39	53	99	105
Hazardous Services	85	86	83	86	86	86
Tornado Warnings	84	86	86	89	81	87
Severe Thunderstorm Warnings	85	85	82	87	84	84
Winter Storm Warnings	85	86	84	85	85	90
Hurricane Warnings	88	89	94	91	88	88
Flash Flood Warnings	84	86	83	90	86	87
River Flood Warnings	86	87	85	88	86	89
High Surf Warnings	87	89	85	90	89	90
Tsunami Warnings	--	86	--	86	--	87
Extreme Cold Warnings	--	89	--	90	--	88
Extreme Heat Warnings	--	89	--	89	--	90
Tornado Warnings	84	86	86	89	81	87
Ease of Understanding	88	89	90	92	86	88
Timeliness	83	85	87	85	81	89
Accuracy	80	82	81	87	69	86
Severe Thunderstorm Warnings	85	86	82	87	84	85
Ease of Understanding	89	89	84	88	88	90
Timeliness	84	86	83	87	84	85
Accuracy	82	82	79	84	80	78
Winter Storm Warnings	85	86	84	85	85	90
Ease of Understanding	89	89	89	90	87	92
Timeliness	86	87	86	86	85	90
Accuracy	79	80	75	77	81	86
Hurricane Warnings	88	89	94	91	88	88
Ease of Understanding	90	91	95	94	90	91
Timeliness	89	90	96	94	89	88
Accuracy	85	86	92	86	85	84
Flash Flood Warnings	85	86	83	90	86	87
Ease of Understanding	88	88	87	91	90	89
Timeliness	83	86	83	92	85	89
Accuracy	82	83	79	89	82	82
River Flood Warnings	86	87	85	88	86	90
Ease of Understanding	87	88	88	88	89	90
Timeliness	86	88	85	89	83	90
Accuracy	84	85	82	88	85	87
High Surf Warnings	87	89	85	90	89	90
Ease of Understanding	88	90	86	93	90	92
Timeliness	87	89	85	88	90	91
Accuracy	85	87	82	90	87	86

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Western Region		Alaska Region		Pacific Region	
	2010	2011	2010	2011	2010	2011
Sample Size	1,454	5,006	39	53	99	105
Tsunami Warnings	--	86	--	86	--	87
Ease of Understanding	--	88	--	86	--	89
Timeliness	--	88	--	90	--	90
Accuracy	--	82	--	83	--	80
Extreme Cold Warnings	--	89	--	90	--	88
Ease of Understanding	--	91	--	92	--	89
Timeliness	--	89	--	89	--	88
Accuracy	--	86	--	89	--	88
Extreme Heat Warnings	--	89	--	89	--	90
Ease of Understanding	--	91	--	90	--	89
Timeliness	--	90	--	90	--	91
Accuracy	--	88	--	90	--	89
Routine Climate, Water, Weather Services	86	88	86	85	84	85
Max/min temperature forecasts	91	91	90	90	85	93
Chance of Precip forecast	86	87	85	84	80	81
Cloud Cover forecasts	86	87	86	83	83	86
Wind forecasts	88	89	88	88	85	85
Dew Point forecasts	89	89	84	92	88	84
River Heights-Flow forecasts	86	88	88	94	87	88
UV Index forecasts	90	89	89	68	87	88
Air Quality forecasts	86	88	83	88	84	86
Wave Height forecasts	88	89	82	85	87	87
1 to 4-Week National Outlooks	84	86	85	83	88	84
3-Month National Outlooks	81	85	74	68	76	90
El Niño-La Niña Outlooks	83	84	72	86	84	83
3-Month Drought Outlooks	83	86	73	91	83	80
3-Month Local Temp Outlooks	83	86	83	82	77	87
Climate Hazard Assessments	--	87	--	89	--	87
Max/min temperature forecasts	91	92	90	90	85	93
Meets my needs	90	90	89	89	86	92
Ease of Understanding	92	93	90	92	84	94
Chance of Precip forecast	86	87	85	84	80	82
Meets my needs	84	85	84	81	77	77
Ease of Understanding	87	89	86	86	83	86
Cloud Cover forecasts	86	87	86	84	83	86
Meets my needs	85	86	85	82	80	84
Ease of Understanding	87	88	87	85	86	88
Wind forecasts	89	89	88	88	85	85
Meets my needs	87	87	88	87	85	82
Ease of Understanding	90	90	88	89	85	89
Dew Point forecasts	89	89	84	92	88	84
Meets my needs	88	89	83	90	87	84
Ease of Understanding	89	90	86	94	89	85

National Weather Service - Overall
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Attribute Table - Region

	Western Region		Alaska Region		Pacific Region	
	2010	2011	2010	2011	2010	2011
Sample Size	1,454	5,006	39	53	99	105
River Heights-Flow forecasts	86	88	88	94	87	88
Meets my needs	86	88	88	94	85	91
Ease of Understanding	87	88	88	94	89	89
UV Index forecasts	90	89	89	68	87	88
Meets my needs	90	89	89	67	87	89
Ease of Understanding	90	89	89	69	87	87
Air Quality forecasts	86	88	83	88	84	86
Meets my needs	85	87	83	86	84	86
Ease of Understanding	86	88	84	90	84	86
Wave Height forecasts	88	89	82	85	87	87
Meets my needs	86	88	80	85	86	85
Ease of Understanding	89	89	84	85	87	89
1 to 4-Week National Outlooks	84	86	85	83	88	84
Meets my needs	83	85	83	83	86	83
Ease of Understanding	85	87	87	83	91	85
3-Month National Outlooks	81	85	74	68	76	90
Meets my needs	80	84	73	69	77	90
Ease of Understanding	83	85	76	67	75	90
El Niño-La Niña Outlooks	83	84	72	86	84	83
Meets my needs	84	84	72	89	84	82
Ease of Understanding	82	83	72	84	83	83
3-Month Drought Outlooks	83	86	73	91	83	81
Meets my needs	83	86	74	93	83	76
Ease of Understanding	84	86	72	89	83	85
3-Month Local Temp Outlooks	83	86	83	82	77	87
Meets my needs	82	85	84	81	77	88
Ease of Understanding	84	87	82	82	78	86
Climate Hazard Assessments	--	87	--	89	--	87
Meets my needs	--	86	--	89	--	86
Ease of Understanding	--	87	--	88	--	87
Routine Climate, Water, Weather Forecasts	70	71	66	66	74	70
Max/min temperature forecasts	76	76	74	72	80	78
Probability of precipitation	67	69	64	62	71	64
Amount of precip forecasts	64	66	58	59	68	64
Max/min temperature forecasts	75	75	73	71	79	77
1 day from now	89	89	87	86	88	88
3 days from now	74	74	71	68	78	76
7 days from now	52	52	49	44	64	61
Probability of precipitation	66	68	62	61	70	63
1 day from now	82	83	78	77	81	76
3 days from now	64	66	61	58	69	60
7 days from now	43	45	39	39	54	47

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Western Region		Alaska Region		Pacific Region	
	2010	2011	2010	2011	2010	2011
Sample Size	1,454	5,006	39	53	99	105
Amount of precip forecasts	64	65	57	58	68	63
Less than 1 day from now	78	79	71	71	78	74
1 day from now	63	64	56	56	67	62
3 days from now	45	47	40	41	54	49
Support Services	--	89	--	91	--	89
Accessibility	--	88	--	90	--	84
Responsiveness	--	88	--	90	--	88
Knowledge	--	91	--	93	--	95
Professionalism	--	93	--	93	--	92
Assist interpret weather info	--	88	--	91	--	89
Resolving a complaint	--	84	--	88	--	73
User Support Services	--	89	--	94	--	92
Accessibility	--	87	--	92	--	93
Responsiveness	--	88	--	93	--	91
Knowledge	--	89	--	95	--	94
Professionalism	--	91	--	98	--	95
Assist interpret weather info	--	88	--	91	--	89
Resolving a complaint	--	84	--	87	--	81
Customer Support Services	--	90	--	87	--	87
Accessibility	--	89	--	87	--	76
Responsiveness	--	88	--	86	--	86
Knowledge	--	94	--	89	--	97
Professionalism	--	95	--	84	--	89
Resolving a complaint	--	85	--	89	--	69
NWS Forecaster	89	86	88	82	90	82
Clarification of weather info	89	88	87	83	89	84
Forecaster uncertainty	87	83	81	78	87	74
Dissemination Services	85	86	86	83	86	87
Reliability of satellite data	--	87	--	86	--	89
Reliability of radar data	--	85	--	79	--	86
Ease of locating information	81	82	83	80	82	84
Information is up-to-date	88	87	89	84	89	87
Ease of understanding info	--	87	--	86	--	88
Ease locating data on servers	73	74	75	94	78	96
Ease of req add data to server	69	71	61	72	75	91
Ease of providing input	72	71	73	89	81	91
Annual Weather Awareness Weeks	--	79	--	81	--	85
Sat with Annual WA Weeks	--	79	--	81	--	85
Satisfaction	84	83	86	80	84	81
Overall Satisfaction	88	88	91	86	89	86
Meets expectations	80	79	81	74	81	77
Compared to ideal	81	81	84	78	81	78

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Western Region		Alaska Region		Pacific Region	
	2010	2011	2010	2011	2010	2011
Sample Size	1,454	5,006	39	53	99	105
Likelihood take action	90	90	93	90	91	90
Likelihood take action on info	90	90	93	90	91	90
Likelihood to use in future	96	96	99	97	96	95
Likelihood use NWS in future	96	96	99	97	96	95
Likelihood to recommend	94	94	97	95	95	94
Likelihood to recommend	94	94	97	95	95	94
CPC products	--	79	--	77	--	89
Clarity	--	79	--	77	--	89
Presentation	--	79	--	73	--	89
Provided information	--	80	--	81	--	89
Likelihood to make a decision about CPC products	--	72	--	62	--	85
Likelihood to make decision CPC products	--	72	--	62	--	85
Extended Range products	--	80	--	77	--	83
Clarity	--	80	--	77	--	86
Presentation	--	80	--	76	--	86
Provided information	--	81	--	78	--	76
Long Range products	--	78	--	76	--	94
Clarity	--	76	--	76	--	94
Presentation	--	77	--	76	--	94
Provided information	--	79	--	78	--	94
Hazards products	--	80	--	74	--	93
Clarity	--	80	--	77	--	93
Presentation	--	80	--	74	--	93
Provided information	--	80	--	72	--	93
ENSO products	--	77	--	73	--	81
Clarity	--	78	--	74	--	81
Presentation	--	78	--	74	--	81
Provided information	--	76	--	72	--	81
NWS Local Climate Data Products	--	74	--	72	--	91
Easy to understand	--	77	--	78	--	92
Easy to use	--	72	--	68	--	87
Eye-appealing	--	68	--	69	--	92
Clarity	--	76	--	78	--	92
Timeliness	--	80	--	72	--	92
Usefulness	--	78	--	78	--	89
Organization of information	--	74	--	78	--	94
Location selection	--	72	--	54	--	90
Variable selection	--	75	--	69	--	92
Length of data record	--	76	--	77	--	95
Meets my needs	--	75	--	70	--	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Western Region		Alaska Region		Pacific Region	
	2010	2011	2010	2011	2010	2011
Sample Size	1,454	5,006	39	53	99	105
NOWData	--	76	--	73	--	92
Easy to understand	--	78	--	79	--	92
Easy to use	--	75	--	69	--	90
Eye-appealing	--	71	--	72	--	94
Clarity	--	77	--	76	--	94
Timeliness	--	80	--	83	--	89
Usefulness	--	79	--	81	--	94
Organization of information	--	76	--	74	--	92
Location selection	--	73	--	51	--	92
Variable selection	--	77	--	71	--	90
Length of data record	--	76	--	71	--	94
Meets my needs	--	77	--	72	--	92
Likelihood to make a change based on products	--	67	--	58	--	85
Likelihood to make a change based on products	--	67	--	58	--	85
Local 3-Month Temp outlook graphic	--	76	--	71	--	93
Easy to understand	--	78	--	71	--	92
Easy to use	--	77	--	69	--	94
Eye-appealing	--	74	--	72	--	95
Clarity	--	77	--	71	--	94
Timeliness	--	80	--	78	--	90
Usefulness	--	75	--	68	--	94
Organization of information	--	77	--	78	--	94
Location selection	--	75	--	59	--	92
Variable selection	--	76	--	70	--	92
Length of data record	--	79	--	82	--	93
Meets my needs	--	74	--	69	--	94
Graphic 2 Content and Characteristics	--	77	--	67	--	95
Easy to understand	--	77	--	74	--	94
Easy to use	--	77	--	72	--	94
Eye-appealing	--	76	--	70	--	94
Clarity	--	77	--	74	--	94
Timeliness	--	81	--	78	--	93
Usefulness	--	77	--	70	--	95
Organization of information	--	78	--	74	--	94
Location selection	--	76	--	63	--	93
Variable selection	--	78	--	63	--	93
Length of data record	--	80	--	69	--	94
Meets my needs	--	77	--	73	--	94

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Western Region		Alaska Region		Pacific Region	
	2010	2011	2010	2011	2010	2011
Sample Size	1,454	5,006	39	53	99	105
Graphic 3 Content and Characteristics	--	74	--	76	--	94
Easy to understand	--	72	--	78	--	94
Easy to use	--	74	--	78	--	95
Eye-appealing	--	75	--	79	--	95
Clarity	--	73	--	78	--	94
Timeliness	--	79	--	81	--	94
Usefulness	--	74	--	81	--	95
Organization of information	--	74	--	75	--	94
Location selection	--	76	--	70	--	94
Variable selection	--	77	--	68	--	94
Length of data record	--	80	--	80	--	93
Meets my needs	--	73	--	72	--	95
Fire Weather staff	--	85	--	72	--	100
Availability	--	84	--	70	--	100
Knowledge	--	87	--	78	--	100
Timeliness of responses	--	85	--	70	--	100
Helpfulness of information	--	86	--	70	--	100
Importance of decision support info	--	88	--	74	--	100
Importance of decision support info	--	88	--	74	--	100
Fire Weather Planning Forecast	--	86	--	77	--	99
Helpfulness of information	--	87	--	78	--	100
Timeliness of information	--	87	--	78	--	100
Format is easy to understand	--	81	--	74	--	100
Degree to which it meets my needs	--	85	--	78	--	94
NWS fire weather point forecast	--	74	--	71	--	97
Helpfulness of information	--	76	--	74	--	100
Timeliness of information	--	84	--	74	--	94
Format is easy to understand	--	64	--	63	--	94
Degree to which it meets my needs	--	73	--	70	--	100
Site-Specific (spot) forecasts	--	81	--	72	--	99
Helpfulness of information	--	82	--	72	--	100
Timeliness of information	--	82	--	72	--	94
Format is easy to understand	--	78	--	72	--	100
Degree to which it meets my needs	--	79	--	72	--	100
Fire Weather Activity Planner	--	85	--	66	--	99
Helpfulness of information	--	85	--	59	--	100
Timeliness of information	--	87	--	81	--	100
Format is easy to understand	--	85	--	63	--	94
Degree to which it meets my needs	--	85	--	59	--	100

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Western Region		Alaska Region		Pacific Region	
	2010	2011	2010	2011	2010	2011
Sample Size	1,454	5,006	39	53	99	105
Storm Prediction Center Outlooks	--	85	--	78	--	100
Helpfulness of information	--	86	--	74	--	100
Timeliness of information	--	85	--	78	--	100
Format is easy to understand	--	84	--	81	--	100
Degree to which it meets my needs	--	85	--	78	--	100
Fire Weather Watch	--	87	--	74	--	100
The usefulness of the watch information	--	88	--	74	--	100
The amount of time you had to act	--	86	--	74	--	100
How clearly the watch information described conditions	--	87	--	74	--	100
Red Flag Warning	--	89	--	77	--	100
The usefulness of the warning information	--	89	--	78	--	100
The amount of time you had to act	--	88	--	78	--	100
How clearly the warning info described conditions to expect	--	88	--	74	--	100
Flood Watches	--	87	--	82	--	88
Ease of understanding	--	86	--	82	--	84
Usefulness	--	88	--	82	--	92
Flash Flood Watches	--	87	--	83	--	90
Ease of understanding	--	86	--	82	--	90
Usefulness	--	88	--	84	--	89
Flood Warnings	--	88	--	79	--	88
Ease of understanding	--	87	--	80	--	79
Usefulness	--	88	--	78	--	95
Flash Flood Warnings	--	87	--	83	--	86
Ease of understanding	--	87	--	82	--	83
Usefulness	--	88	--	84	--	89
Flood Advisories	--	86	--	83	--	85
Ease of understanding	--	85	--	84	--	81
Usefulness	--	87	--	82	--	89
Hydrologic Statements	--	85	--	81	--	94
Ease of understanding	--	85	--	82	--	93
Usefulness	--	85	--	80	--	94
Short-term Hydrologic Outlooks	--	85	--	83	--	93
Ease of understanding	--	84	--	84	--	89
Usefulness	--	86	--	82	--	96
Long-term Hydrologic Outlooks	--	82	--	85	--	91
Ease of understanding	--	81	--	82	--	87
Usefulness	--	83	--	87	--	94
River and Lake Forecast Products	--	85	--	87	--	97
Ease of understanding	--	83	--	84	--	97
Usefulness	--	86	--	89	--	97
Hydrometeorological Data Products and Summaries	--	82	--	83	--	84
Ease of understanding	--	81	--	87	--	80
Usefulness	--	83	--	80	--	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Region

	Western Region		Alaska Region		Pacific Region	
	2010	2011	2010	2011	2010	2011
Sample Size	1,454	5,006	39	53	99	105
Flood warning vs. flash flood	--	91	--	82	--	95
Flood warning vs. flash flood	--	91	--	82	--	95
AHPS web pages	--	77	--	82	--	69
AHPS web pages	--	77	--	82	--	69
Usefulness of map overlay	--	78	--	69	--	82
Flood Watches	--	86	--	76	--	81
Flood Warnings	--	88	--	87	--	100
Radar	--	83	--	64	--	100
Satellite	--	78	--	67	--	96
Observed precipitation	--	86	--	82	--	89
Forecast precipitation	--	87	--	73	--	100
Snow depth	--	80	--	78	--	44
Snow water equivalent	--	80	--	76	--	0
River ice	--	66	--	78	--	0
Soil moisture	--	69	--	56	--	72
Evapotranspiration	--	56	--	42	--	72
Water quality	--	61	--	42	--	67
Runoff	--	79	--	56	--	72
Groundwater	--	66	--	44	--	50
Flash flood guidance	--	77	--	64	--	96
Drought conditions	--	66	--	44	--	74
Ability to display maximum stage/flow forecasts	--	82	--	80	--	56
Ability to display the maximum stage/flow forecasts	--	82	--	80	--	56
Usefulness of hydrograph overlay statistics	--	74	--	82	--	52
Record low flow, stage, or pool for a specified period of record	--	71	--	84	--	33
Normal daily flow, stage, or pool for a specified period of record	--	82	--	87	--	74
Seven-day minimum flow with a recurrence interval of 10 years	--	66	--	78	--	52
The discharge exceeded 10 percent of time for a designated period	--	71	--	78	--	48
The discharge exceeded 25 percent of time for a designated period	--	72	--	75	--	56
The discharge exceeded 75 percent of time for a designated period	--	74	--	72	--	44
The discharge exceeded 90 percent of time for a designated period	--	76	--	72	--	44
Usefulness of information	--	86	--	87	--	96
Usefulness of this information	--	86	--	87	--	96
Single web portal for water information	--	86	--	82	--	75
Single web portal for water information	--	86	--	82	--	75
Familiarity with NOAA Tsunami Products	--	80	--	81	--	87
Tsunami Warning	--	83	--	88	--	90
Tsunami Advisory	--	80	--	77	--	84
Tsunami Watch	--	80	--	82	--	90
Tsunami Information Statement	--	78	--	74	--	82
NOAA Tsunami information	--	81	--	82	--	87
Understanding tsunami products	--	80	--	79	--	87
Usefulness of tsunami products	--	82	--	81	--	87
Improvements over last five years	--	83	--	89	--	87
Overall quality of tsunami products and services	--	80	--	83	--	85

National Weather Service - Overall
2011
Demographics Table - Region

	Central	Eastern	Southern	Western	Alaska	Pacific
Language important messages						
Option A	66%	62%	67%	60%	64%	70%
Option B	17%	16%	15%	17%	21%	18%
Option C	17%	22%	18%	23%	15%	12%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

Elements used within past year~						
Max/min temperature forecasts	86%	86%	87%	89%	85%	58%
Chance of Precipitation forecast	84%	85%	86%	86%	81%	75%
Cloud Cover forecasts	37%	39%	36%	42%	62%	47%
Wind forecasts	71%	66%	72%	74%	79%	77%
Dew Point forecasts	32%	28%	28%	20%	26%	11%
River Heights/Flow forecasts	33%	25%	27%	39%	36%	13%
UV Index forecasts	19%	24%	23%	19%	9%	36%
Air Quality forecasts	27%	43%	37%	31%	25%	28%
Wave Height forecasts	6%	15%	11%	16%	36%	62%
1 to 4-Week National Outlooks	41%	35%	42%	41%	43%	32%
3-Month National Outlooks	26%	21%	29%	27%	19%	9%
El Niño/La Niña Outlooks	18%	18%	31%	41%	34%	35%
3-Month Drought Outlooks	17%	14%	33%	19%	6%	9%
3-Month Local Temp Outlooks	25%	21%	29%	29%	32%	8%
Climate Hazard Assessments	23%	22%	26%	25%	36%	29%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

Job decisions on weather info						
Makes decisions on weather info	35%	30%	37%	36%	38%	36%
Does not	65%	70%	63%	64%	62%	64%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

Times interact with NWS staff						
0 times	79%	82%	77%	81%	45%	74%
1-5 times	12%	10%	13%	11%	30%	11%
5-10 times	3%	2%	3%	3%	0%	0%
More than 10 times	6%	5%	7%	6%	25%	16%
Number of Respondents	3,668	2,495	1,902	1,798	20	38

National Weather Service - Overall
2011
Demographics Table - Region

	Central	Eastern	Southern	Western	Alaska	Pacific
Time spent discussing info NWS						
Less than 5 minutes	54%	51%	55%	53%	36%	40%
5-15 minutes	37%	37%	33%	35%	55%	40%
16-30 minutes	5%	5%	7%	7%	9%	20%
More than 30 minutes	5%	7%	4%	5%	0%	0%
Number of Respondents	773	443	429	338	11	10

NWS staff on-site at incident						
NWS staff on-site	12%	13%	14%	22%	36%	30%
No staff on-site	88%	87%	86%	78%	64%	70%
Number of Respondents	773	443	429	338	11	10

Times contact NWS staff						
0 times	91%	93%	91%	92%	76%	85%
1-10 times	7%	5%	8%	6%	24%	9%
11-25 times	0%	0%	0%	1%	0%	1%
More than 25 times	1%	1%	1%	1%	0%	4%
Number of Respondents	6,708	5,804	3,232	3,208	33	67

NWS Web primary source						
Web primary source	91%	92%	89%	93%	85%	90%
Not primary source	9%	8%	11%	7%	15%	10%
Number of Respondents	10,375	8,299	5,134	5,006	53	105

Auto method ingesting data						
Requires products	4%	3%	5%	3%	8%	7%
Do not require products	96%	97%	95%	97%	92%	93%
Number of Respondents	10,376	8,299	5,134	5,006	53	104

Preferred weather info sources~						
Paper	51%	49%	50%	44%	51%	50%
Refrigerator magnets, key chains, and pen	43%	40%	41%	30%	38%	36%
DVDs	25%	24%	28%	20%	28%	27%
List of Internet Links	68%	67%	69%	71%	72%	72%
Other	6%	7%	6%	8%	11%	9%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

Top hazardous weather threats~						
Tornadoes	76%	28%	68%	2%	0%	1%
Severe Thunderstorms	81%	82%	79%	37%	2%	37%
Flash Floods	9%	13%	16%	13%	2%	50%
River Floods	8%	8%	4%	21%	21%	2%
Winter Storms	79%	78%	23%	65%	92%	3%
Hurricanes	0%	18%	25%	0%	0%	83%
Heat Wave	7%	17%	24%	27%	0%	1%
Wildfires	5%	1%	13%	36%	38%	3%
Drought	3%	5%	19%	11%	0%	3%
Coastal Storms	0%	10%	3%	14%	19%	15%
Tsunamis	0%	0%	0%	8%	32%	83%
Extreme Cold	18%	17%	5%	25%	53%	0%
Air Quality	2%	8%	5%	15%	6%	4%
Other	2%	2%	2%	7%	15%	3%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

National Weather Service - Overall
2011
Demographics Table - Region

	Central	Eastern	Southern	Western	Alaska	Pacific
Familiar Annual WA Weeks						
Familiar	49%	36%	50%	23%	32%	36%
Not Familiar	51%	64%	50%	77%	68%	64%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

Age						
Under 25 years	6%	7%	5%	3%	2%	2%
25 - 34 years	18%	15%	14%	11%	10%	14%
35 - 44 years	19%	18%	18%	16%	18%	10%
45 - 54 years	25%	25%	25%	25%	25%	23%
55 - 64 years	22%	24%	26%	29%	37%	36%
65 - 74 years	8%	9%	11%	14%	8%	12%
75 years and older	1%	2%	2%	3%	0%	2%
Number of Respondents	9,636	7,631	4,762	4,645	51	97

Gender						
Male	71%	71%	74%	71%	78%	69%
Female	29%	29%	26%	29%	22%	31%
Number of Respondents	10,177	8,124	5,051	4,894	50	103

School completed						
Less than high schl	1%	2%	1%	1%	0%	2%
High schl or equiv	10%	8%	9%	5%	10%	6%
Some clg, tech schl	34%	26%	34%	30%	37%	39%
4 yr college grad	32%	32%	32%	35%	37%	34%
Master's degree	16%	22%	16%	19%	15%	13%
Prof degree or PHD	6%	10%	8%	10%	2%	6%
Number of Respondents	10,240	8,197	5,075	4,953	52	105

Additional feedback~						
Climate Services	8%	8%	10%	9%	19%	9%
Fire Weather Services	3%	1%	5%	9%	8%	2%
Hydrologic Services	6%	5%	5%	6%	9%	7%
Tsunami	0%	1%	1%	3%	19%	39%
I do not wish to continue	87%	88%	85%	81%	74%	57%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

National Weather Service - Overall
2011
Attribute Table - Sector

	Government	Private
Sample Size	1,805	30,620
Hazardous Services	85	87
Tornado Warnings	84	86
Severe Thunderstorm Warnings	85	87
Winter Storm Warnings	84	86
Hurricane Warnings	88	89
Flash Flood Warnings	84	87
River Flood Warnings	85	88
High Surf Warnings	87	89
Tsunami Warnings	83	86
Extreme Cold Warnings	89	90
Extreme Heat Warnings	89	90
Tornado Warnings	84	86
Ease of Understanding	87	89
Timeliness	84	86
Accuracy	80	82
Severe Thunderstorm Warnings	85	87
Ease of Understanding	88	90
Timeliness	85	87
Accuracy	83	84
Winter Storm Warnings	84	86
Ease of Understanding	87	89
Timeliness	85	87
Accuracy	78	80
Hurricane Warnings	88	89
Ease of Understanding	89	91
Timeliness	89	90
Accuracy	84	86
Flash Flood Warnings	84	87
Ease of Understanding	87	89
Timeliness	84	87
Accuracy	82	84
River Flood Warnings	85	88
Ease of Understanding	86	89
Timeliness	86	88
Accuracy	84	87
High Surf Warnings	87	89
Ease of Understanding	88	90
Timeliness	87	89
Accuracy	86	87

National Weather Service - Overall
2011
Attribute Table - Sector

	Government	Private
Sample Size	1,805	30,620
Tsunami Warnings	83	86
Ease of Understanding	84	88
Timeliness	84	87
Accuracy	80	82
Extreme Cold Warnings	89	90
Ease of Understanding	89	91
Timeliness	89	90
Accuracy	88	89
Extreme Heat Warnings	89	90
Ease of Understanding	90	91
Timeliness	89	90
Accuracy	88	89
Routine Climate, Water, Weather Services	87	88
Max/min temperature forecasts	91	92
Chance of Precip forecast	86	87
Cloud Cover forecasts	86	88
Wind forecasts	89	89
Dew Point forecasts	89	90
River Heights-Flow forecasts	88	89
UV Index forecasts	88	90
Air Quality forecasts	87	89
Wave Height forecasts	88	88
1 to 4-Week National Outlooks	86	87
3-Month National Outlooks	84	85
El Niño-La Niña Outlooks	83	84
3-Month Drought Outlooks	86	87
3-Month Local Temp Outlooks	85	86
Climate Hazard Assessments	86	88
Max/min temperature forecasts	91	92
Meets my needs	90	91
Ease of Understanding	92	93
Chance of Precip forecast	86	87
Meets my needs	85	86
Ease of Understanding	87	89
Cloud Cover forecasts	86	88
Meets my needs	86	87
Ease of Understanding	87	89
Wind forecasts	89	89
Meets my needs	88	89
Ease of Understanding	90	90
Dew Point forecasts	89	90
Meets my needs	89	90
Ease of Understanding	90	90

National Weather Service - Overall
2011
Attribute Table - Sector

	Government	Private
Sample Size	1,805	30,620
River Heights-Flow forecasts	88	89
Meets my needs	88	89
Ease of Understanding	88	89
UV Index forecasts	88	90
Meets my needs	88	90
Ease of Understanding	88	90
Air Quality forecasts	87	89
Meets my needs	87	89
Ease of Understanding	87	89
Wave Height forecasts	88	88
Meets my needs	89	87
Ease of Understanding	89	89
1 to 4-Week National Outlooks	86	87
Meets my needs	86	86
Ease of Understanding	87	88
3-Month National Outlooks	84	85
Meets my needs	84	85
Ease of Understanding	84	86
El Niño-La Niña Outlooks	83	84
Meets my needs	84	85
Ease of Understanding	82	84
3-Month Drought Outlooks	86	87
Meets my needs	85	86
Ease of Understanding	86	87
3-Month Local Temp Outlooks	85	86
Meets my needs	85	86
Ease of Understanding	86	87
Climate Hazard Assessments	86	88
Meets my needs	86	88
Ease of Understanding	86	88
Routine Climate, Water, Weather Forecasts	72	72
Max/min temperature forecasts	78	77
Probability of precipitation	70	69
Amount of precip forecasts	67	66
Max/min temperature forecasts	77	76
1 day from now	90	90
3 days from now	75	75
7 days from now	54	53
Probability of precipitation	68	67
1 day from now	84	84
3 days from now	66	65
7 days from now	46	45

National Weather Service - Overall
2011
Attribute Table - Sector

	Government	Private
Sample Size	1,805	30,620
Amount of precip forecasts	66	65
Less than 1 day from now	80	80
1 day from now	65	65
3 days from now	47	47
Support Services	92	89
Accessibility	90	87
Responsiveness	90	87
Knowledge	93	92
Professionalism	94	92
Assist interpret weather info	92	88
Resolving a complaint	89	84
User Support Services	92	88
Accessibility	90	86
Responsiveness	91	86
Knowledge	93	90
Professionalism	95	91
Assist interpret weather info	92	88
Resolving a complaint	90	84
Customer Support Services	88	90
Accessibility	86	88
Responsiveness	86	88
Knowledge	91	93
Professionalism	91	93
Resolving a complaint	83	84
NWS Forecaster	88	86
Clarification of weather info	89	88
Forecaster uncertainty	86	83
Dissemination Services	85	86
Reliability of satellite data	86	87
Reliability of radar data	85	86
Ease of locating information	81	83
Information is up-to-date	87	87
Ease of understanding info	87	88
Ease locating data on servers	79	76
Ease of req add data to server	79	75
Ease of providing input	78	75
Annual Weather Awareness Weeks	79	80
Sat with Annual WA Weeks	79	80
Satisfaction	84	84
Overall Satisfaction	88	88
Meets expectations	80	80
Compared to ideal	81	82

National Weather Service - Overall
2011
Attribute Table - Sector

	Government	Private
Sample Size	1,805	30,620
Likelihood take action	91	91
Likelihood take action on info	91	91
Likelihood to use in future	95	96
Likelihood use NWS in future	95	96
Likelihood to recommend	94	94
Likelihood to recommend	94	94
CPC products	82	82
Clarity	81	81
Presentation	82	81
Provided information	83	83
Likelihood to make a decision about CPC products	74	75
Likelihood to make decision CPC products	74	75
Extended Range products	82	82
Clarity	83	82
Presentation	82	82
Provided information	82	82
Long Range products	81	81
Clarity	79	80
Presentation	81	81
Provided information	82	81
Hazards products	81	83
Clarity	82	84
Presentation	81	83
Provided information	81	83
ENSO products	81	81
Clarity	82	81
Presentation	81	81
Provided information	79	80
NWS Local Climate Data Products	78	79
Easy to understand	81	80
Easy to use	76	78
Eye-appealing	69	73
Clarity	79	80
Timeliness	83	82
Usefulness	81	82
Organization of information	76	78
Location selection	75	76
Variable selection	79	79
Length of data record	77	79
Meets my needs	80	80

National Weather Service - Overall
2011
Attribute Table - Sector

	Government	Private
Sample Size	1,805	30,620
NOWData	78	80
Easy to understand	80	81
Easy to use	79	79
Eye-appealing	73	76
Clarity	80	80
Timeliness	81	83
Usefulness	80	82
Organization of information	78	79
Location selection	75	77
Variable selection	78	80
Length of data record	77	80
Meets my needs	80	81
Likelihood to make a change based on products	67	69
Likelihood to make a change based on products	67	69
Local 3-Month Temp outlook graphic	78	79
Easy to understand	79	80
Easy to use	80	80
Eye-appealing	78	77
Clarity	78	80
Timeliness	80	82
Usefulness	78	78
Organization of information	77	80
Location selection	76	78
Variable selection	78	79
Length of data record	77	81
Meets my needs	78	78
Graphic 2 Content and Characteristics	80	80
Easy to understand	81	80
Easy to use	81	80
Eye-appealing	78	78
Clarity	80	80
Timeliness	81	82
Usefulness	80	80
Organization of information	80	80
Location selection	80	79
Variable selection	80	80
Length of data record	79	82
Meets my needs	80	80

National Weather Service - Overall
2011
Attribute Table - Sector

	Government	Private
Sample Size	1,805	30,620
Graphic 3 Content and Characteristics	80	78
Easy to understand	79	77
Easy to use	80	77
Eye-appealing	80	78
Clarity	79	77
Timeliness	82	81
Usefulness	80	78
Organization of information	81	78
Location selection	80	78
Variable selection	80	79
Length of data record	81	81
Meets my needs	79	77
Fire Weather staff	90	87
Availability	90	86
Knowledge	91	89
Timeliness of responses	90	87
Helpfulness of information	90	88
Importance of decision support info	92	88
Importance of decision support info	92	88
Fire Weather Planning Forecast	88	85
Helpfulness of information	90	87
Timeliness of information	88	87
Format is easy to understand	83	80
Degree to which it meets my needs	88	85
NWS fire weather point forecast	79	75
Helpfulness of information	81	77
Timeliness of information	85	83
Format is easy to understand	72	66
Degree to which it meets my needs	79	75
Site-Specific (spot) forecasts	88	82
Helpfulness of information	90	83
Timeliness of information	88	84
Format is easy to understand	87	79
Degree to which it meets my needs	88	81
Fire Weather Activity Planner	88	87
Helpfulness of information	87	87
Timeliness of information	89	88
Format is easy to understand	89	87
Degree to which it meets my needs	87	86

National Weather Service - Overall
2011
Attribute Table - Sector

	Government	Private
Sample Size	1,805	30,620
Storm Prediction Center Outlooks	85	87
Helpfulness of information	84	88
Timeliness of information	86	88
Format is easy to understand	85	87
Degree to which it meets my needs	83	87
Fire Weather Watch	88	87
The usefulness of the watch information	90	88
The amount of time you had to act	88	86
How clearly the watch information described conditions	87	88
Red Flag Warning	90	89
The usefulness of the warning information	91	90
The amount of time you had to act	89	89
How clearly the warning info described conditions to expect	89	89
Flood Watches	88	88
Ease of understanding	87	88
Usefulness	88	89
Flash Flood Watches	88	88
Ease of understanding	87	88
Usefulness	88	89
Flood Warnings	88	88
Ease of understanding	86	87
Usefulness	89	89
Flash Flood Warnings	87	89
Ease of understanding	87	88
Usefulness	87	89
Flood Advisories	86	87
Ease of understanding	85	86
Usefulness	86	87
Hydrologic Statements	86	86
Ease of understanding	85	85
Usefulness	86	86
Short-term Hydrologic Outlooks	87	86
Ease of understanding	87	85
Usefulness	88	87
Long-term Hydrologic Outlooks	84	83
Ease of understanding	83	82
Usefulness	85	84
River and Lake Forecast Products	87	86
Ease of understanding	85	85
Usefulness	88	87
Hydrometeorological Data Products and Summaries	86	84
Ease of understanding	85	84
Usefulness	87	85

National Weather Service - Overall
2011
Attribute Table - Sector

	Government	Private
Sample Size	1,805	30,620
Flood warning vs. flash flood	92	90
Flood warning vs. flash flood	92	90
AHPS web pages	81	80
AHPS web pages	81	80
Usefulness of map overlay	80	80
Flood Watches	87	87
Flood Warnings	91	89
Radar	87	85
Satellite	75	78
Observed precipitation	89	87
Forecast precipitation	89	88
Snow depth	78	79
Snow water equivalent	79	77
River ice	72	70
Soil moisture	74	73
Evapotranspiration	61	62
Water quality	59	64
Runoff	80	78
Groundwater	67	71
Flash flood guidance	82	83
Drought conditions	70	73
Ability to display maximum stage/flow forecasts	88	84
Ability to display the maximum stage/flow forecasts	88	84
Usefulness of hydrograph overlay statistics	76	74
Record low flow, stage, or pool for a specified period of record	74	74
Normal daily flow, stage, or pool for a specified period of record	82	82
Seven-day minimum flow with a recurrence interval of 10 years	68	68
The discharge exceeded 10 percent of time for a designated period	75	70
The discharge exceeded 25 percent of time for a designated period	74	71
The discharge exceeded 75 percent of time for a designated period	75	73
The discharge exceeded 90 percent of time for a designated period	76	75
Usefulness of information	92	88
Usefulness of this information	92	88
Single web portal for water information	90	87
Single web portal for water information	90	87
Familiarity with NOAA Tsunami Products	82	80
Tsunami Warning	86	83
Tsunami Advisory	81	78
Tsunami Watch	84	80
Tsunami Information Statement	78	77
NOAA Tsunami information	87	82
Understanding tsunami products	83	82
Usefulness of tsunami products	88	83
Improvements over last five years	92	84
Overall quality of tsunami products and services	86	81

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Agriculture		Aviation		Amateur Radio	
	2010	2011	2010	2011	2010	2011
Sample Size	508	1,643	185	384	0	365
Hazardous Services	82	85	85	86	--	88
Tornado Warnings	82	83	84	85	--	87
Severe Thunderstorm Warnings	83	85	86	86	--	88
Winter Storm Warnings	82	84	84	85	--	87
Hurricane Warnings	85	86	86	88	--	89
Flash Flood Warnings	82	84	85	85	--	87
River Flood Warnings	84	86	86	87	--	89
High Surf Warnings	81	87	86	86	--	85
Tsunami Warnings	--	82	--	87	--	80
Extreme Cold Warnings	--	87	--	90	--	91
Extreme Heat Warnings	--	88	--	90	--	91
Tornado Warnings	82	83	84	85	--	87
Ease of Understanding	87	87	87	88	--	90
Timeliness	81	83	84	85	--	87
Accuracy	76	79	80	81	--	83
Severe Thunderstorm Warnings	84	85	87	86	--	88
Ease of Understanding	88	88	89	89	--	92
Timeliness	83	84	86	86	--	88
Accuracy	80	82	83	83	--	85
Winter Storm Warnings	82	84	84	85	--	87
Ease of Understanding	86	88	87	89	--	90
Timeliness	83	85	86	86	--	87
Accuracy	74	78	78	78	--	82
Hurricane Warnings	85	86	87	88	--	89
Ease of Understanding	88	89	87	91	--	90
Timeliness	85	87	89	89	--	90
Accuracy	80	82	83	84	--	86
Flash Flood Warnings	82	84	85	85	--	87
Ease of Understanding	86	87	88	88	--	90
Timeliness	82	84	86	86	--	87
Accuracy	79	81	81	81	--	85
River Flood Warnings	84	86	86	87	--	89
Ease of Understanding	85	87	86	89	--	90
Timeliness	84	86	86	88	--	88
Accuracy	83	84	84	86	--	88
High Surf Warnings	81	87	87	86	--	85
Ease of Understanding	83	88	88	87	--	87
Timeliness	80	86	87	87	--	84
Accuracy	79	84	84	85	--	84

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Agriculture		Aviation		Amateur Radio	
	2010	2011	2010	2011	2010	2011
Sample Size	508	1,643	185	384	0	365
Tsunami Warnings	--	82	--	87	--	80
Ease of Understanding	--	86	--	89	--	85
Timeliness	--	83	--	89	--	78
Accuracy	--	75	--	83	--	76
Extreme Cold Warnings	--	87	--	90	--	91
Ease of Understanding	--	89	--	91	--	92
Timeliness	--	88	--	89	--	91
Accuracy	--	85	--	89	--	90
Extreme Heat Warnings	--	88	--	90	--	91
Ease of Understanding	--	90	--	91	--	92
Timeliness	--	88	--	89	--	90
Accuracy	--	87	--	89	--	91
Routine Climate, Water, Weather Services	83	86	87	87	--	89
Max/min temperature forecasts	88	90	91	92	--	93
Chance of Precip forecast	81	84	84	86	--	89
Cloud Cover forecasts	86	86	85	85	--	88
Wind forecasts	85	88	88	88	--	91
Dew Point forecasts	87	88	89	88	--	92
River Heights-Flow forecasts	88	87	89	87	--	93
UV Index forecasts	91	90	93	90	--	92
Air Quality forecasts	85	88	90	88	--	90
Wave Height forecasts	88	88	87	87	--	91
1 to 4-Week National Outlooks	80	84	85	85	--	88
3-Month National Outlooks	80	83	85	84	--	89
El Niño-La Niña Outlooks	77	82	80	85	--	89
3-Month Drought Outlooks	81	84	90	83	--	89
3-Month Local Temp Outlooks	81	84	85	85	--	89
Climate Hazard Assessments	--	86	--	87	--	90
Max/min temperature forecasts	89	90	91	92	--	93
Meets my needs	87	89	89	91	--	92
Ease of Understanding	90	91	92	92	--	94
Chance of Precip forecast	82	85	84	86	--	89
Meets my needs	77	81	81	84	--	88
Ease of Understanding	86	87	87	88	--	90
Cloud Cover forecasts	86	86	85	85	--	88
Meets my needs	84	85	83	82	--	87
Ease of Understanding	87	88	87	88	--	89
Wind forecasts	85	88	88	88	--	91
Meets my needs	83	87	85	86	--	91
Ease of Understanding	87	89	90	90	--	92
Dew Point forecasts	87	88	89	88	--	92
Meets my needs	86	87	88	87	--	93
Ease of Understanding	88	89	90	89	--	92

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Agriculture		Aviation		Amateur Radio	
	2010	2011	2010	2011	2010	2011
Sample Size	508	1,643	185	384	0	365
River Heights-Flow forecasts	88	87	89	87	--	93
Meets my needs	87	86	89	88	--	93
Ease of Understanding	88	88	89	87	--	93
UV Index forecasts	91	90	93	90	--	92
Meets my needs	90	90	92	90	--	92
Ease of Understanding	91	91	94	90	--	91
Air Quality forecasts	85	88	90	88	--	90
Meets my needs	85	88	90	88	--	89
Ease of Understanding	85	88	89	89	--	90
Wave Height forecasts	88	88	87	87	--	91
Meets my needs	88	87	87	88	--	91
Ease of Understanding	89	89	88	87	--	91
1 to 4-Week National Outlooks	80	84	85	85	--	88
Meets my needs	78	82	84	83	--	87
Ease of Understanding	82	86	86	86	--	89
3-Month National Outlooks	80	83	85	84	--	89
Meets my needs	78	81	84	84	--	88
Ease of Understanding	81	84	86	84	--	90
El Niño-La Niña Outlooks	77	82	80	85	--	89
Meets my needs	77	82	82	87	--	89
Ease of Understanding	77	82	78	82	--	89
3-Month Drought Outlooks	81	84	90	83	--	89
Meets my needs	80	83	89	83	--	90
Ease of Understanding	81	85	90	85	--	89
3-Month Local Temp Outlooks	81	84	85	85	--	89
Meets my needs	79	83	84	85	--	88
Ease of Understanding	82	86	87	84	--	89
Climate Hazard Assessments	--	86	--	87	--	90
Meets my needs	--	85	--	86	--	90
Ease of Understanding	--	87	--	88	--	90
Routine Climate, Water, Weather Forecasts	67	69	70	71	--	74
Max/min temperature forecasts	75	76	76	77	--	78
Probability of precipitation	63	65	66	67	--	72
Amount of precip forecasts	59	61	64	64	--	70
Max/min temperature forecasts	74	75	75	76	--	77
1 day from now	88	88	89	90	--	90
3 days from now	73	73	73	74	--	76
7 days from now	51	53	52	52	--	56
Probability of precipitation	62	63	65	66	--	70
1 day from now	78	79	81	83	--	85
3 days from now	59	61	63	64	--	69
7 days from now	39	42	41	42	--	49

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Agriculture		Aviation		Amateur Radio	
	2010	2011	2010	2011	2010	2011
Sample Size	508	1,643	185	384	0	365
Amount of precip forecasts	58	60	64	63	--	69
Less than 1 day from now	72	74	79	78	--	82
1 day from now	57	59	63	62	--	69
3 days from now	40	43	44	44	--	51
Support Services	--	85	--	89	--	92
Accessibility	--	81	--	85	--	91
Responsiveness	--	83	--	87	--	90
Knowledge	--	87	--	91	--	94
Professionalism	--	88	--	93	--	95
Assist interpret weather info	--	85	--	85	--	91
Resolving a complaint	--	79	--	79	--	91
User Support Services	--	85	--	87	--	91
Accessibility	--	81	--	83	--	88
Responsiveness	--	83	--	85	--	88
Knowledge	--	87	--	90	--	92
Professionalism	--	89	--	92	--	93
Assist interpret weather info	--	85	--	85	--	91
Resolving a complaint	--	79	--	74	--	90
Customer Support Services	--	85	--	93	--	93
Accessibility	--	80	--	90	--	94
Responsiveness	--	85	--	92	--	92
Knowledge	--	86	--	95	--	95
Professionalism	--	88	--	96	--	96
Resolving a complaint	--	86	--	89	--	91
NWS Forecaster	86	79	86	85	--	89
Clarification of weather info	86	82	86	87	--	91
Forecaster uncertainty	82	75	81	82	--	87
Dissemination Services	83	85	85	87	--	87
Reliability of satellite data	--	85	--	88	--	88
Reliability of radar data	--	84	--	86	--	85
Ease of locating information	79	82	83	83	--	84
Information is up-to-date	84	85	88	88	--	87
Ease of understanding info	--	86	--	89	--	90
Ease locating data on servers	74	76	75	77	--	79
Ease of req add data to server	73	77	78	80	--	74
Ease of providing input	75	76	71	83	--	73
Annual Weather Awareness Weeks	--	78	--	76	--	85
Sat with Annual WA Weeks	--	78	--	76	--	85
Satisfaction	82	81	84	83	--	86
Overall Satisfaction	86	85	88	88	--	89
Meets expectations	77	77	81	80	--	83
Compared to ideal	79	79	82	80	--	83

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Agriculture		Aviation		Amateur Radio	
	2010	2011	2010	2011	2010	2011
Sample Size	508	1,643	185	384	0	365
Likelihood take action	89	89	91	92	--	93
Likelihood take action on info	89	89	91	92	--	93
Likelihood to use in future	94	94	96	97	--	96
Likelihood use NWS in future	94	94	96	97	--	96
Likelihood to recommend	92	91	94	94	--	96
Likelihood to recommend	92	91	94	94	--	96
CPC products	--	80	--	77	--	82
Clarity	--	79	--	74	--	81
Presentation	--	80	--	78	--	82
Provided information	--	81	--	78	--	84
Likelihood to make a decision about CPC products	--	78	--	70	--	75
Likelihood to make decision CPC products	--	78	--	70	--	75
Extended Range products	--	80	--	79	--	81
Clarity	--	80	--	80	--	80
Presentation	--	81	--	78	--	81
Provided information	--	80	--	78	--	81
Long Range products	--	78	--	83	--	81
Clarity	--	78	--	83	--	80
Presentation	--	78	--	82	--	83
Provided information	--	78	--	83	--	81
Hazards products	--	81	--	80	--	84
Clarity	--	82	--	80	--	85
Presentation	--	82	--	79	--	86
Provided information	--	80	--	81	--	82
ENSO products	--	79	--	78	--	82
Clarity	--	80	--	77	--	82
Presentation	--	80	--	78	--	83
Provided information	--	76	--	78	--	80
NWS Local Climate Data Products	--	77	--	76	--	76
Easy to understand	--	78	--	78	--	77
Easy to use	--	75	--	74	--	75
Eye-appealing	--	74	--	70	--	72
Clarity	--	78	--	75	--	75
Timeliness	--	79	--	80	--	77
Usefulness	--	78	--	76	--	79
Organization of information	--	77	--	78	--	77
Location selection	--	72	--	78	--	74
Variable selection	--	77	--	77	--	75
Length of data record	--	76	--	80	--	79
Meets my needs	--	76	--	74	--	78

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Agriculture		Aviation		Amateur Radio	
	2010	2011	2010	2011	2010	2011
Sample Size	508	1,643	185	384	0	365
NOWData	--	77	--	75	--	75
Easy to understand	--	78	--	76	--	76
Easy to use	--	77	--	78	--	73
Eye-appealing	--	75	--	73	--	72
Clarity	--	77	--	75	--	74
Timeliness	--	79	--	77	--	77
Usefulness	--	76	--	75	--	77
Organization of information	--	77	--	73	--	73
Location selection	--	73	--	73	--	71
Variable selection	--	76	--	71	--	74
Length of data record	--	78	--	73	--	75
Meets my needs	--	77	--	75	--	77
Likelihood to make a change based on products	--	71	--	63	--	77
Likelihood to make a change based on products	--	71	--	63	--	77
Local 3-Month Temp outlook graphic	--	76	--	73	--	77
Easy to understand	--	77	--	71	--	78
Easy to use	--	77	--	74	--	78
Eye-appealing	--	77	--	69	--	76
Clarity	--	77	--	66	--	77
Timeliness	--	79	--	77	--	78
Usefulness	--	74	--	72	--	77
Organization of information	--	76	--	66	--	78
Location selection	--	73	--	80	--	76
Variable selection	--	76	--	75	--	77
Length of data record	--	77	--	78	--	77
Meets my needs	--	74	--	74	--	77
Graphic 2 Content and Characteristics	--	76	--	76	--	79
Easy to understand	--	76	--	73	--	78
Easy to use	--	75	--	75	--	78
Eye-appealing	--	75	--	72	--	78
Clarity	--	76	--	77	--	77
Timeliness	--	77	--	75	--	81
Usefulness	--	75	--	75	--	78
Organization of information	--	76	--	78	--	79
Location selection	--	73	--	77	--	78
Variable selection	--	76	--	77	--	80
Length of data record	--	77	--	75	--	81
Meets my needs	--	76	--	78	--	78

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Agriculture		Aviation		Amateur Radio	
	2010	2011	2010	2011	2010	2011
Sample Size	508	1,643	185	384	0	365
Graphic 3 Content and Characteristics	--	74	--	73	--	81
Easy to understand	--	74	--	75	--	79
Easy to use	--	74	--	68	--	82
Eye-appealing	--	74	--	72	--	81
Clarity	--	73	--	73	--	78
Timeliness	--	77	--	73	--	82
Usefulness	--	74	--	71	--	79
Organization of information	--	74	--	73	--	80
Location selection	--	73	--	75	--	80
Variable selection	--	75	--	74	--	82
Length of data record	--	77	--	77	--	84
Meets my needs	--	74	--	69	--	80
Fire Weather staff	--	90	--	92	--	82
Availability	--	88	--	89	--	80
Knowledge	--	90	--	93	--	84
Timeliness of responses	--	89	--	93	--	81
Helpfulness of information	--	91	--	94	--	83
Importance of decision support info	--	89	--	86	--	83
Importance of decision support info	--	89	--	86	--	83
Fire Weather Planning Forecast	--	87	--	87	--	79
Helpfulness of information	--	88	--	93	--	83
Timeliness of information	--	89	--	81	--	80
Format is easy to understand	--	83	--	81	--	68
Degree to which it meets my needs	--	87	--	93	--	80
NWS fire weather point forecast	--	75	--	66	--	70
Helpfulness of information	--	76	--	67	--	74
Timeliness of information	--	81	--	89	--	76
Format is easy to understand	--	65	--	33	--	63
Degree to which it meets my needs	--	75	--	67	--	72
Site-Specific (spot) forecasts	--	83	--	79	--	79
Helpfulness of information	--	86	--	83	--	81
Timeliness of information	--	84	--	83	--	80
Format is easy to understand	--	81	--	72	--	75
Degree to which it meets my needs	--	83	--	78	--	81
Fire Weather Activity Planner	--	88	--	89	--	82
Helpfulness of information	--	89	--	89	--	81
Timeliness of information	--	86	--	89	--	80
Format is easy to understand	--	88	--	89	--	84
Degree to which it meets my needs	--	87	--	89	--	83

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Agriculture		Aviation		Amateur Radio	
	2010	2011	2010	2011	2010	2011
Sample Size	508	1,643	185	384	0	365
Storm Prediction Center Outlooks	--	89	--	87	--	82
Helpfulness of information	--	90	--	89	--	82
Timeliness of information	--	90	--	89	--	85
Format is easy to understand	--	87	--	94	--	79
Degree to which it meets my needs	--	88	--	78	--	78
Fire Weather Watch	--	87	--	94	--	79
The usefulness of the watch information	--	88	--	94	--	81
The amount of time you had to act	--	86	--	94	--	77
How clearly the watch information described conditions	--	88	--	94	--	79
Red Flag Warning	--	90	--	89	--	77
The usefulness of the warning information	--	92	--	78	--	80
The amount of time you had to act	--	89	--	94	--	79
How clearly the warning info described conditions to expect	--	90	--	94	--	71
Flood Watches	--	87	--	93	--	86
Ease of understanding	--	86	--	93	--	87
Usefulness	--	88	--	93	--	85
Flash Flood Watches	--	89	--	91	--	87
Ease of understanding	--	89	--	91	--	86
Usefulness	--	89	--	91	--	88
Flood Warnings	--	88	--	91	--	87
Ease of understanding	--	87	--	91	--	86
Usefulness	--	89	--	91	--	88
Flash Flood Warnings	--	89	--	87	--	87
Ease of understanding	--	89	--	87	--	88
Usefulness	--	89	--	87	--	87
Flood Advisories	--	87	--	91	--	86
Ease of understanding	--	86	--	91	--	86
Usefulness	--	88	--	91	--	87
Hydrologic Statements	--	87	--	83	--	82
Ease of understanding	--	86	--	84	--	84
Usefulness	--	88	--	83	--	80
Short-term Hydrologic Outlooks	--	86	--	81	--	84
Ease of understanding	--	85	--	81	--	85
Usefulness	--	86	--	81	--	84
Long-term Hydrologic Outlooks	--	84	--	76	--	82
Ease of understanding	--	84	--	76	--	83
Usefulness	--	85	--	76	--	82
River and Lake Forecast Products	--	87	--	83	--	81
Ease of understanding	--	86	--	83	--	77
Usefulness	--	88	--	83	--	84
Hydrometeorological Data Products and Summaries	--	83	--	82	--	80
Ease of understanding	--	82	--	82	--	82
Usefulness	--	84	--	82	--	78

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Agriculture		Aviation		Amateur Radio	
	2010	2011	2010	2011	2010	2011
Sample Size	508	1,643	185	384	0	365
Flood warning vs. flash flood	--	90	--	87	--	88
Flood warning vs. flash flood	--	90	--	87	--	88
AHPS web pages	--	80	--	82	--	81
AHPS web pages	--	80	--	82	--	81
Usefulness of map overlay	--	80	--	70	--	79
Flood Watches	--	87	--	92	--	88
Flood Warnings	--	88	--	92	--	89
Radar	--	87	--	69	--	77
Satellite	--	81	--	76	--	73
Observed precipitation	--	85	--	84	--	85
Forecast precipitation	--	87	--	73	--	87
Snow depth	--	80	--	48	--	77
Snow water equivalent	--	78	--	58	--	75
River ice	--	66	--	33	--	67
Soil moisture	--	83	--	33	--	73
Evapotranspiration	--	63	--	33	--	63
Water quality	--	60	--	0	--	71
Runoff	--	79	--	56	--	80
Groundwater	--	79	--	70	--	76
Flash flood guidance	--	82	--	87	--	85
Drought conditions	--	76	--	48	--	71
Ability to display maximum stage/flow forecasts	--	89	--	64	--	89
Ability to display the maximum stage/flow forecasts	--	89	--	64	--	89
Usefulness of hydrograph overlay statistics	--	75	--	48	--	71
Record low flow, stage, or pool for a specified period of record	--	76	--	50	--	66
Normal daily flow, stage, or pool for a specified period of record	--	81	--	61	--	73
Seven-day minimum flow with a recurrence interval of 10 years	--	70	--	47	--	69
The discharge exceeded 10 percent of time for a designated period	--	73	--	44	--	68
The discharge exceeded 25 percent of time for a designated period	--	74	--	44	--	71
The discharge exceeded 75 percent of time for a designated period	--	77	--	44	--	73
The discharge exceeded 90 percent of time for a designated period	--	82	--	44	--	73
Usefulness of information	--	89	--	93	--	91
Usefulness of this information	--	89	--	93	--	91
Single web portal for water information	--	87	--	75	--	81
Single web portal for water information	--	87	--	75	--	81
Familiarity with NOAA Tsunami Products	--	77	--	--	--	73
Tsunami Warning	--	78	--	--	--	73
Tsunami Advisory	--	76	--	--	--	73
Tsunami Watch	--	78	--	--	--	73
Tsunami Information Statement	--	76	--	--	--	73
NOAA Tsunami information	--	87	--	--	--	73
Understanding tsunami products	--	89	--	--	--	71
Usefulness of tsunami products	--	91	--	--	--	71
Improvements over last five years	--	89	--	--	--	69
Overall quality of tsunami products and services	--	80	--	--	--	76

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Broadcast/Print Media		Commodities Markets		Consulting Services	
	2010	2011	2010	2011	2010	2011
Sample Size	0	258	17	11	83	66
Hazardous Services	--	84	83	88	82	83
Tornado Warnings	--	82	82	86	81	83
Severe Thunderstorm Warnings	--	84	82	90	81	83
Winter Storm Warnings	--	83	78	86	82	85
Hurricane Warnings	--	88	86	89	84	90
Flash Flood Warnings	--	84	84	87	82	84
River Flood Warnings	--	84	87	91	85	86
High Surf Warnings	--	86	81	95	87	90
Tsunami Warnings	--	87	--	89	--	84
Extreme Cold Warnings	--	87	--	88	--	87
Extreme Heat Warnings	--	89	--	91	--	88
Tornado Warnings	--	82	82	86	81	83
Ease of Understanding	--	86	88	90	87	88
Timeliness	--	83	81	87	79	82
Accuracy	--	77	78	82	76	78
Severe Thunderstorm Warnings	--	84	82	90	82	83
Ease of Understanding	--	86	90	92	86	86
Timeliness	--	84	79	91	80	82
Accuracy	--	81	76	86	77	81
Winter Storm Warnings	--	83	79	86	82	85
Ease of Understanding	--	86	88	88	85	89
Timeliness	--	84	78	87	84	86
Accuracy	--	78	67	82	75	79
Hurricane Warnings	--	88	86	90	85	90
Ease of Understanding	--	89	89	90	86	90
Timeliness	--	89	89	90	87	90
Accuracy	--	85	80	87	80	89
Flash Flood Warnings	--	84	84	87	82	84
Ease of Understanding	--	85	85	89	86	87
Timeliness	--	84	83	86	80	85
Accuracy	--	83	83	88	81	82
River Flood Warnings	--	84	87	91	85	86
Ease of Understanding	--	83	89	89	85	86
Timeliness	--	84	87	93	85	88
Accuracy	--	84	86	91	84	85
High Surf Warnings	--	86	81	95	87	90
Ease of Understanding	--	85	84	96	88	90
Timeliness	--	85	81	96	86	94
Accuracy	--	87	86	92	85	90

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Broadcast/Print Media		Commodities Markets		Consulting Services	
	2010	2011	2010	2011	2010	2011
Sample Size	0	258	17	11	83	66
Tsunami Warnings	--	87	--	89	--	84
Ease of Understanding	--	87	--	91	--	85
Timeliness	--	90	--	89	--	87
Accuracy	--	83	--	87	--	79
Extreme Cold Warnings	--	87	--	88	--	87
Ease of Understanding	--	87	--	89	--	88
Timeliness	--	88	--	89	--	87
Accuracy	--	87	--	88	--	88
Extreme Heat Warnings	--	89	--	91	--	88
Ease of Understanding	--	90	--	92	--	91
Timeliness	--	89	--	90	--	89
Accuracy	--	88	--	91	--	86
Routine Climate, Water, Weather Services	--	85	83	86	84	85
Max/min temperature forecasts	--	89	90	93	88	91
Chance of Precip forecast	--	84	86	89	80	85
Cloud Cover forecasts	--	84	81	87	83	82
Wind forecasts	--	87	88	94	86	88
Dew Point forecasts	--	86	86	92	86	89
River Heights-Flow forecasts	--	84	88	91	85	83
UV Index forecasts	--	88	94	92	93	92
Air Quality forecasts	--	83	61	94	87	87
Wave Height forecasts	--	91	89	94	86	84
1 to 4-Week National Outlooks	--	86	78	72	79	83
3-Month National Outlooks	--	84	71	75	76	83
El Niño-La Niña Outlooks	--	81	75	79	81	83
3-Month Drought Outlooks	--	86	82	86	81	82
3-Month Local Temp Outlooks	--	85	72	81	77	84
Climate Hazard Assessments	--	85	--	85	--	82
Max/min temperature forecasts	--	89	90	93	88	91
Meets my needs	--	88	88	93	85	88
Ease of Understanding	--	90	93	93	91	94
Chance of Precip forecast	--	84	86	89	80	85
Meets my needs	--	84	83	89	79	85
Ease of Understanding	--	83	90	89	80	85
Cloud Cover forecasts	--	84	81	88	83	82
Meets my needs	--	86	81	86	82	81
Ease of Understanding	--	83	81	89	85	82
Wind forecasts	--	87	88	93	86	89
Meets my needs	--	87	85	94	84	87
Ease of Understanding	--	88	91	93	87	90
Dew Point forecasts	--	86	86	93	86	89
Meets my needs	--	86	87	89	85	91
Ease of Understanding	--	86	85	96	87	87

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Broadcast/Print Media		Commodities Markets		Consulting Services	
	2010	2011	2010	2011	2010	2011
Sample Size	0	258	17	11	83	66
River Heights-Flow forecasts	--	84	88	91	85	83
Meets my needs	--	84	89	91	83	84
Ease of Understanding	--	84	88	91	86	81
UV Index forecasts	--	88	94	92	93	92
Meets my needs	--	88	94	89	93	93
Ease of Understanding	--	88	94	94	93	91
Air Quality forecasts	--	83	61	94	87	87
Meets my needs	--	85	56	94	85	88
Ease of Understanding	--	82	67	94	89	87
Wave Height forecasts	--	90	89	94	86	84
Meets my needs	--	93	89	96	86	84
Ease of Understanding	--	89	89	93	86	84
1 to 4-Week National Outlooks	--	87	78	72	79	83
Meets my needs	--	85	75	72	77	82
Ease of Understanding	--	88	81	72	81	84
3-Month National Outlooks	--	84	71	75	76	83
Meets my needs	--	83	67	73	74	82
Ease of Understanding	--	84	76	76	79	85
El Niño-La Niña Outlooks	--	81	75	79	81	83
Meets my needs	--	84	74	79	82	82
Ease of Understanding	--	80	75	79	80	85
3-Month Drought Outlooks	--	86	82	86	81	82
Meets my needs	--	86	79	86	79	79
Ease of Understanding	--	86	84	86	83	85
3-Month Local Temp Outlooks	--	85	72	81	77	84
Meets my needs	--	86	67	79	73	81
Ease of Understanding	--	85	78	83	81	87
Climate Hazard Assessments	--	85	--	85	--	82
Meets my needs	--	85	--	81	--	81
Ease of Understanding	--	85	--	89	--	83
Routine Climate, Water, Weather Forecasts	--	69	66	71	68	71
Max/min temperature forecasts	--	74	75	75	74	76
Probability of precipitation	--	67	58	70	64	69
Amount of precip forecasts	--	64	60	65	61	68
Max/min temperature forecasts	--	73	74	74	73	75
1 day from now	--	88	88	90	87	88
3 days from now	--	72	74	72	71	73
7 days from now	--	46	50	48	51	53
Probability of precipitation	--	65	57	68	62	67
1 day from now	--	83	73	88	78	84
3 days from now	--	64	54	67	60	65
7 days from now	--	40	35	39	41	45

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Broadcast/Print Media		Commodities Markets		Consulting Services	
	2010	2011	2010	2011	2010	2011
Sample Size	0	258	17	11	83	66
Amount of precip forecasts	--	63	59	64	60	67
Less than 1 day from now	--	79	75	79	74	81
1 day from now	--	62	55	62	59	67
3 days from now	--	43	41	44	41	48
Support Services	--	90	--	92	--	76
Accessibility	--	88	--	93	--	74
Responsiveness	--	88	--	91	--	76
Knowledge	--	91	--	93	--	83
Professionalism	--	92	--	93	--	78
Assist interpret weather info	--	89	--	91	--	76
Resolving a complaint	--	88	--	100	--	55
User Support Services	--	89	--	92	--	76
Accessibility	--	87	--	93	--	74
Responsiveness	--	87	--	91	--	77
Knowledge	--	91	--	93	--	84
Professionalism	--	92	--	93	--	79
Assist interpret weather info	--	89	--	91	--	76
Resolving a complaint	--	86	--	100	--	54
Customer Support Services	--	95	--	--	--	69
Accessibility	--	94	--	--	--	67
Responsiveness	--	94	--	--	--	67
Knowledge	--	98	--	--	--	67
Professionalism	--	97	--	--	--	78
Resolving a complaint	--	98	--	--	--	67
NWS Forecaster	--	85	61	92	78	69
Clarification of weather info	--	86	64	89	80	66
Forecaster uncertainty	--	82	75	93	76	74
Dissemination Services	--	81	84	84	79	83
Reliability of satellite data	--	82	--	88	--	83
Reliability of radar data	--	80	--	83	--	81
Ease of locating information	--	78	82	85	77	80
Information is up-to-date	--	83	86	85	84	86
Ease of understanding info	--	85	--	89	--	86
Ease locating data on servers	--	75	64	61	61	71
Ease of req add data to server	--	72	61	33	51	68
Ease of providing input	--	75	81	22	51	83
Annual Weather Awareness Weeks	--	79	--	82	--	76
Sat with Annual WA Weeks	--	79	--	82	--	76
Satisfaction	--	80	82	84	77	81
Overall Satisfaction	--	84	86	91	83	85
Meets expectations	--	76	79	76	73	79
Compared to ideal	--	77	79	82	73	78

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Broadcast/Print Media		Commodities Markets		Consulting Services	
	2010	2011	2010	2011	2010	2011
Sample Size	0	258	17	11	83	66
Likelihood take action	--	92	90	92	87	88
Likelihood take action on info	--	92	90	92	87	88
Likelihood to use in future	--	95	93	96	93	94
Likelihood use NWS in future	--	95	93	96	93	94
Likelihood to recommend	--	92	92	95	90	93
Likelihood to recommend	--	92	92	95	90	93
CPC products	--	77	--	98	--	85
Clarity	--	76	--	94	--	85
Presentation	--	75	--	100	--	85
Provided information	--	79	--	100	--	85
Likelihood to make a decision about CPC products	--	68	--	94	--	78
Likelihood to make decision CPC products	--	68	--	94	--	78
Extended Range products	--	78	--	89	--	85
Clarity	--	80	--	94	--	88
Presentation	--	78	--	89	--	88
Provided information	--	76	--	83	--	78
Long Range products	--	80	--	93	--	85
Clarity	--	84	--	89	--	86
Presentation	--	77	--	94	--	86
Provided information	--	78	--	94	--	81
Hazards products	--	81	--	100	--	89
Clarity	--	83	--	100	--	91
Presentation	--	77	--	100	--	89
Provided information	--	82	--	100	--	86
ENSO products	--	79	--	80	--	86
Clarity	--	79	--	89	--	89
Presentation	--	82	--	94	--	89
Provided information	--	76	--	56	--	79
NWS Local Climate Data Products	--	77	--	100	--	88
Easy to understand	--	81	--	100	--	93
Easy to use	--	76	--	100	--	89
Eye-appealing	--	72	--	94	--	78
Clarity	--	77	--	100	--	88
Timeliness	--	82	--	100	--	86
Usefulness	--	86	--	100	--	94
Organization of information	--	74	--	100	--	88
Location selection	--	73	--	100	--	83
Variable selection	--	76	--	100	--	88
Length of data record	--	72	--	100	--	87
Meets my needs	--	79	--	100	--	88

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Broadcast/Print Media		Commodities Markets		Consulting Services	
	2010	2011	2010	2011	2010	2011
Sample Size	0	258	17	11	83	66
NOWData	--	78	--	90	--	90
Easy to understand	--	77	--	100	--	93
Easy to use	--	78	--	100	--	93
Eye-appealing	--	74	--	83	--	88
Clarity	--	76	--	100	--	92
Timeliness	--	87	--	100	--	92
Usefulness	--	81	--	100	--	86
Organization of information	--	74	--	100	--	91
Location selection	--	74	--	67	--	89
Variable selection	--	77	--	100	--	87
Length of data record	--	77	--	67	--	86
Meets my needs	--	82	--	61	--	94
Likelihood to make a change based on products	--	67	--	89	--	85
Likelihood to make a change based on products	--	67	--	89	--	85
Local 3-Month Temp outlook graphic	--	74	--	69	--	88
Easy to understand	--	76	--	67	--	89
Easy to use	--	75	--	67	--	87
Eye-appealing	--	75	--	72	--	83
Clarity	--	76	--	72	--	87
Timeliness	--	73	--	67	--	90
Usefulness	--	72	--	50	--	88
Organization of information	--	75	--	72	--	87
Location selection	--	73	--	100	--	87
Variable selection	--	76	--	83	--	91
Length of data record	--	76	--	78	--	91
Meets my needs	--	72	--	39	--	86
Graphic 2 Content and Characteristics	--	74	--	76	--	84
Easy to understand	--	76	--	83	--	85
Easy to use	--	77	--	83	--	84
Eye-appealing	--	75	--	78	--	78
Clarity	--	75	--	67	--	83
Timeliness	--	72	--	83	--	88
Usefulness	--	72	--	67	--	86
Organization of information	--	72	--	78	--	84
Location selection	--	69	--	78	--	84
Variable selection	--	73	--	83	--	84
Length of data record	--	75	--	67	--	88
Meets my needs	--	73	--	67	--	84

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Broadcast/Print Media		Commodities Markets		Consulting Services	
	2010	2011	2010	2011	2010	2011
Sample Size	0	258	17	11	83	66
Graphic 3 Content and Characteristics	--	69	--	87	--	87
Easy to understand	--	69	--	94	--	86
Easy to use	--	64	--	89	--	86
Eye-appealing	--	72	--	94	--	84
Clarity	--	65	--	89	--	84
Timeliness	--	67	--	89	--	91
Usefulness	--	70	--	83	--	88
Organization of information	--	69	--	89	--	83
Location selection	--	73	--	89	--	89
Variable selection	--	75	--	83	--	90
Length of data record	--	73	--	83	--	89
Meets my needs	--	69	--	72	--	89
Fire Weather staff	--	88	--	--	--	74
Availability	--	86	--	--	--	78
Knowledge	--	92	--	--	--	78
Timeliness of responses	--	89	--	--	--	67
Helpfulness of information	--	87	--	--	--	72
Importance of decision support info	--	83	--	--	--	72
Importance of decision support info	--	83	--	--	--	72
Fire Weather Planning Forecast	--	87	--	--	--	77
Helpfulness of information	--	90	--	--	--	83
Timeliness of information	--	89	--	--	--	72
Format is easy to understand	--	81	--	--	--	72
Degree to which it meets my needs	--	86	--	--	--	78
NWS fire weather point forecast	--	65	--	--	--	82
Helpfulness of information	--	63	--	--	--	83
Timeliness of information	--	68	--	--	--	83
Format is easy to understand	--	63	--	--	--	83
Degree to which it meets my needs	--	64	--	--	--	78
Site-Specific (spot) forecasts	--	75	--	--	--	76
Helpfulness of information	--	75	--	--	--	72
Timeliness of information	--	78	--	--	--	78
Format is easy to understand	--	75	--	--	--	78
Degree to which it meets my needs	--	75	--	--	--	78
Fire Weather Activity Planner	--	90	--	--	--	74
Helpfulness of information	--	90	--	--	--	78
Timeliness of information	--	91	--	--	--	72
Format is easy to understand	--	90	--	--	--	72
Degree to which it meets my needs	--	86	--	--	--	72

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Broadcast/Print Media		Commodities Markets		Consulting Services	
	2010	2011	2010	2011	2010	2011
Sample Size	0	258	17	11	83	66
Storm Prediction Center Outlooks	--	89	--	--	--	76
Helpfulness of information	--	90	--	--	--	78
Timeliness of information	--	92	--	--	--	67
Format is easy to understand	--	86	--	--	--	83
Degree to which it meets my needs	--	88	--	--	--	78
Fire Weather Watch	--	88	--	--	--	84
The usefulness of the watch information	--	84	--	--	--	89
The amount of time you had to act	--	94	--	--	--	78
How clearly the watch information described conditions	--	84	--	--	--	83
Red Flag Warning	--	88	--	--	--	76
The usefulness of the warning information	--	89	--	--	--	78
The amount of time you had to act	--	86	--	--	--	67
How clearly the warning info described conditions to expect	--	90	--	--	--	78
Flood Watches	--	83	--	67	--	93
Ease of understanding	--	82	--	67	--	93
Usefulness	--	84	--	67	--	93
Flash Flood Watches	--	89	--	67	--	94
Ease of understanding	--	89	--	67	--	96
Usefulness	--	89	--	67	--	93
Flood Warnings	--	83	--	67	--	96
Ease of understanding	--	84	--	67	--	96
Usefulness	--	82	--	67	--	96
Flash Flood Warnings	--	88	--	67	--	96
Ease of understanding	--	88	--	67	--	96
Usefulness	--	88	--	67	--	96
Flood Advisories	--	84	--	67	--	94
Ease of understanding	--	81	--	67	--	96
Usefulness	--	87	--	67	--	93
Hydrologic Statements	--	79	--	67	--	94
Ease of understanding	--	77	--	67	--	96
Usefulness	--	81	--	67	--	93
Short-term Hydrologic Outlooks	--	83	--	67	--	92
Ease of understanding	--	83	--	67	--	96
Usefulness	--	82	--	67	--	89
Long-term Hydrologic Outlooks	--	81	--	67	--	85
Ease of understanding	--	79	--	67	--	93
Usefulness	--	83	--	67	--	78
River and Lake Forecast Products	--	85	--	67	--	100
Ease of understanding	--	88	--	67	--	100
Usefulness	--	82	--	67	--	100
Hydrometeorological Data Products and Summaries	--	81	--	67	--	96
Ease of understanding	--	80	--	67	--	96
Usefulness	--	82	--	67	--	96

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Broadcast/Print Media		Commodities Markets		Consulting Services	
	2010	2011	2010	2011	2010	2011
Sample Size	0	258	17	11	83	66
Flood warning vs. flash flood	--	82	--	67	--	100
Flood warning vs. flash flood	--	82	--	67	--	100
AHPS web pages	--	81	--	78	--	78
AHPS web pages	--	81	--	78	--	78
Usefulness of map overlay	--	76	--	59	--	92
Flood Watches	--	88	--	33	--	96
Flood Warnings	--	91	--	33	--	96
Radar	--	76	--	89	--	100
Satellite	--	64	--	78	--	100
Observed precipitation	--	90	--	78	--	96
Forecast precipitation	--	83	--	89	--	96
Snow depth	--	77	--	78	--	100
Snow water equivalent	--	70	--	89	--	81
River ice	--	54	--	33	--	96
Soil moisture	--	71	--	89	--	89
Evapotranspiration	--	49	--	33	--	59
Water quality	--	36	--	22	--	56
Runoff	--	70	--	33	--	96
Groundwater	--	62	--	44	--	96
Flash flood guidance	--	82	--	33	--	96
Drought conditions	--	69	--	67	--	100
Ability to display maximum stage/flow forecasts	--	81	--	44	--	89
Ability to display the maximum stage/flow forecasts	--	81	--	44	--	89
Usefulness of hydrograph overlay statistics	--	68	--	26	--	85
Record low flow, stage, or pool for a specified period of record	--	73	--	22	--	96
Normal daily flow, stage, or pool for a specified period of record	--	79	--	33	--	96
Seven-day minimum flow with a recurrence interval of 10 years	--	55	--	22	--	85
The discharge exceeded 10 percent of time for a designated period	--	65	--	33	--	67
The discharge exceeded 25 percent of time for a designated period	--	61	--	22	--	67
The discharge exceeded 75 percent of time for a designated period	--	62	--	22	--	89
The discharge exceeded 90 percent of time for a designated period	--	64	--	22	--	96
Usefulness of information	--	91	--	56	--	67
Usefulness of this information	--	91	--	56	--	67
Single web portal for water information	--	90	--	44	--	100
Single web portal for water information	--	90	--	44	--	100
Familiarity with NOAA Tsunami Products	--	96	--	100	--	100
Tsunami Warning	--	96	--	100	--	100
Tsunami Advisory	--	96	--	100	--	100
Tsunami Watch	--	96	--	100	--	100
Tsunami Information Statement	--	94	--	100	--	100
NOAA Tsunami information	--	94	--	100	--	100
Understanding tsunami products	--	93	--	100	--	100
Usefulness of tsunami products	--	100	--	100	--	100
Improvements over last five years	--	93	--	100	--	100
Overall quality of tsunami products and services	--	93	--	100	--	100

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Education		Emergency Response/Public Safety		Energy/Utilities	
	2010	2011	2010	2011	2010	2011
Sample Size	158	252	1,269	1,005	0	170
Hazardous Services	88	89	84	86	--	85
Tornado Warnings	87	88	84	84	--	83
Severe Thunderstorm Warnings	88	89	85	86	--	84
Winter Storm Warnings	87	87	84	84	--	83
Hurricane Warnings	89	93	88	89	--	86
Flash Flood Warnings	86	89	84	85	--	84
River Flood Warnings	89	89	85	86	--	86
High Surf Warnings	89	93	87	88	--	87
Tsunami Warnings	--	88	--	86	--	85
Extreme Cold Warnings	--	91	--	89	--	87
Extreme Heat Warnings	--	92	--	90	--	88
Tornado Warnings	87	88	84	84	--	83
Ease of Understanding	91	91	88	89	--	85
Timeliness	86	88	83	84	--	84
Accuracy	83	85	80	80	--	80
Severe Thunderstorm Warnings	88	89	85	86	--	85
Ease of Understanding	92	91	89	89	--	87
Timeliness	87	90	84	85	--	84
Accuracy	86	86	82	83	--	82
Winter Storm Warnings	87	87	84	84	--	84
Ease of Understanding	90	89	88	87	--	87
Timeliness	88	89	85	85	--	85
Accuracy	81	83	78	78	--	77
Hurricane Warnings	89	93	88	89	--	86
Ease of Understanding	91	93	89	91	--	89
Timeliness	90	94	89	90	--	88
Accuracy	85	90	85	86	--	81
Flash Flood Warnings	86	89	84	85	--	84
Ease of Understanding	89	90	87	88	--	86
Timeliness	87	89	84	85	--	84
Accuracy	85	88	82	82	--	82
River Flood Warnings	89	89	85	86	--	86
Ease of Understanding	89	89	87	87	--	88
Timeliness	89	90	86	87	--	85
Accuracy	88	88	84	85	--	84
High Surf Warnings	89	93	87	88	--	87
Ease of Understanding	91	92	88	88	--	90
Timeliness	89	94	87	88	--	86
Accuracy	88	91	86	87	--	83

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Education		Emergency Response/Public Safety		Energy/Utilities	
	2010	2011	2010	2011	2010	2011
Sample Size	158	252	1,269	1,005	0	170
Tsunami Warnings	--	88	--	86	--	85
Ease of Understanding	--	91	--	86	--	89
Timeliness	--	90	--	88	--	82
Accuracy	--	82	--	82	--	81
Extreme Cold Warnings	--	91	--	89	--	87
Ease of Understanding	--	92	--	90	--	89
Timeliness	--	92	--	90	--	87
Accuracy	--	90	--	88	--	86
Extreme Heat Warnings	--	92	--	90	--	88
Ease of Understanding	--	93	--	91	--	88
Timeliness	--	92	--	90	--	88
Accuracy	--	91	--	89	--	87
Routine Climate, Water, Weather Services	89	89	86	87	--	85
Max/min temperature forecasts	94	92	89	91	--	90
Chance of Precip forecast	87	88	86	87	--	84
Cloud Cover forecasts	90	92	85	89	--	86
Wind forecasts	91	91	88	90	--	87
Dew Point forecasts	91	91	90	89	--	89
River Heights-Flow forecasts	89	89	87	88	--	88
UV Index forecasts	94	90	89	89	--	86
Air Quality forecasts	93	89	88	88	--	89
Wave Height forecasts	89	90	85	91	--	85
1 to 4-Week National Outlooks	89	87	85	87	--	86
3-Month National Outlooks	88	89	83	86	--	83
El Niño-La Niña Outlooks	84	85	82	84	--	76
3-Month Drought Outlooks	85	90	86	87	--	83
3-Month Local Temp Outlooks	88	91	85	86	--	84
Climate Hazard Assessments	--	89	--	88	--	84
Max/min temperature forecasts	94	92	90	91	--	90
Meets my needs	94	91	89	91	--	89
Ease of Understanding	94	93	90	92	--	91
Chance of Precip forecast	87	89	86	87	--	84
Meets my needs	86	87	85	86	--	82
Ease of Understanding	89	90	87	88	--	85
Cloud Cover forecasts	90	92	85	89	--	86
Meets my needs	90	91	85	88	--	85
Ease of Understanding	91	92	86	90	--	87
Wind forecasts	91	91	88	90	--	87
Meets my needs	90	90	87	89	--	86
Ease of Understanding	91	92	88	90	--	89
Dew Point forecasts	92	91	90	89	--	89
Meets my needs	91	92	89	89	--	89
Ease of Understanding	92	91	90	90	--	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Education		Emergency Response/Public Safety		Energy/Utilities	
	2010	2011	2010	2011	2010	2011
Sample Size	158	252	1,269	1,005	0	170
River Heights-Flow forecasts	89	89	87	88	--	88
Meets my needs	89	89	87	87	--	88
Ease of Understanding	89	89	88	88	--	89
UV Index forecasts	94	90	89	89	--	86
Meets my needs	94	90	88	89	--	86
Ease of Understanding	94	90	89	89	--	86
Air Quality forecasts	93	89	88	88	--	89
Meets my needs	93	89	88	88	--	89
Ease of Understanding	93	90	88	89	--	89
Wave Height forecasts	89	90	85	91	--	85
Meets my needs	89	88	85	91	--	83
Ease of Understanding	90	92	86	91	--	88
1 to 4-Week National Outlooks	89	87	85	87	--	86
Meets my needs	89	87	84	86	--	86
Ease of Understanding	89	88	86	87	--	87
3-Month National Outlooks	88	89	83	86	--	83
Meets my needs	87	88	83	86	--	84
Ease of Understanding	88	90	84	87	--	83
El Niño-La Niña Outlooks	84	85	82	84	--	76
Meets my needs	85	86	83	85	--	76
Ease of Understanding	83	83	81	83	--	76
3-Month Drought Outlooks	85	90	86	87	--	83
Meets my needs	84	90	87	87	--	82
Ease of Understanding	85	90	86	88	--	85
3-Month Local Temp Outlooks	88	91	85	86	--	84
Meets my needs	87	90	85	85	--	84
Ease of Understanding	88	91	85	86	--	85
Climate Hazard Assessments	--	89	--	88	--	84
Meets my needs	--	89	--	88	--	84
Ease of Understanding	--	90	--	88	--	84
Routine Climate, Water, Weather Forecasts	75	74	74	74	--	70
Max/min temperature forecasts	80	79	78	79	--	76
Probability of precipitation	72	72	71	72	--	67
Amount of precip forecasts	70	69	69	69	--	65
Max/min temperature forecasts	79	78	77	78	--	75
1 day from now	92	91	90	90	--	87
3 days from now	78	77	76	76	--	73
7 days from now	56	56	56	58	--	53
Probability of precipitation	70	70	70	70	--	66
1 day from now	86	86	85	84	--	81
3 days from now	69	69	68	69	--	64
7 days from now	48	46	48	50	--	45

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Education		Emergency Response/Public Safety		Energy/Utilities	
	2010	2011	2010	2011	2010	2011
Sample Size	158	252	1,269	1,005	0	170
Amount of precip forecasts	69	68	68	69	--	64
Less than 1 day from now	83	82	81	81	--	78
1 day from now	68	67	68	68	--	63
3 days from now	51	48	50	52	--	46
Support Services	--	95	--	93	--	84
Accessibility	--	94	--	90	--	84
Responsiveness	--	96	--	91	--	83
Knowledge	--	96	--	94	--	87
Professionalism	--	96	--	95	--	85
Assist interpret weather info	--	96	--	93	--	86
Resolving a complaint	--	95	--	89	--	71
User Support Services	--	96	--	93	--	87
Accessibility	--	96	--	91	--	87
Responsiveness	--	96	--	91	--	86
Knowledge	--	96	--	94	--	89
Professionalism	--	96	--	95	--	87
Assist interpret weather info	--	96	--	93	--	86
Resolving a complaint	--	95	--	90	--	76
Customer Support Services	--	95	--	92	--	72
Accessibility	--	92	--	89	--	72
Responsiveness	--	94	--	91	--	72
Knowledge	--	97	--	94	--	72
Professionalism	--	96	--	94	--	72
Resolving a complaint	--	94	--	86	--	50
NWS Forecaster	87	93	90	89	--	82
Clarification of weather info	86	94	90	90	--	82
Forecaster uncertainty	88	91	87	87	--	81
Dissemination Services	86	87	85	86	--	85
Reliability of satellite data	--	89	--	87	--	87
Reliability of radar data	--	88	--	85	--	84
Ease of locating information	83	83	83	83	--	83
Information is up-to-date	89	89	87	86	--	84
Ease of understanding info	--	88	--	88	--	86
Ease locating data on servers	80	73	77	79	--	79
Ease of req add data to server	77	57	74	79	--	70
Ease of providing input	73	49	73	79	--	73
Annual Weather Awareness Weeks	--	81	--	83	--	79
Sat with Annual WA Weeks	--	81	--	83	--	79
Satisfaction	88	86	85	85	--	82
Overall Satisfaction	90	90	89	88	--	86
Meets expectations	85	83	81	81	--	79
Compared to ideal	86	84	82	83	--	80

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Education		Emergency Response/Public Safety		Energy/Utilities	
	2010	2011	2010	2011	2010	2011
Sample Size	158	252	1,269	1,005	0	170
Likelihood take action	92	93	93	92	--	89
Likelihood take action on info	92	93	93	92	--	89
Likelihood to use in future	96	96	96	95	--	92
Likelihood use NWS in future	96	96	96	95	--	92
Likelihood to recommend	96	95	94	94	--	91
Likelihood to recommend	96	95	94	94	--	91
CPC products	--	86	--	85	--	79
Clarity	--	83	--	84	--	77
Presentation	--	87	--	86	--	78
Provided information	--	86	--	86	--	80
Likelihood to make a decision about CPC products	--	75	--	80	--	68
Likelihood to make decision CPC products	--	75	--	80	--	68
Extended Range products	--	85	--	86	--	78
Clarity	--	84	--	85	--	75
Presentation	--	86	--	86	--	81
Provided information	--	85	--	86	--	79
Long Range products	--	82	--	82	--	74
Clarity	--	81	--	81	--	69
Presentation	--	84	--	84	--	76
Provided information	--	83	--	82	--	79
Hazards products	--	84	--	84	--	79
Clarity	--	83	--	83	--	79
Presentation	--	86	--	84	--	80
Provided information	--	85	--	84	--	78
ENSO products	--	83	--	84	--	78
Clarity	--	83	--	84	--	77
Presentation	--	84	--	84	--	80
Provided information	--	81	--	83	--	77
NWS Local Climate Data Products	--	75	--	80	--	81
Easy to understand	--	73	--	81	--	78
Easy to use	--	73	--	80	--	80
Eye-appealing	--	70	--	75	--	80
Clarity	--	76	--	81	--	83
Timeliness	--	78	--	82	--	88
Usefulness	--	79	--	83	--	82
Organization of information	--	76	--	82	--	80
Location selection	--	73	--	77	--	80
Variable selection	--	77	--	81	--	76
Length of data record	--	74	--	81	--	84
Meets my needs	--	76	--	81	--	82

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Education		Emergency Response/Public Safety		Energy/Utilities	
	2010	2011	2010	2011	2010	2011
Sample Size	158	252	1,269	1,005	0	170
NOWData	--	79	--	80	--	81
Easy to understand	--	79	--	82	--	84
Easy to use	--	79	--	82	--	84
Eye-appealing	--	73	--	78	--	79
Clarity	--	79	--	83	--	83
Timeliness	--	80	--	83	--	84
Usefulness	--	80	--	83	--	81
Organization of information	--	79	--	81	--	83
Location selection	--	76	--	78	--	75
Variable selection	--	82	--	82	--	78
Length of data record	--	79	--	81	--	74
Meets my needs	--	81	--	81	--	80
Likelihood to make a change based on products	--	70	--	74	--	61
Likelihood to make a change based on products	--	70	--	74	--	61
Local 3-Month Temp outlook graphic	--	78	--	81	--	85
Easy to understand	--	76	--	83	--	84
Easy to use	--	77	--	82	--	84
Eye-appealing	--	78	--	80	--	87
Clarity	--	79	--	81	--	82
Timeliness	--	80	--	80	--	90
Usefulness	--	77	--	80	--	81
Organization of information	--	79	--	81	--	88
Location selection	--	78	--	77	--	87
Variable selection	--	78	--	80	--	89
Length of data record	--	78	--	79	--	93
Meets my needs	--	79	--	82	--	82
Graphic 2 Content and Characteristics	--	83	--	82	--	90
Easy to understand	--	85	--	83	--	90
Easy to use	--	85	--	83	--	90
Eye-appealing	--	81	--	80	--	89
Clarity	--	84	--	82	--	89
Timeliness	--	86	--	85	--	94
Usefulness	--	81	--	83	--	88
Organization of information	--	84	--	83	--	91
Location selection	--	81	--	78	--	92
Variable selection	--	84	--	84	--	92
Length of data record	--	81	--	82	--	94
Meets my needs	--	83	--	84	--	91

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Education		Emergency Response/Public Safety		Energy/Utilities	
	2010	2011	2010	2011	2010	2011
Sample Size	158	252	1,269	1,005	0	170
Graphic 3 Content and Characteristics	--	83	--	80	--	85
Easy to understand	--	83	--	80	--	85
Easy to use	--	82	--	81	--	86
Eye-appealing	--	82	--	79	--	88
Clarity	--	83	--	79	--	86
Timeliness	--	84	--	82	--	90
Usefulness	--	84	--	82	--	79
Organization of information	--	83	--	81	--	88
Location selection	--	82	--	79	--	87
Variable selection	--	84	--	82	--	86
Length of data record	--	85	--	81	--	87
Meets my needs	--	83	--	81	--	80
Fire Weather staff	--	84	--	90	--	100
Availability	--	85	--	89	--	100
Knowledge	--	85	--	91	--	100
Timeliness of responses	--	81	--	90	--	100
Helpfulness of information	--	85	--	91	--	100
Importance of decision support info	--	84	--	92	--	84
Importance of decision support info	--	84	--	92	--	84
Fire Weather Planning Forecast	--	79	--	87	--	94
Helpfulness of information	--	80	--	89	--	94
Timeliness of information	--	80	--	88	--	100
Format is easy to understand	--	76	--	82	--	83
Degree to which it meets my needs	--	80	--	87	--	94
NWS fire weather point forecast	--	69	--	81	--	73
Helpfulness of information	--	68	--	82	--	83
Timeliness of information	--	78	--	86	--	81
Format is easy to understand	--	60	--	73	--	56
Degree to which it meets my needs	--	68	--	81	--	69
Site-Specific (spot) forecasts	--	75	--	89	--	95
Helpfulness of information	--	76	--	90	--	96
Timeliness of information	--	76	--	89	--	93
Format is easy to understand	--	71	--	88	--	100
Degree to which it meets my needs	--	76	--	90	--	93
Fire Weather Activity Planner	--	80	--	90	--	93
Helpfulness of information	--	81	--	90	--	93
Timeliness of information	--	83	--	90	--	93
Format is easy to understand	--	80	--	90	--	96
Degree to which it meets my needs	--	76	--	90	--	93

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Education		Emergency Response/Public Safety		Energy/Utilities	
	2010	2011	2010	2011	2010	2011
Sample Size	158	252	1,269	1,005	0	170
Storm Prediction Center Outlooks	--	84	--	87	--	92
Helpfulness of information	--	83	--	87	--	94
Timeliness of information	--	83	--	89	--	89
Format is easy to understand	--	85	--	88	--	94
Degree to which it meets my needs	--	84	--	86	--	89
Fire Weather Watch	--	81	--	88	--	98
The usefulness of the watch information	--	81	--	90	--	94
The amount of time you had to act	--	81	--	88	--	100
How clearly the watch information described conditions	--	83	--	88	--	100
Red Flag Warning	--	86	--	91	--	100
The usefulness of the warning information	--	86	--	92	--	100
The amount of time you had to act	--	86	--	89	--	100
How clearly the warning info described conditions to expect	--	87	--	91	--	100
Flood Watches	--	86	--	89	--	84
Ease of understanding	--	86	--	89	--	85
Usefulness	--	87	--	90	--	84
Flash Flood Watches	--	88	--	89	--	87
Ease of understanding	--	89	--	88	--	86
Usefulness	--	87	--	90	--	88
Flood Warnings	--	87	--	90	--	86
Ease of understanding	--	86	--	88	--	87
Usefulness	--	87	--	91	--	86
Flash Flood Warnings	--	87	--	90	--	88
Ease of understanding	--	84	--	89	--	86
Usefulness	--	89	--	91	--	89
Flood Advisories	--	85	--	86	--	87
Ease of understanding	--	85	--	85	--	87
Usefulness	--	85	--	87	--	88
Hydrologic Statements	--	84	--	86	--	85
Ease of understanding	--	82	--	85	--	86
Usefulness	--	85	--	87	--	84
Short-term Hydrologic Outlooks	--	86	--	87	--	84
Ease of understanding	--	85	--	86	--	83
Usefulness	--	86	--	88	--	85
Long-term Hydrologic Outlooks	--	82	--	85	--	81
Ease of understanding	--	80	--	84	--	78
Usefulness	--	84	--	85	--	83
River and Lake Forecast Products	--	87	--	87	--	84
Ease of understanding	--	84	--	85	--	83
Usefulness	--	89	--	89	--	86
Hydrometeorological Data Products and Summaries	--	86	--	86	--	86
Ease of understanding	--	84	--	85	--	86
Usefulness	--	87	--	87	--	86

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Education		Emergency Response/Public Safety		Energy/Utilities	
	2010	2011	2010	2011	2010	2011
Sample Size	158	252	1,269	1,005	0	170
Flood warning vs. flash flood	--	93	--	94	--	86
Flood warning vs. flash flood	--	93	--	94	--	86
AHPS web pages	--	76	--	85	--	73
AHPS web pages	--	76	--	85	--	73
Usefulness of map overlay	--	83	--	83	--	83
Flood Watches	--	88	--	90	--	87
Flood Warnings	--	90	--	93	--	92
Radar	--	92	--	90	--	89
Satellite	--	87	--	80	--	80
Observed precipitation	--	88	--	91	--	88
Forecast precipitation	--	87	--	93	--	89
Snow depth	--	81	--	81	--	90
Snow water equivalent	--	80	--	81	--	85
River ice	--	65	--	77	--	78
Soil moisture	--	82	--	74	--	84
Evapotranspiration	--	72	--	61	--	68
Water quality	--	71	--	57	--	72
Runoff	--	83	--	81	--	84
Groundwater	--	82	--	72	--	77
Flash flood guidance	--	86	--	85	--	77
Drought conditions	--	83	--	70	--	75
Ability to display maximum stage/flow forecasts	--	87	--	90	--	88
Ability to display the maximum stage/flow forecasts	--	87	--	90	--	88
Usefulness of hydrograph overlay statistics	--	76	--	79	--	75
Record low flow, stage, or pool for a specified period of record	--	84	--	77	--	76
Normal daily flow, stage, or pool for a specified period of record	--	86	--	86	--	84
Seven-day minimum flow with a recurrence interval of 10 years	--	73	--	73	--	69
The discharge exceeded 10 percent of time for a designated period	--	77	--	78	--	73
The discharge exceeded 25 percent of time for a designated period	--	74	--	78	--	70
The discharge exceeded 75 percent of time for a designated period	--	70	--	79	--	69
The discharge exceeded 90 percent of time for a designated period	--	69	--	81	--	69
Usefulness of information	--	93	--	95	--	86
Usefulness of this information	--	93	--	95	--	86
Single web portal for water information	--	94	--	92	--	86
Single web portal for water information	--	94	--	92	--	86
Familiarity with NOAA Tsunami Products	--	82	--	86	--	100
Tsunami Warning	--	83	--	85	--	100
Tsunami Advisory	--	74	--	85	--	100
Tsunami Watch	--	83	--	85	--	100
Tsunami Information Statement	--	89	--	86	--	100
NOAA Tsunami information	--	92	--	91	--	100
Understanding tsunami products	--	96	--	87	--	100
Usefulness of tsunami products	--	87	--	92	--	100
Improvements over last five years	--	93	--	93	--	100
Overall quality of tsunami products and services	--	87	--	92	--	100

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Environmental Resource Management		Fire Weather		Health Care Services	
	2010	2011	2010	2011	2010	2011
Sample Size	114	199	0	157	0	124
Hazardous Services	82	85	--	86	--	86
Tornado Warnings	83	85	--	84	--	82
Severe Thunderstorm Warnings	83	85	--	86	--	84
Winter Storm Warnings	81	84	--	85	--	85
Hurricane Warnings	83	88	--	90	--	91
Flash Flood Warnings	82	84	--	86	--	86
River Flood Warnings	83	85	--	87	--	85
High Surf Warnings	85	87	--	89	--	91
Tsunami Warnings	--	83	--	90	--	85
Extreme Cold Warnings	--	88	--	89	--	88
Extreme Heat Warnings	--	89	--	90	--	89
Tornado Warnings	83	85	--	84	--	82
Ease of Understanding	88	87	--	88	--	85
Timeliness	82	85	--	84	--	82
Accuracy	78	82	--	81	--	78
Severe Thunderstorm Warnings	83	85	--	86	--	84
Ease of Understanding	87	88	--	89	--	87
Timeliness	82	85	--	86	--	84
Accuracy	79	82	--	83	--	82
Winter Storm Warnings	81	84	--	86	--	85
Ease of Understanding	87	87	--	89	--	89
Timeliness	82	86	--	87	--	84
Accuracy	71	78	--	82	--	80
Hurricane Warnings	83	88	--	91	--	91
Ease of Understanding	85	90	--	91	--	92
Timeliness	84	89	--	92	--	92
Accuracy	78	85	--	88	--	87
Flash Flood Warnings	82	84	--	86	--	86
Ease of Understanding	86	86	--	88	--	88
Timeliness	81	84	--	85	--	87
Accuracy	79	80	--	83	--	82
River Flood Warnings	83	85	--	87	--	85
Ease of Understanding	85	85	--	87	--	86
Timeliness	83	86	--	88	--	86
Accuracy	80	82	--	87	--	84
High Surf Warnings	85	87	--	89	--	91
Ease of Understanding	87	88	--	90	--	92
Timeliness	85	87	--	89	--	91
Accuracy	83	86	--	89	--	88

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Environmental Resource Management		Fire Weather		Health Care Services	
	2010	2011	2010	2011	2010	2011
Sample Size	114	199	0	157	0	124
Tsunami Warnings	--	83	--	90	--	86
Ease of Understanding	--	83	--	92	--	86
Timeliness	--	83	--	91	--	85
Accuracy	--	80	--	89	--	82
Extreme Cold Warnings	--	88	--	89	--	88
Ease of Understanding	--	89	--	90	--	89
Timeliness	--	89	--	89	--	88
Accuracy	--	87	--	88	--	88
Extreme Heat Warnings	--	89	--	90	--	89
Ease of Understanding	--	90	--	92	--	90
Timeliness	--	89	--	90	--	89
Accuracy	--	88	--	89	--	88
Routine Climate, Water, Weather Services	85	87	--	87	--	87
Max/min temperature forecasts	90	91	--	91	--	91
Chance of Precip forecast	84	86	--	87	--	86
Cloud Cover forecasts	85	86	--	88	--	87
Wind forecasts	86	90	--	89	--	87
Dew Point forecasts	88	89	--	89	--	91
River Heights-Flow forecasts	83	87	--	85	--	84
UV Index forecasts	86	88	--	83	--	88
Air Quality forecasts	82	82	--	85	--	91
Wave Height forecasts	90	87	--	84	--	93
1 to 4-Week National Outlooks	83	84	--	83	--	85
3-Month National Outlooks	82	84	--	83	--	88
El Niño-La Niña Outlooks	81	82	--	82	--	84
3-Month Drought Outlooks	82	85	--	86	--	87
3-Month Local Temp Outlooks	82	84	--	87	--	88
Climate Hazard Assessments	--	84	--	85	--	80
Max/min temperature forecasts	91	92	--	91	--	91
Meets my needs	89	90	--	90	--	89
Ease of Understanding	92	93	--	92	--	92
Chance of Precip forecast	85	86	--	87	--	86
Meets my needs	83	85	--	85	--	85
Ease of Understanding	86	87	--	88	--	87
Cloud Cover forecasts	85	86	--	88	--	87
Meets my needs	83	83	--	88	--	86
Ease of Understanding	86	89	--	88	--	88
Wind forecasts	86	90	--	89	--	87
Meets my needs	85	89	--	88	--	86
Ease of Understanding	87	91	--	90	--	88
Dew Point forecasts	88	89	--	89	--	91
Meets my needs	88	89	--	88	--	90
Ease of Understanding	89	90	--	90	--	92

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Environmental Resource Management		Fire Weather		Health Care Services	
	2010	2011	2010	2011	2010	2011
Sample Size	114	199	0	157	0	124
River Heights-Flow forecasts	83	87	--	85	--	84
Meets my needs	83	88	--	86	--	84
Ease of Understanding	84	87	--	84	--	85
UV Index forecasts	86	88	--	83	--	88
Meets my needs	85	89	--	83	--	87
Ease of Understanding	87	87	--	87	--	89
Air Quality forecasts	82	82	--	85	--	91
Meets my needs	83	82	--	85	--	90
Ease of Understanding	82	83	--	84	--	91
Wave Height forecasts	90	87	--	84	--	93
Meets my needs	88	87	--	83	--	92
Ease of Understanding	92	87	--	85	--	94
1 to 4-Week National Outlooks	83	84	--	83	--	85
Meets my needs	82	83	--	83	--	85
Ease of Understanding	84	84	--	84	--	86
3-Month National Outlooks	82	84	--	83	--	88
Meets my needs	79	83	--	83	--	87
Ease of Understanding	85	84	--	84	--	89
El Niño-La Niña Outlooks	81	82	--	82	--	84
Meets my needs	83	83	--	83	--	85
Ease of Understanding	81	81	--	81	--	84
3-Month Drought Outlooks	82	85	--	86	--	87
Meets my needs	80	85	--	85	--	86
Ease of Understanding	84	85	--	87	--	87
3-Month Local Temp Outlooks	82	84	--	87	--	88
Meets my needs	79	84	--	87	--	87
Ease of Understanding	84	84	--	88	--	88
Climate Hazard Assessments	--	84	--	85	--	80
Meets my needs	--	84	--	84	--	81
Ease of Understanding	--	84	--	85	--	81
Routine Climate, Water, Weather Forecasts	67	68	--	73	--	75
Max/min temperature forecasts	74	75	--	79	--	79
Probability of precipitation	63	65	--	70	--	73
Amount of precip forecasts	59	61	--	66	--	71
Max/min temperature forecasts	73	74	--	78	--	79
1 day from now	88	89	--	88	--	89
3 days from now	71	72	--	77	--	78
7 days from now	47	49	--	62	--	60
Probability of precipitation	62	63	--	69	--	72
1 day from now	79	81	--	81	--	85
3 days from now	59	61	--	67	--	70
7 days from now	36	38	--	51	--	55

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Environmental Resource Management		Fire Weather		Health Care Services	
	2010	2011	2010	2011	2010	2011
Sample Size	114	199	0	157	0	124
Amount of precip forecasts	58	60	--	66	--	71
Less than 1 day from now	74	77	--	77	--	82
1 day from now	56	59	--	65	--	70
3 days from now	37	39	--	51	--	55
Support Services	--	91	--	91	--	90
Accessibility	--	87	--	89	--	86
Responsiveness	--	89	--	88	--	86
Knowledge	--	93	--	91	--	94
Professionalism	--	94	--	93	--	96
Assist interpret weather info	--	90	--	91	--	88
Resolving a complaint	--	89	--	91	--	90
User Support Services	--	91	--	91	--	90
Accessibility	--	87	--	89	--	85
Responsiveness	--	88	--	88	--	85
Knowledge	--	92	--	91	--	94
Professionalism	--	94	--	93	--	96
Assist interpret weather info	--	90	--	91	--	88
Resolving a complaint	--	89	--	91	--	90
Customer Support Services	--	93	--	91	--	94
Accessibility	--	89	--	85	--	94
Responsiveness	--	94	--	89	--	94
Knowledge	--	94	--	93	--	94
Professionalism	--	94	--	94	--	94
Resolving a complaint	--	100	--	85	--	89
NWS Forecaster	85	86	--	87	--	87
Clarification of weather info	83	88	--	88	--	88
Forecaster uncertainty	84	84	--	86	--	85
Dissemination Services	83	84	--	85	--	85
Reliability of satellite data	--	84	--	86	--	85
Reliability of radar data	--	82	--	85	--	84
Ease of locating information	78	79	--	83	--	86
Information is up-to-date	87	86	--	87	--	84
Ease of understanding info	--	86	--	88	--	87
Ease locating data on servers	70	72	--	73	--	78
Ease of req add data to server	64	79	--	73	--	93
Ease of providing input	67	76	--	72	--	91
Annual Weather Awareness Weeks	--	75	--	81	--	79
Sat with Annual WA Weeks	--	75	--	81	--	79
Satisfaction	82	81	--	84	--	84
Overall Satisfaction	87	86	--	88	--	88
Meets expectations	78	77	--	81	--	80
Compared to ideal	80	78	--	81	--	83

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Environmental Resource Management		Fire Weather		Health Care Services	
	2010	2011	2010	2011	2010	2011
Sample Size	114	199	0	157	0	124
Likelihood take action	88	92	--	90	--	92
Likelihood take action on info	88	92	--	90	--	92
Likelihood to use in future	95	96	--	94	--	94
Likelihood use NWS in future	95	96	--	94	--	94
Likelihood to recommend	93	94	--	91	--	93
Likelihood to recommend	93	94	--	91	--	93
CPC products	--	84	--	80	--	82
Clarity	--	81	--	81	--	78
Presentation	--	83	--	81	--	85
Provided information	--	87	--	79	--	85
Likelihood to make a decision about CPC products	--	86	--	73	--	79
Likelihood to make decision CPC products	--	86	--	73	--	79
Extended Range products	--	85	--	77	--	81
Clarity	--	83	--	75	--	83
Presentation	--	85	--	79	--	82
Provided information	--	87	--	76	--	78
Long Range products	--	88	--	74	--	82
Clarity	--	89	--	74	--	83
Presentation	--	87	--	76	--	83
Provided information	--	87	--	73	--	81
Hazards products	--	82	--	78	--	83
Clarity	--	82	--	79	--	86
Presentation	--	80	--	79	--	82
Provided information	--	84	--	75	--	81
ENSO products	--	84	--	71	--	80
Clarity	--	84	--	70	--	81
Presentation	--	84	--	71	--	79
Provided information	--	84	--	70	--	81
NWS Local Climate Data Products	--	80	--	73	--	79
Easy to understand	--	83	--	79	--	79
Easy to use	--	80	--	71	--	76
Eye-appealing	--	68	--	68	--	65
Clarity	--	81	--	79	--	75
Timeliness	--	81	--	78	--	87
Usefulness	--	84	--	73	--	83
Organization of information	--	78	--	72	--	81
Location selection	--	78	--	74	--	79
Variable selection	--	78	--	73	--	81
Length of data record	--	81	--	70	--	84
Meets my needs	--	83	--	71	--	78

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Environmental Resource Management		Fire Weather		Health Care Services	
	2010	2011	2010	2011	2010	2011
Sample Size	114	199	0	157	0	124
NOWData	--	79	--	77	--	80
Easy to understand	--	79	--	79	--	78
Easy to use	--	82	--	77	--	78
Eye-appealing	--	74	--	74	--	65
Clarity	--	81	--	81	--	78
Timeliness	--	83	--	82	--	83
Usefulness	--	80	--	77	--	89
Organization of information	--	78	--	78	--	81
Location selection	--	76	--	77	--	81
Variable selection	--	81	--	76	--	76
Length of data record	--	81	--	72	--	79
Meets my needs	--	82	--	74	--	89
Likelihood to make a change based on products	--	82	--	67	--	81
Likelihood to make a change based on products	--	82	--	67	--	81
Local 3-Month Temp outlook graphic	--	78	--	84	--	77
Easy to understand	--	80	--	83	--	81
Easy to use	--	78	--	84	--	73
Eye-appealing	--	77	--	87	--	78
Clarity	--	80	--	86	--	76
Timeliness	--	79	--	86	--	78
Usefulness	--	79	--	84	--	82
Organization of information	--	76	--	87	--	75
Location selection	--	78	--	81	--	71
Variable selection	--	76	--	83	--	71
Length of data record	--	83	--	81	--	81
Meets my needs	--	78	--	84	--	78
Graphic 2 Content and Characteristics	--	83	--	84	--	77
Easy to understand	--	84	--	86	--	74
Easy to use	--	83	--	87	--	76
Eye-appealing	--	80	--	84	--	74
Clarity	--	81	--	86	--	74
Timeliness	--	84	--	84	--	84
Usefulness	--	84	--	86	--	79
Organization of information	--	83	--	86	--	75
Location selection	--	85	--	83	--	81
Variable selection	--	84	--	83	--	81
Length of data record	--	80	--	81	--	79
Meets my needs	--	84	--	82	--	79

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Environmental Resource Management		Fire Weather		Health Care Services	
	2010	2011	2010	2011	2010	2011
Sample Size	114	199	0	157	0	124
Graphic 3 Content and Characteristics	--	82	--	87	--	81
Easy to understand	--	84	--	88	--	83
Easy to use	--	82	--	88	--	81
Eye-appealing	--	82	--	89	--	81
Clarity	--	83	--	88	--	78
Timeliness	--	80	--	89	--	86
Usefulness	--	81	--	86	--	79
Organization of information	--	81	--	88	--	83
Location selection	--	83	--	85	--	78
Variable selection	--	81	--	86	--	79
Length of data record	--	81	--	86	--	83
Meets my needs	--	80	--	88	--	78
Fire Weather staff	--	93	--	92	--	89
Availability	--	94	--	92	--	89
Knowledge	--	93	--	93	--	89
Timeliness of responses	--	94	--	92	--	89
Helpfulness of information	--	93	--	92	--	89
Importance of decision support info	--	90	--	94	--	93
Importance of decision support info	--	90	--	94	--	93
Fire Weather Planning Forecast	--	87	--	88	--	86
Helpfulness of information	--	89	--	90	--	85
Timeliness of information	--	88	--	89	--	89
Format is easy to understand	--	86	--	84	--	85
Degree to which it meets my needs	--	86	--	89	--	85
NWS fire weather point forecast	--	85	--	77	--	64
Helpfulness of information	--	89	--	79	--	67
Timeliness of information	--	88	--	83	--	78
Format is easy to understand	--	78	--	68	--	48
Degree to which it meets my needs	--	84	--	75	--	59
Site-Specific (spot) forecasts	--	91	--	88	--	83
Helpfulness of information	--	94	--	89	--	85
Timeliness of information	--	92	--	88	--	85
Format is easy to understand	--	89	--	88	--	74
Degree to which it meets my needs	--	90	--	89	--	85
Fire Weather Activity Planner	--	83	--	87	--	84
Helpfulness of information	--	86	--	86	--	85
Timeliness of information	--	81	--	89	--	85
Format is easy to understand	--	83	--	89	--	85
Degree to which it meets my needs	--	83	--	85	--	81

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Environmental Resource Management		Fire Weather		Health Care Services	
	2010	2011	2010	2011	2010	2011
Sample Size	114	199	0	157	0	124
Storm Prediction Center Outlooks	--	83	--	87	--	77
Helpfulness of information	--	81	--	86	--	78
Timeliness of information	--	86	--	87	--	81
Format is easy to understand	--	84	--	88	--	67
Degree to which it meets my needs	--	81	--	85	--	81
Fire Weather Watch	--	88	--	90	--	89
The usefulness of the watch information	--	91	--	91	--	89
The amount of time you had to act	--	87	--	89	--	89
How clearly the watch information described conditions	--	87	--	88	--	89
Red Flag Warning	--	93	--	91	--	93
The usefulness of the warning information	--	94	--	93	--	93
The amount of time you had to act	--	92	--	90	--	93
How clearly the warning info described conditions to expect	--	94	--	91	--	93
Flood Watches	--	88	--	82	--	88
Ease of understanding	--	87	--	82	--	87
Usefulness	--	89	--	82	--	89
Flash Flood Watches	--	88	--	82	--	85
Ease of understanding	--	86	--	82	--	87
Usefulness	--	89	--	82	--	84
Flood Warnings	--	88	--	82	--	90
Ease of understanding	--	87	--	82	--	89
Usefulness	--	89	--	82	--	91
Flash Flood Warnings	--	87	--	82	--	90
Ease of understanding	--	89	--	82	--	91
Usefulness	--	86	--	82	--	89
Flood Advisories	--	85	--	83	--	85
Ease of understanding	--	84	--	83	--	82
Usefulness	--	86	--	83	--	87
Hydrologic Statements	--	86	--	82	--	80
Ease of understanding	--	85	--	82	--	82
Usefulness	--	87	--	82	--	78
Short-term Hydrologic Outlooks	--	88	--	86	--	85
Ease of understanding	--	87	--	86	--	86
Usefulness	--	89	--	86	--	83
Long-term Hydrologic Outlooks	--	86	--	83	--	85
Ease of understanding	--	85	--	83	--	85
Usefulness	--	88	--	83	--	85
River and Lake Forecast Products	--	86	--	72	--	94
Ease of understanding	--	84	--	72	--	94
Usefulness	--	88	--	72	--	94
Hydrometeorological Data Products and Summaries	--	87	--	78	--	89
Ease of understanding	--	86	--	78	--	89
Usefulness	--	88	--	78	--	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Environmental Resource Management		Fire Weather		Health Care Services	
	2010	2011	2010	2011	2010	2011
Sample Size	114	199	0	157	0	124
Flood warning vs. flash flood	--	89	--	80	--	78
Flood warning vs. flash flood	--	89	--	80	--	78
AHPS web pages	--	80	--	69	--	76
AHPS web pages	--	80	--	69	--	76
Usefulness of map overlay	--	78	--	76	--	79
Flood Watches	--	90	--	83	--	87
Flood Warnings	--	92	--	83	--	87
Radar	--	84	--	86	--	82
Satellite	--	75	--	83	--	69
Observed precipitation	--	86	--	69	--	89
Forecast precipitation	--	91	--	83	--	87
Snow depth	--	72	--	63	--	71
Snow water equivalent	--	75	--	70	--	71
River ice	--	67	--	63	--	53
Soil moisture	--	73	--	69	--	80
Evapotranspiration	--	58	--	69	--	78
Water quality	--	59	--	81	--	67
Runoff	--	79	--	58	--	86
Groundwater	--	63	--	69	--	92
Flash flood guidance	--	80	--	83	--	82
Drought conditions	--	66	--	63	--	86
Ability to display maximum stage/flow forecasts	--	85	--	78	--	82
Ability to display the maximum stage/flow forecasts	--	85	--	78	--	82
Usefulness of hydrograph overlay statistics	--	73	--	71	--	78
Record low flow, stage, or pool for a specified period of record	--	69	--	70	--	75
Normal daily flow, stage, or pool for a specified period of record	--	79	--	70	--	89
Seven-day minimum flow with a recurrence interval of 10 years	--	68	--	59	--	73
The discharge exceeded 10 percent of time for a designated period	--	74	--	74	--	81
The discharge exceeded 25 percent of time for a designated period	--	74	--	74	--	81
The discharge exceeded 75 percent of time for a designated period	--	73	--	74	--	81
The discharge exceeded 90 percent of time for a designated period	--	74	--	74	--	81
Usefulness of information	--	89	--	89	--	78
Usefulness of this information	--	89	--	89	--	78
Single web portal for water information	--	91	--	84	--	82
Single web portal for water information	--	91	--	84	--	82
Familiarity with NOAA Tsunami Products	--	72	--	100	--	--
Tsunami Warning	--	72	--	100	--	--
Tsunami Advisory	--	72	--	100	--	--
Tsunami Watch	--	72	--	100	--	--
Tsunami Information Statement	--	72	--	100	--	--
NOAA Tsunami information	--	78	--	97	--	--
Understanding tsunami products	--	78	--	94	--	--
Usefulness of tsunami products	--	78	--	100	--	--
Improvements over last five years	--	78	--	94	--	--
Overall quality of tsunami products and services	--	78	--	100	--	--

National Weather Service - Overall
 2010 vs. 2011
 Attribute Table - Primary use of NWS information

	Internet Provider		Marine		NWS Data Provider	
	2010	2011	2010	2011	2010	2011
Sample Size	0	131	0	137	1,352	844
Hazardous Services	--	87	--	82	88	89
Tornado Warnings	--	84	--	80	86	87
Severe Thunderstorm Warnings	--	87	--	82	88	89
Winter Storm Warnings	--	85	--	81	87	87
Hurricane Warnings	--	91	--	85	89	91
Flash Flood Warnings	--	88	--	82	88	89
River Flood Warnings	--	90	--	83	90	91
High Surf Warnings	--	92	--	84	90	91
Tsunami Warnings	--	88	--	83	--	89
Extreme Cold Warnings	--	90	--	85	--	92
Extreme Heat Warnings	--	91	--	86	--	92
Tornado Warnings	--	84	--	80	87	88
Ease of Understanding	--	88	--	84	92	92
Timeliness	--	85	--	81	86	87
Accuracy	--	80	--	76	82	83
Severe Thunderstorm Warnings	--	87	--	83	88	89
Ease of Understanding	--	91	--	86	92	92
Timeliness	--	87	--	82	87	88
Accuracy	--	82	--	79	85	86
Winter Storm Warnings	--	86	--	81	87	87
Ease of Understanding	--	90	--	85	91	91
Timeliness	--	87	--	82	88	88
Accuracy	--	78	--	77	80	81
Hurricane Warnings	--	91	--	85	89	91
Ease of Understanding	--	93	--	88	91	92
Timeliness	--	92	--	86	91	92
Accuracy	--	88	--	82	85	88
Flash Flood Warnings	--	88	--	82	88	89
Ease of Understanding	--	90	--	83	91	91
Timeliness	--	88	--	83	87	89
Accuracy	--	85	--	80	86	88
River Flood Warnings	--	90	--	83	90	91
Ease of Understanding	--	90	--	85	91	92
Timeliness	--	89	--	82	90	91
Accuracy	--	90	--	81	90	90
High Surf Warnings	--	92	--	84	90	91
Ease of Understanding	--	92	--	87	91	91
Timeliness	--	95	--	84	90	91
Accuracy	--	94	--	82	90	90

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Internet Provider		Marine		NWS Data Provider	
	2010	2011	2010	2011	2010	2011
Sample Size	0	131	0	137	1,352	844
Tsunami Warnings	--	88	--	83	--	90
Ease of Understanding	--	90	--	85	--	91
Timeliness	--	88	--	83	--	89
Accuracy	--	83	--	79	--	86
Extreme Cold Warnings	--	90	--	85	--	92
Ease of Understanding	--	91	--	86	--	93
Timeliness	--	91	--	85	--	92
Accuracy	--	90	--	83	--	91
Extreme Heat Warnings	--	91	--	86	--	92
Ease of Understanding	--	92	--	87	--	93
Timeliness	--	90	--	86	--	92
Accuracy	--	90	--	85	--	92
Routine Climate, Water, Weather Services	--	89	--	83	89	90
Max/min temperature forecasts	--	92	--	90	92	94
Chance of Precip forecast	--	86	--	84	89	89
Cloud Cover forecasts	--	86	--	86	89	90
Wind forecasts	--	90	--	83	91	92
Dew Point forecasts	--	90	--	92	91	93
River Heights-Flow forecasts	--	92	--	88	90	92
UV Index forecasts	--	95	--	90	90	92
Air Quality forecasts	--	93	--	88	90	92
Wave Height forecasts	--	93	--	81	90	91
1 to 4-Week National Outlooks	--	87	--	86	88	89
3-Month National Outlooks	--	90	--	77	86	87
El Niño-La Niña Outlooks	--	88	--	82	86	88
3-Month Drought Outlooks	--	89	--	83	88	91
3-Month Local Temp Outlooks	--	92	--	78	88	88
Climate Hazard Assessments	--	90	--	86	--	90
Max/min temperature forecasts	--	93	--	90	92	94
Meets my needs	--	90	--	89	92	93
Ease of Understanding	--	94	--	91	93	95
Chance of Precip forecast	--	86	--	85	89	89
Meets my needs	--	85	--	82	88	88
Ease of Understanding	--	87	--	87	90	90
Cloud Cover forecasts	--	86	--	86	89	91
Meets my needs	--	84	--	85	89	90
Ease of Understanding	--	88	--	87	90	91
Wind forecasts	--	90	--	83	91	92
Meets my needs	--	89	--	80	90	91
Ease of Understanding	--	91	--	86	91	92
Dew Point forecasts	--	90	--	92	91	93
Meets my needs	--	90	--	91	91	92
Ease of Understanding	--	90	--	92	92	93

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Internet Provider		Marine		NWS Data Provider	
	2010	2011	2010	2011	2010	2011
Sample Size	0	131	0	137	1,352	844
River Heights-Flow forecasts	--	92	--	88	90	92
Meets my needs	--	92	--	86	90	92
Ease of Understanding	--	91	--	90	90	91
UV Index forecasts	--	95	--	90	90	92
Meets my needs	--	96	--	90	90	92
Ease of Understanding	--	95	--	89	91	92
Air Quality forecasts	--	93	--	88	90	92
Meets my needs	--	92	--	89	89	92
Ease of Understanding	--	93	--	88	90	91
Wave Height forecasts	--	93	--	81	90	91
Meets my needs	--	91	--	78	90	91
Ease of Understanding	--	95	--	84	91	91
1 to 4-Week National Outlooks	--	87	--	86	88	89
Meets my needs	--	86	--	84	88	88
Ease of Understanding	--	88	--	87	89	90
3-Month National Outlooks	--	90	--	77	86	87
Meets my needs	--	89	--	74	85	86
Ease of Understanding	--	90	--	79	87	88
El Niño-La Niña Outlooks	--	88	--	81	86	88
Meets my needs	--	88	--	82	87	89
Ease of Understanding	--	89	--	81	85	87
3-Month Drought Outlooks	--	90	--	83	88	91
Meets my needs	--	89	--	80	88	91
Ease of Understanding	--	90	--	87	88	92
3-Month Local Temp Outlooks	--	92	--	78	88	88
Meets my needs	--	91	--	77	87	87
Ease of Understanding	--	93	--	79	88	89
Climate Hazard Assessments	--	91	--	86	--	90
Meets my needs	--	89	--	89	--	90
Ease of Understanding	--	92	--	85	--	90
Routine Climate, Water, Weather Forecasts	--	75	--	67	75	76
Max/min temperature forecasts	--	80	--	72	79	81
Probability of precipitation	--	72	--	64	72	74
Amount of precip forecasts	--	71	--	61	71	73
Max/min temperature forecasts	--	79	--	71	78	80
1 day from now	--	91	--	84	91	92
3 days from now	--	79	--	69	77	79
7 days from now	--	59	--	51	56	59
Probability of precipitation	--	71	--	63	71	72
1 day from now	--	84	--	78	86	87
3 days from now	--	69	--	61	69	71
7 days from now	--	51	--	41	48	51

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Internet Provider		Marine		NWS Data Provider	
	2010	2011	2010	2011	2010	2011
Sample Size	0	131	0	137	1,352	844
Amount of precip forecasts	--	70	--	60	70	72
Less than 1 day from now	--	83	--	74	84	84
1 day from now	--	69	--	59	70	71
3 days from now	--	54	--	43	52	55
Support Services	--	93	--	82	--	92
Accessibility	--	88	--	80	--	92
Responsiveness	--	90	--	82	--	90
Knowledge	--	94	--	83	--	94
Professionalism	--	95	--	85	--	94
Assist interpret weather info	--	96	--	76	--	93
Resolving a complaint	--	95	--	88	--	88
User Support Services	--	91	--	80	--	93
Accessibility	--	83	--	78	--	92
Responsiveness	--	87	--	81	--	91
Knowledge	--	94	--	81	--	94
Professionalism	--	96	--	83	--	95
Assist interpret weather info	--	96	--	76	--	93
Resolving a complaint	--	96	--	81	--	90
Customer Support Services	--	94	--	90	--	92
Accessibility	--	92	--	89	--	91
Responsiveness	--	92	--	89	--	89
Knowledge	--	95	--	89	--	93
Professionalism	--	95	--	92	--	93
Resolving a complaint	--	94	--	100	--	86
NWS Forecaster	--	93	--	73	91	89
Clarification of weather info	--	93	--	75	92	90
Forecaster uncertainty	--	94	--	70	90	87
Dissemination Services	--	87	--	83	86	88
Reliability of satellite data	--	89	--	86	--	89
Reliability of radar data	--	86	--	85	--	86
Ease of locating information	--	84	--	78	84	86
Information is up-to-date	--	87	--	80	88	88
Ease of understanding info	--	90	--	84	--	91
Ease locating data on servers	--	79	--	71	79	84
Ease of req add data to server	--	71	--	75	80	84
Ease of providing input	--	78	--	67	78	82
Annual Weather Awareness Weeks	--	86	--	74	--	86
Sat with Annual WA Weeks	--	86	--	74	--	86
Satisfaction	--	85	--	77	87	87
Overall Satisfaction	--	89	--	81	91	90
Meets expectations	--	81	--	73	83	84
Compared to ideal	--	82	--	75	84	85

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Internet Provider		Marine		NWS Data Provider	
	2010	2011	2010	2011	2010	2011
Sample Size	0	131	0	137	1,352	844
Likelihood take action	--	92	--	88	94	93
Likelihood take action on info	--	92	--	88	94	93
Likelihood to use in future	--	95	--	92	97	97
Likelihood use NWS in future	--	95	--	92	97	97
Likelihood to recommend	--	94	--	89	96	95
Likelihood to recommend	--	94	--	89	96	95
CPC products	--	77	--	74	--	89
Clarity	--	74	--	75	--	88
Presentation	--	75	--	70	--	88
Provided information	--	81	--	78	--	89
Likelihood to make a decision about CPC products	--	75	--	75	--	83
Likelihood to make decision CPC products	--	75	--	75	--	83
Extended Range products	--	86	--	78	--	88
Clarity	--	85	--	79	--	88
Presentation	--	86	--	76	--	89
Provided information	--	85	--	78	--	88
Long Range products	--	70	--	79	--	87
Clarity	--	69	--	78	--	86
Presentation	--	70	--	81	--	87
Provided information	--	72	--	78	--	87
Hazards products	--	87	--	72	--	88
Clarity	--	90	--	73	--	88
Presentation	--	84	--	70	--	89
Provided information	--	87	--	75	--	88
ENSO products	--	75	--	69	--	87
Clarity	--	75	--	70	--	88
Presentation	--	74	--	67	--	88
Provided information	--	78	--	70	--	87
NWS Local Climate Data Products	--	74	--	70	--	86
Easy to understand	--	76	--	73	--	86
Easy to use	--	74	--	70	--	86
Eye-appealing	--	71	--	63	--	79
Clarity	--	76	--	68	--	87
Timeliness	--	69	--	73	--	87
Usefulness	--	74	--	76	--	88
Organization of information	--	74	--	65	--	86
Location selection	--	72	--	67	--	83
Variable selection	--	83	--	68	--	86
Length of data record	--	74	--	75	--	86
Meets my needs	--	76	--	70	--	87

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Internet Provider		Marine		NWS Data Provider	
	2010	2011	2010	2011	2010	2011
Sample Size	0	131	0	137	1,352	844
NOWData	--	74	--	68	--	86
Easy to understand	--	72	--	65	--	86
Easy to use	--	74	--	65	--	85
Eye-appealing	--	72	--	63	--	83
Clarity	--	72	--	63	--	87
Timeliness	--	72	--	70	--	88
Usefulness	--	79	--	71	--	88
Organization of information	--	71	--	65	--	87
Location selection	--	68	--	71	--	83
Variable selection	--	76	--	67	--	87
Length of data record	--	76	--	70	--	87
Meets my needs	--	81	--	71	--	87
Likelihood to make a change based on products	--	77	--	76	--	76
Likelihood to make a change based on products	--	77	--	76	--	76
Local 3-Month Temp outlook graphic	--	71	--	76	--	87
Easy to understand	--	72	--	73	--	87
Easy to use	--	73	--	73	--	86
Eye-appealing	--	73	--	71	--	85
Clarity	--	73	--	73	--	85
Timeliness	--	72	--	79	--	88
Usefulness	--	62	--	78	--	86
Organization of information	--	72	--	76	--	87
Location selection	--	74	--	79	--	84
Variable selection	--	69	--	78	--	87
Length of data record	--	70	--	79	--	87
Meets my needs	--	68	--	78	--	86
Graphic 2 Content and Characteristics	--	86	--	77	--	87
Easy to understand	--	85	--	75	--	88
Easy to use	--	88	--	71	--	87
Eye-appealing	--	90	--	75	--	87
Clarity	--	86	--	73	--	88
Timeliness	--	88	--	79	--	88
Usefulness	--	81	--	79	--	88
Organization of information	--	83	--	76	--	87
Location selection	--	88	--	79	--	84
Variable selection	--	86	--	79	--	88
Length of data record	--	86	--	79	--	87
Meets my needs	--	89	--	78	--	88

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Internet Provider		Marine		NWS Data Provider	
	2010	2011	2010	2011	2010	2011
Sample Size	0	131	0	137	1,352	844
Graphic 3 Content and Characteristics	--	87	--	76	--	86
Easy to understand	--	88	--	73	--	85
Easy to use	--	88	--	76	--	86
Eye-appealing	--	88	--	73	--	86
Clarity	--	89	--	75	--	86
Timeliness	--	86	--	76	--	87
Usefulness	--	78	--	78	--	86
Organization of information	--	86	--	75	--	85
Location selection	--	90	--	78	--	84
Variable selection	--	90	--	76	--	86
Length of data record	--	86	--	78	--	87
Meets my needs	--	90	--	73	--	88
Fire Weather staff	--	100	--	92	--	90
Availability	--	100	--	89	--	89
Knowledge	--	100	--	100	--	90
Timeliness of responses	--	100	--	89	--	89
Helpfulness of information	--	100	--	89	--	91
Importance of decision support info	--	100	--	83	--	91
Importance of decision support info	--	100	--	83	--	91
Fire Weather Planning Forecast	--	65	--	82	--	91
Helpfulness of information	--	56	--	89	--	93
Timeliness of information	--	89	--	89	--	91
Format is easy to understand	--	39	--	67	--	86
Degree to which it meets my needs	--	67	--	78	--	92
NWS fire weather point forecast	--	63	--	81	--	85
Helpfulness of information	--	50	--	78	--	85
Timeliness of information	--	94	--	78	--	89
Format is easy to understand	--	50	--	78	--	81
Degree to which it meets my needs	--	50	--	89	--	84
Site-Specific (spot) forecasts	--	--	--	81	--	87
Helpfulness of information	--	--	--	78	--	88
Timeliness of information	--	--	--	89	--	86
Format is easy to understand	--	--	--	78	--	84
Degree to which it meets my needs	--	--	--	78	--	88
Fire Weather Activity Planner	--	--	--	78	--	89
Helpfulness of information	--	--	--	78	--	91
Timeliness of information	--	--	--	78	--	90
Format is easy to understand	--	--	--	78	--	88
Degree to which it meets my needs	--	--	--	78	--	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Internet Provider		Marine		NWS Data Provider	
	2010	2011	2010	2011	2010	2011
Sample Size	0	131	0	137	1,352	844
Storm Prediction Center Outlooks	--	89	--	82	--	93
Helpfulness of information	--	89	--	89	--	94
Timeliness of information	--	89	--	78	--	93
Format is easy to understand	--	89	--	78	--	92
Degree to which it meets my needs	--	89	--	83	--	92
Fire Weather Watch	--	91	--	89	--	92
The usefulness of the watch information	--	89	--	89	--	92
The amount of time you had to act	--	89	--	94	--	90
How clearly the watch information described conditions	--	94	--	83	--	93
Red Flag Warning	--	100	--	81	--	94
The usefulness of the warning information	--	100	--	78	--	94
The amount of time you had to act	--	100	--	78	--	92
How clearly the warning info described conditions to expect	--	100	--	89	--	94
Flood Watches	--	86	--	78	--	92
Ease of understanding	--	85	--	75	--	92
Usefulness	--	88	--	81	--	93
Flash Flood Watches	--	87	--	79	--	93
Ease of understanding	--	86	--	80	--	93
Usefulness	--	88	--	79	--	93
Flood Warnings	--	87	--	80	--	92
Ease of understanding	--	88	--	77	--	92
Usefulness	--	86	--	82	--	93
Flash Flood Warnings	--	87	--	82	--	94
Ease of understanding	--	85	--	81	--	93
Usefulness	--	89	--	83	--	94
Flood Advisories	--	84	--	77	--	92
Ease of understanding	--	86	--	71	--	92
Usefulness	--	81	--	82	--	91
Hydrologic Statements	--	86	--	78	--	92
Ease of understanding	--	89	--	73	--	93
Usefulness	--	84	--	82	--	92
Short-term Hydrologic Outlooks	--	85	--	76	--	93
Ease of understanding	--	82	--	70	--	93
Usefulness	--	88	--	81	--	92
Long-term Hydrologic Outlooks	--	77	--	74	--	91
Ease of understanding	--	77	--	73	--	90
Usefulness	--	78	--	74	--	92
River and Lake Forecast Products	--	86	--	76	--	89
Ease of understanding	--	89	--	70	--	88
Usefulness	--	83	--	81	--	90
Hydrometeorological Data Products and Summaries	--	81	--	72	--	91
Ease of understanding	--	78	--	69	--	91
Usefulness	--	84	--	75	--	90

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Internet Provider		Marine		NWS Data Provider	
	2010	2011	2010	2011	2010	2011
Sample Size	0	131	0	137	1,352	844
Flood warning vs. flash flood	--	90	--	81	--	93
Flood warning vs. flash flood	--	90	--	81	--	93
AHPS web pages	--	88	--	85	--	85
AHPS web pages	--	88	--	85	--	85
Usefulness of map overlay	--	72	--	74	--	87
Flood Watches	--	84	--	80	--	93
Flood Warnings	--	90	--	82	--	96
Radar	--	81	--	78	--	93
Satellite	--	63	--	75	--	84
Observed precipitation	--	72	--	78	--	96
Forecast precipitation	--	86	--	80	--	94
Snow depth	--	65	--	69	--	83
Snow water equivalent	--	69	--	66	--	80
River ice	--	60	--	71	--	73
Soil moisture	--	44	--	70	--	82
Evapotranspiration	--	38	--	64	--	74
Water quality	--	40	--	62	--	73
Runoff	--	42	--	74	--	85
Groundwater	--	49	--	71	--	78
Flash flood guidance	--	86	--	75	--	91
Drought conditions	--	56	--	64	--	86
Ability to display maximum stage/flow forecasts	--	81	--	88	--	90
Ability to display the maximum stage/flow forecasts	--	81	--	88	--	90
Usefulness of hydrograph overlay statistics	--	61	--	77	--	81
Record low flow, stage, or pool for a specified period of record	--	54	--	78	--	78
Normal daily flow, stage, or pool for a specified period of record	--	65	--	90	--	86
Seven-day minimum flow with a recurrence interval of 10 years	--	56	--	72	--	74
The discharge exceeded 10 percent of time for a designated period	--	65	--	74	--	79
The discharge exceeded 25 percent of time for a designated period	--	63	--	74	--	80
The discharge exceeded 75 percent of time for a designated period	--	62	--	77	--	82
The discharge exceeded 90 percent of time for a designated period	--	62	--	81	--	83
Usefulness of information	--	79	--	81	--	93
Usefulness of this information	--	79	--	81	--	93
Single web portal for water information	--	85	--	81	--	90
Single web portal for water information	--	85	--	81	--	90
Familiarity with NOAA Tsunami Products	--	94	--	83	--	90
Tsunami Warning	--	94	--	83	--	96
Tsunami Advisory	--	94	--	83	--	88
Tsunami Watch	--	94	--	83	--	90
Tsunami Information Statement	--	94	--	83	--	88
NOAA Tsunami information	--	96	--	84	--	86
Understanding tsunami products	--	94	--	81	--	81
Usefulness of tsunami products	--	94	--	87	--	86
Improvements over last five years	--	100	--	86	--	84
Overall quality of tsunami products and services	--	94	--	83	--	90

National Weather Service - Overall
 2010 vs. 2011
 Attribute Table - Primary use of NWS information

	Personal		Recreation		Research		Other	
	2010	2011	2010	2011	2010	2011	2010	2011
Sample Size	8,141	20,939	1,105	3,827	133	217	583	1,843
Hazardous Services	86	87	85	86	82	84	86	87
Tornado Warnings	86	86	83	85	81	82	84	85
Severe Thunderstorm Warnings	87	87	86	86	83	83	87	87
Winter Storm Warnings	85	86	84	85	82	82	85	86
Hurricane Warnings	88	89	87	88	85	84	89	88
Flash Flood Warnings	86	87	84	86	81	83	86	86
River Flood Warnings	88	88	86	88	84	85	88	88
High Surf Warnings	88	89	86	87	84	84	88	88
Tsunami Warnings	--	86	--	86	--	84	--	85
Extreme Cold Warnings	--	90	--	89	--	86	--	90
Extreme Heat Warnings	--	90	--	89	--	88	--	90
Tornado Warnings	86	86	83	85	81	82	85	85
Ease of Understanding	90	89	87	88	88	86	89	88
Timeliness	86	86	83	85	81	82	84	85
Accuracy	81	82	79	81	74	77	80	82
Severe Thunderstorm Warnings	87	87	86	86	83	84	87	87
Ease of Understanding	90	90	89	89	87	87	91	90
Timeliness	86	87	86	86	83	83	86	86
Accuracy	84	84	82	83	79	80	83	83
Winter Storm Warnings	85	86	84	85	82	82	85	86
Ease of Understanding	89	89	88	89	86	85	89	89
Timeliness	86	87	85	87	84	83	86	87
Accuracy	78	80	77	79	73	78	78	80
Hurricane Warnings	88	89	87	89	85	84	89	89
Ease of Understanding	90	91	89	90	87	85	90	90
Timeliness	90	91	89	90	88	86	90	90
Accuracy	84	86	84	85	79	81	85	86
Flash Flood Warnings	86	87	84	86	81	83	86	86
Ease of Understanding	88	89	87	88	85	86	88	89
Timeliness	85	87	84	86	78	83	85	86
Accuracy	83	85	82	83	79	78	83	83
River Flood Warnings	88	88	86	88	84	85	88	88
Ease of Understanding	88	89	87	89	85	85	89	88
Timeliness	88	89	86	88	84	85	88	88
Accuracy	87	88	85	86	82	84	87	86
High Surf Warnings	88	89	86	88	85	84	88	88
Ease of Understanding	89	90	87	89	84	85	89	89
Timeliness	88	89	86	88	86	84	87	88
Accuracy	87	88	83	86	83	84	87	87

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Personal		Recreation		Research		Other	
	2010	2011	2010	2011	2010	2011	2010	2011
Sample Size	8,141	20,939	1,105	3,827	133	217	583	1,843
Tsunami Warnings	--	86	--	86	--	84	--	85
Ease of Understanding	--	88	--	88	--	86	--	87
Timeliness	--	87	--	88	--	84	--	85
Accuracy	--	82	--	82	--	79	--	82
Extreme Cold Warnings	--	90	--	89	--	86	--	90
Ease of Understanding	--	91	--	91	--	87	--	91
Timeliness	--	91	--	90	--	86	--	90
Accuracy	--	89	--	88	--	85	--	88
Extreme Heat Warnings	--	90	--	90	--	88	--	90
Ease of Understanding	--	91	--	90	--	89	--	92
Timeliness	--	91	--	90	--	88	--	90
Accuracy	--	90	--	88	--	86	--	89
Routine Climate, Water, Weather Services	88	89	86	87	86	86	88	88
Max/min temperature forecasts	91	92	90	92	90	92	91	92
Chance of Precip forecast	87	88	85	86	83	84	87	86
Cloud Cover forecasts	87	89	87	87	82	86	87	88
Wind forecasts	89	90	87	88	87	89	89	89
Dew Point forecasts	89	90	89	89	87	90	89	90
River Heights-Flow forecasts	88	89	87	88	87	88	89	89
UV Index forecasts	90	90	89	90	90	89	90	91
Air Quality forecasts	88	89	87	87	85	88	87	89
Wave Height forecasts	88	89	84	86	85	88	88	88
1 to 4-Week National Outlooks	86	88	86	86	83	82	86	87
3-Month National Outlooks	84	86	83	84	82	80	85	86
El Niño-La Niña Outlooks	84	85	82	83	83	84	86	84
3-Month Drought Outlooks	86	87	85	86	84	81	84	87
3-Month Local Temp Outlooks	85	87	84	85	83	83	86	87
Climate Hazard Assessments	--	88	--	87	--	84	--	88
Max/min temperature forecasts	92	93	90	92	90	92	91	92
Meets my needs	91	92	90	91	88	90	90	91
Ease of Understanding	92	93	91	93	92	93	92	93
Chance of Precip forecast	87	88	85	86	83	84	87	86
Meets my needs	86	87	84	84	83	83	85	84
Ease of Understanding	88	89	87	87	83	84	89	88
Cloud Cover forecasts	87	89	87	87	82	86	87	88
Meets my needs	87	88	86	86	81	85	87	87
Ease of Understanding	88	89	88	88	83	88	88	90
Wind forecasts	89	90	87	88	87	89	89	89
Meets my needs	89	89	85	86	85	88	88	88
Ease of Understanding	90	90	89	89	89	90	90	90
Dew Point forecasts	89	90	89	89	87	90	89	90
Meets my needs	89	90	89	89	86	89	88	90
Ease of Understanding	90	90	89	89	88	91	90	91

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Personal		Recreation		Research		Other	
	2010	2011	2010	2011	2010	2011	2010	2011
Sample Size	8,141	20,939	1,105	3,827	133	217	583	1,843
River Heights-Flow forecasts	88	89	87	88	87	88	89	89
Meets my needs	88	90	87	88	85	89	88	89
Ease of Understanding	88	89	87	89	88	87	90	89
UV Index forecasts	90	90	89	90	90	89	90	91
Meets my needs	90	91	90	90	91	88	90	91
Ease of Understanding	90	90	88	90	90	90	89	91
Air Quality forecasts	88	89	87	87	85	88	87	89
Meets my needs	88	89	88	87	84	87	87	88
Ease of Understanding	89	89	87	87	85	89	88	89
Wave Height forecasts	88	89	84	86	85	88	88	88
Meets my needs	88	89	81	84	83	87	88	88
Ease of Understanding	89	90	86	88	86	90	88	88
1 to 4-Week National Outlooks	86	88	86	86	83	82	86	87
Meets my needs	85	87	85	85	80	82	85	86
Ease of Understanding	87	88	87	87	86	83	87	89
3-Month National Outlooks	84	86	83	84	82	80	85	86
Meets my needs	83	85	82	83	78	79	83	84
Ease of Understanding	85	86	85	85	85	81	87	87
El Niño-La Niña Outlooks	84	85	82	83	83	84	86	84
Meets my needs	85	85	83	84	82	84	86	85
Ease of Understanding	83	84	81	82	83	85	86	84
3-Month Drought Outlooks	86	87	85	86	84	81	84	87
Meets my needs	86	87	85	85	82	81	83	87
Ease of Understanding	86	88	85	87	85	81	85	88
3-Month Local Temp Outlooks	85	87	84	85	83	83	86	87
Meets my needs	84	86	84	84	81	81	85	86
Ease of Understanding	86	87	84	86	84	84	87	88
Climate Hazard Assessments	--	88	--	87	--	84	--	88
Meets my needs	--	88	--	87	--	82	--	88
Ease of Understanding	--	88	--	87	--	86	--	88
Routine Climate, Water, Weather Forecasts	72	72	70	71	65	70	73	73
Max/min temperature forecasts	78	78	76	77	71	75	79	78
Probability of precipitation	68	69	67	68	61	66	70	70
Amount of precip forecasts	66	66	65	65	59	65	67	68
Max/min temperature forecasts	77	76	75	75	70	74	78	77
1 day from now	90	90	89	89	87	89	91	90
3 days from now	75	75	74	74	67	72	76	76
7 days from now	54	53	52	52	42	49	55	56
Probability of precipitation	67	67	66	66	59	65	68	69
1 day from now	83	84	82	83	78	83	84	84
3 days from now	65	65	64	64	57	62	66	67
7 days from now	43	44	43	43	33	39	46	48

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Personal		Recreation		Research		Other	
	2010	2011	2010	2011	2010	2011	2010	2011
Sample Size	8,141	20,939	1,105	3,827	133	217	583	1,843
Amount of precip forecasts	65	66	64	64	58	64	66	68
Less than 1 day from now	80	80	78	79	74	79	79	80
1 day from now	65	65	63	64	57	63	66	67
3 days from now	46	47	45	45	35	44	49	51
Support Services	--	89	--	87	--	85	--	88
Accessibility	--	87	--	85	--	81	--	86
Responsiveness	--	86	--	86	--	83	--	87
Knowledge	--	92	--	91	--	89	--	91
Professionalism	--	92	--	92	--	91	--	91
Assist interpret weather info	--	87	--	87	--	89	--	88
Resolving a complaint	--	83	--	81	--	83	--	82
User Support Services	--	87	--	88	--	83	--	89
Accessibility	--	85	--	85	--	80	--	87
Responsiveness	--	85	--	87	--	81	--	88
Knowledge	--	89	--	89	--	87	--	91
Professionalism	--	90	--	91	--	90	--	92
Assist interpret weather info	--	87	--	87	--	89	--	88
Resolving a complaint	--	83	--	83	--	81	--	84
Customer Support Services	--	89	--	87	--	91	--	84
Accessibility	--	88	--	85	--	87	--	83
Responsiveness	--	87	--	86	--	89	--	83
Knowledge	--	93	--	92	--	94	--	90
Professionalism	--	93	--	93	--	96	--	90
Resolving a complaint	--	83	--	80	--	93	--	75
NWS Forecaster	86	86	85	86	83	86	87	85
Clarification of weather info	87	87	85	88	85	87	86	87
Forecaster uncertainty	84	83	83	83	81	86	84	81
Dissemination Services	85	86	85	86	81	83	86	86
Reliability of satellite data	--	88	--	87	--	85	--	88
Reliability of radar data	--	86	--	86	--	82	--	86
Ease of locating information	82	83	80	82	77	78	83	83
Information is up-to-date	88	87	87	87	86	86	88	86
Ease of understanding info	--	88	--	87	--	86	--	88
Ease locating data on servers	77	75	78	77	76	69	79	77
Ease of req add data to server	74	74	76	76	79	65	72	74
Ease of providing input	74	75	76	76	77	63	75	76
Annual Weather Awareness Weeks	--	80	--	80	--	79	--	81
Sat with Annual WA Weeks	--	80	--	80	--	79	--	81
Satisfaction	85	84	83	83	80	80	85	84
Overall Satisfaction	89	89	87	88	86	85	89	88
Meets expectations	81	80	80	79	75	76	81	80
Compared to ideal	82	82	81	81	77	78	82	81

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Personal		Recreation		Research		Other	
	2010	2011	2010	2011	2010	2011	2010	2011
Sample Size	8,141	20,939	1,105	3,827	133	217	583	1,843
Likelihood take action	92	92	90	91	89	89	92	91
Likelihood take action on info	92	92	90	91	89	89	92	91
Likelihood to use in future	96	96	95	96	96	95	96	95
Likelihood use NWS in future	96	96	95	96	96	95	96	95
Likelihood to recommend	94	94	93	93	93	93	95	93
Likelihood to recommend	94	94	93	93	93	93	95	93
CPC products	--	82	--	81	--	80	--	81
Clarity	--	81	--	80	--	78	--	82
Presentation	--	81	--	80	--	80	--	81
Provided information	--	83	--	82	--	81	--	80
Likelihood to make a decision about CPC products	--	73	--	76	--	76	--	77
Likelihood to make decision CPC products	--	73	--	76	--	76	--	77
Extended Range products	--	82	--	81	--	79	--	82
Clarity	--	82	--	81	--	79	--	82
Presentation	--	82	--	81	--	77	--	82
Provided information	--	82	--	81	--	80	--	80
Long Range products	--	81	--	81	--	79	--	79
Clarity	--	80	--	80	--	78	--	79
Presentation	--	81	--	80	--	78	--	79
Provided information	--	82	--	82	--	81	--	79
Hazards products	--	84	--	81	--	79	--	83
Clarity	--	84	--	82	--	78	--	83
Presentation	--	83	--	81	--	79	--	84
Provided information	--	83	--	81	--	79	--	82
ENSO products	--	81	--	79	--	79	--	79
Clarity	--	81	--	80	--	80	--	81
Presentation	--	81	--	80	--	78	--	80
Provided information	--	80	--	79	--	80	--	76
NWS Local Climate Data Products	--	79	--	78	--	78	--	78
Easy to understand	--	80	--	81	--	80	--	81
Easy to use	--	78	--	77	--	78	--	77
Eye-appealing	--	72	--	72	--	70	--	72
Clarity	--	80	--	80	--	81	--	82
Timeliness	--	83	--	81	--	86	--	79
Usefulness	--	82	--	81	--	84	--	80
Organization of information	--	78	--	77	--	78	--	78
Location selection	--	77	--	76	--	73	--	75
Variable selection	--	79	--	77	--	79	--	76
Length of data record	--	80	--	78	--	75	--	76
Meets my needs	--	81	--	80	--	80	--	78

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Personal		Recreation		Research		Other	
	2010	2011	2010	2011	2010	2011	2010	2011
Sample Size	8,141	20,939	1,105	3,827	133	217	583	1,843
NOWData	--	80	--	79	--	78	--	80
Easy to understand	--	81	--	80	--	83	--	83
Easy to use	--	79	--	78	--	83	--	80
Eye-appealing	--	75	--	76	--	73	--	75
Clarity	--	81	--	80	--	79	--	82
Timeliness	--	83	--	82	--	81	--	81
Usefulness	--	82	--	82	--	82	--	82
Organization of information	--	79	--	78	--	80	--	80
Location selection	--	78	--	76	--	70	--	76
Variable selection	--	80	--	79	--	76	--	79
Length of data record	--	81	--	80	--	77	--	80
Meets my needs	--	82	--	81	--	80	--	81
Likelihood to make a change based on products	--	66	--	70	--	74	--	71
Likelihood to make a change based on products	--	66	--	70	--	74	--	71
Local 3-Month Temp outlook graphic	--	79	--	78	--	78	--	77
Easy to understand	--	81	--	79	--	80	--	79
Easy to use	--	80	--	79	--	79	--	79
Eye-appealing	--	77	--	77	--	78	--	76
Clarity	--	80	--	79	--	78	--	78
Timeliness	--	82	--	80	--	81	--	78
Usefulness	--	78	--	78	--	78	--	76
Organization of information	--	80	--	78	--	81	--	77
Location selection	--	78	--	77	--	77	--	76
Variable selection	--	79	--	77	--	78	--	76
Length of data record	--	81	--	81	--	78	--	77
Meets my needs	--	79	--	77	--	76	--	75
Graphic 2 Content and Characteristics	--	80	--	79	--	80	--	79
Easy to understand	--	80	--	80	--	81	--	79
Easy to use	--	80	--	78	--	81	--	80
Eye-appealing	--	78	--	77	--	82	--	77
Clarity	--	79	--	79	--	81	--	79
Timeliness	--	83	--	82	--	83	--	80
Usefulness	--	80	--	80	--	81	--	77
Organization of information	--	80	--	79	--	81	--	79
Location selection	--	79	--	77	--	79	--	77
Variable selection	--	80	--	79	--	80	--	79
Length of data record	--	82	--	82	--	80	--	80
Meets my needs	--	80	--	79	--	77	--	78

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Personal		Recreation		Research		Other	
	2010	2011	2010	2011	2010	2011	2010	2011
Sample Size	8,141	20,939	1,105	3,827	133	217	583	1,843
Graphic 3 Content and Characteristics	--	78	--	76	--	79	--	77
Easy to understand	--	76	--	75	--	76	--	77
Easy to use	--	77	--	76	--	79	--	77
Eye-appealing	--	78	--	78	--	80	--	77
Clarity	--	77	--	76	--	79	--	76
Timeliness	--	82	--	80	--	82	--	80
Usefulness	--	77	--	77	--	80	--	76
Organization of information	--	78	--	77	--	80	--	77
Location selection	--	78	--	75	--	78	--	77
Variable selection	--	80	--	77	--	77	--	79
Length of data record	--	82	--	79	--	80	--	79
Meets my needs	--	77	--	75	--	77	--	76
Fire Weather staff	--	85	--	86	--	83	--	89
Availability	--	84	--	84	--	85	--	88
Knowledge	--	87	--	88	--	81	--	92
Timeliness of responses	--	85	--	86	--	85	--	90
Helpfulness of information	--	86	--	88	--	81	--	89
Importance of decision support info	--	86	--	88	--	90	--	93
Importance of decision support info	--	86	--	88	--	90	--	93
Fire Weather Planning Forecast	--	84	--	84	--	86	--	90
Helpfulness of information	--	86	--	85	--	89	--	91
Timeliness of information	--	86	--	86	--	85	--	91
Format is easy to understand	--	79	--	79	--	74	--	86
Degree to which it meets my needs	--	84	--	84	--	91	--	90
NWS fire weather point forecast	--	74	--	76	--	84	--	81
Helpfulness of information	--	76	--	77	--	83	--	84
Timeliness of information	--	82	--	84	--	90	--	88
Format is easy to understand	--	64	--	67	--	75	--	72
Degree to which it meets my needs	--	74	--	76	--	87	--	78
Site-Specific (spot) forecasts	--	79	--	82	--	84	--	85
Helpfulness of information	--	80	--	84	--	89	--	87
Timeliness of information	--	82	--	84	--	85	--	85
Format is easy to understand	--	77	--	80	--	74	--	84
Degree to which it meets my needs	--	77	--	82	--	87	--	85
Fire Weather Activity Planner	--	86	--	87	--	89	--	87
Helpfulness of information	--	86	--	87	--	92	--	88
Timeliness of information	--	88	--	87	--	92	--	87
Format is easy to understand	--	86	--	87	--	81	--	88
Degree to which it meets my needs	--	86	--	87	--	92	--	86

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Personal		Recreation		Research		Other	
	2010	2011	2010	2011	2010	2011	2010	2011
Sample Size	8,141	20,939	1,105	3,827	133	217	583	1,843
Storm Prediction Center Outlooks	--	86	--	87	--	87	--	89
Helpfulness of information	--	87	--	88	--	88	--	89
Timeliness of information	--	87	--	88	--	82	--	89
Format is easy to understand	--	85	--	86	--	94	--	90
Degree to which it meets my needs	--	85	--	88	--	86	--	89
Fire Weather Watch	--	87	--	86	--	88	--	91
The usefulness of the watch information	--	88	--	87	--	92	--	92
The amount of time you had to act	--	85	--	86	--	86	--	89
How clearly the watch information described conditions	--	87	--	85	--	86	--	92
Red Flag Warning	--	88	--	89	--	90	--	92
The usefulness of the warning information	--	89	--	89	--	89	--	93
The amount of time you had to act	--	87	--	89	--	89	--	91
How clearly the warning info described conditions to expect	--	88	--	88	--	92	--	92
Flood Watches	--	88	--	89	--	85	--	89
Ease of understanding	--	87	--	88	--	84	--	88
Usefulness	--	89	--	90	--	86	--	90
Flash Flood Watches	--	88	--	89	--	82	--	89
Ease of understanding	--	87	--	88	--	81	--	88
Usefulness	--	88	--	89	--	83	--	89
Flood Warnings	--	88	--	89	--	84	--	89
Ease of understanding	--	87	--	88	--	84	--	87
Usefulness	--	88	--	90	--	83	--	91
Flash Flood Warnings	--	88	--	89	--	80	--	89
Ease of understanding	--	87	--	88	--	78	--	88
Usefulness	--	89	--	90	--	81	--	90
Flood Advisories	--	86	--	87	--	79	--	88
Ease of understanding	--	86	--	86	--	79	--	87
Usefulness	--	87	--	88	--	80	--	89
Hydrologic Statements	--	85	--	86	--	81	--	87
Ease of understanding	--	85	--	85	--	82	--	86
Usefulness	--	85	--	87	--	80	--	87
Short-term Hydrologic Outlooks	--	85	--	87	--	79	--	87
Ease of understanding	--	85	--	86	--	78	--	87
Usefulness	--	86	--	88	--	79	--	88
Long-term Hydrologic Outlooks	--	83	--	84	--	79	--	84
Ease of understanding	--	81	--	83	--	80	--	82
Usefulness	--	84	--	84	--	78	--	85
River and Lake Forecast Products	--	86	--	86	--	76	--	86
Ease of understanding	--	85	--	84	--	76	--	85
Usefulness	--	87	--	87	--	75	--	87
Hydrometeorological Data Products and Summaries	--	84	--	84	--	82	--	87
Ease of understanding	--	83	--	84	--	81	--	86
Usefulness	--	84	--	85	--	83	--	87

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary use of NWS information

	Personal		Recreation		Research		Other	
	2010	2011	2010	2011	2010	2011	2010	2011
Sample Size	8,141	20,939	1,105	3,827	133	217	583	1,843
Flood warning vs. flash flood	--	90	--	90	--	85	--	91
Flood warning vs. flash flood	--	90	--	90	--	85	--	91
AHPS web pages	--	78	--	80	--	78	--	80
AHPS web pages	--	78	--	80	--	78	--	80
Usefulness of map overlay	--	79	--	80	--	77	--	82
Flood Watches	--	86	--	88	--	73	--	86
Flood Warnings	--	89	--	90	--	82	--	88
Radar	--	84	--	86	--	92	--	86
Satellite	--	76	--	77	--	75	--	80
Observed precipitation	--	86	--	88	--	81	--	88
Forecast precipitation	--	87	--	88	--	88	--	89
Snow depth	--	78	--	82	--	75	--	80
Snow water equivalent	--	76	--	79	--	81	--	80
River ice	--	70	--	72	--	59	--	73
Soil moisture	--	73	--	70	--	76	--	72
Evapotranspiration	--	61	--	59	--	70	--	68
Water quality	--	63	--	65	--	58	--	68
Runoff	--	77	--	78	--	73	--	83
Groundwater	--	69	--	68	--	65	--	72
Flash flood guidance	--	82	--	82	--	73	--	85
Drought conditions	--	72	--	69	--	73	--	76
Ability to display maximum stage/flow forecasts	--	83	--	85	--	80	--	86
Ability to display the maximum stage/flow forecasts	--	83	--	85	--	80	--	86
Usefulness of hydrograph overlay statistics	--	72	--	75	--	71	--	77
Record low flow, stage, or pool for a specified period of record	--	72	--	77	--	75	--	77
Normal daily flow, stage, or pool for a specified period of record	--	81	--	85	--	81	--	84
Seven-day minimum flow with a recurrence interval of 10 years	--	67	--	69	--	69	--	73
The discharge exceeded 10 percent of time for a designated period	--	68	--	70	--	65	--	76
The discharge exceeded 25 percent of time for a designated period	--	69	--	72	--	67	--	76
The discharge exceeded 75 percent of time for a designated period	--	71	--	74	--	70	--	78
The discharge exceeded 90 percent of time for a designated period	--	72	--	76	--	72	--	79
Usefulness of information	--	88	--	85	--	86	--	89
Usefulness of this information	--	88	--	85	--	86	--	89
Single web portal for water information	--	86	--	89	--	74	--	87
Single web portal for water information	--	86	--	89	--	74	--	87
Familiarity with NOAA Tsunami Products	--	75	--	85	--	64	--	89
Tsunami Warning	--	78	--	89	--	67	--	92
Tsunami Advisory	--	73	--	82	--	67	--	87
Tsunami Watch	--	76	--	84	--	67	--	91
Tsunami Information Statement	--	71	--	83	--	33	--	83
NOAA Tsunami information	--	78	--	88	--	43	--	87
Understanding tsunami products	--	78	--	88	--	52	--	87
Usefulness of tsunami products	--	78	--	88	--	56	--	88
Improvements over last five years	--	80	--	91	--	33	--	88
Overall quality of tsunami products and services	--	77	--	86	--	33	--	86

National Weather Service - Overall
2011
Attribute Table - Type of aviation

	Dispatcher	Comm Freight	Comm Passenger	Private Business	Private Pleasure
Sample Size	24	8	52	88	212
Hazardous Services	85	84	85	85	87
Tornado Warnings	85	83	83	85	86
Severe Thunderstorm Warnings	84	81	83	86	87
Winter Storm Warnings	83	79	84	85	85
Hurricane Warnings	88	84	86	88	89
Flash Flood Warnings	83	80	83	83	87
River Flood Warnings	86	84	82	87	89
High Surf Warnings	87	70	82	80	92
Tsunami Warnings	89	72	80	91	89
Extreme Cold Warnings	86	90	89	90	90
Extreme Heat Warnings	88	89	88	89	90
Tornado Warnings	85	83	83	85	86
Ease of Understanding	86	86	89	87	89
Timeliness	85	83	78	84	88
Accuracy	82	79	81	82	80
Severe Thunderstorm Warnings	84	82	84	86	87
Ease of Understanding	86	86	89	88	89
Timeliness	84	79	81	87	88
Accuracy	84	79	80	83	84
Winter Storm Warnings	83	79	84	85	86
Ease of Understanding	84	85	90	89	89
Timeliness	83	76	84	87	87
Accuracy	82	76	76	78	79
Hurricane Warnings	88	84	87	88	89
Ease of Understanding	90	89	94	90	92
Timeliness	85	85	86	91	91
Accuracy	88	78	77	84	84
Flash Flood Warnings	83	80	83	84	87
Ease of Understanding	85	83	88	88	89
Timeliness	87	80	82	84	88
Accuracy	90	78	77	78	82
River Flood Warnings	86	84	82	88	89
Ease of Understanding	87	85	87	88	90
Timeliness	89	87	80	88	89
Accuracy	91	82	79	86	87
High Surf Warnings	87	70	82	80	92
Ease of Understanding	84	89	85	80	94
Timeliness	89	67	82	81	92
Accuracy	88	56	79	79	90

National Weather Service - Overall
2011
Attribute Table - Type of aviation

	Dispatcher	Comm Freight	Comm Passenger	Private Business	Private Pleasure
Sample Size	24	8	52	88	212
Tsunami Warnings	89	72	80	91	89
Ease of Understanding	89	72	82	93	91
Timeliness	89	--	83	91	89
Accuracy	89	--	76	88	84
Extreme Cold Warnings	86	90	89	90	90
Ease of Understanding	87	89	91	91	91
Timeliness	85	91	88	89	90
Accuracy	87	91	88	89	89
Extreme Heat Warnings	88	89	88	89	90
Ease of Understanding	87	89	91	90	91
Timeliness	88	91	87	89	91
Accuracy	89	87	88	88	89
Routine Climate, Water, Weather Services	86	86	88	86	87
Max/min temperature forecasts	88	94	92	90	93
Chance of Precip forecast	83	85	90	85	85
Cloud Cover forecasts	85	87	86	84	85
Wind forecasts	89	85	90	88	88
Dew Point forecasts	84	91	90	89	87
River Heights-Flow forecasts	89	96	85	88	86
UV Index forecasts	89	89	93	91	88
Air Quality forecasts	88	93	87	87	88
Wave Height forecasts	84	89	88	90	86
1 to 4-Week National Outlooks	90	79	83	88	83
3-Month National Outlooks	82	72	87	90	81
El Niño-La Niña Outlooks	78	90	91	86	81
3-Month Drought Outlooks	70	78	87	87	81
3-Month Local Temp Outlooks	81	74	88	86	84
Climate Hazard Assessments	90	70	83	85	90
Max/min temperature forecasts	88	95	92	90	93
Meets my needs	88	93	93	88	92
Ease of Understanding	88	96	92	91	93
Chance of Precip forecast	83	86	90	85	86
Meets my needs	82	78	89	83	83
Ease of Understanding	85	93	90	86	88
Cloud Cover forecasts	85	87	87	84	85
Meets my needs	82	89	82	80	83
Ease of Understanding	88	84	91	87	87
Wind forecasts	89	86	90	88	88
Meets my needs	88	81	88	86	86
Ease of Understanding	89	90	91	90	89
Dew Point forecasts	84	91	90	89	87
Meets my needs	83	88	87	89	86
Ease of Understanding	86	94	93	89	88

National Weather Service - Overall
2011
Attribute Table - Type of aviation

	Dispatcher	Comm Freight	Comm Passenger	Private Business	Private Pleasure
Sample Size	24	8	52	88	212
River Heights-Flow forecasts	89	96	85	88	86
Meets my needs	89	100	86	90	86
Ease of Understanding	89	93	84	87	87
UV Index forecasts	89	89	93	91	88
Meets my needs	89	100	91	92	88
Ease of Understanding	89	78	94	91	88
Air Quality forecasts	88	93	87	87	88
Meets my needs	89	96	86	83	89
Ease of Understanding	87	89	88	91	88
Wave Height forecasts	84	89	88	90	86
Meets my needs	92	89	89	90	86
Ease of Understanding	78	89	87	90	86
1 to 4-Week National Outlooks	90	79	83	88	84
Meets my needs	90	82	81	86	82
Ease of Understanding	90	76	87	89	85
3-Month National Outlooks	82	72	87	90	81
Meets my needs	82	75	87	90	81
Ease of Understanding	82	69	87	90	82
El Niño-La Niña Outlooks	78	89	91	86	81
Meets my needs	78	100	92	89	83
Ease of Understanding	78	78	90	82	79
3-Month Drought Outlooks	70	78	87	87	81
Meets my needs	70	78	87	85	80
Ease of Understanding	70	78	86	88	86
3-Month Local Temp Outlooks	81	74	88	86	84
Meets my needs	81	74	89	87	85
Ease of Understanding	81	74	87	85	83
Climate Hazard Assessments	90	69	83	85	90
Meets my needs	89	72	83	83	89
Ease of Understanding	90	67	83	87	90
Routine Climate, Water, Weather Forecasts	73	73	72	68	71
Max/min temperature forecasts	78	79	78	76	77
Probability of precipitation	70	68	69	64	68
Amount of precip forecasts	68	72	66	61	64
Max/min temperature forecasts	77	77	77	75	76
1 day from now	89	93	90	88	90
3 days from now	76	74	75	73	74
7 days from now	57	52	54	52	51
Probability of precipitation	69	67	68	63	66
1 day from now	84	84	85	80	83
3 days from now	67	65	66	60	64
7 days from now	48	41	43	39	42

National Weather Service - Overall
2011
Attribute Table - Type of aviation

	Dispatcher	Comm Freight	Comm Passenger	Private Business	Private Pleasure
Sample Size	24	8	52	88	212
Amount of precip forecasts	68	71	65	60	63
Less than 1 day from now	81	83	81	76	78
1 day from now	67	73	64	59	61
3 days from now	50	52	45	40	44
Support Services	81	93	81	86	92
Accessibility	72	83	73	83	91
Responsiveness	78	94	78	83	92
Knowledge	83	100	86	90	94
Professionalism	89	100	88	89	96
Assist interpret weather info	83	86	81	84	88
Resolving a complaint	70	83	61	83	84
User Support Services	81	93	81	87	91
Accessibility	72	83	73	85	90
Responsiveness	78	94	78	83	91
Knowledge	83	100	86	91	92
Professionalism	89	100	88	89	96
Assist interpret weather info	83	86	81	84	88
Resolving a complaint	70	83	61	84	75
Customer Support Services	--	--	--	83	94
Accessibility	--	--	--	67	92
Responsiveness	--	--	--	89	92
Knowledge	--	--	--	89	95
Professionalism	--	--	--	89	96
Resolving a complaint	--	--	--	78	91
NWS Forecaster	83	64	83	85	87
Clarification of weather info	85	64	85	86	91
Forecaster uncertainty	81	64	83	84	82
Dissemination Services	83	82	84	86	88
Reliability of satellite data	84	90	85	89	89
Reliability of radar data	81	82	81	86	88
Ease of locating information	84	69	81	81	85
Information is up-to-date	83	81	84	88	90
Ease of understanding info	87	82	89	87	90
Ease locating data on servers	78	89	78	74	78
Ease of req add data to server	81	89	58	80	87
Ease of providing input	85	89	56	85	89
Annual Weather Awareness Weeks	74	70	77	77	77
Sat with Annual WA Weeks	74	70	77	77	77
Satisfaction	80	78	81	83	85
Overall Satisfaction	88	86	86	87	89
Meets expectations	74	68	79	78	81
Compared to ideal	75	76	76	81	82

National Weather Service - Overall
2011
Attribute Table - Type of aviation

	Dispatcher	Comm Freight	Comm Passenger	Private Business	Private Pleasure
Sample Size	24	8	52	88	212
Likelihood take action	93	90	94	92	91
Likelihood take action on info	93	90	94	92	91
Likelihood to use in future	97	100	96	96	97
Likelihood use NWS in future	97	100	96	96	97
Likelihood to recommend	94	93	95	95	94
Likelihood to recommend	94	93	95	95	94
CPC products	83	--	74	72	78
Clarity	81	--	74	69	74
Presentation	85	--	70	72	81
Provided information	81	--	78	75	78
Likelihood to make a decision about CPC products	89	--	39	61	75
Likelihood to make decision CPC products	89	--	39	61	75
Extended Range products	80	--	78	74	81
Clarity	78	--	81	72	83
Presentation	78	--	74	75	81
Provided information	85	--	78	75	78
Long Range products	74	--	78	78	90
Clarity	72	--	81	78	89
Presentation	72	--	78	78	89
Provided information	78	--	74	78	91
Hazards products	78	--	78	77	83
Clarity	74	--	78	78	83
Presentation	78	--	74	75	83
Provided information	81	--	81	78	82
ENSO products	78	--	78	70	81
Clarity	78	--	74	70	81
Presentation	74	--	78	70	83
Provided information	81	--	81	70	78
NWS Local Climate Data Products	85	--	77	68	78
Easy to understand	93	--	70	69	83
Easy to use	93	--	67	71	71
Eye-appealing	63	--	81	53	79
Clarity	89	--	59	67	81
Timeliness	85	--	74	78	83
Usefulness	85	--	81	62	79
Organization of information	89	--	96	64	75
Location selection	85	--	83	67	81
Variable selection	78	--	93	71	75
Length of data record	89	--	89	71	78
Meets my needs	85	--	44	73	78

National Weather Service - Overall
2011
Attribute Table - Type of aviation

	Dispatcher	Comm Freight	Comm Passenger	Private Business	Private Pleasure
Sample Size	24	8	52	88	212
NOWData	89	--	68	62	79
Easy to understand	89	--	89	62	78
Easy to use	89	--	94	64	78
Eye-appealing	89	--	83	51	79
Clarity	89	--	67	60	81
Timeliness	89	--	78	67	79
Usefulness	89	--	72	64	78
Organization of information	89	--	44	62	83
Location selection	89	--	50	64	79
Variable selection	89	--	56	58	76
Length of data record	89	--	61	58	79
Meets my needs	89	--	50	69	81
Likelihood to make a change based on products	81	--	50	58	63
Likelihood to make a change based on products	81	--	50	58	63
Local 3-Month Temp outlook graphic	85	--	64	64	75
Easy to understand	85	--	63	63	71
Easy to use	85	--	67	67	76
Eye-appealing	85	--	44	63	75
Clarity	85	--	37	63	71
Timeliness	85	--	63	70	83
Usefulness	85	--	56	67	76
Organization of information	85	--	48	56	70
Location selection	85	--	96	70	75
Variable selection	85	--	70	63	78
Length of data record	85	--	85	63	79
Meets my needs	85	--	74	63	75
Graphic 2 Content and Characteristics	84	--	77	66	77
Easy to understand	78	--	78	64	75
Easy to use	85	--	74	67	76
Eye-appealing	85	--	85	50	72
Clarity	85	--	93	61	76
Timeliness	89	--	63	72	78
Usefulness	85	--	63	72	78
Organization of information	85	--	96	64	75
Location selection	81	--	81	72	76
Variable selection	85	--	70	67	81
Length of data record	85	--	63	69	78
Meets my needs	89	--	81	72	78

National Weather Service - Overall
2011
Attribute Table - Type of aviation

	Dispatcher	Comm Freight	Comm Passenger	Private Business	Private Pleasure
Sample Size	24	8	52	88	212
Graphic 3 Content and Characteristics	90	--	76	66	68
Easy to understand	93	--	85	64	70
Easy to use	89	--	70	67	62
Eye-appealing	89	--	89	61	65
Clarity	93	--	89	64	63
Timeliness	89	--	59	67	76
Usefulness	89	--	67	69	67
Organization of information	89	--	81	67	65
Location selection	89	--	78	69	71
Variable selection	89	--	74	67	71
Length of data record	89	--	93	64	73
Meets my needs	89	--	63	64	68
Fire Weather staff	--	--	--	88	100
Availability	--	--	--	83	100
Knowledge	--	--	--	89	100
Timeliness of responses	--	--	--	89	100
Helpfulness of information	--	--	--	89	100
Importance of decision support info	--	--	--	85	89
Importance of decision support info	--	--	--	85	89
Fire Weather Planning Forecast	--	--	--	87	88
Helpfulness of information	--	--	--	89	100
Timeliness of information	--	--	--	83	78
Format is easy to understand	--	--	--	89	67
Degree to which it meets my needs	--	--	--	89	100
NWS fire weather point forecast	--	--	--	66	--
Helpfulness of information	--	--	--	67	--
Timeliness of information	--	--	--	89	--
Format is easy to understand	--	--	--	33	--
Degree to which it meets my needs	--	--	--	67	--
Site-Specific (spot) forecasts	--	--	--	79	--
Helpfulness of information	--	--	--	83	--
Timeliness of information	--	--	--	83	--
Format is easy to understand	--	--	--	72	--
Degree to which it meets my needs	--	--	--	78	--
Fire Weather Activity Planner	--	--	--	89	--
Helpfulness of information	--	--	--	89	--
Timeliness of information	--	--	--	89	--
Format is easy to understand	--	--	--	89	--
Degree to which it meets my needs	--	--	--	89	--

National Weather Service - Overall
2011
Attribute Table - Type of aviation

	Dispatcher	Comm Freight	Comm Passenger	Private Business	Private Pleasure
Sample Size	24	8	52	88	212
Storm Prediction Center Outlooks	--	--	--	89	86
Helpfulness of information	--	--	--	89	89
Timeliness of information	--	--	--	89	89
Format is easy to understand	--	--	--	89	100
Degree to which it meets my needs	--	--	--	89	67
Fire Weather Watch	--	--	--	89	100
The usefulness of the watch information	--	--	--	89	100
The amount of time you had to act	--	--	--	89	100
How clearly the watch information described conditions	--	--	--	89	100
Red Flag Warning	--	--	--	89	88
The usefulness of the warning information	--	--	--	89	67
The amount of time you had to act	--	--	--	89	100
How clearly the warning info described conditions to expect	--	--	--	89	100
Flood Watches	100	--	--	89	94
Ease of understanding	100	--	--	89	94
Usefulness	100	--	--	89	94
Flash Flood Watches	100	--	--	85	94
Ease of understanding	100	--	--	85	94
Usefulness	100	--	--	85	94
Flood Warnings	100	--	--	85	94
Ease of understanding	100	--	--	85	94
Usefulness	100	--	--	85	94
Flash Flood Warnings	100	--	--	78	94
Ease of understanding	100	--	--	78	94
Usefulness	100	--	--	78	94
Flood Advisories	100	--	--	85	100
Ease of understanding	100	--	--	85	100
Usefulness	100	--	--	85	100
Hydrologic Statements	100	--	--	85	76
Ease of understanding	100	--	--	85	78
Usefulness	100	--	--	85	74
Short-term Hydrologic Outlooks	100	--	--	83	74
Ease of understanding	100	--	--	83	74
Usefulness	100	--	--	83	74
Long-term Hydrologic Outlooks	100	--	--	67	72
Ease of understanding	100	--	--	67	72
Usefulness	100	--	--	67	72
River and Lake Forecast Products	100	--	--	83	78
Ease of understanding	100	--	--	83	78
Usefulness	100	--	--	83	78
Hydrometeorological Data Products and Summaries	100	--	--	83	72
Ease of understanding	100	--	--	83	72
Usefulness	100	--	--	83	72

National Weather Service - Overall
2011
Attribute Table - Type of aviation

	Dispatcher	Comm Freight	Comm Passenger	Private Business	Private Pleasure
Sample Size	24	8	52	88	212
Flood warning vs. flash flood	100	--	--	85	85
Flood warning vs. flash flood	100	--	--	85	85
AHPS web pages	100	--	--	72	83
AHPS web pages	100	--	--	72	83
Usefulness of map overlay	100	--	--	71	52
Flood Watches	100	--	--	78	94
Flood Warnings	100	--	--	78	94
Radar	100	--	--	83	39
Satellite	100	--	--	83	56
Observed precipitation	100	--	--	67	94
Forecast precipitation	100	--	--	61	72
Snow depth	--	--	--	11	67
Snow water equivalent	100	--	--	33	50
River ice	100	--	--	--	0
Soil moisture	100	--	--	--	0
Evapotranspiration	100	--	--	--	0
Water quality	--	--	--	--	0
Runoff	100	--	--	--	33
Groundwater	100	--	--	--	56
Flash flood guidance	100	--	--	72	94
Drought conditions	100	--	--	--	22
Ability to display maximum stage/flow forecasts	44	--	--	67	72
Ability to display the maximum stage/flow forecasts	44	--	--	67	72
Usefulness of hydrograph overlay statistics	100	--	--	0	46
Record low flow, stage, or pool for a specified period of record	100	--	--	0	50
Normal daily flow, stage, or pool for a specified period of record	100	--	--	0	72
Seven-day minimum flow with a recurrence interval of 10 years	100	--	--	0	44
The discharge exceeded 10 percent of time for a designated period	100	--	--	0	39
The discharge exceeded 25 percent of time for a designated period	100	--	--	0	39
The discharge exceeded 75 percent of time for a designated period	100	--	--	0	39
The discharge exceeded 90 percent of time for a designated period	100	--	--	0	39
Usefulness of information	100	--	--	83	100
Usefulness of this information	100	--	--	83	100
Single web portal for water information	--	--	--	83	67
Single web portal for water information	--	--	--	83	67
Familiarity with NOAA Tsunami Products	--	--	--	--	--
Tsunami Warning	--	--	--	--	--
Tsunami Advisory	--	--	--	--	--
Tsunami Watch	--	--	--	--	--
Tsunami Information Statement	--	--	--	--	--
NOAA Tsunami information	--	--	--	--	--
Understanding tsunami products	--	--	--	--	--
Usefulness of tsunami products	--	--	--	--	--
Improvements over last five years	--	--	--	--	--
Overall quality of tsunami products and services	--	--	--	--	--

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	National		Regional	
	2010	2011	2010	2011
Sample Size	286	53	661	108
Hazardous Services	84	85	84	86
Tornado Warnings	83	83	83	86
Severe Thunderstorm Warnings	84	84	85	87
Winter Storm Warnings	82	85	83	84
Hurricane Warnings	87	90	86	88
Flash Flood Warnings	82	80	83	85
River Flood Warnings	85	84	85	86
High Surf Warnings	86	86	86	84
Tsunami Warnings	--	84	--	84
Extreme Cold Warnings	--	88	--	87
Extreme Heat Warnings	--	89	--	88
Tornado Warnings	83	83	83	86
Ease of Understanding	87	84	87	88
Timeliness	83	84	82	87
Accuracy	79	82	79	84
Severe Thunderstorm Warnings	84	84	85	87
Ease of Understanding	88	86	88	89
Timeliness	84	84	84	87
Accuracy	80	82	82	84
Winter Storm Warnings	83	85	83	84
Ease of Understanding	85	87	87	86
Timeliness	85	86	84	85
Accuracy	77	81	77	80
Hurricane Warnings	87	90	86	88
Ease of Understanding	89	91	87	89
Timeliness	89	91	87	90
Accuracy	84	87	82	85
Flash Flood Warnings	82	80	83	86
Ease of Understanding	85	79	86	86
Timeliness	81	82	82	86
Accuracy	80	80	81	84
River Flood Warnings	85	84	85	86
Ease of Understanding	86	83	85	87
Timeliness	86	86	85	87
Accuracy	84	84	84	86
High Surf Warnings	86	86	86	84
Ease of Understanding	86	85	87	84
Timeliness	85	86	85	85
Accuracy	84	86	84	82

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	National		Regional	
	2010	2011	2010	2011
Sample Size	286	53	661	108
Tsunami Warnings	--	84	--	84
Ease of Understanding	--	84	--	85
Timeliness	--	87	--	84
Accuracy	--	80	--	82
Extreme Cold Warnings	--	88	--	87
Ease of Understanding	--	89	--	87
Timeliness	--	87	--	87
Accuracy	--	87	--	86
Extreme Heat Warnings	--	89	--	88
Ease of Understanding	--	88	--	89
Timeliness	--	89	--	88
Accuracy	--	90	--	88
Routine Climate, Water, Weather Services	85	87	85	86
Max/min temperature forecasts	89	93	90	90
Chance of Precip forecast	84	89	83	86
Cloud Cover forecasts	85	89	83	87
Wind forecasts	86	92	87	88
Dew Point forecasts	85	93	88	87
River Heights-Flow forecasts	86	85	85	89
UV Index forecasts	88	86	87	94
Air Quality forecasts	86	77	85	89
Wave Height forecasts	86	87	84	83
1 to 4-Week National Outlooks	83	83	84	84
3-Month National Outlooks	83	84	81	82
El Niño-La Niña Outlooks	83	84	82	78
3-Month Drought Outlooks	86	85	83	83
3-Month Local Temp Outlooks	83	88	83	82
Climate Hazard Assessments	--	78	--	85
Max/min temperature forecasts	89	93	90	90
Meets my needs	87	93	88	89
Ease of Understanding	91	94	91	90
Chance of Precip forecast	84	89	83	86
Meets my needs	83	88	83	84
Ease of Understanding	85	90	84	88
Cloud Cover forecasts	85	89	83	87
Meets my needs	84	86	82	85
Ease of Understanding	86	92	84	89
Wind forecasts	87	92	87	88
Meets my needs	86	92	86	86
Ease of Understanding	87	93	88	90
Dew Point forecasts	85	93	88	87
Meets my needs	85	93	88	85
Ease of Understanding	86	93	88	88

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	National		Regional	
	2010	2011	2010	2011
Sample Size	286	53	661	108
River Heights-Flow forecasts	86	85	85	89
Meets my needs	86	85	84	88
Ease of Understanding	87	85	85	89
UV Index forecasts	88	86	87	94
Meets my needs	87	89	86	93
Ease of Understanding	88	83	88	94
Air Quality forecasts	86	77	85	89
Meets my needs	86	75	86	90
Ease of Understanding	86	79	85	88
Wave Height forecasts	86	87	85	83
Meets my needs	87	85	83	85
Ease of Understanding	86	89	86	82
1 to 4-Week National Outlooks	84	83	84	84
Meets my needs	81	83	83	83
Ease of Understanding	85	83	84	84
3-Month National Outlooks	83	84	81	82
Meets my needs	81	81	81	82
Ease of Understanding	85	88	82	82
El Niño-La Niña Outlooks	83	84	82	78
Meets my needs	83	84	83	80
Ease of Understanding	83	83	81	76
3-Month Drought Outlooks	86	85	83	83
Meets my needs	85	86	83	83
Ease of Understanding	87	84	83	84
3-Month Local Temp Outlooks	83	88	83	82
Meets my needs	81	87	82	81
Ease of Understanding	85	88	84	82
Climate Hazard Assessments	--	78	--	85
Meets my needs	--	77	--	86
Ease of Understanding	--	79	--	84
Routine Climate, Water, Weather Forecasts	70	73	70	72
Max/min temperature forecasts	75	79	76	77
Probability of precipitation	67	71	67	69
Amount of precip forecasts	65	68	65	67
Max/min temperature forecasts	74	78	75	75
1 day from now	89	89	89	88
3 days from now	72	75	74	74
7 days from now	49	60	51	54
Probability of precipitation	65	70	66	68
1 day from now	82	85	83	82
3 days from now	63	68	64	65
7 days from now	42	49	42	48

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	National		Regional	
	2010	2011	2010	2011
Sample Size	286	53	661	108
Amount of precip forecasts	64	67	64	66
Less than 1 day from now	78	81	79	79
1 day from now	63	66	63	66
3 days from now	45	49	44	49
Support Services	--	92	--	92
Accessibility	--	90	--	89
Responsiveness	--	86	--	90
Knowledge	--	96	--	93
Professionalism	--	96	--	96
Assist interpret weather info	--	92	--	94
Resolving a complaint	--	91	--	90
User Support Services	--	92	--	93
Accessibility	--	90	--	90
Responsiveness	--	87	--	90
Knowledge	--	96	--	94
Professionalism	--	96	--	96
Assist interpret weather info	--	92	--	94
Resolving a complaint	--	92	--	91
Customer Support Services	--	89	--	87
Accessibility	--	93	--	80
Responsiveness	--	78	--	87
Knowledge	--	93	--	91
Professionalism	--	93	--	91
Resolving a complaint	--	89	--	81
NWS Forecaster	85	89	87	90
Clarification of weather info	87	91	88	90
Forecaster uncertainty	87	87	85	90
Dissemination Services	83	84	82	84
Reliability of satellite data	--	88	--	84
Reliability of radar data	--	86	--	83
Ease of locating information	80	78	78	83
Information is up-to-date	86	87	86	84
Ease of understanding info	--	87	--	87
Ease locating data on servers	72	67	70	78
Ease of req add data to server	68	75	63	80
Ease of providing input	68	82	63	81
Annual Weather Awareness Weeks	--	80	--	80
Sat with Annual WA Weeks	--	80	--	80
Satisfaction	82	84	82	84
Overall Satisfaction	86	88	87	88
Meets expectations	78	82	78	82
Compared to ideal	79	81	79	80

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	National		Regional	
	2010	2011	2010	2011
Sample Size	286	53	661	108
Likelihood take action	89	92	90	90
Likelihood take action on info	89	92	90	90
Likelihood to use in future	94	95	95	93
Likelihood use NWS in future	94	95	95	93
Likelihood to recommend	92	95	93	92
Likelihood to recommend	92	95	93	92
CPC products	--	85	--	77
Clarity	--	85	--	71
Presentation	--	85	--	81
Provided information	--	85	--	78
Likelihood to make a decision about CPC products	--	85	--	75
Likelihood to make decision CPC products	--	85	--	75
Extended Range products	--	85	--	77
Clarity	--	85	--	71
Presentation	--	85	--	81
Provided information	--	85	--	79
Long Range products	--	81	--	79
Clarity	--	81	--	78
Presentation	--	81	--	80
Provided information	--	81	--	80
Hazards products	--	74	--	84
Clarity	--	78	--	81
Presentation	--	74	--	84
Provided information	--	70	--	86
ENSO products	--	85	--	78
Clarity	--	85	--	76
Presentation	--	85	--	81
Provided information	--	85	--	78
NWS Local Climate Data Products	--	73	--	78
Easy to understand	--	74	--	76
Easy to use	--	81	--	79
Eye-appealing	--	48	--	78
Clarity	--	81	--	70
Timeliness	--	63	--	87
Usefulness	--	85	--	81
Organization of information	--	67	--	76
Location selection	--	70	--	73
Variable selection	--	67	--	73
Length of data record	--	81	--	87
Meets my needs	--	81	--	81

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	National		Regional	
	2010	2011	2010	2011
Sample Size	286	53	661	108
NOWData	--	74	--	73
Easy to understand	--	78	--	78
Easy to use	--	78	--	76
Eye-appealing	--	56	--	74
Clarity	--	78	--	78
Timeliness	--	74	--	85
Usefulness	--	78	--	78
Organization of information	--	74	--	80
Location selection	--	70	--	69
Variable selection	--	74	--	74
Length of data record	--	74	--	87
Meets my needs	--	81	--	75
Likelihood to make a change based on products	--	67	--	79
Likelihood to make a change based on products	--	67	--	79
Local 3-Month Temp outlook graphic	--	71	--	73
Easy to understand	--	78	--	76
Easy to use	--	67	--	70
Eye-appealing	--	70	--	69
Clarity	--	78	--	70
Timeliness	--	63	--	81
Usefulness	--	70	--	76
Organization of information	--	74	--	70
Location selection	--	63	--	67
Variable selection	--	67	--	65
Length of data record	--	74	--	83
Meets my needs	--	74	--	72
Graphic 2 Content and Characteristics	--	76	--	87
Easy to understand	--	81	--	86
Easy to use	--	81	--	86
Eye-appealing	--	74	--	86
Clarity	--	81	--	86
Timeliness	--	74	--	86
Usefulness	--	81	--	86
Organization of information	--	78	--	86
Location selection	--	74	--	89
Variable selection	--	67	--	86
Length of data record	--	70	--	86
Meets my needs	--	78	--	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	National		Regional	
	2010	2011	2010	2011
Sample Size	286	53	661	108
Graphic 3 Content and Characteristics	--	71	--	85
Easy to understand	--	78	--	80
Easy to use	--	74	--	87
Eye-appealing	--	67	--	87
Clarity	--	74	--	82
Timeliness	--	70	--	89
Usefulness	--	67	--	89
Organization of information	--	70	--	84
Location selection	--	67	--	84
Variable selection	--	67	--	84
Length of data record	--	70	--	82
Meets my needs	--	78	--	87
Fire Weather staff	--	90	--	93
Availability	--	84	--	93
Knowledge	--	93	--	94
Timeliness of responses	--	90	--	91
Helpfulness of information	--	91	--	93
Importance of decision support info	--	95	--	88
Importance of decision support info	--	95	--	88
Fire Weather Planning Forecast	--	90	--	92
Helpfulness of information	--	91	--	94
Timeliness of information	--	92	--	91
Format is easy to understand	--	84	--	91
Degree to which it meets my needs	--	92	--	91
NWS fire weather point forecast	--	73	--	80
Helpfulness of information	--	78	--	81
Timeliness of information	--	77	--	89
Format is easy to understand	--	60	--	69
Degree to which it meets my needs	--	73	--	80
Site-Specific (spot) forecasts	--	86	--	85
Helpfulness of information	--	92	--	89
Timeliness of information	--	80	--	88
Format is easy to understand	--	91	--	78
Degree to which it meets my needs	--	82	--	87
Fire Weather Activity Planner	--	86	--	81
Helpfulness of information	--	86	--	81
Timeliness of information	--	88	--	79
Format is easy to understand	--	86	--	82
Degree to which it meets my needs	--	85	--	82

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	National		Regional	
	2010	2011	2010	2011
Sample Size	286	53	661	108
Storm Prediction Center Outlooks	--	79	--	85
Helpfulness of information	--	79	--	85
Timeliness of information	--	83	--	85
Format is easy to understand	--	79	--	86
Degree to which it meets my needs	--	74	--	84
Fire Weather Watch	--	86	--	87
The usefulness of the watch information	--	89	--	88
The amount of time you had to act	--	87	--	85
How clearly the watch information described conditions	--	84	--	87
Red Flag Warning	--	87	--	90
The usefulness of the warning information	--	94	--	93
The amount of time you had to act	--	80	--	86
How clearly the warning info described conditions to expect	--	87	--	91
Flood Watches	--	94	--	94
Ease of understanding	--	94	--	94
Usefulness	--	94	--	94
Flash Flood Watches	--	94	--	94
Ease of understanding	--	94	--	94
Usefulness	--	94	--	94
Flood Warnings	--	94	--	94
Ease of understanding	--	94	--	94
Usefulness	--	94	--	94
Flash Flood Warnings	--	94	--	94
Ease of understanding	--	94	--	93
Usefulness	--	94	--	94
Flood Advisories	--	94	--	90
Ease of understanding	--	94	--	90
Usefulness	--	94	--	90
Hydrologic Statements	--	94	--	90
Ease of understanding	--	94	--	90
Usefulness	--	94	--	90
Short-term Hydrologic Outlooks	--	94	--	93
Ease of understanding	--	94	--	93
Usefulness	--	94	--	93
Long-term Hydrologic Outlooks	--	94	--	93
Ease of understanding	--	94	--	93
Usefulness	--	94	--	93
River and Lake Forecast Products	--	94	--	90
Ease of understanding	--	94	--	90
Usefulness	--	94	--	90
Hydrometeorological Data Products and Summaries	--	94	--	91
Ease of understanding	--	94	--	91
Usefulness	--	94	--	91
Flood warning vs. flash flood	--	100	--	96
Flood warning vs. flash flood	--	100	--	96

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	National		Regional	
	2010	2011	2010	2011
Sample Size	286	53	661	108
AHPS web pages	--	72	--	90
AHPS web pages	--	72	--	90
Usefulness of map overlay	--	84	--	77
Flood Watches	--	100	--	88
Flood Warnings	--	100	--	89
Radar	--	100	--	88
Satellite	--	78	--	82
Observed precipitation	--	94	--	88
Forecast precipitation	--	89	--	93
Snow depth	--	72	--	66
Snow water equivalent	--	61	--	70
River ice	--	56	--	64
Soil moisture	--	89	--	74
Evapotranspiration	--	11	--	58
Water quality	--	50	--	58
Runoff	--	94	--	78
Groundwater	--	83	--	63
Flash flood guidance	--	94	--	76
Drought conditions	--	100	--	68
Ability to display maximum stage/flow forecasts	--	89	--	92
Ability to display the maximum stage/flow forecasts	--	89	--	92
Usefulness of hydrograph overlay statistics	--	71	--	70
Record low flow, stage, or pool for a specified period of record	--	50	--	75
Normal daily flow, stage, or pool for a specified period of record	--	72	--	79
Seven-day minimum flow with a recurrence interval of 10 years	--	50	--	60
The discharge exceeded 10 percent of time for a designated period	--	61	--	67
The discharge exceeded 25 percent of time for a designated period	--	78	--	69
The discharge exceeded 75 percent of time for a designated period	--	83	--	70
The discharge exceeded 90 percent of time for a designated period	--	94	--	71
Usefulness of information	--	100	--	92
Usefulness of this information	--	100	--	92
Single web portal for water information	--	100	--	96
Single web portal for water information	--	100	--	96
Familiarity with NOAA Tsunami Products	--	96	--	--
Tsunami Warning	--	96	--	--
Tsunami Advisory	--	96	--	--
Tsunami Watch	--	96	--	--
Tsunami Information Statement	--	96	--	--
NOAA Tsunami information	--	84	--	--
Understanding tsunami products	--	67	--	--
Usefulness of tsunami products	--	85	--	--
Improvements over last five years	--	94	--	--
Overall quality of tsunami products and services	--	89	--	--

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Single state		Multiple counties/parishes/boroughs	
	2010	2011	2010	2011
Sample Size	330	113	763	233
Hazardous Services	83	85	85	85
Tornado Warnings	83	84	84	83
Severe Thunderstorm Warnings	84	86	84	85
Winter Storm Warnings	81	81	84	84
Hurricane Warnings	87	88	87	88
Flash Flood Warnings	83	83	85	84
River Flood Warnings	85	83	86	86
High Surf Warnings	86	85	89	86
Tsunami Warnings	--	83	--	80
Extreme Cold Warnings	--	88	--	89
Extreme Heat Warnings	--	88	--	89
Tornado Warnings	83	84	84	83
Ease of Understanding	87	86	89	88
Timeliness	83	84	84	83
Accuracy	77	81	80	79
Severe Thunderstorm Warnings	84	86	85	85
Ease of Understanding	87	87	89	89
Timeliness	83	86	84	84
Accuracy	80	84	81	81
Winter Storm Warnings	81	82	84	84
Ease of Understanding	85	83	87	88
Timeliness	83	83	85	85
Accuracy	74	77	78	78
Hurricane Warnings	87	88	88	88
Ease of Understanding	88	89	89	89
Timeliness	89	87	89	88
Accuracy	83	85	84	86
Flash Flood Warnings	83	83	85	84
Ease of Understanding	85	85	88	88
Timeliness	83	84	84	83
Accuracy	81	80	82	82
River Flood Warnings	85	83	86	86
Ease of Understanding	86	83	87	87
Timeliness	86	84	86	87
Accuracy	84	82	85	84
High Surf Warnings	86	85	89	86
Ease of Understanding	88	85	89	86
Timeliness	86	86	89	85
Accuracy	85	84	88	86

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Single state		Multiple counties/parishes/boroughs	
	2010	2011	2010	2011
Sample Size	330	113	763	233
Tsunami Warnings	--	83	--	80
Ease of Understanding	--	83	--	81
Timeliness	--	85	--	83
Accuracy	--	83	--	75
Extreme Cold Warnings	--	88	--	89
Ease of Understanding	--	89	--	90
Timeliness	--	89	--	89
Accuracy	--	87	--	88
Extreme Heat Warnings	--	88	--	89
Ease of Understanding	--	89	--	90
Timeliness	--	87	--	89
Accuracy	--	86	--	88
Routine Climate, Water, Weather Services	84	87	86	86
Max/min temperature forecasts	87	91	90	91
Chance of Precip forecast	84	86	85	85
Cloud Cover forecasts	85	87	86	88
Wind forecasts	85	90	88	89
Dew Point forecasts	88	87	89	88
River Heights-Flow forecasts	86	84	87	87
UV Index forecasts	88	85	91	88
Air Quality forecasts	86	89	88	84
Wave Height forecasts	83	86	91	87
1 to 4-Week National Outlooks	85	85	86	85
3-Month National Outlooks	82	82	84	82
El Niño-La Niña Outlooks	80	81	82	82
3-Month Drought Outlooks	85	85	86	85
3-Month Local Temp Outlooks	86	83	85	84
Climate Hazard Assessments	--	85	--	86
Max/min temperature forecasts	87	91	91	91
Meets my needs	86	90	89	89
Ease of Understanding	89	93	92	92
Chance of Precip forecast	84	86	85	86
Meets my needs	83	86	83	85
Ease of Understanding	85	87	86	86
Cloud Cover forecasts	85	87	86	88
Meets my needs	85	87	85	87
Ease of Understanding	85	87	87	89
Wind forecasts	85	90	88	89
Meets my needs	84	88	87	89
Ease of Understanding	87	91	89	89
Dew Point forecasts	88	87	89	88
Meets my needs	87	87	89	88
Ease of Understanding	89	87	89	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Single state		Multiple counties/parishes/boroughs	
	2010	2011	2010	2011
Sample Size	330	113	763	233
River Heights-Flow forecasts	86	84	87	87
Meets my needs	87	85	87	88
Ease of Understanding	86	84	87	87
UV Index forecasts	88	85	91	88
Meets my needs	87	84	91	89
Ease of Understanding	88	87	91	88
Air Quality forecasts	86	89	88	84
Meets my needs	86	89	87	84
Ease of Understanding	86	88	89	84
Wave Height forecasts	83	86	91	87
Meets my needs	81	85	91	87
Ease of Understanding	84	86	92	87
1 to 4-Week National Outlooks	85	85	86	85
Meets my needs	83	85	85	84
Ease of Understanding	86	85	87	86
3-Month National Outlooks	82	83	84	82
Meets my needs	80	81	83	83
Ease of Understanding	84	84	86	81
El Niño-La Niña Outlooks	80	81	82	82
Meets my needs	81	82	83	83
Ease of Understanding	80	81	81	81
3-Month Drought Outlooks	85	85	86	85
Meets my needs	84	85	85	85
Ease of Understanding	86	85	87	85
3-Month Local Temp Outlooks	86	83	85	84
Meets my needs	85	82	85	85
Ease of Understanding	86	83	86	84
Climate Hazard Assessments	--	85	--	86
Meets my needs	--	86	--	87
Ease of Understanding	--	84	--	86
Routine Climate, Water, Weather Forecasts	70	71	71	71
Max/min temperature forecasts	76	77	77	77
Probability of precipitation	67	69	68	68
Amount of precip forecasts	64	65	65	67
Max/min temperature forecasts	75	76	76	76
1 day from now	88	89	90	88
3 days from now	73	74	74	74
7 days from now	51	54	52	55
Probability of precipitation	66	68	66	67
1 day from now	82	83	83	82
3 days from now	64	67	64	65
7 days from now	43	45	43	46

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Single state		Multiple counties/parishes/boroughs	
	2010	2011	2010	2011
Sample Size	330	113	763	233
Amount of precip forecasts	64	64	65	66
Less than 1 day from now	78	78	79	80
1 day from now	63	64	63	64
3 days from now	45	44	45	48
Support Services	--	89	--	93
Accessibility	--	87	--	92
Responsiveness	--	88	--	92
Knowledge	--	91	--	94
Professionalism	--	93	--	94
Assist interpret weather info	--	88	--	93
Resolving a complaint	--	83	--	92
User Support Services	--	90	--	93
Accessibility	--	88	--	92
Responsiveness	--	89	--	92
Knowledge	--	92	--	94
Professionalism	--	95	--	94
Assist interpret weather info	--	88	--	93
Resolving a complaint	--	87	--	92
Customer Support Services	--	83	--	96
Accessibility	--	83	--	94
Responsiveness	--	83	--	93
Knowledge	--	83	--	97
Professionalism	--	83	--	97
Resolving a complaint	--	0	--	92
NWS Forecaster	87	82	89	87
Clarification of weather info	88	84	90	88
Forecaster uncertainty	86	79	87	85
Dissemination Services	83	84	84	84
Reliability of satellite data	--	86	--	86
Reliability of radar data	--	84	--	84
Ease of locating information	79	79	81	81
Information is up-to-date	85	87	87	85
Ease of understanding info	--	85	--	87
Ease locating data on servers	80	65	76	78
Ease of req add data to server	78	67	73	76
Ease of providing input	73	65	74	78
Annual Weather Awareness Weeks	--	78	--	79
Sat with Annual WA Weeks	--	78	--	79
Satisfaction	83	84	84	83
Overall Satisfaction	87	88	88	88
Meets expectations	79	80	80	79
Compared to ideal	80	81	81	81

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Single state		Multiple counties/parishes/boroughs	
	2010	2011	2010	2011
Sample Size	330	113	763	233
Likelihood take action	90	92	93	92
Likelihood take action on info	90	92	93	92
Likelihood to use in future	95	95	96	96
Likelihood use NWS in future	95	95	96	96
Likelihood to recommend	93	94	95	94
Likelihood to recommend	93	94	95	94
CPC products	--	86	--	89
Clarity	--	88	--	89
Presentation	--	83	--	90
Provided information	--	88	--	90
Likelihood to make a decision about CPC products	--	86	--	91
Likelihood to make decision CPC products	--	86	--	91
Extended Range products	--	88	--	89
Clarity	--	88	--	87
Presentation	--	89	--	88
Provided information	--	88	--	91
Long Range products	--	89	--	83
Clarity	--	89	--	82
Presentation	--	92	--	85
Provided information	--	86	--	82
Hazards products	--	83	--	89
Clarity	--	85	--	89
Presentation	--	78	--	90
Provided information	--	85	--	89
ENSO products	--	82	--	86
Clarity	--	82	--	86
Presentation	--	82	--	87
Provided information	--	81	--	87
NWS Local Climate Data Products	--	74	--	81
Easy to understand	--	81	--	80
Easy to use	--	69	--	82
Eye-appealing	--	52	--	79
Clarity	--	85	--	84
Timeliness	--	80	--	82
Usefulness	--	76	--	83
Organization of information	--	80	--	82
Location selection	--	69	--	73
Variable selection	--	81	--	81
Length of data record	--	67	--	84
Meets my needs	--	72	--	81

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Single state		Multiple counties/parishes/boroughs	
	2010	2011	2010	2011
Sample Size	330	113	763	233
NOWData	--	77	--	76
Easy to understand	--	79	--	75
Easy to use	--	75	--	81
Eye-appealing	--	67	--	80
Clarity	--	81	--	78
Timeliness	--	83	--	81
Usefulness	--	79	--	82
Organization of information	--	76	--	79
Location selection	--	78	--	67
Variable selection	--	76	--	80
Length of data record	--	71	--	79
Meets my needs	--	78	--	80
Likelihood to make a change based on products	--	63	--	75
Likelihood to make a change based on products	--	63	--	75
Local 3-Month Temp outlook graphic	--	79	--	86
Easy to understand	--	80	--	88
Easy to use	--	80	--	85
Eye-appealing	--	80	--	88
Clarity	--	80	--	88
Timeliness	--	80	--	86
Usefulness	--	78	--	88
Organization of information	--	76	--	86
Location selection	--	84	--	76
Variable selection	--	76	--	85
Length of data record	--	80	--	84
Meets my needs	--	76	--	88
Graphic 2 Content and Characteristics	--	79	--	85
Easy to understand	--	82	--	84
Easy to use	--	80	--	86
Eye-appealing	--	78	--	85
Clarity	--	78	--	84
Timeliness	--	80	--	85
Usefulness	--	76	--	87
Organization of information	--	80	--	85
Location selection	--	80	--	75
Variable selection	--	78	--	85
Length of data record	--	78	--	85
Meets my needs	--	82	--	86

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Single state		Multiple counties/parishes/boroughs	
	2010	2011	2010	2011
Sample Size	330	113	763	233
Graphic 3 Content and Characteristics	--	80	--	85
Easy to understand	--	82	--	86
Easy to use	--	82	--	85
Eye-appealing	--	80	--	85
Clarity	--	82	--	84
Timeliness	--	80	--	86
Usefulness	--	80	--	86
Organization of information	--	78	--	85
Location selection	--	80	--	79
Variable selection	--	78	--	86
Length of data record	--	80	--	86
Meets my needs	--	80	--	87
Fire Weather staff	--	94	--	92
Availability	--	92	--	90
Knowledge	--	94	--	92
Timeliness of responses	--	94	--	91
Helpfulness of information	--	94	--	92
Importance of decision support info	--	92	--	94
Importance of decision support info	--	92	--	94
Fire Weather Planning Forecast	--	89	--	86
Helpfulness of information	--	88	--	89
Timeliness of information	--	93	--	87
Format is easy to understand	--	84	--	79
Degree to which it meets my needs	--	87	--	86
NWS fire weather point forecast	--	85	--	79
Helpfulness of information	--	86	--	83
Timeliness of information	--	88	--	83
Format is easy to understand	--	77	--	71
Degree to which it meets my needs	--	86	--	76
Site-Specific (spot) forecasts	--	93	--	89
Helpfulness of information	--	92	--	90
Timeliness of information	--	96	--	88
Format is easy to understand	--	90	--	89
Degree to which it meets my needs	--	95	--	91
Fire Weather Activity Planner	--	89	--	88
Helpfulness of information	--	89	--	87
Timeliness of information	--	90	--	88
Format is easy to understand	--	90	--	89
Degree to which it meets my needs	--	89	--	86

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Single state		Multiple counties/parishes/boroughs	
	2010	2011	2010	2011
Sample Size	330	113	763	233
Storm Prediction Center Outlooks	--	90	--	83
Helpfulness of information	--	90	--	81
Timeliness of information	--	91	--	85
Format is easy to understand	--	91	--	86
Degree to which it meets my needs	--	89	--	79
Fire Weather Watch	--	86	--	88
The usefulness of the watch information	--	91	--	91
The amount of time you had to act	--	88	--	88
How clearly the watch information described conditions	--	84	--	86
Red Flag Warning	--	92	--	89
The usefulness of the warning information	--	93	--	92
The amount of time you had to act	--	93	--	88
How clearly the warning info described conditions to expect	--	91	--	86
Flood Watches	--	85	--	85
Ease of understanding	--	86	--	85
Usefulness	--	85	--	85
Flash Flood Watches	--	81	--	85
Ease of understanding	--	78	--	84
Usefulness	--	82	--	86
Flood Warnings	--	87	--	86
Ease of understanding	--	87	--	86
Usefulness	--	88	--	86
Flash Flood Warnings	--	83	--	87
Ease of understanding	--	83	--	87
Usefulness	--	82	--	87
Flood Advisories	--	76	--	81
Ease of understanding	--	74	--	79
Usefulness	--	77	--	82
Hydrologic Statements	--	82	--	78
Ease of understanding	--	81	--	76
Usefulness	--	84	--	79
Short-term Hydrologic Outlooks	--	86	--	80
Ease of understanding	--	84	--	80
Usefulness	--	88	--	80
Long-term Hydrologic Outlooks	--	80	--	81
Ease of understanding	--	81	--	81
Usefulness	--	80	--	80
River and Lake Forecast Products	--	85	--	84
Ease of understanding	--	85	--	83
Usefulness	--	85	--	85
Hydrometeorological Data Products and Summaries	--	81	--	79
Ease of understanding	--	81	--	78
Usefulness	--	82	--	81
Flood warning vs. flash flood	--	83	--	90
Flood warning vs. flash flood	--	83	--	90

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Single state		Multiple counties/parishes/boroughs	
	2010	2011	2010	2011
Sample Size	330	113	763	233
AHPS web pages	--	77	--	80
AHPS web pages	--	77	--	80
Usefulness of map overlay	--	79	--	78
Flood Watches	--	83	--	94
Flood Warnings	--	88	--	96
Radar	--	88	--	81
Satellite	--	79	--	68
Observed precipitation	--	89	--	85
Forecast precipitation	--	92	--	91
Snow depth	--	84	--	66
Snow water equivalent	--	81	--	74
River ice	--	73	--	71
Soil moisture	--	70	--	69
Evapotranspiration	--	53	--	54
Water quality	--	50	--	55
Runoff	--	79	--	70
Groundwater	--	65	--	68
Flash flood guidance	--	76	--	86
Drought conditions	--	61	--	71
Ability to display maximum stage/flow forecasts	--	83	--	87
Ability to display the maximum stage/flow forecasts	--	83	--	87
Usefulness of hydrograph overlay statistics	--	72	--	75
Record low flow, stage, or pool for a specified period of record	--	63	--	69
Normal daily flow, stage, or pool for a specified period of record	--	73	--	82
Seven-day minimum flow with a recurrence interval of 10 years	--	62	--	68
The discharge exceeded 10 percent of time for a designated period	--	80	--	75
The discharge exceeded 25 percent of time for a designated period	--	75	--	74
The discharge exceeded 75 percent of time for a designated period	--	73	--	77
The discharge exceeded 90 percent of time for a designated period	--	75	--	78
Usefulness of information	--	90	--	94
Usefulness of this information	--	90	--	94
Single web portal for water information	--	86	--	89
Single web portal for water information	--	86	--	89
Familiarity with NOAA Tsunami Products	--	100	--	97
Tsunami Warning	--	100	--	97
Tsunami Advisory	--	100	--	97
Tsunami Watch	--	100	--	97
Tsunami Information Statement	--	100	--	97
NOAA Tsunami information	--	90	--	96
Understanding tsunami products	--	89	--	94
Usefulness of tsunami products	--	89	--	97
Improvements over last five years	--	94	--	94
Overall quality of tsunami products and services	--	89	--	97

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Large city/urban area		Small city/township/suburban	
	2010	2011	2010	2011
Sample Size	513	127	1,049	333
Hazardous Services	85	86	86	86
Tornado Warnings	85	84	84	83
Severe Thunderstorm Warnings	86	86	86	86
Winter Storm Warnings	84	84	85	85
Hurricane Warnings	88	91	87	90
Flash Flood Warnings	85	85	86	85
River Flood Warnings	87	87	87	85
High Surf Warnings	85	86	88	92
Tsunami Warnings	--	91	--	90
Extreme Cold Warnings	--	92	--	89
Extreme Heat Warnings	--	91	--	90
Tornado Warnings	85	85	85	84
Ease of Understanding	88	89	89	88
Timeliness	85	84	84	83
Accuracy	81	81	80	78
Severe Thunderstorm Warnings	86	86	86	86
Ease of Understanding	89	90	90	90
Timeliness	86	86	85	85
Accuracy	84	84	83	82
Winter Storm Warnings	84	84	85	85
Ease of Understanding	88	87	89	89
Timeliness	85	86	86	87
Accuracy	78	78	78	78
Hurricane Warnings	88	91	88	90
Ease of Understanding	89	92	89	92
Timeliness	89	93	89	91
Accuracy	85	88	84	87
Flash Flood Warnings	85	85	86	85
Ease of Understanding	87	87	88	89
Timeliness	84	86	85	85
Accuracy	84	82	84	81
River Flood Warnings	87	87	87	85
Ease of Understanding	87	88	88	86
Timeliness	88	87	87	86
Accuracy	86	85	86	84
High Surf Warnings	85	86	88	92
Ease of Understanding	86	86	88	92
Timeliness	85	86	88	93
Accuracy	84	86	87	91

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Large city/urban area		Small city/township/suburban	
	2010	2011	2010	2011
Sample Size	513	127	1,049	333
Tsunami Warnings	--	91	--	90
Ease of Understanding	--	90	--	91
Timeliness	--	92	--	91
Accuracy	--	89	--	88
Extreme Cold Warnings	--	92	--	89
Ease of Understanding	--	92	--	91
Timeliness	--	93	--	89
Accuracy	--	91	--	87
Extreme Heat Warnings	--	91	--	90
Ease of Understanding	--	92	--	92
Timeliness	--	91	--	90
Accuracy	--	91	--	89
Routine Climate, Water, Weather Services	87	87	87	88
Max/min temperature forecasts	91	91	91	92
Chance of Precip forecast	86	87	86	87
Cloud Cover forecasts	87	88	87	89
Wind forecasts	88	89	89	91
Dew Point forecasts	90	87	91	92
River Heights-Flow forecasts	86	86	88	89
UV Index forecasts	91	89	90	90
Air Quality forecasts	88	88	90	89
Wave Height forecasts	88	91	85	91
1 to 4-Week National Outlooks	86	84	86	87
3-Month National Outlooks	83	87	85	89
El Niño-La Niña Outlooks	82	86	85	84
3-Month Drought Outlooks	84	88	87	88
3-Month Local Temp Outlooks	84	86	87	88
Climate Hazard Assessments	--	87	--	89
Max/min temperature forecasts	91	91	91	92
Meets my needs	90	90	90	91
Ease of Understanding	92	91	92	92
Chance of Precip forecast	86	87	87	87
Meets my needs	85	87	85	85
Ease of Understanding	87	87	88	89
Cloud Cover forecasts	87	88	87	89
Meets my needs	85	86	86	87
Ease of Understanding	88	90	87	90
Wind forecasts	88	89	89	91
Meets my needs	88	89	89	90
Ease of Understanding	89	90	90	91
Dew Point forecasts	90	87	91	92
Meets my needs	90	87	90	92
Ease of Understanding	90	88	91	91

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Large city/urban area		Small city/township/suburban	
	2010	2011	2010	2011
Sample Size	513	127	1,049	333
River Heights-Flow forecasts	86	86	88	89
Meets my needs	86	85	87	89
Ease of Understanding	86	87	88	89
UV Index forecasts	91	89	90	90
Meets my needs	91	91	90	90
Ease of Understanding	91	88	90	90
Air Quality forecasts	88	88	90	89
Meets my needs	88	87	89	89
Ease of Understanding	88	89	90	89
Wave Height forecasts	88	91	85	91
Meets my needs	88	92	85	91
Ease of Understanding	88	91	86	92
1 to 4-Week National Outlooks	86	84	86	87
Meets my needs	86	84	85	86
Ease of Understanding	87	84	87	88
3-Month National Outlooks	83	87	85	89
Meets my needs	83	86	83	89
Ease of Understanding	83	88	86	89
El Niño-La Niña Outlooks	82	86	85	84
Meets my needs	84	87	85	85
Ease of Understanding	80	86	84	84
3-Month Drought Outlooks	84	88	87	88
Meets my needs	84	88	87	88
Ease of Understanding	84	89	88	88
3-Month Local Temp Outlooks	84	86	87	88
Meets my needs	83	85	85	88
Ease of Understanding	84	87	87	89
Climate Hazard Assessments	--	87	--	89
Meets my needs	--	88	--	88
Ease of Understanding	--	88	--	89
Routine Climate, Water, Weather Forecasts	72	74	74	75
Max/min temperature forecasts	78	80	79	79
Probability of precipitation	69	72	70	73
Amount of precip forecasts	67	69	69	70
Max/min temperature forecasts	77	79	78	78
1 day from now	90	91	90	89
3 days from now	76	78	77	77
7 days from now	54	59	56	60
Probability of precipitation	68	70	69	71
1 day from now	84	84	84	85
3 days from now	66	69	67	70
7 days from now	45	51	48	52

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Large city/urban area		Small city/township/suburban	
	2010	2011	2010	2011
Sample Size	513	127	1,049	333
Amount of precip forecasts	67	68	69	70
Less than 1 day from now	81	80	82	82
1 day from now	65	67	68	69
3 days from now	48	51	51	53
Support Services	--	93	--	93
Accessibility	--	90	--	91
Responsiveness	--	92	--	91
Knowledge	--	95	--	95
Professionalism	--	95	--	95
Assist interpret weather info	--	94	--	92
Resolving a complaint	--	87	--	88
User Support Services	--	94	--	92
Accessibility	--	91	--	90
Responsiveness	--	94	--	91
Knowledge	--	96	--	94
Professionalism	--	97	--	95
Assist interpret weather info	--	94	--	92
Resolving a complaint	--	92	--	86
Customer Support Services	--	84	--	96
Accessibility	--	80	--	94
Responsiveness	--	81	--	95
Knowledge	--	90	--	97
Professionalism	--	85	--	97
Resolving a complaint	--	62	--	98
NWS Forecaster	89	87	89	90
Clarification of weather info	90	90	90	91
Forecaster uncertainty	88	83	87	87
Dissemination Services	85	86	85	86
Reliability of satellite data	--	86	--	87
Reliability of radar data	--	85	--	85
Ease of locating information	81	83	84	84
Information is up-to-date	88	86	87	87
Ease of understanding info	--	89	--	88
Ease locating data on servers	80	88	79	83
Ease of req add data to server	75	89	81	77
Ease of providing input	75	87	78	72
Annual Weather Awareness Weeks	--	81	--	83
Sat with Annual WA Weeks	--	81	--	83
Satisfaction	85	84	85	85
Overall Satisfaction	89	87	89	89
Meets expectations	81	81	82	83
Compared to ideal	83	82	83	83

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Large city/urban area		Small city/township/suburban	
	2010	2011	2010	2011
Sample Size	513	127	1,049	333
Likelihood take action	92	92	92	93
Likelihood take action on info	92	92	92	93
Likelihood to use in future	96	94	96	95
Likelihood use NWS in future	96	94	96	95
Likelihood to recommend	94	93	94	93
Likelihood to recommend	94	93	94	93
CPC products	--	94	--	85
Clarity	--	92	--	84
Presentation	--	94	--	86
Provided information	--	95	--	85
Likelihood to make a decision about CPC products	--	87	--	77
Likelihood to make decision CPC products	--	87	--	77
Extended Range products	--	93	--	85
Clarity	--	93	--	84
Presentation	--	92	--	86
Provided information	--	93	--	84
Long Range products	--	93	--	83
Clarity	--	90	--	83
Presentation	--	94	--	84
Provided information	--	93	--	83
Hazards products	--	92	--	83
Clarity	--	92	--	83
Presentation	--	92	--	84
Provided information	--	93	--	84
ENSO products	--	90	--	83
Clarity	--	91	--	84
Presentation	--	90	--	83
Provided information	--	88	--	81
NWS Local Climate Data Products	--	92	--	81
Easy to understand	--	95	--	81
Easy to use	--	91	--	79
Eye-appealing	--	83	--	78
Clarity	--	92	--	83
Timeliness	--	93	--	81
Usefulness	--	94	--	81
Organization of information	--	95	--	82
Location selection	--	93	--	79
Variable selection	--	93	--	82
Length of data record	--	91	--	80
Meets my needs	--	92	--	79

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Large city/urban area		Small city/township/suburban	
	2010	2011	2010	2011
Sample Size	513	127	1,049	333
NOWData	--	95	--	82
Easy to understand	--	98	--	83
Easy to use	--	97	--	82
Eye-appealing	--	90	--	80
Clarity	--	97	--	83
Timeliness	--	97	--	83
Usefulness	--	93	--	83
Organization of information	--	94	--	82
Location selection	--	92	--	82
Variable selection	--	97	--	82
Length of data record	--	93	--	81
Meets my needs	--	93	--	82
Likelihood to make a change based on products	--	84	--	74
Likelihood to make a change based on products	--	84	--	74
Local 3-Month Temp outlook graphic	--	89	--	80
Easy to understand	--	92	--	79
Easy to use	--	94	--	80
Eye-appealing	--	86	--	79
Clarity	--	87	--	80
Timeliness	--	96	--	79
Usefulness	--	90	--	77
Organization of information	--	90	--	80
Location selection	--	90	--	78
Variable selection	--	88	--	79
Length of data record	--	84	--	78
Meets my needs	--	86	--	81
Graphic 2 Content and Characteristics	--	91	--	84
Easy to understand	--	92	--	84
Easy to use	--	92	--	85
Eye-appealing	--	91	--	80
Clarity	--	88	--	84
Timeliness	--	97	--	84
Usefulness	--	97	--	84
Organization of information	--	92	--	84
Location selection	--	93	--	84
Variable selection	--	97	--	84
Length of data record	--	91	--	83
Meets my needs	--	94	--	85

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Large city/urban area		Small city/township/suburban	
	2010	2011	2010	2011
Sample Size	513	127	1,049	333
Graphic 3 Content and Characteristics	--	88	--	81
Easy to understand	--	88	--	82
Easy to use	--	90	--	82
Eye-appealing	--	88	--	81
Clarity	--	87	--	81
Timeliness	--	94	--	81
Usefulness	--	94	--	82
Organization of information	--	91	--	82
Location selection	--	91	--	81
Variable selection	--	93	--	81
Length of data record	--	91	--	82
Meets my needs	--	89	--	81
Fire Weather staff	--	97	--	87
Availability	--	94	--	87
Knowledge	--	96	--	89
Timeliness of responses	--	98	--	85
Helpfulness of information	--	98	--	88
Importance of decision support info	--	96	--	91
Importance of decision support info	--	96	--	91
Fire Weather Planning Forecast	--	95	--	86
Helpfulness of information	--	95	--	89
Timeliness of information	--	95	--	86
Format is easy to understand	--	94	--	83
Degree to which it meets my needs	--	96	--	87
NWS fire weather point forecast	--	94	--	81
Helpfulness of information	--	95	--	82
Timeliness of information	--	99	--	87
Format is easy to understand	--	90	--	73
Degree to which it meets my needs	--	95	--	81
Site-Specific (spot) forecasts	--	95	--	88
Helpfulness of information	--	95	--	88
Timeliness of information	--	95	--	88
Format is easy to understand	--	93	--	88
Degree to which it meets my needs	--	95	--	88
Fire Weather Activity Planner	--	94	--	90
Helpfulness of information	--	93	--	90
Timeliness of information	--	95	--	90
Format is easy to understand	--	95	--	89
Degree to which it meets my needs	--	92	--	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Large city/urban area		Small city/township/suburban	
	2010	2011	2010	2011
Sample Size	513	127	1,049	333
Storm Prediction Center Outlooks	--	93	--	87
Helpfulness of information	--	93	--	86
Timeliness of information	--	93	--	88
Format is easy to understand	--	93	--	87
Degree to which it meets my needs	--	93	--	86
Fire Weather Watch	--	93	--	88
The usefulness of the watch information	--	94	--	90
The amount of time you had to act	--	92	--	87
How clearly the watch information described conditions	--	94	--	88
Red Flag Warning	--	95	--	92
The usefulness of the warning information	--	95	--	92
The amount of time you had to act	--	96	--	92
How clearly the warning info described conditions to expect	--	96	--	91
Flood Watches	--	91	--	91
Ease of understanding	--	90	--	89
Usefulness	--	92	--	92
Flash Flood Watches	--	93	--	91
Ease of understanding	--	93	--	91
Usefulness	--	93	--	92
Flood Warnings	--	91	--	91
Ease of understanding	--	88	--	90
Usefulness	--	94	--	92
Flash Flood Warnings	--	93	--	91
Ease of understanding	--	93	--	89
Usefulness	--	93	--	92
Flood Advisories	--	93	--	89
Ease of understanding	--	91	--	88
Usefulness	--	94	--	91
Hydrologic Statements	--	90	--	89
Ease of understanding	--	89	--	89
Usefulness	--	91	--	90
Short-term Hydrologic Outlooks	--	93	--	88
Ease of understanding	--	93	--	86
Usefulness	--	94	--	89
Long-term Hydrologic Outlooks	--	91	--	87
Ease of understanding	--	92	--	85
Usefulness	--	91	--	89
River and Lake Forecast Products	--	92	--	87
Ease of understanding	--	88	--	84
Usefulness	--	96	--	89
Hydrometeorological Data Products and Summaries	--	85	--	89
Ease of understanding	--	82	--	89
Usefulness	--	87	--	90
Flood warning vs. flash flood	--	94	--	95
Flood warning vs. flash flood	--	94	--	95

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Large city/urban area		Small city/township/suburban	
	2010	2011	2010	2011
Sample Size	513	127	1,049	333
AHPS web pages	--	84	--	84
AHPS web pages	--	84	--	84
Usefulness of map overlay	--	88	--	85
Flood Watches	--	97	--	92
Flood Warnings	--	98	--	94
Radar	--	96	--	91
Satellite	--	89	--	84
Observed precipitation	--	94	--	91
Forecast precipitation	--	98	--	93
Snow depth	--	77	--	85
Snow water equivalent	--	75	--	81
River ice	--	69	--	79
Soil moisture	--	83	--	73
Evapotranspiration	--	74	--	67
Water quality	--	61	--	63
Runoff	--	87	--	84
Groundwater	--	72	--	74
Flash flood guidance	--	93	--	89
Drought conditions	--	70	--	72
Ability to display maximum stage/flow forecasts	--	91	--	90
Ability to display the maximum stage/flow forecasts	--	91	--	90
Usefulness of hydrograph overlay statistics	--	89	--	82
Record low flow, stage, or pool for a specified period of record	--	91	--	80
Normal daily flow, stage, or pool for a specified period of record	--	95	--	89
Seven-day minimum flow with a recurrence interval of 10 years	--	90	--	77
The discharge exceeded 10 percent of time for a designated period	--	86	--	79
The discharge exceeded 25 percent of time for a designated period	--	84	--	81
The discharge exceeded 75 percent of time for a designated period	--	86	--	81
The discharge exceeded 90 percent of time for a designated period	--	81	--	83
Usefulness of information	--	97	--	96
Usefulness of this information	--	97	--	96
Single web portal for water information	--	95	--	94
Single web portal for water information	--	95	--	94
Familiarity with NOAA Tsunami Products	--	83	--	61
Tsunami Warning	--	83	--	60
Tsunami Advisory	--	83	--	60
Tsunami Watch	--	83	--	60
Tsunami Information Statement	--	83	--	62
NOAA Tsunami information	--	100	--	93
Understanding tsunami products	--	100	--	96
Usefulness of tsunami products	--	100	--	93
Improvements over last five years	--	100	--	89
Overall quality of tsunami products and services	--	100	--	93

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Rural		Other	
	2010	2011	2010	2011
Sample Size	972	254	426	140
Hazardous Services	85	86	85	88
Tornado Warnings	84	84	85	86
Severe Thunderstorm Warnings	85	85	86	87
Winter Storm Warnings	84	84	83	85
Hurricane Warnings	88	89	86	91
Flash Flood Warnings	85	86	85	88
River Flood Warnings	87	88	87	88
High Surf Warnings	86	89	85	88
Tsunami Warnings	--	85	--	91
Extreme Cold Warnings	--	89	--	91
Extreme Heat Warnings	--	90	--	91
Tornado Warnings	84	85	85	86
Ease of Understanding	89	90	88	90
Timeliness	83	83	85	86
Accuracy	79	81	81	82
Severe Thunderstorm Warnings	86	85	86	87
Ease of Understanding	90	89	89	91
Timeliness	84	84	85	86
Accuracy	82	82	83	85
Winter Storm Warnings	84	84	83	85
Ease of Understanding	89	88	87	89
Timeliness	85	85	85	87
Accuracy	77	78	77	79
Hurricane Warnings	88	90	86	91
Ease of Understanding	90	92	89	92
Timeliness	89	91	88	91
Accuracy	84	85	81	89
Flash Flood Warnings	85	86	85	88
Ease of Understanding	88	89	88	90
Timeliness	84	85	84	87
Accuracy	82	83	82	86
River Flood Warnings	87	88	87	88
Ease of Understanding	88	89	88	90
Timeliness	87	88	87	88
Accuracy	86	86	86	87
High Surf Warnings	86	89	85	88
Ease of Understanding	87	91	86	90
Timeliness	85	90	85	88
Accuracy	84	88	83	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Rural		Other	
	2010	2011	2010	2011
Sample Size	972	254	426	140
Tsunami Warnings	--	85	--	91
Ease of Understanding	--	86	--	93
Timeliness	--	86	--	93
Accuracy	--	81	--	85
Extreme Cold Warnings	--	89	--	91
Ease of Understanding	--	90	--	92
Timeliness	--	88	--	91
Accuracy	--	88	--	90
Extreme Heat Warnings	--	90	--	91
Ease of Understanding	--	91	--	92
Timeliness	--	90	--	90
Accuracy	--	88	--	91
Routine Climate, Water, Weather Services	86	87	86	89
Max/min temperature forecasts	90	91	90	92
Chance of Precip forecast	86	86	86	89
Cloud Cover forecasts	87	88	87	88
Wind forecasts	88	88	89	91
Dew Point forecasts	89	88	90	93
River Heights-Flow forecasts	88	88	88	87
UV Index forecasts	89	84	89	89
Air Quality forecasts	88	84	87	93
Wave Height forecasts	90	94	84	96
1 to 4-Week National Outlooks	83	86	85	89
3-Month National Outlooks	83	85	82	89
El Niño-La Niña Outlooks	83	83	83	87
3-Month Drought Outlooks	83	87	81	89
3-Month Local Temp Outlooks	84	85	83	89
Climate Hazard Assessments	--	88	--	89
Max/min temperature forecasts	90	91	90	92
Meets my needs	89	90	89	91
Ease of Understanding	91	92	91	92
Chance of Precip forecast	86	86	86	90
Meets my needs	84	84	85	88
Ease of Understanding	88	88	87	91
Cloud Cover forecasts	87	88	87	88
Meets my needs	86	88	87	87
Ease of Understanding	88	88	87	89
Wind forecasts	88	88	89	91
Meets my needs	87	87	88	91
Ease of Understanding	89	89	89	92
Dew Point forecasts	89	88	90	93
Meets my needs	89	87	90	92
Ease of Understanding	90	88	90	94

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Rural		Other	
	2010	2011	2010	2011
Sample Size	972	254	426	140
River Heights-Flow forecasts	88	88	88	87
Meets my needs	88	87	88	87
Ease of Understanding	89	88	89	87
UV Index forecasts	89	85	89	89
Meets my needs	89	84	90	90
Ease of Understanding	89	88	89	88
Air Quality forecasts	88	84	87	93
Meets my needs	89	84	88	93
Ease of Understanding	88	85	87	92
Wave Height forecasts	90	94	84	96
Meets my needs	89	93	81	96
Ease of Understanding	90	95	87	96
1 to 4-Week National Outlooks	83	86	85	89
Meets my needs	82	85	84	89
Ease of Understanding	84	87	86	89
3-Month National Outlooks	83	85	82	89
Meets my needs	82	84	81	89
Ease of Understanding	84	87	83	90
El Niño-La Niña Outlooks	83	83	83	87
Meets my needs	84	83	84	89
Ease of Understanding	82	83	82	86
3-Month Drought Outlooks	83	87	81	89
Meets my needs	82	85	80	89
Ease of Understanding	84	89	81	89
3-Month Local Temp Outlooks	84	85	83	89
Meets my needs	83	84	82	89
Ease of Understanding	84	86	84	90
Climate Hazard Assessments	--	88	--	89
Meets my needs	--	87	--	89
Ease of Understanding	--	88	--	90
Routine Climate, Water, Weather Forecasts	72	73	73	73
Max/min temperature forecasts	78	78	78	79
Probability of precipitation	69	71	70	70
Amount of precip forecasts	66	67	68	68
Max/min temperature forecasts	77	77	77	77
1 day from now	89	89	89	91
3 days from now	75	76	75	76
7 days from now	55	58	55	55
Probability of precipitation	67	69	69	68
1 day from now	83	83	84	85
3 days from now	65	68	67	67
7 days from now	46	50	47	45

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Rural		Other	
	2010	2011	2010	2011
Sample Size	972	254	426	140
Amount of precip forecasts	65	66	67	67
Less than 1 day from now	78	78	81	81
1 day from now	64	66	66	67
3 days from now	48	51	48	50
Support Services	--	90	--	94
Accessibility	--	87	--	92
Responsiveness	--	89	--	92
Knowledge	--	91	--	94
Professionalism	--	93	--	95
Assist interpret weather info	--	89	--	93
Resolving a complaint	--	90	--	94
User Support Services	--	90	--	93
Accessibility	--	88	--	92
Responsiveness	--	88	--	92
Knowledge	--	91	--	94
Professionalism	--	92	--	95
Assist interpret weather info	--	89	--	93
Resolving a complaint	--	90	--	94
Customer Support Services	--	93	--	96
Accessibility	--	84	--	96
Responsiveness	--	94	--	96
Knowledge	--	96	--	96
Professionalism	--	97	--	96
Resolving a complaint	--	89	--	94
NWS Forecaster	89	89	89	93
Clarification of weather info	90	90	88	95
Forecaster uncertainty	88	88	87	91
Dissemination Services	86	87	85	87
Reliability of satellite data	--	87	--	88
Reliability of radar data	--	85	--	87
Ease of locating information	84	85	82	83
Information is up-to-date	87	86	88	89
Ease of understanding info	--	89	--	88
Ease locating data on servers	80	78	70	80
Ease of req add data to server	81	84	68	85
Ease of providing input	78	83	68	83
Annual Weather Awareness Weeks	--	86	--	85
Sat with Annual WA Weeks	--	86	--	85
Satisfaction	85	84	85	84
Overall Satisfaction	88	88	89	89
Meets expectations	81	80	81	79
Compared to ideal	83	83	81	81

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Rural		Other	
	2010	2011	2010	2011
Sample Size	972	254	426	140
Likelihood take action	92	92	93	93
Likelihood take action on info	92	92	93	93
Likelihood to use in future	95	95	96	96
Likelihood use NWS in future	95	95	96	96
Likelihood to recommend	94	93	95	94
Likelihood to recommend	94	93	95	94
CPC products	--	80	--	76
Clarity	--	80	--	74
Presentation	--	80	--	76
Provided information	--	80	--	79
Likelihood to make a decision about CPC products	--	78	--	73
Likelihood to make decision CPC products	--	78	--	73
Extended Range products	--	81	--	78
Clarity	--	81	--	79
Presentation	--	81	--	79
Provided information	--	81	--	77
Long Range products	--	77	--	76
Clarity	--	79	--	74
Presentation	--	78	--	79
Provided information	--	75	--	76
Hazards products	--	77	--	75
Clarity	--	78	--	74
Presentation	--	78	--	76
Provided information	--	76	--	76
ENSO products	--	75	--	80
Clarity	--	75	--	81
Presentation	--	77	--	78
Provided information	--	73	--	81
NWS Local Climate Data Products	--	74	--	74
Easy to understand	--	77	--	77
Easy to use	--	75	--	74
Eye-appealing	--	67	--	67
Clarity	--	75	--	74
Timeliness	--	78	--	78
Usefulness	--	80	--	75
Organization of information	--	72	--	71
Location selection	--	70	--	75
Variable selection	--	71	--	73
Length of data record	--	72	--	75
Meets my needs	--	75	--	80

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Rural		Other	
	2010	2011	2010	2011
Sample Size	972	254	426	140
NOWData	--	78	--	72
Easy to understand	--	78	--	77
Easy to use	--	81	--	70
Eye-appealing	--	75	--	64
Clarity	--	81	--	77
Timeliness	--	80	--	73
Usefulness	--	79	--	75
Organization of information	--	76	--	73
Location selection	--	76	--	72
Variable selection	--	79	--	72
Length of data record	--	79	--	70
Meets my needs	--	78	--	73
Likelihood to make a change based on products	--	82	--	64
Likelihood to make a change based on products	--	82	--	64
Local 3-Month Temp outlook graphic	--	78	--	80
Easy to understand	--	81	--	84
Easy to use	--	78	--	84
Eye-appealing	--	78	--	84
Clarity	--	81	--	83
Timeliness	--	75	--	77
Usefulness	--	77	--	80
Organization of information	--	79	--	78
Location selection	--	74	--	77
Variable selection	--	79	--	80
Length of data record	--	76	--	78
Meets my needs	--	79	--	83
Graphic 2 Content and Characteristics	--	79	--	75
Easy to understand	--	82	--	78
Easy to use	--	79	--	76
Eye-appealing	--	77	--	75
Clarity	--	81	--	75
Timeliness	--	81	--	82
Usefulness	--	79	--	75
Organization of information	--	82	--	76
Location selection	--	75	--	70
Variable selection	--	79	--	79
Length of data record	--	78	--	72
Meets my needs	--	79	--	75

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Rural		Other	
	2010	2011	2010	2011
Sample Size	972	254	426	140
Graphic 3 Content and Characteristics	--	79	--	76
Easy to understand	--	78	--	77
Easy to use	--	78	--	78
Eye-appealing	--	79	--	74
Clarity	--	80	--	71
Timeliness	--	79	--	78
Usefulness	--	77	--	78
Organization of information	--	79	--	78
Location selection	--	79	--	72
Variable selection	--	78	--	83
Length of data record	--	78	--	75
Meets my needs	--	78	--	75
Fire Weather staff	--	91	--	93
Availability	--	90	--	94
Knowledge	--	91	--	92
Timeliness of responses	--	91	--	93
Helpfulness of information	--	92	--	92
Importance of decision support info	--	93	--	96
Importance of decision support info	--	93	--	96
Fire Weather Planning Forecast	--	87	--	89
Helpfulness of information	--	89	--	91
Timeliness of information	--	88	--	88
Format is easy to understand	--	81	--	86
Degree to which it meets my needs	--	87	--	89
NWS fire weather point forecast	--	77	--	69
Helpfulness of information	--	79	--	69
Timeliness of information	--	83	--	82
Format is easy to understand	--	70	--	57
Degree to which it meets my needs	--	77	--	70
Site-Specific (spot) forecasts	--	88	--	90
Helpfulness of information	--	89	--	91
Timeliness of information	--	89	--	90
Format is easy to understand	--	87	--	87
Degree to which it meets my needs	--	88	--	91
Fire Weather Activity Planner	--	89	--	90
Helpfulness of information	--	88	--	90
Timeliness of information	--	89	--	90
Format is easy to understand	--	90	--	90
Degree to which it meets my needs	--	88	--	89

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Rural		Other	
	2010	2011	2010	2011
Sample Size	972	254	426	140
Storm Prediction Center Outlooks	--	89	--	87
Helpfulness of information	--	88	--	87
Timeliness of information	--	89	--	87
Format is easy to understand	--	89	--	89
Degree to which it meets my needs	--	89	--	85
Fire Weather Watch	--	91	--	88
The usefulness of the watch information	--	91	--	90
The amount of time you had to act	--	90	--	87
How clearly the watch information described conditions	--	91	--	87
Red Flag Warning	--	92	--	90
The usefulness of the warning information	--	93	--	90
The amount of time you had to act	--	90	--	91
How clearly the warning info described conditions to expect	--	93	--	90
Flood Watches	--	85	--	90
Ease of understanding	--	83	--	89
Usefulness	--	87	--	90
Flash Flood Watches	--	85	--	89
Ease of understanding	--	84	--	88
Usefulness	--	86	--	90
Flood Warnings	--	85	--	88
Ease of understanding	--	81	--	86
Usefulness	--	88	--	90
Flash Flood Warnings	--	85	--	89
Ease of understanding	--	84	--	88
Usefulness	--	85	--	89
Flood Advisories	--	84	--	86
Ease of understanding	--	82	--	87
Usefulness	--	86	--	86
Hydrologic Statements	--	84	--	88
Ease of understanding	--	81	--	87
Usefulness	--	86	--	89
Short-term Hydrologic Outlooks	--	84	--	91
Ease of understanding	--	82	--	91
Usefulness	--	85	--	91
Long-term Hydrologic Outlooks	--	78	--	85
Ease of understanding	--	74	--	85
Usefulness	--	82	--	85
River and Lake Forecast Products	--	76	--	88
Ease of understanding	--	70	--	87
Usefulness	--	82	--	89
Hydrometeorological Data Products and Summaries	--	81	--	86
Ease of understanding	--	80	--	84
Usefulness	--	82	--	88
Flood warning vs. flash flood	--	86	--	95
Flood warning vs. flash flood	--	86	--	95

National Weather Service - Overall
2010 vs. 2011
Attribute Table - Primary responsibility

	Rural		Other	
	2010	2011	2010	2011
Sample Size	972	254	426	140
AHPS web pages	--	78	--	89
AHPS web pages	--	78	--	89
Usefulness of map overlay	--	74	--	85
Flood Watches	--	77	--	87
Flood Warnings	--	79	--	92
Radar	--	84	--	86
Satellite	--	80	--	75
Observed precipitation	--	83	--	92
Forecast precipitation	--	83	--	94
Snow depth	--	73	--	88
Snow water equivalent	--	75	--	92
River ice	--	74	--	83
Soil moisture	--	51	--	86
Evapotranspiration	--	39	--	72
Water quality	--	58	--	60
Runoff	--	65	--	88
Groundwater	--	56	--	76
Flash flood guidance	--	73	--	81
Drought conditions	--	57	--	70
Ability to display maximum stage/flow forecasts	--	79	--	93
Ability to display the maximum stage/flow forecasts	--	79	--	93
Usefulness of hydrograph overlay statistics	--	77	--	80
Record low flow, stage, or pool for a specified period of record	--	79	--	75
Normal daily flow, stage, or pool for a specified period of record	--	83	--	83
Seven-day minimum flow with a recurrence interval of 10 years	--	72	--	77
The discharge exceeded 10 percent of time for a designated period	--	72	--	82
The discharge exceeded 25 percent of time for a designated period	--	77	--	78
The discharge exceeded 75 percent of time for a designated period	--	79	--	78
The discharge exceeded 90 percent of time for a designated period	--	79	--	79
Usefulness of information	--	93	--	90
Usefulness of this information	--	93	--	90
Single web portal for water information	--	88	--	91
Single web portal for water information	--	88	--	91
Familiarity with NOAA Tsunami Products	--	93	--	89
Tsunami Warning	--	93	--	89
Tsunami Advisory	--	93	--	89
Tsunami Watch	--	93	--	89
Tsunami Information Statement	--	93	--	89
NOAA Tsunami information	--	86	--	89
Understanding tsunami products	--	81	--	83
Usefulness of tsunami products	--	89	--	94
Improvements over last five years	--	85	--	94
Overall quality of tsunami products and services	--	89	--	83

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	National	Regional	Single state	Multiple counties/ parishes/boroughs
Sample Size	53	108	113	233
Hazardous Services	85	86	85	85
Tornado Warnings	83	86	84	83
Severe Thunderstorm Warnings	84	87	86	85
Winter Storm Warnings	85	84	81	84
Hurricane Warnings	90	88	88	88
Flash Flood Warnings	80	85	83	84
River Flood Warnings	84	86	83	86
High Surf Warnings	86	84	85	86
Tsunami Warnings	84	84	83	80
Extreme Cold Warnings	88	87	88	89
Extreme Heat Warnings	89	88	88	89
Tornado Warnings	83	86	84	83
Ease of Understanding	84	88	86	88
Timeliness	84	87	84	83
Accuracy	82	84	81	79
Severe Thunderstorm Warnings	84	87	86	85
Ease of Understanding	86	89	87	89
Timeliness	84	87	86	84
Accuracy	82	84	84	81
Winter Storm Warnings	85	84	82	84
Ease of Understanding	87	86	83	88
Timeliness	86	85	83	85
Accuracy	81	80	77	78
Hurricane Warnings	90	88	88	88
Ease of Understanding	91	89	89	89
Timeliness	91	90	87	88
Accuracy	87	85	85	86
Flash Flood Warnings	80	86	83	84
Ease of Understanding	79	86	85	88
Timeliness	82	86	84	83
Accuracy	80	84	80	82
River Flood Warnings	84	86	83	86
Ease of Understanding	83	87	83	87
Timeliness	86	87	84	87
Accuracy	84	86	82	84
High Surf Warnings	86	84	85	86
Ease of Understanding	85	84	85	86
Timeliness	86	85	86	85
Accuracy	86	82	84	86

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	National	Regional	Single state	Multiple counties/ parishes/boroughs
Sample Size	53	108	113	233
Tsunami Warnings	84	84	83	80
Ease of Understanding	84	85	83	81
Timeliness	87	84	85	83
Accuracy	80	82	83	75
Extreme Cold Warnings	88	87	88	89
Ease of Understanding	89	87	89	90
Timeliness	87	87	89	89
Accuracy	87	86	87	88
Extreme Heat Warnings	89	88	88	89
Ease of Understanding	88	89	89	90
Timeliness	89	88	87	89
Accuracy	90	88	86	88
Routine Climate, Water, Weather Services	87	86	87	86
Max/min temperature forecasts	93	90	91	91
Chance of Precip forecast	89	86	86	85
Cloud Cover forecasts	89	87	87	88
Wind forecasts	92	88	90	89
Dew Point forecasts	93	87	87	88
River Heights-Flow forecasts	85	89	84	87
UV Index forecasts	86	94	85	88
Air Quality forecasts	77	89	89	84
Wave Height forecasts	87	83	86	87
1 to 4-Week National Outlooks	83	84	85	85
3-Month National Outlooks	84	82	82	82
El Niño-La Niña Outlooks	84	78	81	82
3-Month Drought Outlooks	85	83	85	85
3-Month Local Temp Outlooks	88	82	83	84
Climate Hazard Assessments	78	85	85	86
Max/min temperature forecasts	93	90	91	91
Meets my needs	93	89	90	89
Ease of Understanding	94	90	93	92
Chance of Precip forecast	89	86	86	86
Meets my needs	88	84	86	85
Ease of Understanding	90	88	87	86
Cloud Cover forecasts	89	87	87	88
Meets my needs	86	85	87	87
Ease of Understanding	92	89	87	89
Wind forecasts	92	88	90	89
Meets my needs	92	86	88	89
Ease of Understanding	93	90	91	89
Dew Point forecasts	93	87	87	88
Meets my needs	93	85	87	88
Ease of Understanding	93	88	87	89

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	National	Regional	Single state	Multiple counties/ parishes/boroughs
Sample Size	53	108	113	233
River Heights-Flow forecasts	85	89	84	87
Meets my needs	85	88	85	88
Ease of Understanding	85	89	84	87
UV Index forecasts	86	94	85	88
Meets my needs	89	93	84	89
Ease of Understanding	83	94	87	88
Air Quality forecasts	77	89	89	84
Meets my needs	75	90	89	84
Ease of Understanding	79	88	88	84
Wave Height forecasts	87	83	86	87
Meets my needs	85	85	85	87
Ease of Understanding	89	82	86	87
1 to 4-Week National Outlooks	83	84	85	85
Meets my needs	83	83	85	84
Ease of Understanding	83	84	85	86
3-Month National Outlooks	84	82	83	82
Meets my needs	81	82	81	83
Ease of Understanding	88	82	84	81
El Niño-La Niña Outlooks	84	78	81	82
Meets my needs	84	80	82	83
Ease of Understanding	83	76	81	81
3-Month Drought Outlooks	85	83	85	85
Meets my needs	86	83	85	85
Ease of Understanding	84	84	85	85
3-Month Local Temp Outlooks	88	82	83	84
Meets my needs	87	81	82	85
Ease of Understanding	88	82	83	84
Climate Hazard Assessments	78	85	85	86
Meets my needs	77	86	86	87
Ease of Understanding	79	84	84	86
Routine Climate, Water, Weather Forecasts	73	72	71	71
Max/min temperature forecasts	79	77	77	77
Probability of precipitation	71	69	69	68
Amount of precip forecasts	68	67	65	67
Max/min temperature forecasts	78	75	76	76
1 day from now	89	88	89	88
3 days from now	75	74	74	74
7 days from now	60	54	54	55
Probability of precipitation	70	68	68	67
1 day from now	85	82	83	82
3 days from now	68	65	67	65
7 days from now	49	48	45	46

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	National	Regional	Single state	Multiple counties/ parishes/boroughs
Sample Size	53	108	113	233
Amount of precip forecasts	67	66	64	66
Less than 1 day from now	81	79	78	80
1 day from now	66	66	64	64
3 days from now	49	49	44	48
Support Services	92	92	89	93
Accessibility	90	89	87	92
Responsiveness	86	90	88	92
Knowledge	96	93	91	94
Professionalism	96	96	93	94
Assist interpret weather info	92	94	88	93
Resolving a complaint	91	90	83	92
User Support Services	92	93	90	93
Accessibility	90	90	88	92
Responsiveness	87	90	89	92
Knowledge	96	94	92	94
Professionalism	96	96	95	94
Assist interpret weather info	92	94	88	93
Resolving a complaint	92	91	87	92
Customer Support Services	89	87	83	96
Accessibility	93	80	83	94
Responsiveness	78	87	83	93
Knowledge	93	91	83	97
Professionalism	93	91	83	97
Resolving a complaint	89	81	0	92
NWS Forecaster	89	90	82	87
Clarification of weather info	91	90	84	88
Forecaster uncertainty	87	90	79	85
Dissemination Services	84	84	84	84
Reliability of satellite data	88	84	86	86
Reliability of radar data	86	83	84	84
Ease of locating information	78	83	79	81
Information is up-to-date	87	84	87	85
Ease of understanding info	87	87	85	87
Ease locating data on servers	67	78	65	78
Ease of req add data to server	75	80	67	76
Ease of providing input	82	81	65	78
Annual Weather Awareness Weeks	80	80	78	79
Sat with Annual WA Weeks	80	80	78	79
Satisfaction	84	84	84	83
Overall Satisfaction	88	88	88	88
Meets expectations	82	82	80	79
Compared to ideal	81	80	81	81

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	National	Regional	Single state	Multiple counties/ parishes/boroughs
Sample Size	53	108	113	233
Likelihood take action	92	90	92	92
Likelihood take action on info	92	90	92	92
Likelihood to use in future	95	93	95	96
Likelihood use NWS in future	95	93	95	96
Likelihood to recommend	95	92	94	94
Likelihood to recommend	95	92	94	94
CPC products	85	77	86	89
Clarity	85	71	88	89
Presentation	85	81	83	90
Provided information	85	78	88	90
Likelihood to make a decision about CPC products	85	75	86	91
Likelihood to make decision CPC products	85	75	86	91
Extended Range products	85	77	88	89
Clarity	85	71	88	87
Presentation	85	81	89	88
Provided information	85	79	88	91
Long Range products	81	79	89	83
Clarity	81	78	89	82
Presentation	81	80	92	85
Provided information	81	80	86	82
Hazards products	74	84	83	89
Clarity	78	81	85	89
Presentation	74	84	78	90
Provided information	70	86	85	89
ENSO products	85	78	82	86
Clarity	85	76	82	86
Presentation	85	81	82	87
Provided information	85	78	81	87
NWS Local Climate Data Products	73	78	74	81
Easy to understand	74	76	81	80
Easy to use	81	79	69	82
Eye-appealing	48	78	52	79
Clarity	81	70	85	84
Timeliness	63	87	80	82
Usefulness	85	81	76	83
Organization of information	67	76	80	82
Location selection	70	73	69	73
Variable selection	67	73	81	81
Length of data record	81	87	67	84
Meets my needs	81	81	72	81

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	National	Regional	Single state	Multiple counties/ parishes/boroughs
Sample Size	53	108	113	233
NOWData	74	73	77	76
Easy to understand	78	78	79	75
Easy to use	78	76	75	81
Eye-appealing	56	74	67	80
Clarity	78	78	81	78
Timeliness	74	85	83	81
Usefulness	78	78	79	82
Organization of information	74	80	76	79
Location selection	70	69	78	67
Variable selection	74	74	76	80
Length of data record	74	87	71	79
Meets my needs	81	75	78	80
Likelihood to make a change based on products	67	79	63	75
Likelihood to make a change based on products	67	79	63	75
Local 3-Month Temp outlook graphic	71	73	79	86
Easy to understand	78	76	80	88
Easy to use	67	70	80	85
Eye-appealing	70	69	80	88
Clarity	78	70	80	88
Timeliness	63	81	80	86
Usefulness	70	76	78	88
Organization of information	74	70	76	86
Location selection	63	67	84	76
Variable selection	67	65	76	85
Length of data record	74	83	80	84
Meets my needs	74	72	76	88
Graphic 2 Content and Characteristics	76	87	79	85
Easy to understand	81	86	82	84
Easy to use	81	86	80	86
Eye-appealing	74	86	78	85
Clarity	81	86	78	84
Timeliness	74	86	80	85
Usefulness	81	86	76	87
Organization of information	78	86	80	85
Location selection	74	89	80	75
Variable selection	67	86	78	85
Length of data record	70	86	78	85
Meets my needs	78	89	82	86

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	National	Regional	Single state	Multiple counties/ parishes/boroughs
Sample Size	53	108	113	233
Graphic 3 Content and Characteristics	71	85	80	85
Easy to understand	78	80	82	86
Easy to use	74	87	82	85
Eye-appealing	67	87	80	85
Clarity	74	82	82	84
Timeliness	70	89	80	86
Usefulness	67	89	80	86
Organization of information	70	84	78	85
Location selection	67	84	80	79
Variable selection	67	84	78	86
Length of data record	70	82	80	86
Meets my needs	78	87	80	87
Fire Weather staff	90	93	94	92
Availability	84	93	92	90
Knowledge	93	94	94	92
Timeliness of responses	90	91	94	91
Helpfulness of information	91	93	94	92
Importance of decision support info	95	88	92	94
Importance of decision support info	95	88	92	94
Fire Weather Planning Forecast	90	92	89	86
Helpfulness of information	91	94	88	89
Timeliness of information	92	91	93	87
Format is easy to understand	84	91	84	79
Degree to which it meets my needs	92	91	87	86
NWS fire weather point forecast	73	80	85	79
Helpfulness of information	78	81	86	83
Timeliness of information	77	89	88	83
Format is easy to understand	60	69	77	71
Degree to which it meets my needs	73	80	86	76
Site-Specific (spot) forecasts	86	85	93	89
Helpfulness of information	92	89	92	90
Timeliness of information	80	88	96	88
Format is easy to understand	91	78	90	89
Degree to which it meets my needs	82	87	95	91
Fire Weather Activity Planner	86	81	89	88
Helpfulness of information	86	81	89	87
Timeliness of information	88	79	90	88
Format is easy to understand	86	82	90	89
Degree to which it meets my needs	85	82	89	86

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	National	Regional	Single state	Multiple counties/ parishes/boroughs
Sample Size	53	108	113	233
Storm Prediction Center Outlooks	79	85	90	83
Helpfulness of information	79	85	90	81
Timeliness of information	83	85	91	85
Format is easy to understand	79	86	91	86
Degree to which it meets my needs	74	84	89	79
Fire Weather Watch	86	87	86	88
The usefulness of the watch information	89	88	91	91
The amount of time you had to act	87	85	88	88
How clearly the watch information described conditions	84	87	84	86
Red Flag Warning	87	90	92	89
The usefulness of the warning information	94	93	93	92
The amount of time you had to act	80	86	93	88
How clearly the warning info described conditions to expect	87	91	91	86
Flood Watches	94	94	85	85
Ease of understanding	94	94	86	85
Usefulness	94	94	85	85
Flash Flood Watches	94	94	81	85
Ease of understanding	94	94	78	84
Usefulness	94	94	82	86
Flood Warnings	94	94	87	86
Ease of understanding	94	94	87	86
Usefulness	94	94	88	86
Flash Flood Warnings	94	94	83	87
Ease of understanding	94	93	83	87
Usefulness	94	94	82	87
Flood Advisories	94	90	76	81
Ease of understanding	94	90	74	79
Usefulness	94	90	77	82
Hydrologic Statements	94	90	82	78
Ease of understanding	94	90	81	76
Usefulness	94	90	84	79
Short-term Hydrologic Outlooks	94	93	86	80
Ease of understanding	94	93	84	80
Usefulness	94	93	88	80
Long-term Hydrologic Outlooks	94	93	80	81
Ease of understanding	94	93	81	81
Usefulness	94	93	80	80
River and Lake Forecast Products	94	90	85	84
Ease of understanding	94	90	85	83
Usefulness	94	90	85	85
Hydrometeorological Data Products and Summaries	94	91	81	79
Ease of understanding	94	91	81	78
Usefulness	94	91	82	81

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	National	Regional	Single state	Multiple counties/ parishes/boroughs
Sample Size	53	108	113	233
Flood warning vs. flash flood	100	96	83	90
Flood warning vs. flash flood	100	96	83	90
AHPS web pages	72	90	77	80
AHPS web pages	72	90	77	80
Usefulness of map overlay	84	77	79	78
Flood Watches	100	88	83	94
Flood Warnings	100	89	88	96
Radar	100	88	88	81
Satellite	78	82	79	68
Observed precipitation	94	88	89	85
Forecast precipitation	89	93	92	91
Snow depth	72	66	84	66
Snow water equivalent	61	70	81	74
River ice	56	64	73	71
Soil moisture	89	74	70	69
Evapotranspiration	11	58	53	54
Water quality	50	58	50	55
Runoff	94	78	79	70
Groundwater	83	63	65	68
Flash flood guidance	94	76	76	86
Drought conditions	100	68	61	71
Ability to display maximum stage/flow forecasts	89	92	83	87
Ability to display the maximum stage/flow forecasts	89	92	83	87
Usefulness of hydrograph overlay statistics	71	70	72	75
Record low flow, stage, or pool for a specified period of record	50	75	63	69
Normal daily flow, stage, or pool for a specified period of record	72	79	73	82
Seven-day minimum flow with a recurrence interval of 10 years	50	60	62	68
The discharge exceeded 10 percent of time for a designated period	61	67	80	75
The discharge exceeded 25 percent of time for a designated period	78	69	75	74
The discharge exceeded 75 percent of time for a designated period	83	70	73	77
The discharge exceeded 90 percent of time for a designated period	94	71	75	78
Usefulness of information	100	92	90	94
Usefulness of this information	100	92	90	94
Single web portal for water information	100	96	86	89
Single web portal for water information	100	96	86	89
Familiarity with NOAA Tsunami Products	96	--	100	97
Tsunami Warning	96	--	100	97
Tsunami Advisory	96	--	100	97
Tsunami Watch	96	--	100	97
Tsunami Information Statement	96	--	100	97
NOAA Tsunami information	84	--	90	96
Understanding tsunami products	67	--	89	94
Usefulness of tsunami products	85	--	89	97
Improvements over last five years	94	--	94	94
Overall quality of tsunami products and services	89	--	89	97

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	Large city/urban area	Small city/township/suburban	Rural	Other
Sample Size	127	333	254	140
Hazardous Services	86	86	86	88
Tornado Warnings	84	83	84	86
Severe Thunderstorm Warnings	86	86	85	87
Winter Storm Warnings	84	85	84	85
Hurricane Warnings	91	90	89	91
Flash Flood Warnings	85	85	86	88
River Flood Warnings	87	85	88	88
High Surf Warnings	86	92	89	88
Tsunami Warnings	91	90	85	91
Extreme Cold Warnings	92	89	89	91
Extreme Heat Warnings	91	90	90	91
Tornado Warnings	85	84	85	86
Ease of Understanding	89	88	90	90
Timeliness	84	83	83	86
Accuracy	81	78	81	82
Severe Thunderstorm Warnings	86	86	85	87
Ease of Understanding	90	90	89	91
Timeliness	86	85	84	86
Accuracy	84	82	82	85
Winter Storm Warnings	84	85	84	85
Ease of Understanding	87	89	88	89
Timeliness	86	87	85	87
Accuracy	78	78	78	79
Hurricane Warnings	91	90	90	91
Ease of Understanding	92	92	92	92
Timeliness	93	91	91	91
Accuracy	88	87	85	89
Flash Flood Warnings	85	85	86	88
Ease of Understanding	87	89	89	90
Timeliness	86	85	85	87
Accuracy	82	81	83	86
River Flood Warnings	87	85	88	88
Ease of Understanding	88	86	89	90
Timeliness	87	86	88	88
Accuracy	85	84	86	87
High Surf Warnings	86	92	89	88
Ease of Understanding	86	92	91	90
Timeliness	86	93	90	88
Accuracy	86	91	88	89

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	Large city/urban area	Small city/township/suburban	Rural	Other
Sample Size	127	333	254	140
Tsunami Warnings	91	90	85	91
Ease of Understanding	90	91	86	93
Timeliness	92	91	86	93
Accuracy	89	88	81	85
Extreme Cold Warnings	92	89	89	91
Ease of Understanding	92	91	90	92
Timeliness	93	89	88	91
Accuracy	91	87	88	90
Extreme Heat Warnings	91	90	90	91
Ease of Understanding	92	92	91	92
Timeliness	91	90	90	90
Accuracy	91	89	88	91
Routine Climate, Water, Weather Services	87	88	87	89
Max/min temperature forecasts	91	92	91	92
Chance of Precip forecast	87	87	86	89
Cloud Cover forecasts	88	89	88	88
Wind forecasts	89	91	88	91
Dew Point forecasts	87	92	88	93
River Heights-Flow forecasts	86	89	88	87
UV Index forecasts	89	90	84	89
Air Quality forecasts	88	89	84	93
Wave Height forecasts	91	91	94	96
1 to 4-Week National Outlooks	84	87	86	89
3-Month National Outlooks	87	89	85	89
El Niño-La Niña Outlooks	86	84	83	87
3-Month Drought Outlooks	88	88	87	89
3-Month Local Temp Outlooks	86	88	85	89
Climate Hazard Assessments	87	89	88	89
Max/min temperature forecasts	91	92	91	92
Meets my needs	90	91	90	91
Ease of Understanding	91	92	92	92
Chance of Precip forecast	87	87	86	90
Meets my needs	87	85	84	88
Ease of Understanding	87	89	88	91
Cloud Cover forecasts	88	89	88	88
Meets my needs	86	87	88	87
Ease of Understanding	90	90	88	89
Wind forecasts	89	91	88	91
Meets my needs	89	90	87	91
Ease of Understanding	90	91	89	92
Dew Point forecasts	87	92	88	93
Meets my needs	87	92	87	92
Ease of Understanding	88	91	88	94

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	Large city/urban area	Small city/township/suburban	Rural	Other
Sample Size	127	333	254	140
River Heights-Flow forecasts	86	89	88	87
Meets my needs	85	89	87	87
Ease of Understanding	87	89	88	87
UV Index forecasts	89	90	85	89
Meets my needs	91	90	84	90
Ease of Understanding	88	90	88	88
Air Quality forecasts	88	89	84	93
Meets my needs	87	89	84	93
Ease of Understanding	89	89	85	92
Wave Height forecasts	91	91	94	96
Meets my needs	92	91	93	96
Ease of Understanding	91	92	95	96
1 to 4-Week National Outlooks	84	87	86	89
Meets my needs	84	86	85	89
Ease of Understanding	84	88	87	89
3-Month National Outlooks	87	89	85	89
Meets my needs	86	89	84	89
Ease of Understanding	88	89	87	90
El Niño-La Niña Outlooks	86	84	83	87
Meets my needs	87	85	83	89
Ease of Understanding	86	84	83	86
3-Month Drought Outlooks	88	88	87	89
Meets my needs	88	88	85	89
Ease of Understanding	89	88	89	89
3-Month Local Temp Outlooks	86	88	85	89
Meets my needs	85	88	84	89
Ease of Understanding	87	89	86	90
Climate Hazard Assessments	87	89	88	89
Meets my needs	88	88	87	89
Ease of Understanding	88	89	88	90
Routine Climate, Water, Weather Forecasts	74	75	73	73
Max/min temperature forecasts	80	79	78	79
Probability of precipitation	72	73	71	70
Amount of precip forecasts	69	70	67	68
Max/min temperature forecasts	79	78	77	77
1 day from now	91	89	89	91
3 days from now	78	77	76	76
7 days from now	59	60	58	55
Probability of precipitation	70	71	69	68
1 day from now	84	85	83	85
3 days from now	69	70	68	67
7 days from now	51	52	50	45

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	Large city/urban area	Small city/township/suburban	Rural	Other
Sample Size	127	333	254	140
Amount of precip forecasts	68	70	66	67
Less than 1 day from now	80	82	78	81
1 day from now	67	69	66	67
3 days from now	51	53	51	50
Support Services	93	93	90	94
Accessibility	90	91	87	92
Responsiveness	92	91	89	92
Knowledge	95	95	91	94
Professionalism	95	95	93	95
Assist interpret weather info	94	92	89	93
Resolving a complaint	87	88	90	94
User Support Services	94	92	90	93
Accessibility	91	90	88	92
Responsiveness	94	91	88	92
Knowledge	96	94	91	94
Professionalism	97	95	92	95
Assist interpret weather info	94	92	89	93
Resolving a complaint	92	86	90	94
Customer Support Services	84	96	93	96
Accessibility	80	94	84	96
Responsiveness	81	95	94	96
Knowledge	90	97	96	96
Professionalism	85	97	97	96
Resolving a complaint	62	98	89	94
NWS Forecaster	87	90	89	93
Clarification of weather info	90	91	90	95
Forecaster uncertainty	83	87	88	91
Dissemination Services	86	86	87	87
Reliability of satellite data	86	87	87	88
Reliability of radar data	85	85	85	87
Ease of locating information	83	84	85	83
Information is up-to-date	86	87	86	89
Ease of understanding info	89	88	89	88
Ease locating data on servers	88	83	78	80
Ease of req add data to server	89	77	84	85
Ease of providing input	87	72	83	83
Annual Weather Awareness Weeks	81	83	86	85
Sat with Annual WA Weeks	81	83	86	85
Satisfaction	84	85	84	84
Overall Satisfaction	87	89	88	89
Meets expectations	81	83	80	79
Compared to ideal	82	83	83	81

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	Large city/urban area	Small city/township/suburban	Rural	Other
Sample Size	127	333	254	140
Likelihood take action	92	93	92	93
Likelihood take action on info	92	93	92	93
Likelihood to use in future	94	95	95	96
Likelihood use NWS in future	94	95	95	96
Likelihood to recommend	93	93	93	94
Likelihood to recommend	93	93	93	94
CPC products	94	85	80	76
Clarity	92	84	80	74
Presentation	94	86	80	76
Provided information	95	85	80	79
Likelihood to make a decision about CPC products	87	77	78	73
Likelihood to make decision CPC products	87	77	78	73
Extended Range products	93	85	81	78
Clarity	93	84	81	79
Presentation	92	86	81	79
Provided information	93	84	81	77
Long Range products	93	83	77	76
Clarity	90	83	79	74
Presentation	94	84	78	79
Provided information	93	83	75	76
Hazards products	92	83	77	75
Clarity	92	83	78	74
Presentation	92	84	78	76
Provided information	93	84	76	76
ENSO products	90	83	75	80
Clarity	91	84	75	81
Presentation	90	83	77	78
Provided information	88	81	73	81
NWS Local Climate Data Products	92	81	74	74
Easy to understand	95	81	77	77
Easy to use	91	79	75	74
Eye-appealing	83	78	67	67
Clarity	92	83	75	74
Timeliness	93	81	78	78
Usefulness	94	81	80	75
Organization of information	95	82	72	71
Location selection	93	79	70	75
Variable selection	93	82	71	73
Length of data record	91	80	72	75
Meets my needs	92	79	75	80

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	Large city/urban area	Small city/township/suburban	Rural	Other
Sample Size	127	333	254	140
NOWData	95	82	78	72
Easy to understand	98	83	78	77
Easy to use	97	82	81	70
Eye-appealing	90	80	75	64
Clarity	97	83	81	77
Timeliness	97	83	80	73
Usefulness	93	83	79	75
Organization of information	94	82	76	73
Location selection	92	82	76	72
Variable selection	97	82	79	72
Length of data record	93	81	79	70
Meets my needs	93	82	78	73
Likelihood to make a change based on products	84	74	82	64
Likelihood to make a change based on products	84	74	82	64
Local 3-Month Temp outlook graphic	89	80	78	80
Easy to understand	92	79	81	84
Easy to use	94	80	78	84
Eye-appealing	86	79	78	84
Clarity	87	80	81	83
Timeliness	96	79	75	77
Usefulness	90	77	77	80
Organization of information	90	80	79	78
Location selection	90	78	74	77
Variable selection	88	79	79	80
Length of data record	84	78	76	78
Meets my needs	86	81	79	83
Graphic 2 Content and Characteristics	91	84	79	75
Easy to understand	92	84	82	78
Easy to use	92	85	79	76
Eye-appealing	91	80	77	75
Clarity	88	84	81	75
Timeliness	97	84	81	82
Usefulness	97	84	79	75
Organization of information	92	84	82	76
Location selection	93	84	75	70
Variable selection	97	84	79	79
Length of data record	91	83	78	72
Meets my needs	94	85	79	75

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	Large city/urban area	Small city/township/suburban	Rural	Other
Sample Size	127	333	254	140
Graphic 3 Content and Characteristics	88	81	79	76
Easy to understand	88	82	78	77
Easy to use	90	82	78	78
Eye-appealing	88	81	79	74
Clarity	87	81	80	71
Timeliness	94	81	79	78
Usefulness	94	82	77	78
Organization of information	91	82	79	78
Location selection	91	81	79	72
Variable selection	93	81	78	83
Length of data record	91	82	78	75
Meets my needs	89	81	78	75
Fire Weather staff	97	87	91	93
Availability	94	87	90	94
Knowledge	96	89	91	92
Timeliness of responses	98	85	91	93
Helpfulness of information	98	88	92	92
Importance of decision support info	96	91	93	96
Importance of decision support info	96	91	93	96
Fire Weather Planning Forecast	95	86	87	89
Helpfulness of information	95	89	89	91
Timeliness of information	95	86	88	88
Format is easy to understand	94	83	81	86
Degree to which it meets my needs	96	87	87	89
NWS fire weather point forecast	94	81	77	69
Helpfulness of information	95	82	79	69
Timeliness of information	99	87	83	82
Format is easy to understand	90	73	70	57
Degree to which it meets my needs	95	81	77	70
Site-Specific (spot) forecasts	95	88	88	90
Helpfulness of information	95	88	89	91
Timeliness of information	95	88	89	90
Format is easy to understand	93	88	87	87
Degree to which it meets my needs	95	88	88	91
Fire Weather Activity Planner	94	90	89	90
Helpfulness of information	93	90	88	90
Timeliness of information	95	90	89	90
Format is easy to understand	95	89	90	90
Degree to which it meets my needs	92	89	88	89

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	Large city/urban area	Small city/township/suburban	Rural	Other
Sample Size	127	333	254	140
Storm Prediction Center Outlooks	93	87	89	87
Helpfulness of information	93	86	88	87
Timeliness of information	93	88	89	87
Format is easy to understand	93	87	89	89
Degree to which it meets my needs	93	86	89	85
Fire Weather Watch	93	88	91	88
The usefulness of the watch information	94	90	91	90
The amount of time you had to act	92	87	90	87
How clearly the watch information described conditions	94	88	91	87
Red Flag Warning	95	92	92	90
The usefulness of the warning information	95	92	93	90
The amount of time you had to act	96	92	90	91
How clearly the warning info described conditions to expect	96	91	93	90
Flood Watches	91	91	85	90
Ease of understanding	90	89	83	89
Usefulness	92	92	87	90
Flash Flood Watches	93	91	85	89
Ease of understanding	93	91	84	88
Usefulness	93	92	86	90
Flood Warnings	91	91	85	88
Ease of understanding	88	90	81	86
Usefulness	94	92	88	90
Flash Flood Warnings	93	91	85	89
Ease of understanding	93	89	84	88
Usefulness	93	92	85	89
Flood Advisories	93	89	84	86
Ease of understanding	91	88	82	87
Usefulness	94	91	86	86
Hydrologic Statements	90	89	84	88
Ease of understanding	89	89	81	87
Usefulness	91	90	86	89
Short-term Hydrologic Outlooks	93	88	84	91
Ease of understanding	93	86	82	91
Usefulness	94	89	85	91
Long-term Hydrologic Outlooks	91	87	78	85
Ease of understanding	92	85	74	85
Usefulness	91	89	82	85
River and Lake Forecast Products	92	87	76	88
Ease of understanding	88	84	70	87
Usefulness	96	89	82	89
Hydrometeorological Data Products and Summaries	85	89	81	86
Ease of understanding	82	89	80	84
Usefulness	87	90	82	88

National Weather Service - Overall
2011
Attribute Table - Primary responsibility

	Large city/urban area	Small city/township/suburban	Rural	Other
Sample Size	127	333	254	140
Flood warning vs. flash flood	94	95	86	95
Flood warning vs. flash flood	94	95	86	95
AHPS web pages	84	84	78	89
AHPS web pages	84	84	78	89
Usefulness of map overlay	88	85	74	85
Flood Watches	97	92	77	87
Flood Warnings	98	94	79	92
Radar	96	91	84	86
Satellite	89	84	80	75
Observed precipitation	94	91	83	92
Forecast precipitation	98	93	83	94
Snow depth	77	85	73	88
Snow water equivalent	75	81	75	92
River ice	69	79	74	83
Soil moisture	83	73	51	86
Evapotranspiration	74	67	39	72
Water quality	61	63	58	60
Runoff	87	84	65	88
Groundwater	72	74	56	76
Flash flood guidance	93	89	73	81
Drought conditions	70	72	57	70
Ability to display maximum stage/flow forecasts	91	90	79	93
Ability to display the maximum stage/flow forecasts	91	90	79	93
Usefulness of hydrograph overlay statistics	89	82	77	80
Record low flow, stage, or pool for a specified period of record	91	80	79	75
Normal daily flow, stage, or pool for a specified period of record	95	89	83	83
Seven-day minimum flow with a recurrence interval of 10 years	90	77	72	77
The discharge exceeded 10 percent of time for a designated period	86	79	72	82
The discharge exceeded 25 percent of time for a designated period	84	81	77	78
The discharge exceeded 75 percent of time for a designated period	86	81	79	78
The discharge exceeded 90 percent of time for a designated period	81	83	79	79
Usefulness of information	97	96	93	90
Usefulness of this information	97	96	93	90
Single web portal for water information	95	94	88	91
Single web portal for water information	95	94	88	91
Familiarity with NOAA Tsunami Products	83	61	93	89
Tsunami Warning	83	60	93	89
Tsunami Advisory	83	60	93	89
Tsunami Watch	83	60	93	89
Tsunami Information Statement	83	62	93	89
NOAA Tsunami information	100	93	86	89
Understanding tsunami products	100	96	81	83
Usefulness of tsunami products	100	93	89	94
Improvements over last five years	100	89	85	94
Overall quality of tsunami products and services	100	93	89	83

National Weather Service - Overall
2011
Attribute Table - Information sources

	NWS Web Sources	Non-NWS Web Sources	Mobile devices	NOAA Weather Radio/All Hazards	NOAA Weather Wire	Family of Services (FOS)
Sample Size	31,026	10,246	10,285	13,763	1,907	1,620
Hazardous Services	87	86	87	88	87	87
Tornado Warnings	86	84	85	86	86	85
Severe Thunderstorm Warnings	87	85	87	87	87	86
Winter Storm Warnings	86	84	85	86	86	86
Hurricane Warnings	89	88	89	90	89	88
Flash Flood Warnings	87	85	86	87	87	86
River Flood Warnings	88	87	88	89	88	87
High Surf Warnings	89	88	88	89	89	87
Tsunami Warnings	86	84	86	87	86	85
Extreme Cold Warnings	90	89	90	90	90	89
Extreme Heat Warnings	90	89	90	91	90	90
Tornado Warnings	86	84	85	86	86	85
Ease of Understanding	89	88	88	90	89	88
Timeliness	86	85	86	86	86	85
Accuracy	82	80	81	82	82	82
Severe Thunderstorm Warnings	87	86	87	88	87	87
Ease of Understanding	90	88	89	91	90	90
Timeliness	87	86	87	87	87	86
Accuracy	84	82	84	85	84	84
Winter Storm Warnings	86	84	85	86	86	86
Ease of Understanding	89	88	89	90	89	89
Timeliness	87	86	87	87	87	87
Accuracy	80	77	79	80	81	80
Hurricane Warnings	89	88	89	90	89	88
Ease of Understanding	91	90	91	91	90	90
Timeliness	90	90	91	91	90	89
Accuracy	86	84	85	86	86	86
Flash Flood Warnings	87	85	86	87	87	86
Ease of Understanding	89	87	88	89	89	88
Timeliness	87	86	87	87	87	86
Accuracy	84	82	84	85	85	83
River Flood Warnings	88	87	88	89	88	87
Ease of Understanding	89	88	88	90	89	88
Timeliness	88	87	88	89	88	87
Accuracy	87	86	87	88	87	86
High Surf Warnings	89	88	89	89	89	87
Ease of Understanding	90	89	89	90	89	88
Timeliness	89	88	89	89	89	87
Accuracy	87	86	87	88	88	86

National Weather Service - Overall
2011
Attribute Table - Information sources

	NWS Web Sources	Non-NWS Web Sources	Mobile devices	NOAA Weather Radio/All Hazards	NOAA Weather Wire	Family of Services (FOS)
Sample Size	31,026	10,246	10,285	13,763	1,907	1,620
Tsunami Warnings	86	84	86	87	86	85
Ease of Understanding	88	86	87	89	87	86
Timeliness	87	86	87	88	86	85
Accuracy	82	79	81	83	83	81
Extreme Cold Warnings	90	89	90	90	90	89
Ease of Understanding	91	90	91	92	91	91
Timeliness	90	89	90	91	90	90
Accuracy	89	88	89	89	89	88
Extreme Heat Warnings	90	89	90	91	91	90
Ease of Understanding	91	90	91	92	92	91
Timeliness	90	90	90	91	90	90
Accuracy	89	88	90	90	90	89
Routine Climate, Water, Weather Services	88	87	88	89	89	88
Max/min temperature forecasts	92	91	92	92	92	91
Chance of Precip forecast	87	85	87	88	88	87
Cloud Cover forecasts	88	87	88	88	89	87
Wind forecasts	89	88	89	90	90	89
Dew Point forecasts	90	89	90	90	90	89
River Heights-Flow forecasts	89	88	88	90	89	88
UV Index forecasts	90	89	90	91	91	90
Air Quality forecasts	89	87	88	89	88	89
Wave Height forecasts	88	86	88	89	89	87
1 to 4-Week National Outlooks	87	85	87	87	88	86
3-Month National Outlooks	85	84	85	86	86	86
El Niño-La Niña Outlooks	84	82	84	85	86	84
3-Month Drought Outlooks	87	86	87	87	86	86
3-Month Local Temp Outlooks	86	85	86	87	87	86
Climate Hazard Assessments	88	86	87	88	87	87
Max/min temperature forecasts	92	91	92	92	92	91
Meets my needs	91	90	91	92	91	90
Ease of Understanding	93	93	93	93	93	92
Chance of Precip forecast	87	86	87	88	88	87
Meets my needs	86	84	86	86	86	85
Ease of Understanding	89	87	88	89	89	88
Cloud Cover forecasts	88	87	88	88	89	87
Meets my needs	87	86	87	88	88	86
Ease of Understanding	89	87	88	89	89	88
Wind forecasts	89	88	89	90	90	89
Meets my needs	89	88	88	89	89	88
Ease of Understanding	90	89	90	90	90	90
Dew Point forecasts	90	89	90	90	90	89
Meets my needs	90	89	90	90	90	89
Ease of Understanding	90	89	90	91	90	90

National Weather Service - Overall
2011
Attribute Table - Information sources

	NWS Web Sources	Non-NWS Web Sources	Mobile devices	NOAA Weather Radio/All Hazards	NOAA Weather Wire	Family of Services (FOS)
Sample Size	31,026	10,246	10,285	13,763	1,907	1,620
River Heights-Flow forecasts	89	88	88	90	89	88
Meets my needs	89	88	88	90	89	88
Ease of Understanding	89	87	88	90	89	88
UV Index forecasts	90	89	90	91	91	90
Meets my needs	90	89	90	91	90	90
Ease of Understanding	90	89	90	91	91	90
Air Quality forecasts	89	87	88	89	88	89
Meets my needs	89	87	88	89	89	89
Ease of Understanding	89	87	87	89	88	89
Wave Height forecasts	88	86	88	89	89	87
Meets my needs	87	85	87	88	88	86
Ease of Understanding	89	87	89	90	89	89
1 to 4-Week National Outlooks	87	86	87	87	88	86
Meets my needs	86	85	86	87	87	85
Ease of Understanding	88	86	87	88	89	87
3-Month National Outlooks	85	84	85	86	86	86
Meets my needs	85	83	85	85	85	85
Ease of Understanding	86	85	86	87	87	87
El Niño-La Niña Outlooks	84	82	84	85	86	84
Meets my needs	85	83	85	86	86	85
Ease of Understanding	84	82	83	84	85	84
3-Month Drought Outlooks	87	86	87	87	86	86
Meets my needs	86	85	86	87	86	86
Ease of Understanding	87	86	87	88	87	87
3-Month Local Temp Outlooks	86	85	86	87	87	86
Meets my needs	86	84	86	86	86	85
Ease of Understanding	87	86	87	88	88	87
Climate Hazard Assessments	88	86	87	88	87	87
Meets my needs	88	85	87	88	87	87
Ease of Understanding	88	86	87	88	88	87
Routine Climate, Water, Weather Forecasts	72	69	71	73	74	73
Max/min temperature forecasts	77	76	77	78	79	78
Probability of precipitation	69	66	68	70	72	70
Amount of precip forecasts	66	63	65	68	69	67
Max/min temperature forecasts	76	74	76	77	78	77
1 day from now	90	89	90	90	90	89
3 days from now	75	73	75	76	77	76
7 days from now	53	49	52	55	58	57
Probability of precipitation	67	64	66	69	70	69
1 day from now	83	82	84	84	84	83
3 days from now	65	62	65	67	69	67
7 days from now	44	39	42	46	51	49

National Weather Service - Overall
2011
Attribute Table - Information sources

	NWS Web Sources	Non-NWS Web Sources	Mobile devices	NOAA Weather Radio/All Hazards	NOAA Weather Wire	Family of Services (FOS)
Sample Size	31,026	10,246	10,285	13,763	1,907	1,620
Amount of precip forecasts	65	62	64	67	68	67
Less than 1 day from now	80	78	80	81	81	80
1 day from now	64	61	63	66	67	66
3 days from now	46	42	44	48	53	50
Support Services	89	89	90	90	90	90
Accessibility	88	87	88	88	88	88
Responsiveness	88	87	88	88	88	88
Knowledge	92	92	93	92	92	92
Professionalism	93	93	93	93	92	93
Assist interpret weather info	89	89	91	90	89	89
Resolving a complaint	85	83	86	86	88	87
User Support Services	89	89	91	90	90	89
Accessibility	87	86	88	87	88	87
Responsiveness	88	87	89	88	88	88
Knowledge	91	91	92	92	91	91
Professionalism	92	92	93	93	92	92
Assist interpret weather info	89	89	91	90	89	89
Resolving a complaint	86	84	87	87	88	86
Customer Support Services	90	90	90	91	90	92
Accessibility	88	88	88	89	87	89
Responsiveness	88	87	88	89	89	89
Knowledge	93	93	93	94	93	94
Professionalism	93	93	93	93	92	94
Resolving a complaint	83	82	84	85	87	90
NWS Forecaster	87	86	88	87	87	87
Clarification of weather info	88	87	89	88	88	88
Forecaster uncertainty	84	83	85	84	85	85
Dissemination Services	86	84	85	87	87	86
Reliability of satellite data	87	86	87	88	87	87
Reliability of radar data	86	84	85	86	86	86
Ease of locating information	83	79	81	84	85	82
Information is up-to-date	87	85	87	87	87	86
Ease of understanding info	88	86	87	89	89	87
Ease locating data on servers	77	70	74	78	81	75
Ease of req add data to server	76	69	74	78	82	73
Ease of providing input	76	68	74	78	80	73
Annual Weather Awareness Weeks	80	78	79	81	83	80
Sat with Annual WA Weeks	80	78	79	81	83	80
Satisfaction	84	81	83	85	85	84
Overall Satisfaction	88	86	88	89	89	88
Meets expectations	80	77	79	81	81	81
Compared to ideal	82	78	80	82	83	82

National Weather Service - Overall
2011
Attribute Table - Information sources

	NWS Web Sources	Non-NWS Web Sources	Mobile devices	NOAA Weather Radio/All Hazards	NOAA Weather Wire	Family of Services (FOS)
Sample Size	31,026	10,246	10,285	13,763	1,907	1,620
Likelihood take action	92	91	92	93	91	91
Likelihood take action on info	92	91	92	93	91	91
Likelihood to use in future	96	96	96	96	95	95
Likelihood use NWS in future	96	96	96	96	95	95
Likelihood to recommend	94	93	94	94	94	93
Likelihood to recommend	94	93	94	94	94	93
CPC products	82	79	81	83	84	83
Clarity	81	79	80	82	83	83
Presentation	81	79	80	83	83	82
Provided information	83	81	82	84	85	84
Likelihood to make a decision about CPC products	75	72	74	77	80	80
Likelihood to make decision CPC products	75	72	74	77	80	80
Extended Range products	82	80	81	83	84	83
Clarity	82	80	81	83	85	82
Presentation	82	80	81	83	85	83
Provided information	82	80	82	83	84	83
Long Range products	81	79	80	82	82	80
Clarity	80	78	79	82	83	79
Presentation	81	79	80	82	82	80
Provided information	81	80	81	83	82	81
Hazards products	83	80	82	84	84	84
Clarity	83	81	82	84	84	84
Presentation	83	80	82	84	83	84
Provided information	83	80	82	84	83	83
ENSO products	81	78	79	82	82	81
Clarity	81	79	80	82	83	82
Presentation	81	79	80	83	83	81
Provided information	79	77	78	81	80	80
NWS Local Climate Data Products	79	76	77	80	82	80
Easy to understand	80	79	79	81	84	82
Easy to use	78	75	76	80	82	80
Eye-appealing	73	69	69	74	76	73
Clarity	80	78	79	81	83	81
Timeliness	82	80	81	83	83	82
Usefulness	82	81	81	83	85	84
Organization of information	78	76	76	80	81	79
Location selection	76	73	75	78	82	77
Variable selection	79	77	78	81	82	80
Length of data record	79	76	79	81	83	80
Meets my needs	80	78	79	82	83	81

National Weather Service - Overall
2011
Attribute Table - Information sources

	NWS Web Sources	Non-NWS Web Sources	Mobile devices	NOAA Weather Radio/All Hazards	NOAA Weather Wire	Family of Services (FOS)
Sample Size	31,026	10,246	10,285	13,763	1,907	1,620
NOWData	79	77	78	81	82	80
Easy to understand	81	79	79	82	83	82
Easy to use	79	76	77	80	82	80
Eye-appealing	75	72	72	77	79	75
Clarity	80	78	79	81	83	81
Timeliness	82	80	82	83	83	83
Usefulness	82	80	81	83	83	83
Organization of information	79	77	77	81	81	79
Location selection	77	74	76	78	81	77
Variable selection	79	77	78	81	80	80
Length of data record	80	78	80	82	81	80
Meets my needs	81	78	80	83	83	82
Likelihood to make a change based on products	68	65	68	71	77	74
Likelihood to make a change based on products	68	65	68	71	77	74
Local 3-Month Temp outlook graphic	79	77	79	80	78	79
Easy to understand	80	78	80	81	79	81
Easy to use	80	78	79	80	78	79
Eye-appealing	77	74	77	79	78	78
Clarity	80	78	79	81	78	80
Timeliness	81	80	81	82	81	81
Usefulness	78	76	78	79	78	78
Organization of information	79	77	79	80	77	79
Location selection	78	76	78	78	78	78
Variable selection	79	77	78	80	77	79
Length of data record	80	78	81	81	80	80
Meets my needs	78	76	79	79	78	79
Graphic 2 Content and Characteristics	80	78	80	81	80	81
Easy to understand	80	78	80	81	81	82
Easy to use	80	78	80	80	80	81
Eye-appealing	78	76	78	79	78	79
Clarity	80	78	79	80	80	81
Timeliness	82	81	83	83	82	82
Usefulness	80	78	81	81	79	81
Organization of information	80	78	80	81	79	81
Location selection	79	76	78	79	79	79
Variable selection	80	79	80	81	79	81
Length of data record	82	80	82	82	81	82
Meets my needs	80	78	80	81	80	81

National Weather Service - Overall
2011
Attribute Table - Information sources

	NWS Web Sources	Non-NWS Web Sources	Mobile devices	NOAA Weather Radio/All Hazards	NOAA Weather Wire	Family of Services (FOS)
Sample Size	31,026	10,246	10,285	13,763	1,907	1,620
Graphic 3 Content and Characteristics	78	76	78	79	77	81
Easy to understand	77	74	77	78	77	81
Easy to use	77	76	78	78	77	82
Eye-appealing	78	76	78	79	77	81
Clarity	77	75	77	78	77	80
Timeliness	81	79	81	82	81	83
Usefulness	78	75	78	79	77	82
Organization of information	78	77	78	79	76	81
Location selection	78	76	78	79	77	80
Variable selection	79	77	79	80	77	81
Length of data record	81	79	81	82	81	84
Meets my needs	78	75	78	79	78	82
Fire Weather staff	88	87	89	90	87	89
Availability	87	85	87	88	87	88
Knowledge	90	89	90	91	88	91
Timeliness of responses	88	86	88	90	87	88
Helpfulness of information	89	88	89	90	87	90
Importance of decision support info	88	86	88	89	90	88
Importance of decision support info	88	86	88	89	90	88
Fire Weather Planning Forecast	86	84	85	86	87	88
Helpfulness of information	87	86	87	88	89	89
Timeliness of information	87	86	87	87	87	89
Format is easy to understand	81	79	79	81	84	85
Degree to which it meets my needs	86	84	85	86	87	89
NWS fire weather point forecast	76	76	77	77	74	79
Helpfulness of information	78	78	80	79	76	82
Timeliness of information	83	83	83	83	81	83
Format is easy to understand	67	67	68	69	67	72
Degree to which it meets my needs	76	77	77	77	75	78
Site-Specific (spot) forecasts	84	82	85	84	82	85
Helpfulness of information	85	84	86	85	84	86
Timeliness of information	85	84	86	84	84	85
Format is easy to understand	82	80	82	82	80	85
Degree to which it meets my needs	83	82	85	83	82	84
Fire Weather Activity Planner	87	85	85	88	88	88
Helpfulness of information	87	85	85	88	88	89
Timeliness of information	88	85	87	88	87	88
Format is easy to understand	87	85	85	88	88	89
Degree to which it meets my needs	86	84	85	88	87	89

National Weather Service - Overall
2011
Attribute Table - Information sources

	NWS Web Sources	Non-NWS Web Sources	Mobile devices	NOAA Weather Radio/All Hazards	NOAA Weather Wire	Family of Services (FOS)
Sample Size	31,026	10,246	10,285	13,763	1,907	1,620
Storm Prediction Center Outlooks	87	86	86	88	86	87
Helpfulness of information	87	86	87	89	86	88
Timeliness of information	88	86	87	89	86	87
Format is easy to understand	86	86	85	88	87	86
Degree to which it meets my needs	86	85	85	88	85	85
Fire Weather Watch	88	85	87	88	85	87
The usefulness of the watch information	88	86	88	89	86	89
The amount of time you had to act	87	85	86	87	85	87
How clearly the watch information described conditions	88	85	86	88	85	88
Red Flag Warning	89	88	89	91	88	90
The usefulness of the warning information	90	89	90	91	90	91
The amount of time you had to act	89	87	88	90	87	90
How clearly the warning info described conditions to expect	89	88	89	90	88	90
Flood Watches	88	87	88	89	87	89
Ease of understanding	88	87	87	89	85	88
Usefulness	89	88	88	90	88	89
Flash Flood Watches	88	87	88	89	87	89
Ease of understanding	88	87	88	89	87	88
Usefulness	89	88	88	90	87	89
Flood Warnings	88	87	87	89	87	89
Ease of understanding	87	87	86	88	86	88
Usefulness	89	88	88	90	88	89
Flash Flood Warnings	89	87	88	90	87	88
Ease of understanding	88	87	87	89	85	87
Usefulness	89	88	88	90	88	89
Flood Advisories	87	85	86	88	86	87
Ease of understanding	86	84	85	87	84	85
Usefulness	87	86	86	89	87	88
Hydrologic Statements	86	84	86	87	86	86
Ease of understanding	85	84	85	87	84	85
Usefulness	86	84	86	88	87	87
Short-term Hydrologic Outlooks	86	85	86	87	85	86
Ease of understanding	86	84	86	87	84	84
Usefulness	87	85	86	88	86	87
Long-term Hydrologic Outlooks	84	82	83	85	84	84
Ease of understanding	82	81	82	84	83	83
Usefulness	85	83	84	86	84	84
River and Lake Forecast Products	86	84	85	87	86	85
Ease of understanding	85	83	84	85	84	83
Usefulness	87	85	87	88	87	87
Hydrometeorological Data Products and Summaries	85	83	85	86	84	85
Ease of understanding	84	82	84	85	83	85
Usefulness	85	83	85	86	85	86

National Weather Service - Overall
2011
Attribute Table - Information sources

	NWS Web Sources	Non-NWS Web Sources	Mobile devices	NOAA Weather Radio/All Hazards	NOAA Weather Wire	Family of Services (FOS)
Sample Size	31,026	10,246	10,285	13,763	1,907	1,620
Flood warning vs. flash flood	90	89	90	91	89	89
Flood warning vs. flash flood	90	89	90	91	89	89
AHPS web pages	80	77	78	81	81	80
AHPS web pages	80	77	78	81	81	80
Usefulness of map overlay	80	79	80	81	84	83
Flood Watches	87	86	87	87	89	89
Flood Warnings	90	89	90	90	90	91
Radar	85	85	85	86	88	90
Satellite	77	75	75	78	83	82
Observed precipitation	87	87	88	88	90	90
Forecast precipitation	88	88	88	88	89	90
Snow depth	79	78	78	80	84	82
Snow water equivalent	77	77	77	79	83	80
River ice	70	70	71	71	75	76
Soil moisture	73	73	74	74	78	76
Evapotranspiration	62	61	62	63	73	66
Water quality	63	60	60	64	70	68
Runoff	78	78	79	79	85	82
Groundwater	70	69	71	72	77	75
Flash flood guidance	83	82	82	84	87	85
Drought conditions	72	70	72	73	80	75
Ability to display maximum stage/flow forecasts	85	84	86	86	88	87
Ability to display the maximum stage/flow forecasts	85	84	86	86	88	87
Usefulness of hydrograph overlay statistics	74	71	73	75	84	76
Record low flow, stage, or pool for a specified period of record	74	71	73	75	84	76
Normal daily flow, stage, or pool for a specified period of record	82	79	81	83	89	84
Seven-day minimum flow with a recurrence interval of 10 years	68	65	68	70	79	71
The discharge exceeded 10 percent of time for a designated period	70	68	69	72	82	72
The discharge exceeded 25 percent of time for a designated period	71	68	71	73	82	74
The discharge exceeded 75 percent of time for a designated period	73	69	73	75	83	77
The discharge exceeded 90 percent of time for a designated period	75	71	75	76	83	78
Usefulness of information	89	87	89	89	93	91
Usefulness of this information	89	87	89	89	93	91
Single web portal for water information	87	85	89	88	91	85
Single web portal for water information	87	85	89	88	91	85
Familiarity with NOAA Tsunami Products	80	76	81	83	88	84
Tsunami Warning	83	80	84	86	89	87
Tsunami Advisory	79	73	79	82	86	82
Tsunami Watch	81	76	81	84	88	83
Tsunami Information Statement	77	72	77	81	88	86
NOAA Tsunami information	83	80	83	85	86	90
Understanding tsunami products	82	79	81	84	85	92
Usefulness of tsunami products	83	80	84	85	87	89
Improvements over last five years	85	82	85	86	84	90
Overall quality of tsunami products and services	82	78	82	84	86	87

National Weather Service - Overall
2011
Attribute Table - Information sources

	Emerg Mgrs Weather Info Net	NOAA Port	World Area Forecast System	DUATS	Flight Services	Local or cable TV
Sample Size	1,202	1,908	505	735	1,421	16,971
Hazardous Services	87	87	85	86	86	87
Tornado Warnings	85	85	84	85	85	86
Severe Thunderstorm Warnings	87	87	86	86	86	87
Winter Storm Warnings	85	86	84	85	84	85
Hurricane Warnings	89	88	88	89	88	89
Flash Flood Warnings	86	86	84	85	85	87
River Flood Warnings	87	87	85	86	86	88
High Surf Warnings	89	88	86	88	86	88
Tsunami Warnings	86	85	83	88	85	86
Extreme Cold Warnings	89	90	87	89	89	90
Extreme Heat Warnings	90	90	87	89	89	90
Tornado Warnings	85	86	84	85	85	86
Ease of Understanding	89	88	87	88	88	89
Timeliness	85	86	83	86	85	86
Accuracy	82	82	81	81	81	82
Severe Thunderstorm Warnings	87	87	86	86	86	87
Ease of Understanding	90	89	89	88	89	90
Timeliness	86	87	85	86	86	87
Accuracy	84	84	83	84	84	84
Winter Storm Warnings	85	86	84	85	85	86
Ease of Understanding	89	89	87	88	88	89
Timeliness	86	87	84	86	86	87
Accuracy	80	81	81	79	79	80
Hurricane Warnings	89	88	88	89	88	89
Ease of Understanding	91	90	90	91	90	91
Timeliness	90	89	89	90	89	90
Accuracy	86	85	85	85	84	86
Flash Flood Warnings	86	86	84	85	85	87
Ease of Understanding	89	88	87	88	87	88
Timeliness	86	86	84	86	85	87
Accuracy	84	83	83	83	81	84
River Flood Warnings	87	87	85	86	86	88
Ease of Understanding	88	88	86	87	87	89
Timeliness	87	88	86	86	87	88
Accuracy	86	86	85	85	85	87
High Surf Warnings	89	88	86	88	86	88
Ease of Understanding	90	89	88	89	87	89
Timeliness	89	88	87	88	87	88
Accuracy	87	87	85	87	85	87

National Weather Service - Overall
2011
Attribute Table - Information sources

	Emerg Mgrs Weather Info Net	NOAAPort	World Area Forecast System	DUATS	Flight Services	Local or cable TV
Sample Size	1,202	1,908	505	735	1,421	16,971
Tsunami Warnings	86	86	83	88	85	86
Ease of Understanding	88	87	85	89	88	88
Timeliness	86	86	82	89	86	87
Accuracy	83	82	80	84	81	82
Extreme Cold Warnings	89	90	87	89	89	90
Ease of Understanding	90	91	88	90	90	91
Timeliness	89	90	87	89	89	90
Accuracy	88	88	86	88	87	89
Extreme Heat Warnings	90	90	87	89	89	90
Ease of Understanding	91	91	88	90	90	91
Timeliness	89	90	87	89	89	90
Accuracy	89	89	87	88	88	89
Routine Climate, Water, Weather Services	88	88	86	87	87	88
Max/min temperature forecasts	91	92	90	91	91	92
Chance of Precip forecast	87	87	86	86	86	87
Cloud Cover forecasts	88	88	87	87	87	88
Wind forecasts	89	89	88	88	89	89
Dew Point forecasts	90	89	89	89	90	90
River Heights-Flow forecasts	88	89	87	88	89	89
UV Index forecasts	90	90	88	90	90	90
Air Quality forecasts	88	89	87	87	87	89
Wave Height forecasts	87	88	86	90	88	88
1 to 4-Week National Outlooks	87	86	85	85	85	87
3-Month National Outlooks	86	84	86	85	85	85
El Niño-La Niña Outlooks	85	85	86	85	84	84
3-Month Drought Outlooks	86	86	84	85	85	87
3-Month Local Temp Outlooks	87	86	87	85	86	86
Climate Hazard Assessments	88	86	84	87	87	87
Max/min temperature forecasts	92	92	90	92	91	92
Meets my needs	91	91	90	91	90	91
Ease of Understanding	92	93	91	92	92	93
Chance of Precip forecast	87	88	87	86	86	87
Meets my needs	86	86	85	85	84	86
Ease of Understanding	88	89	88	88	88	88
Cloud Cover forecasts	88	88	87	87	87	88
Meets my needs	87	87	86	85	85	87
Ease of Understanding	89	89	88	88	88	89
Wind forecasts	89	89	88	88	89	89
Meets my needs	89	88	87	87	88	89
Ease of Understanding	89	90	89	90	90	90
Dew Point forecasts	90	89	89	89	90	90
Meets my needs	90	89	88	89	89	90
Ease of Understanding	90	89	89	89	90	90

National Weather Service - Overall
2011
Attribute Table - Information sources

	Emerg Mgrs Weather Info Net	NOAAPort	World Area Forecast System	DUATS	Flight Services	Local or cable TV
Sample Size	1,202	1,908	505	735	1,421	16,971
River Heights-Flow forecasts	88	89	87	88	89	89
Meets my needs	88	89	87	89	89	89
Ease of Understanding	88	89	88	88	89	89
UV Index forecasts	90	90	88	90	90	90
Meets my needs	90	89	88	90	90	91
Ease of Understanding	90	90	88	90	90	90
Air Quality forecasts	88	89	87	87	87	89
Meets my needs	88	89	87	86	87	89
Ease of Understanding	88	89	87	87	88	88
Wave Height forecasts	87	88	86	90	88	88
Meets my needs	88	87	86	89	87	87
Ease of Understanding	87	88	87	90	89	89
1 to 4-Week National Outlooks	87	86	85	85	85	87
Meets my needs	87	85	84	84	84	86
Ease of Understanding	88	87	86	86	87	88
3-Month National Outlooks	86	84	86	85	85	85
Meets my needs	86	83	85	84	84	85
Ease of Understanding	87	85	87	86	87	86
El Niño-La Niña Outlooks	85	85	85	85	84	84
Meets my needs	86	85	86	86	85	85
Ease of Understanding	84	84	85	84	84	83
3-Month Drought Outlooks	86	86	84	85	85	87
Meets my needs	86	85	84	85	84	87
Ease of Understanding	87	87	85	86	86	87
3-Month Local Temp Outlooks	87	86	87	85	86	86
Meets my needs	86	85	87	85	85	86
Ease of Understanding	88	86	88	86	86	87
Climate Hazard Assessments	88	86	84	87	87	87
Meets my needs	88	85	84	86	86	87
Ease of Understanding	88	87	84	87	87	88
Routine Climate, Water, Weather Forecasts	75	73	75	72	72	72
Max/min temperature forecasts	79	78	79	78	78	78
Probability of precipitation	72	70	73	69	69	70
Amount of precip forecasts	70	67	71	65	66	67
Max/min temperature forecasts	78	77	79	77	77	77
1 day from now	90	90	88	90	90	90
3 days from now	77	76	77	75	75	75
7 days from now	58	56	62	55	55	54
Probability of precipitation	71	69	72	68	68	68
1 day from now	85	84	83	83	83	84
3 days from now	70	67	71	66	66	66
7 days from now	51	49	56	46	46	45

National Weather Service - Overall
2011
Attribute Table - Information sources

	Emerg Mgrs Weather Info Net	NOAAPort	World Area Forecast System	DUATS	Flight Services	Local or cable TV
Sample Size	1,202	1,908	505	735	1,421	16,971
Amount of precip forecasts	69	66	70	64	65	66
Less than 1 day from now	82	79	80	78	79	80
1 day from now	68	65	69	63	65	65
3 days from now	53	49	57	46	48	47
Support Services	92	90	88	89	89	90
Accessibility	89	87	85	86	87	88
Responsiveness	90	88	85	88	89	88
Knowledge	93	92	90	91	91	93
Professionalism	94	93	91	91	92	93
Assist interpret weather info	92	88	86	88	88	90
Resolving a complaint	89	87	83	83	83	87
User Support Services	92	89	86	89	88	90
Accessibility	89	86	84	86	86	88
Responsiveness	90	87	83	87	88	88
Knowledge	93	91	88	91	90	92
Professionalism	94	93	90	92	92	93
Assist interpret weather info	92	88	86	88	88	90
Resolving a complaint	89	88	82	83	83	87
Customer Support Services	91	90	91	89	90	91
Accessibility	88	88	88	88	88	89
Responsiveness	90	89	89	89	89	88
Knowledge	94	93	93	90	92	94
Professionalism	95	93	93	91	93	94
Resolving a complaint	90	86	86	85	83	86
NWS Forecaster	88	87	86	84	86	87
Clarification of weather info	89	89	88	87	87	89
Forecaster uncertainty	86	85	84	82	83	85
Dissemination Services	86	87	85	87	86	86
Reliability of satellite data	87	88	87	88	88	87
Reliability of radar data	85	87	85	86	86	86
Ease of locating information	83	84	84	84	83	83
Information is up-to-date	87	87	85	88	87	87
Ease of understanding info	89	88	88	89	88	88
Ease locating data on servers	80	77	79	78	77	79
Ease of req add data to server	79	74	79	79	80	78
Ease of providing input	79	74	78	82	80	78
Annual Weather Awareness Weeks	84	80	83	79	80	81
Sat with Annual WA Weeks	84	80	83	79	80	81
Satisfaction	85	85	84	84	84	84
Overall Satisfaction	89	88	87	88	88	88
Meets expectations	82	81	80	80	80	80
Compared to ideal	83	83	82	83	82	82

National Weather Service - Overall
2011
Attribute Table - Information sources

	Emerg Mgrs Weather Info Net	NOAAPort	World Area Forecast System	DUATS	Flight Services	Local or cable TV
Sample Size	1,202	1,908	505	735	1,421	16,971
Likelihood take action	93	91	90	91	91	92
Likelihood take action on info	93	91	90	91	91	92
Likelihood to use in future	95	95	94	96	95	96
Likelihood use NWS in future	95	95	94	96	95	96
Likelihood to recommend	94	94	93	94	93	94
Likelihood to recommend	94	94	93	94	93	94
CPC products	83	81	79	81	81	82
Clarity	83	80	78	81	81	81
Presentation	84	81	78	81	81	82
Provided information	84	81	80	81	82	83
Likelihood to make a decision about CPC products	81	78	78	77	75	75
Likelihood to make decision CPC products	81	78	78	77	75	75
Extended Range products	84	81	80	81	81	82
Clarity	84	80	81	81	82	82
Presentation	84	81	79	82	82	82
Provided information	84	81	80	79	80	82
Long Range products	82	78	78	82	80	81
Clarity	81	78	78	82	79	80
Presentation	82	78	77	82	81	81
Provided information	83	78	78	82	79	81
Hazards products	85	82	79	84	82	83
Clarity	85	82	79	85	84	84
Presentation	84	82	80	85	82	83
Provided information	84	80	78	83	82	83
ENSO products	83	78	78	81	81	81
Clarity	83	79	79	82	81	81
Presentation	84	79	79	83	81	82
Provided information	82	77	78	79	79	80
NWS Local Climate Data Products	81	78	76	76	80	79
Easy to understand	84	80	79	80	83	81
Easy to use	81	78	77	77	80	78
Eye-appealing	74	72	74	74	75	73
Clarity	82	79	78	80	82	80
Timeliness	83	80	76	80	82	82
Usefulness	85	80	77	79	82	82
Organization of information	80	77	76	76	80	79
Location selection	77	77	74	72	77	77
Variable selection	81	78	77	76	79	79
Length of data record	83	80	76	79	81	79
Meets my needs	81	80	76	78	80	81

National Weather Service - Overall
2011
Attribute Table - Information sources

	Emerg Mgrs Weather Info Net	NOAAPort	World Area Forecast System	DUATS	Flight Services	Local or cable TV
Sample Size	1,202	1,908	505	735	1,421	16,971
NOWData	81	78	76	76	81	80
Easy to understand	84	81	79	79	82	81
Easy to use	82	76	77	75	80	80
Eye-appealing	77	76	73	72	78	76
Clarity	84	80	76	79	81	81
Timeliness	83	80	77	79	82	82
Usefulness	84	82	79	76	83	83
Organization of information	81	79	77	78	81	80
Location selection	77	76	74	73	78	78
Variable selection	82	79	74	76	79	80
Length of data record	81	80	77	79	83	81
Meets my needs	83	79	77	76	82	82
Likelihood to make a change based on products	78	72	73	69	71	69
Likelihood to make a change based on products	78	72	73	69	71	69
Local 3-Month Temp outlook graphic	81	77	75	79	78	79
Easy to understand	83	80	77	81	79	80
Easy to use	83	79	77	81	79	79
Eye-appealing	80	77	75	80	77	77
Clarity	82	79	77	82	79	79
Timeliness	84	80	76	84	81	81
Usefulness	82	77	74	78	76	78
Organization of information	82	79	75	80	76	79
Location selection	77	76	73	77	78	78
Variable selection	81	78	75	81	79	78
Length of data record	81	80	77	82	80	80
Meets my needs	81	78	75	78	77	78
Graphic 2 Content and Characteristics	81	78	76	79	79	80
Easy to understand	82	78	77	80	79	80
Easy to use	81	78	76	80	79	80
Eye-appealing	77	76	74	78	78	78
Clarity	81	79	77	82	80	79
Timeliness	84	81	76	81	81	82
Usefulness	82	78	77	80	80	80
Organization of information	80	79	77	79	79	80
Location selection	77	77	74	75	77	79
Variable selection	82	79	75	81	80	80
Length of data record	82	80	77	82	80	81
Meets my needs	80	78	78	79	80	80

National Weather Service - Overall
2011
Attribute Table - Information sources

	Emerg Mgrs Weather Info Net	NOAAPort	World Area Forecast System	DUATS	Flight Services	Local or cable TV
Sample Size	1,202	1,908	505	735	1,421	16,971
Graphic 3 Content and Characteristics	79	77	76	78	78	78
Easy to understand	81	78	77	79	78	76
Easy to use	80	78	75	77	77	77
Eye-appealing	79	78	76	80	79	78
Clarity	80	77	76	78	77	77
Timeliness	80	80	77	81	80	81
Usefulness	79	77	77	78	78	78
Organization of information	80	77	76	79	78	78
Location selection	77	77	75	77	79	78
Variable selection	80	78	75	78	79	79
Length of data record	81	80	79	82	80	80
Meets my needs	79	77	76	78	78	78
Fire Weather staff	91	86	89	89	89	89
Availability	90	84	88	89	87	88
Knowledge	91	87	90	91	90	90
Timeliness of responses	91	85	88	89	88	88
Helpfulness of information	91	87	89	88	91	90
Importance of decision support info	91	89	85	90	87	88
Importance of decision support info	91	89	85	90	87	88
Fire Weather Planning Forecast	87	84	86	89	88	86
Helpfulness of information	89	87	87	91	89	88
Timeliness of information	87	85	86	89	88	88
Format is easy to understand	83	77	87	86	84	80
Degree to which it meets my needs	87	84	85	88	88	86
NWS fire weather point forecast	79	74	84	80	77	77
Helpfulness of information	80	76	85	82	79	78
Timeliness of information	85	80	84	84	82	84
Format is easy to understand	71	63	82	70	70	68
Degree to which it meets my needs	78	72	83	80	76	77
Site-Specific (spot) forecasts	86	81	83	84	82	84
Helpfulness of information	87	83	84	86	84	85
Timeliness of information	87	82	84	84	83	85
Format is easy to understand	85	79	83	83	82	82
Degree to which it meets my needs	85	79	80	83	81	84
Fire Weather Activity Planner	87	85	88	89	87	87
Helpfulness of information	87	86	89	89	88	87
Timeliness of information	87	85	87	88	86	87
Format is easy to understand	87	86	89	91	88	87
Degree to which it meets my needs	86	85	86	89	87	87

National Weather Service - Overall
2011
Attribute Table - Information sources

	Emerg Mgrs Weather Info Net	NOAAPort	World Area Forecast System	DUATS	Flight Services	Local or cable TV
Sample Size	1,202	1,908	505	735	1,421	16,971
Storm Prediction Center Outlooks	88	83	89	87	87	87
Helpfulness of information	88	84	89	86	88	87
Timeliness of information	88	83	89	87	87	88
Format is easy to understand	89	84	90	88	87	87
Degree to which it meets my needs	87	81	87	86	85	86
Fire Weather Watch	89	85	88	88	84	87
The usefulness of the watch information	90	86	89	89	84	88
The amount of time you had to act	88	83	87	86	84	87
How clearly the watch information described conditions	89	86	89	89	85	87
Red Flag Warning	92	87	87	89	89	89
The usefulness of the warning information	93	88	88	90	88	90
The amount of time you had to act	92	87	85	89	89	88
How clearly the warning info described conditions to expect	92	86	89	89	90	89
Flood Watches	89	89	86	92	88	88
Ease of understanding	89	88	85	91	88	88
Usefulness	89	89	86	93	89	89
Flash Flood Watches	89	87	85	91	89	88
Ease of understanding	89	87	85	90	88	88
Usefulness	89	88	86	92	89	89
Flood Warnings	89	89	86	90	89	88
Ease of understanding	87	88	86	88	90	88
Usefulness	90	90	86	91	89	89
Flash Flood Warnings	90	88	85	88	88	89
Ease of understanding	89	87	84	89	88	88
Usefulness	90	89	86	87	88	89
Flood Advisories	87	86	84	93	88	86
Ease of understanding	86	86	85	92	88	85
Usefulness	88	87	83	93	89	87
Hydrologic Statements	87	86	83	87	85	85
Ease of understanding	86	86	83	87	85	85
Usefulness	88	86	83	88	86	86
Short-term Hydrologic Outlooks	88	86	83	89	87	86
Ease of understanding	88	86	82	89	87	86
Usefulness	88	86	83	89	87	86
Long-term Hydrologic Outlooks	85	82	80	88	84	83
Ease of understanding	85	80	78	89	83	83
Usefulness	86	83	82	87	85	84
River and Lake Forecast Products	86	85	82	89	87	85
Ease of understanding	85	84	80	87	85	84
Usefulness	88	85	84	91	88	86
Hydrometeorological Data Products and Summaries	85	83	83	89	85	84
Ease of understanding	85	82	83	89	85	84
Usefulness	86	83	83	89	85	85

National Weather Service - Overall
2011
Attribute Table - Information sources

	Emerg Mgrs Weather Info Net	NOAA Port	World Area Forecast System	DUATS	Flight Services	Local or cable TV
Sample Size	1,202	1,908	505	735	1,421	16,971
Flood warning vs. flash flood	92	91	85	93	87	90
Flood warning vs. flash flood	92	91	85	93	87	90
AHPS web pages	83	80	79	79	79	80
AHPS web pages	83	80	79	79	79	80
Usefulness of map overlay	85	82	81	79	82	79
Flood Watches	92	89	87	85	87	87
Flood Warnings	93	91	86	90	90	89
Radar	91	87	87	83	85	85
Satellite	85	79	82	82	81	76
Observed precipitation	91	88	81	85	88	87
Forecast precipitation	91	88	84	86	88	88
Snow depth	82	81	78	73	79	78
Snow water equivalent	82	82	77	74	77	77
River ice	76	76	77	69	70	70
Soil moisture	77	73	80	65	75	72
Evapotranspiration	70	63	77	65	69	62
Water quality	65	66	76	66	67	62
Runoff	82	80	77	74	78	78
Groundwater	75	70	79	70	72	70
Flash flood guidance	87	83	84	90	88	83
Drought conditions	77	73	81	72	73	71
Ability to display maximum stage/flow forecasts	88	85	86	87	82	85
Ability to display the maximum stage/flow forecasts	88	85	86	87	82	85
Usefulness of hydrograph overlay statistics	82	79	79	75	72	73
Record low flow, stage, or pool for a specified period of record	81	78	79	72	70	73
Normal daily flow, stage, or pool for a specified period of record	86	84	80	80	77	81
Seven-day minimum flow with a recurrence interval of 10 years	78	73	74	72	66	68
The discharge exceeded 10 percent of time for a designated period	80	75	77	72	70	70
The discharge exceeded 25 percent of time for a designated period	80	77	79	74	71	71
The discharge exceeded 75 percent of time for a designated period	82	79	81	76	72	73
The discharge exceeded 90 percent of time for a designated period	82	82	83	77	74	74
Usefulness of information	90	87	87	92	84	88
Usefulness of this information	90	87	87	92	84	88
Single web portal for water information	90	83	87	89	90	88
Single web portal for water information	90	83	87	89	90	88
Familiarity with NOAA Tsunami Products	90	76	78	79	80	81
Tsunami Warning	91	78	83	80	84	84
Tsunami Advisory	90	77	73	79	79	80
Tsunami Watch	91	75	80	79	79	82
Tsunami Information Statement	90	74	76	79	78	79
NOAA Tsunami information	90	77	79	88	87	84
Understanding tsunami products	90	74	78	89	86	83
Usefulness of tsunami products	90	77	77	89	87	84
Improvements over last five years	92	78	81	89	88	85
Overall quality of tsunami products and services	89	75	79	86	87	83

National Weather Service - Overall
2011
Attribute Table - Information sources

	Commercial Radio	Satellite radio	Satellite TV	Newspaper	U.S. Coast Guard Broadcasts	NAVTEX receiver
Sample Size	9,739	1,495	5,726	5,922	1,824	171
Hazardous Services	87	87	87	87	87	84
Tornado Warnings	85	86	85	86	85	84
Severe Thunderstorm Warnings	87	87	86	87	86	85
Winter Storm Warnings	85	85	85	86	85	84
Hurricane Warnings	89	88	88	89	88	88
Flash Flood Warnings	86	86	86	87	86	84
River Flood Warnings	88	88	87	88	88	86
High Surf Warnings	89	87	87	89	87	86
Tsunami Warnings	86	84	84	86	85	81
Extreme Cold Warnings	90	89	89	90	89	86
Extreme Heat Warnings	90	90	90	90	89	86
Tornado Warnings	86	86	85	86	85	84
Ease of Understanding	89	89	89	89	88	87
Timeliness	86	86	85	86	85	83
Accuracy	82	82	81	82	81	81
Severe Thunderstorm Warnings	87	87	86	87	87	85
Ease of Understanding	89	90	90	90	90	88
Timeliness	87	87	86	87	86	84
Accuracy	84	85	83	84	84	83
Winter Storm Warnings	85	86	85	86	85	84
Ease of Understanding	89	89	89	89	89	88
Timeliness	87	87	86	87	86	83
Accuracy	79	80	79	80	80	80
Hurricane Warnings	89	88	88	89	89	88
Ease of Understanding	91	90	90	91	91	90
Timeliness	91	90	90	91	90	89
Accuracy	85	85	85	86	84	84
Flash Flood Warnings	86	86	86	87	86	84
Ease of Understanding	88	88	88	89	88	87
Timeliness	87	87	86	87	86	83
Accuracy	84	84	83	84	84	80
River Flood Warnings	88	88	87	88	88	86
Ease of Understanding	89	88	88	89	89	87
Timeliness	88	88	88	88	88	85
Accuracy	87	87	86	87	86	85
High Surf Warnings	89	87	87	89	87	86
Ease of Understanding	89	88	88	90	89	88
Timeliness	89	87	87	89	88	86
Accuracy	88	86	86	88	86	85

National Weather Service - Overall
2011
Attribute Table - Information sources

	Commercial Radio	Satellite radio	Satellite TV	Newspaper	U.S. Coast Guard Broadcasts	NAVTEX receiver
Sample Size	9,739	1,495	5,726	5,922	1,824	171
Tsunami Warnings	86	84	84	86	85	81
Ease of Understanding	88	86	86	88	87	85
Timeliness	87	85	85	87	85	79
Accuracy	81	80	80	81	81	78
Extreme Cold Warnings	90	90	89	90	89	86
Ease of Understanding	91	91	90	91	91	88
Timeliness	90	90	89	90	89	85
Accuracy	89	88	88	89	88	86
Extreme Heat Warnings	90	90	90	90	89	86
Ease of Understanding	91	91	91	91	91	87
Timeliness	90	90	90	90	90	86
Accuracy	89	89	89	89	88	85
Routine Climate, Water, Weather Services	88	88	88	88	88	85
Max/min temperature forecasts	92	92	91	92	91	89
Chance of Precip forecast	87	87	87	87	87	85
Cloud Cover forecasts	88	89	88	88	88	86
Wind forecasts	89	89	89	90	88	86
Dew Point forecasts	89	89	89	90	90	85
River Heights-Flow forecasts	88	89	88	88	89	87
UV Index forecasts	90	90	91	90	91	88
Air Quality forecasts	88	89	89	88	88	84
Wave Height forecasts	88	86	87	88	87	86
1 to 4-Week National Outlooks	87	87	86	87	87	84
3-Month National Outlooks	85	85	85	85	86	84
El Niño-La Niña Outlooks	84	84	83	84	84	84
3-Month Drought Outlooks	86	87	86	86	87	81
3-Month Local Temp Outlooks	86	87	85	86	86	84
Climate Hazard Assessments	87	88	86	87	87	87
Max/min temperature forecasts	92	92	91	92	92	89
Meets my needs	91	91	91	91	90	88
Ease of Understanding	93	93	92	93	92	90
Chance of Precip forecast	87	87	87	87	87	85
Meets my needs	86	86	85	86	85	83
Ease of Understanding	88	89	88	88	88	88
Cloud Cover forecasts	88	89	88	88	88	86
Meets my needs	87	88	87	88	87	85
Ease of Understanding	88	90	88	89	89	87
Wind forecasts	89	89	89	90	88	86
Meets my needs	89	89	88	89	87	84
Ease of Understanding	90	90	89	90	90	87
Dew Point forecasts	89	89	89	90	90	85
Meets my needs	89	89	89	90	89	83
Ease of Understanding	90	89	89	90	91	87

National Weather Service - Overall
2011
Attribute Table - Information sources

	Commercial Radio	Satellite radio	Satellite TV	Newspaper	U.S. Coast Guard Broadcasts	NAVTEX receiver
Sample Size	9,739	1,495	5,726	5,922	1,824	171
River Heights-Flow forecasts	88	89	88	88	89	87
Meets my needs	89	89	88	89	88	86
Ease of Understanding	88	89	88	88	89	89
UV Index forecasts	90	90	91	90	91	88
Meets my needs	90	90	91	90	91	86
Ease of Understanding	90	90	91	90	91	89
Air Quality forecasts	88	89	89	88	88	84
Meets my needs	88	88	89	88	87	84
Ease of Understanding	88	89	89	88	88	85
Wave Height forecasts	88	86	87	88	87	86
Meets my needs	87	85	86	88	85	84
Ease of Understanding	89	86	87	89	88	88
1 to 4-Week National Outlooks	87	87	86	87	87	84
Meets my needs	86	86	85	86	86	83
Ease of Understanding	87	88	87	88	89	84
3-Month National Outlooks	85	85	85	85	86	84
Meets my needs	85	85	84	85	84	84
Ease of Understanding	85	86	85	86	88	84
El Niño-La Niña Outlooks	84	84	83	84	84	84
Meets my needs	85	85	84	85	85	84
Ease of Understanding	83	84	83	83	84	84
3-Month Drought Outlooks	86	87	86	86	87	81
Meets my needs	86	86	85	86	87	80
Ease of Understanding	87	88	86	87	87	83
3-Month Local Temp Outlooks	86	87	85	86	86	84
Meets my needs	86	86	85	86	85	82
Ease of Understanding	87	87	86	87	87	86
Climate Hazard Assessments	87	88	86	87	87	87
Meets my needs	87	88	86	87	87	87
Ease of Understanding	87	88	87	87	88	87
Routine Climate, Water, Weather Forecasts	72	73	72	72	73	73
Max/min temperature forecasts	77	79	78	77	78	78
Probability of precipitation	69	71	69	69	70	71
Amount of precip forecasts	66	68	66	67	68	69
Max/min temperature forecasts	76	78	77	76	77	77
1 day from now	90	90	89	90	89	88
3 days from now	75	77	75	75	75	75
7 days from now	53	56	55	53	55	58
Probability of precipitation	67	69	68	68	69	70
1 day from now	84	84	83	84	83	82
3 days from now	65	68	66	66	67	69
7 days from now	44	48	46	45	48	52

National Weather Service - Overall
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Attribute Table - Information sources

	Commercial Radio	Satellite radio	Satellite TV	Newspaper	U.S. Coast Guard Broadcasts	NAVTEX receiver
Sample Size	9,739	1,495	5,726	5,922	1,824	171
Amount of precip forecasts	65	67	65	66	67	68
Less than 1 day from now	80	81	79	80	80	79
1 day from now	65	66	65	65	66	68
3 days from now	46	49	48	47	50	54
Support Services	91	90	89	90	88	87
Accessibility	89	88	87	88	86	85
Responsiveness	88	88	88	89	86	86
Knowledge	93	93	91	93	90	88
Professionalism	93	92	92	93	91	88
Assist interpret weather info	90	90	88	89	88	86
Resolving a complaint	87	88	85	87	84	88
User Support Services	90	90	88	90	88	87
Accessibility	88	87	86	88	86	85
Responsiveness	88	89	87	89	87	86
Knowledge	92	92	90	92	90	89
Professionalism	92	92	91	92	91	88
Assist interpret weather info	90	90	88	89	88	86
Resolving a complaint	87	88	85	88	85	88
Customer Support Services	91	90	91	91	88	86
Accessibility	90	91	89	88	86	85
Responsiveness	89	88	89	89	86	86
Knowledge	94	94	94	94	91	85
Professionalism	94	93	93	94	92	88
Resolving a complaint	88	88	86	86	81	87
NWS Forecaster	87	87	86	87	86	85
Clarification of weather info	89	89	87	88	87	87
Forecaster uncertainty	85	86	83	85	84	82
Dissemination Services	86	87	86	86	86	84
Reliability of satellite data	87	88	87	87	88	85
Reliability of radar data	86	86	85	86	87	83
Ease of locating information	83	84	83	83	83	82
Information is up-to-date	87	87	86	87	87	84
Ease of understanding info	87	88	88	87	88	86
Ease locating data on servers	76	78	78	75	80	75
Ease of req add data to server	75	78	77	73	81	75
Ease of providing input	75	77	78	73	79	74
Annual Weather Awareness Weeks	80	83	81	81	82	79
Sat with Annual WA Weeks	80	83	81	81	82	79
Satisfaction	84	85	83	84	84	82
Overall Satisfaction	88	89	87	89	88	86
Meets expectations	80	82	80	80	80	79
Compared to ideal	81	82	81	82	82	80

National Weather Service - Overall
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Attribute Table - Information sources

	Commercial Radio	Satellite radio	Satellite TV	Newspaper	U.S. Coast Guard Broadcasts	NAVTEX receiver
Sample Size	9,739	1,495	5,726	5,922	1,824	171
Likelihood take action	92	92	91	92	92	89
Likelihood take action on info	92	92	91	92	92	89
Likelihood to use in future	96	96	95	96	95	93
Likelihood use NWS in future	96	96	95	96	95	93
Likelihood to recommend	94	94	93	94	94	91
Likelihood to recommend	94	94	93	94	94	91
CPC products	81	78	82	80	82	81
Clarity	80	77	82	80	82	79
Presentation	81	76	82	80	82	79
Provided information	82	81	83	81	83	84
Likelihood to make a decision about CPC products	74	77	76	74	78	78
Likelihood to make decision CPC products	74	77	76	74	78	78
Extended Range products	81	78	82	81	82	81
Clarity	81	77	82	81	82	81
Presentation	81	77	83	81	82	79
Provided information	82	79	82	82	82	83
Long Range products	80	77	80	81	81	79
Clarity	79	76	80	80	80	78
Presentation	80	77	80	80	81	79
Provided information	81	78	81	81	82	81
Hazards products	82	79	83	82	83	82
Clarity	83	79	83	82	83	83
Presentation	82	79	82	82	83	82
Provided information	82	79	83	82	83	81
ENSO products	80	77	81	80	80	80
Clarity	81	77	82	80	80	82
Presentation	81	77	81	80	81	80
Provided information	79	77	80	78	79	79
NWS Local Climate Data Products	78	76	79	79	79	76
Easy to understand	80	78	80	80	81	77
Easy to use	77	74	78	77	80	75
Eye-appealing	72	70	74	72	75	70
Clarity	80	78	81	80	81	79
Timeliness	82	77	81	82	80	75
Usefulness	82	81	82	82	80	81
Organization of information	78	76	79	78	80	74
Location selection	75	72	76	76	78	71
Variable selection	79	76	79	79	79	74
Length of data record	79	79	79	78	80	80
Meets my needs	80	77	80	80	79	75

National Weather Service - Overall
2011
Attribute Table - Information sources

	Commercial Radio	Satellite radio	Satellite TV	Newspaper	U.S. Coast Guard Broadcasts	NAVTEX receiver
Sample Size	9,739	1,495	5,726	5,922	1,824	171
NOWData	79	78	80	79	80	76
Easy to understand	80	80	81	80	82	79
Easy to use	78	77	79	79	81	74
Eye-appealing	74	73	76	75	78	72
Clarity	80	79	81	80	81	78
Timeliness	81	79	82	82	81	78
Usefulness	81	81	82	82	81	80
Organization of information	78	76	80	79	80	76
Location selection	75	74	78	77	77	70
Variable selection	79	78	79	79	80	72
Length of data record	80	79	81	79	81	79
Meets my needs	81	79	81	81	81	79
Likelihood to make a change based on products	67	73	69	67	75	80
Likelihood to make a change based on products	67	73	69	67	75	80
Local 3-Month Temp outlook graphic	78	78	79	79	80	80
Easy to understand	79	79	79	79	81	83
Easy to use	79	77	79	79	81	79
Eye-appealing	76	77	77	77	80	81
Clarity	78	78	79	79	81	82
Timeliness	81	82	81	81	80	78
Usefulness	77	78	78	78	79	82
Organization of information	78	78	79	78	80	79
Location selection	77	76	78	78	78	74
Variable selection	78	76	78	78	79	74
Length of data record	80	80	81	80	82	79
Meets my needs	78	78	79	78	80	81
Graphic 2 Content and Characteristics	78	77	79	79	80	77
Easy to understand	78	78	79	80	81	78
Easy to use	78	76	79	79	81	76
Eye-appealing	76	76	78	77	79	70
Clarity	78	76	79	79	82	78
Timeliness	81	80	81	81	82	79
Usefulness	79	77	79	79	80	81
Organization of information	79	76	79	79	81	75
Location selection	77	74	77	78	79	74
Variable selection	79	76	79	79	80	76
Length of data record	80	76	80	80	81	77
Meets my needs	79	77	79	79	80	79

National Weather Service - Overall
2011
Attribute Table - Information sources

	Commercial Radio	Satellite radio	Satellite TV	Newspaper	U.S. Coast Guard Broadcasts	NAVTEX receiver
Sample Size	9,739	1,495	5,726	5,922	1,824	171
Graphic 3 Content and Characteristics	77	77	78	77	80	80
Easy to understand	76	76	77	75	78	79
Easy to use	76	76	78	75	79	81
Eye-appealing	77	78	79	77	80	77
Clarity	76	77	77	75	79	80
Timeliness	80	79	80	80	82	80
Usefulness	77	77	78	76	79	81
Organization of information	77	77	79	77	80	78
Location selection	77	77	78	77	79	75
Variable selection	77	77	79	77	79	78
Length of data record	79	79	81	79	82	81
Meets my needs	77	78	78	76	79	82
Fire Weather staff	89	87	87	87	91	89
Availability	88	87	85	86	89	89
Knowledge	90	87	89	89	91	90
Timeliness of responses	88	87	87	87	90	86
Helpfulness of information	89	88	88	88	92	92
Importance of decision support info	88	89	90	86	92	86
Importance of decision support info	88	89	90	86	92	86
Fire Weather Planning Forecast	84	86	86	84	87	87
Helpfulness of information	86	89	89	86	89	89
Timeliness of information	86	88	87	85	89	88
Format is easy to understand	78	79	82	79	83	80
Degree to which it meets my needs	84	85	87	83	87	88
NWS fire weather point forecast	73	75	75	76	82	83
Helpfulness of information	75	76	77	78	83	86
Timeliness of information	80	81	81	83	85	88
Format is easy to understand	64	66	67	68	77	75
Degree to which it meets my needs	72	75	74	75	82	82
Site-Specific (spot) forecasts	84	84	83	85	88	80
Helpfulness of information	86	86	84	86	89	79
Timeliness of information	86	84	83	86	88	79
Format is easy to understand	81	83	81	82	88	83
Degree to which it meets my needs	83	84	82	84	87	78
Fire Weather Activity Planner	86	86	86	85	89	89
Helpfulness of information	87	87	86	85	89	90
Timeliness of information	87	86	87	85	89	86
Format is easy to understand	86	87	87	86	90	91
Degree to which it meets my needs	86	86	86	84	88	86

National Weather Service - Overall
2011
Attribute Table - Information sources

	Commercial Radio	Satellite radio	Satellite TV	Newspaper	U.S. Coast Guard Broadcasts	NAVTEX receiver
Sample Size	9,739	1,495	5,726	5,922	1,824	171
Storm Prediction Center Outlooks	86	87	86	87	89	78
Helpfulness of information	87	87	87	87	90	79
Timeliness of information	87	89	87	87	90	78
Format is easy to understand	86	88	86	87	88	81
Degree to which it meets my needs	85	86	85	87	89	76
Fire Weather Watch	86	85	86	86	90	92
The usefulness of the watch information	87	86	88	87	90	93
The amount of time you had to act	85	82	84	85	90	92
How clearly the watch information described conditions	86	85	85	85	90	90
Red Flag Warning	89	88	89	87	91	89
The usefulness of the warning information	89	89	89	88	92	89
The amount of time you had to act	88	87	89	86	90	89
How clearly the warning info described conditions to expect	88	87	89	86	91	90
Flood Watches	89	88	88	88	90	85
Ease of understanding	88	87	88	87	89	81
Usefulness	89	88	89	88	91	89
Flash Flood Watches	89	88	88	88	90	85
Ease of understanding	88	88	88	88	89	84
Usefulness	89	88	89	89	91	85
Flood Warnings	89	88	88	88	90	81
Ease of understanding	88	87	87	87	89	80
Usefulness	89	89	89	88	91	82
Flash Flood Warnings	89	88	89	88	90	81
Ease of understanding	88	88	88	88	90	82
Usefulness	89	89	89	89	91	80
Flood Advisories	87	87	87	86	89	81
Ease of understanding	86	86	86	86	88	80
Usefulness	87	88	88	87	90	82
Hydrologic Statements	86	84	86	85	88	77
Ease of understanding	86	84	85	85	87	72
Usefulness	86	85	86	85	88	82
Short-term Hydrologic Outlooks	86	84	86	86	88	78
Ease of understanding	86	84	85	86	87	79
Usefulness	87	84	87	86	89	78
Long-term Hydrologic Outlooks	83	83	83	83	85	79
Ease of understanding	83	82	82	83	84	78
Usefulness	84	83	85	83	86	81
River and Lake Forecast Products	86	82	85	85	88	84
Ease of understanding	85	80	84	85	86	79
Usefulness	87	84	86	85	90	89
Hydrometeorological Data Products and Summaries	84	82	83	82	87	79
Ease of understanding	84	81	81	82	86	79
Usefulness	85	84	84	83	87	79

National Weather Service - Overall
2011
Attribute Table - Information sources

	Commercial Radio	Satellite radio	Satellite TV	Newspaper	U.S. Coast Guard Broadcasts	NAVTEX receiver
Sample Size	9,739	1,495	5,726	5,922	1,824	171
Flood warning vs. flash flood	91	90	90	90	91	83
Flood warning vs. flash flood	91	90	90	90	91	83
AHPS web pages	80	78	80	79	85	85
AHPS web pages	80	78	80	79	85	85
Usefulness of map overlay	80	80	80	79	84	88
Flood Watches	87	86	87	87	91	90
Flood Warnings	90	89	89	89	91	94
Radar	85	87	86	85	88	91
Satellite	78	79	79	77	84	91
Observed precipitation	87	86	86	85	90	88
Forecast precipitation	88	86	87	87	91	93
Snow depth	80	82	80	79	83	79
Snow water equivalent	77	78	77	76	83	87
River ice	71	74	69	69	76	82
Soil moisture	73	73	74	70	77	84
Evapotranspiration	63	62	64	59	69	84
Water quality	64	61	62	61	73	87
Runoff	78	76	78	77	83	86
Groundwater	71	72	73	68	77	84
Flash flood guidance	84	81	83	82	87	85
Drought conditions	73	73	74	72	77	85
Ability to display maximum stage/flow forecasts	85	82	85	84	88	92
Ability to display the maximum stage/flow forecasts	85	82	85	84	88	92
Usefulness of hydrograph overlay statistics	73	75	75	72	83	88
Record low flow, stage, or pool for a specified period of record	72	80	75	73	83	93
Normal daily flow, stage, or pool for a specified period of record	80	81	83	80	89	93
Seven-day minimum flow with a recurrence interval of 10 years	67	71	70	67	81	91
The discharge exceeded 10 percent of time for a designated period	70	71	70	70	80	86
The discharge exceeded 25 percent of time for a designated period	71	72	72	70	81	85
The discharge exceeded 75 percent of time for a designated period	72	72	74	72	83	83
The discharge exceeded 90 percent of time for a designated period	73	75	76	73	85	90
Usefulness of information	88	84	86	87	89	94
Usefulness of this information	88	84	86	87	89	94
Single web portal for water information	88	86	86	87	88	95
Single web portal for water information	88	86	86	87	88	95
Familiarity with NOAA Tsunami Products	77	76	82	82	84	94
Tsunami Warning	80	79	85	85	86	94
Tsunami Advisory	75	76	80	81	84	94
Tsunami Watch	77	78	83	82	84	95
Tsunami Information Statement	74	72	79	78	81	95
NOAA Tsunami information	82	87	81	83	88	92
Understanding tsunami products	80	87	79	82	87	94
Usefulness of tsunami products	82	88	80	82	88	93
Improvements over last five years	83	88	84	86	90	94
Overall quality of tsunami products and services	80	85	81	83	88	89

National Weather Service - Overall
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Attribute Table - Information sources

	Immarsat-C SafetyNET	Radiofacsimile	Other	Social Media
Sample Size	81	255	363	2,880
Hazardous Services	85	87	85	87
Tornado Warnings	88	85	83	86
Severe Thunderstorm Warnings	86	87	85	87
Winter Storm Warnings	87	86	84	85
Hurricane Warnings	88	88	87	89
Flash Flood Warnings	86	87	84	87
River Flood Warnings	85	88	86	88
High Surf Warnings	84	87	86	88
Tsunami Warnings	83	84	84	86
Extreme Cold Warnings	88	89	88	90
Extreme Heat Warnings	87	90	88	90
Tornado Warnings	88	86	83	86
Ease of Understanding	88	89	86	89
Timeliness	89	85	84	86
Accuracy	86	83	81	82
Severe Thunderstorm Warnings	86	87	85	87
Ease of Understanding	89	90	88	90
Timeliness	85	87	86	87
Accuracy	84	85	82	84
Winter Storm Warnings	87	86	84	85
Ease of Understanding	90	88	88	89
Timeliness	87	86	85	87
Accuracy	84	81	78	79
Hurricane Warnings	88	88	87	89
Ease of Understanding	90	90	88	90
Timeliness	89	88	90	90
Accuracy	84	85	83	86
Flash Flood Warnings	86	87	84	87
Ease of Understanding	87	88	86	88
Timeliness	86	88	85	87
Accuracy	86	85	81	85
River Flood Warnings	85	88	86	88
Ease of Understanding	85	89	86	88
Timeliness	84	88	86	89
Accuracy	84	87	85	88
High Surf Warnings	84	87	86	88
Ease of Understanding	85	88	87	88
Timeliness	84	86	87	88
Accuracy	83	85	84	88

National Weather Service - Overall
2011
Attribute Table - Information sources

	Immarsat-C SafetyNET	Radiofacsimile	Other	Social Media
Sample Size	81	255	363	2,880
Tsunami Warnings	83	84	84	86
Ease of Understanding	83	86	85	87
Timeliness	84	84	83	88
Accuracy	82	82	81	83
Extreme Cold Warnings	88	89	88	90
Ease of Understanding	89	90	90	91
Timeliness	88	90	88	90
Accuracy	88	88	86	90
Extreme Heat Warnings	87	90	88	90
Ease of Understanding	87	90	89	91
Timeliness	86	90	89	90
Accuracy	87	89	87	90
Routine Climate, Water, Weather Services	87	87	86	88
Max/min temperature forecasts	88	92	90	92
Chance of Precip forecast	86	86	86	87
Cloud Cover forecasts	87	87	87	88
Wind forecasts	87	88	86	90
Dew Point forecasts	88	91	86	90
River Heights-Flow forecasts	81	88	87	88
UV Index forecasts	89	89	89	90
Air Quality forecasts	89	89	85	89
Wave Height forecasts	86	85	85	89
1 to 4-Week National Outlooks	89	85	84	87
3-Month National Outlooks	86	86	84	86
El Niño-La Niña Outlooks	88	87	81	84
3-Month Drought Outlooks	87	89	84	88
3-Month Local Temp Outlooks	87	87	84	87
Climate Hazard Assessments	84	88	85	88
Max/min temperature forecasts	88	92	90	92
Meets my needs	88	91	88	91
Ease of Understanding	89	92	91	93
Chance of Precip forecast	87	86	86	87
Meets my needs	85	84	83	86
Ease of Understanding	89	88	88	88
Cloud Cover forecasts	87	87	87	88
Meets my needs	87	86	85	87
Ease of Understanding	87	88	88	88
Wind forecasts	87	88	87	90
Meets my needs	85	87	85	89
Ease of Understanding	89	89	88	90
Dew Point forecasts	88	91	86	90
Meets my needs	88	91	85	90
Ease of Understanding	89	91	86	90

National Weather Service - Overall
2011
Attribute Table - Information sources

	Immarsat-C SafetyNET	Radiofacsimile	Other	Social Media
Sample Size	81	255	363	2,880
River Heights-Flow forecasts	82	89	87	88
Meets my needs	79	88	87	88
Ease of Understanding	84	89	88	88
UV Index forecasts	89	89	89	90
Meets my needs	88	88	89	90
Ease of Understanding	90	90	89	90
Air Quality forecasts	89	89	85	89
Meets my needs	89	89	84	89
Ease of Understanding	89	89	85	88
Wave Height forecasts	86	85	85	89
Meets my needs	83	82	83	88
Ease of Understanding	89	87	88	89
1 to 4-Week National Outlooks	89	85	84	88
Meets my needs	88	85	83	87
Ease of Understanding	89	86	86	88
3-Month National Outlooks	86	86	84	86
Meets my needs	85	85	83	86
Ease of Understanding	87	87	84	87
El Niño-La Niña Outlooks	88	87	81	84
Meets my needs	89	87	83	86
Ease of Understanding	87	86	80	83
3-Month Drought Outlooks	87	89	84	88
Meets my needs	87	88	82	88
Ease of Understanding	88	91	85	88
3-Month Local Temp Outlooks	87	87	84	87
Meets my needs	87	87	83	87
Ease of Understanding	88	88	84	88
Climate Hazard Assessments	84	88	85	88
Meets my needs	84	89	85	88
Ease of Understanding	84	88	85	88
Routine Climate, Water, Weather Forecasts	78	75	72	73
Max/min temperature forecasts	82	79	77	79
Probability of precipitation	76	73	70	70
Amount of precip forecasts	75	71	67	68
Max/min temperature forecasts	81	79	76	77
1 day from now	89	88	88	91
3 days from now	80	77	74	76
7 days from now	67	62	55	54
Probability of precipitation	75	72	68	69
1 day from now	84	83	82	85
3 days from now	74	71	66	67
7 days from now	61	57	49	46

National Weather Service - Overall
2011
Attribute Table - Information sources

	Immarsat-C SafetyNET	Radiofacsimile	Other	Social Media
Sample Size	81	255	363	2,880
Amount of precip forecasts	74	70	67	67
Less than 1 day from now	83	81	79	81
1 day from now	74	69	66	67
3 days from now	63	58	51	49
Support Services	86	91	86	91
Accessibility	84	91	82	90
Responsiveness	84	91	83	89
Knowledge	88	92	90	94
Professionalism	88	93	90	94
Assist interpret weather info	87	87	89	91
Resolving a complaint	82	88	79	88
User Support Services	86	89	88	91
Accessibility	84	89	83	89
Responsiveness	84	90	85	90
Knowledge	89	90	91	94
Professionalism	89	91	91	94
Assist interpret weather info	87	87	89	91
Resolving a complaint	84	85	81	87
Customer Support Services	82	96	83	91
Accessibility	83	95	80	90
Responsiveness	83	93	81	88
Knowledge	83	97	87	95
Professionalism	83	98	90	94
Resolving a complaint	76	95	73	88
NWS Forecaster	84	88	87	89
Clarification of weather info	87	89	89	90
Forecaster uncertainty	82	86	83	86
Dissemination Services	85	86	85	86
Reliability of satellite data	86	87	87	87
Reliability of radar data	85	86	86	84
Ease of locating information	84	85	82	82
Information is up-to-date	84	86	85	87
Ease of understanding info	88	88	86	88
Ease locating data on servers	85	80	80	77
Ease of req add data to server	88	81	75	77
Ease of providing input	86	78	85	77
Annual Weather Awareness Weeks	87	83	82	82
Sat with Annual WA Weeks	87	83	82	82
Satisfaction	83	83	83	84
Overall Satisfaction	87	87	87	89
Meets expectations	78	79	79	81
Compared to ideal	82	82	81	81

National Weather Service - Overall
2011
Attribute Table - Information sources

	Immarsat-C SafetyNET	Radiofacsimile	Other	Social Media
Sample Size	81	255	363	2,880
Likelihood take action	91	90	92	93
Likelihood take action on info	91	90	92	93
Likelihood to use in future	92	93	96	96
Likelihood use NWS in future	92	93	96	96
Likelihood to recommend	91	92	94	94
Likelihood to recommend	91	92	94	94
CPC products	81	88	82	82
Clarity	83	88	80	81
Presentation	78	87	82	82
Provided information	82	88	84	83
Likelihood to make a decision about CPC products	85	78	81	76
Likelihood to make decision CPC products	85	78	81	76
Extended Range products	83	86	85	82
Clarity	85	87	84	82
Presentation	83	86	85	82
Provided information	81	85	85	83
Long Range products	80	82	81	81
Clarity	76	81	79	81
Presentation	79	81	81	81
Provided information	84	83	81	82
Hazards products	83	85	85	82
Clarity	83	88	85	83
Presentation	80	84	86	83
Provided information	84	84	84	82
ENSO products	80	85	80	81
Clarity	82	87	80	81
Presentation	78	86	81	81
Provided information	79	81	79	80
NWS Local Climate Data Products	79	82	77	80
Easy to understand	81	86	83	82
Easy to use	81	86	75	79
Eye-appealing	72	77	75	72
Clarity	83	85	83	81
Timeliness	79	81	79	84
Usefulness	84	83	80	85
Organization of information	76	81	80	79
Location selection	76	77	74	76
Variable selection	75	78	81	80
Length of data record	76	77	75	78
Meets my needs	83	82	75	82

National Weather Service - Overall
2011
Attribute Table - Information sources

	Immarsat-C SafetyNET	Radiofacsimile	Other	Social Media
Sample Size	81	255	363	2,880
NOWData	80	82	78	80
Easy to understand	83	85	81	79
Easy to use	82	84	78	78
Eye-appealing	72	79	76	74
Clarity	80	83	81	80
Timeliness	80	81	80	82
Usefulness	84	83	80	82
Organization of information	81	84	80	79
Location selection	78	77	73	77
Variable selection	76	78	81	80
Length of data record	80	80	75	81
Meets my needs	81	82	76	81
Likelihood to make a change based on products	79	78	73	72
Likelihood to make a change based on products	79	78	73	72
Local 3-Month Temp outlook graphic	83	86	80	78
Easy to understand	85	88	84	78
Easy to use	82	87	82	78
Eye-appealing	83	87	78	76
Clarity	85	89	84	78
Timeliness	84	87	80	80
Usefulness	85	85	77	78
Organization of information	84	88	82	78
Location selection	78	83	75	76
Variable selection	80	85	81	77
Length of data record	84	85	79	79
Meets my needs	86	86	75	78
Graphic 2 Content and Characteristics	82	85	80	80
Easy to understand	85	87	82	80
Easy to use	81	86	82	80
Eye-appealing	76	83	78	76
Clarity	83	86	81	80
Timeliness	88	86	84	82
Usefulness	84	86	78	80
Organization of information	80	84	79	80
Location selection	77	82	75	78
Variable selection	83	86	79	81
Length of data record	80	83	81	81
Meets my needs	86	84	78	80

National Weather Service - Overall
2011
Attribute Table - Information sources

	Immarsat-C SafetyNET	Radiofacsimile	Other	Social Media
Sample Size	81	255	363	2,880
Graphic 3 Content and Characteristics	81	86	79	77
Easy to understand	80	88	77	75
Easy to use	83	87	78	77
Eye-appealing	79	84	78	77
Clarity	81	87	79	77
Timeliness	83	87	82	80
Usefulness	83	84	76	78
Organization of information	81	88	79	78
Location selection	77	83	77	78
Variable selection	81	85	80	78
Length of data record	81	85	81	81
Meets my needs	80	85	76	77
Fire Weather staff	92	95	85	89
Availability	92	98	81	89
Knowledge	92	94	87	90
Timeliness of responses	92	93	87	89
Helpfulness of information	92	96	85	89
Importance of decision support info	94	94	78	89
Importance of decision support info	94	94	78	89
Fire Weather Planning Forecast	93	90	85	87
Helpfulness of information	94	93	86	89
Timeliness of information	94	90	85	88
Format is easy to understand	91	85	81	82
Degree to which it meets my needs	91	90	87	87
NWS fire weather point forecast	85	89	74	75
Helpfulness of information	87	91	74	77
Timeliness of information	91	91	74	82
Format is easy to understand	76	82	71	67
Degree to which it meets my needs	83	89	74	76
Site-Specific (spot) forecasts	86	89	79	86
Helpfulness of information	91	90	84	87
Timeliness of information	82	89	74	87
Format is easy to understand	89	90	84	84
Degree to which it meets my needs	82	88	74	86
Fire Weather Activity Planner	89	93	86	87
Helpfulness of information	91	93	86	88
Timeliness of information	84	92	86	87
Format is easy to understand	93	97	85	88
Degree to which it meets my needs	87	90	87	87

National Weather Service - Overall
2011
Attribute Table - Information sources

	Immarsat-C SafetyNET	Radiofacsimile	Other	Social Media
Sample Size	81	255	363	2,880
Storm Prediction Center Outlooks	85	89	82	88
Helpfulness of information	83	88	82	88
Timeliness of information	87	89	86	89
Format is easy to understand	87	91	81	87
Degree to which it meets my needs	81	90	78	88
Fire Weather Watch	90	93	80	87
The usefulness of the watch information	91	93	82	88
The amount of time you had to act	89	94	77	87
How clearly the watch information described conditions	89	92	80	87
Red Flag Warning	91	94	86	90
The usefulness of the warning information	91	94	88	91
The amount of time you had to act	91	94	83	90
How clearly the warning info described conditions to expect	91	94	85	90
Flood Watches	75	92	88	88
Ease of understanding	71	90	88	87
Usefulness	78	94	87	88
Flash Flood Watches	77	92	89	88
Ease of understanding	78	91	90	88
Usefulness	76	93	87	88
Flood Warnings	74	91	88	87
Ease of understanding	72	89	88	86
Usefulness	76	92	88	88
Flash Flood Warnings	72	90	89	88
Ease of understanding	80	89	88	87
Usefulness	66	92	90	89
Flood Advisories	75	90	86	85
Ease of understanding	78	88	86	84
Usefulness	72	92	85	86
Hydrologic Statements	79	92	89	85
Ease of understanding	82	90	88	86
Usefulness	76	93	90	85
Short-term Hydrologic Outlooks	76	90	89	85
Ease of understanding	80	90	89	85
Usefulness	73	90	90	85
Long-term Hydrologic Outlooks	80	86	87	83
Ease of understanding	82	83	87	82
Usefulness	78	88	87	84
River and Lake Forecast Products	79	87	87	86
Ease of understanding	81	85	85	85
Usefulness	78	88	90	87
Hydrometeorological Data Products and Summaries	77	80	88	85
Ease of understanding	74	79	85	84
Usefulness	80	80	90	85

National Weather Service - Overall
2011
Attribute Table - Information sources

	Immarsat-C SafetyNET	Radiofacsimile	Other	Social Media
Sample Size	81	255	363	2,880
Flood warning vs. flash flood	79	82	95	90
Flood warning vs. flash flood	79	82	95	90
AHPS web pages	70	81	88	79
AHPS web pages	70	81	88	79
Usefulness of map overlay	78	82	82	81
Flood Watches	78	83	91	87
Flood Warnings	78	85	90	90
Radar	84	85	86	87
Satellite	80	84	77	75
Observed precipitation	84	87	92	89
Forecast precipitation	76	85	94	88
Snow depth	81	81	80	79
Snow water equivalent	80	87	83	77
River ice	75	79	70	74
Soil moisture	73	80	74	77
Evapotranspiration	72	74	70	67
Water quality	72	80	60	64
Runoff	83	85	78	79
Groundwater	76	84	75	74
Flash flood guidance	76	79	87	84
Drought conditions	80	78	80	76
Ability to display maximum stage/flow forecasts	79	88	86	88
Ability to display the maximum stage/flow forecasts	79	88	86	88
Usefulness of hydrograph overlay statistics	75	80	84	76
Record low flow, stage, or pool for a specified period of record	72	78	84	77
Normal daily flow, stage, or pool for a specified period of record	79	89	90	82
Seven-day minimum flow with a recurrence interval of 10 years	76	77	78	71
The discharge exceeded 10 percent of time for a designated period	77	79	80	74
The discharge exceeded 25 percent of time for a designated period	74	79	81	74
The discharge exceeded 75 percent of time for a designated period	73	79	86	75
The discharge exceeded 90 percent of time for a designated period	77	79	86	77
Usefulness of information	74	96	87	92
Usefulness of this information	74	96	87	92
Single web portal for water information	72	97	90	90
Single web portal for water information	72	97	90	90
Familiarity with NOAA Tsunami Products	100	94	76	84
Tsunami Warning	100	94	76	88
Tsunami Advisory	100	94	76	81
Tsunami Watch	100	94	76	84
Tsunami Information Statement	100	94	77	81
NOAA Tsunami information	98	92	97	84
Understanding tsunami products	100	91	98	80
Usefulness of tsunami products	100	93	97	85
Improvements over last five years	97	94	96	86
Overall quality of tsunami products and services	94	90	97	83

National Weather Service - Overall
2011
Attribute Table - Future source NWS info

	Desk top/lap top computer	Mobile Device	Social Media	Direct Interaction with NWS Staff	NOAA Weather Radio All- Hazards	File transfer services	Other
Sample Size	30,863	19,089	3,981	1,929	12,643	2,335	926
Hazardous Services	87	87	87	87	88	87	86
Tornado Warnings	86	85	86	85	86	85	84
Severe Thunderstorm Warnings	87	87	87	87	88	87	86
Winter Storm Warnings	86	85	85	85	86	85	84
Hurricane Warnings	89	89	89	89	90	88	88
Flash Flood Warnings	87	86	87	86	88	85	85
River Flood Warnings	88	88	88	88	89	87	86
High Surf Warnings	89	88	89	87	90	87	84
Tsunami Warnings	86	86	87	86	87	85	81
Extreme Cold Warnings	90	90	90	90	91	90	89
Extreme Heat Warnings	90	90	91	90	91	90	90
Tornado Warnings	86	86	86	85	86	85	85
Ease of Understanding	89	89	89	89	90	88	87
Timeliness	86	86	86	85	86	86	85
Accuracy	82	82	82	81	82	82	81
Severe Thunderstorm Warnings	87	87	87	87	88	87	86
Ease of Understanding	90	89	90	90	91	89	89
Timeliness	87	87	87	86	88	87	86
Accuracy	84	84	84	84	85	84	83
Winter Storm Warnings	86	86	85	85	87	85	84
Ease of Understanding	89	89	88	89	90	88	88
Timeliness	87	87	87	87	88	86	85
Accuracy	80	79	80	79	81	79	77
Hurricane Warnings	89	89	89	89	90	89	88
Ease of Understanding	91	91	91	91	92	90	89
Timeliness	90	91	91	90	91	90	89
Accuracy	86	86	86	85	87	85	83
Flash Flood Warnings	87	86	87	86	88	86	85
Ease of Understanding	89	88	88	89	90	88	88
Timeliness	87	87	87	86	88	86	86
Accuracy	84	84	85	84	85	83	82
River Flood Warnings	88	88	88	88	89	87	86
Ease of Understanding	89	88	88	89	90	88	87
Timeliness	88	88	89	88	89	88	86
Accuracy	87	87	88	87	88	86	84
High Surf Warnings	89	89	89	87	90	87	84
Ease of Understanding	90	89	89	88	91	88	86
Timeliness	89	89	89	87	90	88	84
Accuracy	87	87	88	86	89	86	82

National Weather Service - Overall
2011
Attribute Table - Future source NWS info

	Desk top/lap top computer	Mobile Device	Social Media	Direct Interaction with NWS Staff	NOAA Weather Radio All- Hazards	File transfer services	Other
Sample Size	30,863	19,089	3,981	1,929	12,643	2,335	926
Tsunami Warnings	86	86	87	86	87	85	81
Ease of Understanding	88	88	87	87	89	87	83
Timeliness	87	87	88	87	88	86	82
Accuracy	82	82	84	82	83	81	76
Extreme Cold Warnings	90	90	90	90	91	90	89
Ease of Understanding	91	91	91	91	92	91	90
Timeliness	90	90	91	90	91	90	89
Accuracy	89	89	90	89	90	89	87
Extreme Heat Warnings	90	90	91	91	91	90	90
Ease of Understanding	91	91	91	92	92	91	91
Timeliness	90	91	91	90	91	90	90
Accuracy	89	90	90	90	90	89	89
Routine Climate, Water, Weather Services	88	88	88	87	89	88	87
Max/min temperature forecasts	92	92	92	91	92	92	92
Chance of Precip forecast	87	87	87	86	88	86	86
Cloud Cover forecasts	88	88	88	88	89	87	87
Wind forecasts	89	89	90	90	90	89	88
Dew Point forecasts	90	90	90	89	90	90	89
River Heights-Flow forecasts	89	89	88	88	90	88	86
UV Index forecasts	90	90	91	91	91	90	90
Air Quality forecasts	89	88	89	88	89	87	86
Wave Height forecasts	88	88	88	89	89	88	88
1 to 4-Week National Outlooks	87	87	88	87	88	87	84
3-Month National Outlooks	85	85	87	86	86	85	82
El Niño-La Niña Outlooks	84	84	84	84	85	84	81
3-Month Drought Outlooks	87	87	88	88	88	86	83
3-Month Local Temp Outlooks	86	86	87	87	87	87	84
Climate Hazard Assessments	88	87	88	88	88	87	86
Max/min temperature forecasts	92	92	92	92	93	92	92
Meets my needs	91	91	91	90	92	91	90
Ease of Understanding	93	93	93	93	93	93	93
Chance of Precip forecast	87	87	87	86	88	87	86
Meets my needs	86	86	87	85	87	85	84
Ease of Understanding	89	88	88	87	89	88	87
Cloud Cover forecasts	88	88	88	88	89	87	87
Meets my needs	87	87	88	87	88	86	86
Ease of Understanding	89	89	89	89	89	88	89
Wind forecasts	89	89	90	90	90	89	89
Meets my needs	89	89	90	89	89	88	87
Ease of Understanding	90	90	90	90	91	89	90
Dew Point forecasts	90	90	90	89	90	90	89
Meets my needs	90	90	90	89	90	90	89
Ease of Understanding	90	90	90	90	91	90	90

National Weather Service - Overall
2011
Attribute Table - Future source NWS info

	Desk top/lap top computer	Mobile Device	Social Media	Direct Interaction with NWS Staff	NOAA Weather Radio All- Hazards	File transfer services	Other
Sample Size	30,863	19,089	3,981	1,929	12,643	2,335	926
River Heights-Flow forecasts	89	89	88	89	90	88	86
Meets my needs	89	89	89	89	90	88	86
Ease of Understanding	89	88	88	89	90	87	87
UV Index forecasts	90	90	91	91	91	90	90
Meets my needs	90	90	91	91	91	90	90
Ease of Understanding	90	90	91	91	91	89	90
Air Quality forecasts	89	88	89	88	89	87	86
Meets my needs	89	88	89	88	89	87	86
Ease of Understanding	89	88	88	88	89	87	86
Wave Height forecasts	88	88	88	89	89	88	89
Meets my needs	87	87	88	87	88	87	86
Ease of Understanding	89	89	88	90	90	89	90
1 to 4-Week National Outlooks	87	87	88	87	88	87	84
Meets my needs	86	86	87	86	87	86	83
Ease of Understanding	88	88	88	87	89	87	85
3-Month National Outlooks	85	85	87	86	86	85	83
Meets my needs	85	85	86	85	86	85	82
Ease of Understanding	86	86	87	86	87	86	83
El Niño-La Niña Outlooks	84	84	84	84	85	84	81
Meets my needs	85	85	85	85	86	85	82
Ease of Understanding	84	83	83	83	84	83	80
3-Month Drought Outlooks	87	87	88	88	88	86	83
Meets my needs	86	86	88	88	87	86	82
Ease of Understanding	87	87	88	88	88	87	84
3-Month Local Temp Outlooks	86	87	87	87	87	87	84
Meets my needs	86	86	87	86	87	86	83
Ease of Understanding	87	87	88	87	88	87	85
Climate Hazard Assessments	88	87	88	88	88	87	86
Meets my needs	88	87	88	87	88	87	87
Ease of Understanding	88	87	87	88	88	87	86
Routine Climate, Water, Weather Forecasts	72	71	73	73	73	71	70
Max/min temperature forecasts	77	77	79	78	79	77	76
Probability of precipitation	69	68	70	70	70	68	67
Amount of precip forecasts	66	66	68	69	68	65	65
Max/min temperature forecasts	76	76	78	77	77	76	75
1 day from now	90	90	91	90	91	90	88
3 days from now	75	75	76	76	76	74	73
7 days from now	53	52	54	55	55	51	52
Probability of precipitation	67	67	69	69	69	66	66
1 day from now	84	84	85	85	85	84	82
3 days from now	65	65	67	67	67	64	64
7 days from now	45	43	46	47	47	42	42

National Weather Service - Overall
2011
Attribute Table - Future source NWS info

	Desk top/lap top computer	Mobile Device	Social Media	Direct Interaction with NWS Staff	NOAA Weather Radio All- Hazards	File transfer services	Other
Sample Size	30,863	19,089	3,981	1,929	12,643	2,335	926
Amount of precip forecasts	66	65	68	68	67	64	65
Less than 1 day from now	80	80	82	81	81	80	79
1 day from now	65	64	67	67	67	63	64
3 days from now	47	45	49	49	49	44	46
Support Services	89	90	91	92	91	91	87
Accessibility	88	88	90	90	89	88	83
Responsiveness	88	88	89	91	89	89	85
Knowledge	92	93	94	94	93	93	90
Professionalism	93	93	94	95	94	94	91
Assist interpret weather info	89	90	91	92	91	90	87
Resolving a complaint	85	86	89	89	87	86	75
User Support Services	89	90	91	92	91	91	88
Accessibility	87	88	90	90	88	88	84
Responsiveness	88	88	89	91	89	89	87
Knowledge	91	92	93	93	92	93	89
Professionalism	92	93	94	95	93	94	91
Assist interpret weather info	89	90	91	92	91	90	87
Resolving a complaint	86	87	89	89	88	86	74
Customer Support Services	90	90	91	92	91	91	87
Accessibility	88	88	90	90	90	89	83
Responsiveness	88	88	89	91	90	90	84
Knowledge	93	94	95	95	94	95	91
Professionalism	93	93	94	95	94	95	92
Resolving a complaint	84	84	89	88	85	88	75
NWS Forecaster	86	87	89	89	88	88	85
Clarification of weather info	88	89	90	91	89	90	87
Forecaster uncertainty	84	85	87	86	85	85	84
Dissemination Services	86	86	86	85	87	85	84
Reliability of satellite data	87	87	87	87	88	87	87
Reliability of radar data	86	85	85	84	87	85	85
Ease of locating information	83	82	82	82	84	80	80
Information is up-to-date	87	87	88	86	87	87	85
Ease of understanding info	88	87	88	88	89	87	86
Ease locating data on servers	77	75	78	75	80	67	56
Ease of req add data to server	76	74	77	74	78	64	55
Ease of providing input	76	74	77	74	78	64	55
Annual Weather Awareness Weeks	80	80	82	83	82	79	78
Sat with Annual WA Weeks	80	80	82	83	82	79	78
Satisfaction	84	84	84	85	85	83	82
Overall Satisfaction	88	88	89	89	89	88	87
Meets expectations	80	79	81	81	81	79	78
Compared to ideal	82	81	82	82	83	80	79

National Weather Service - Overall
2011
Attribute Table - Future source NWS info

	Desk top/lap top computer	Mobile Device	Social Media	Direct Interaction with NWS Staff	NOAA Weather Radio All- Hazards	File transfer services	Other
Sample Size	30,863	19,089	3,981	1,929	12,643	2,335	926
Likelihood take action	92	92	93	93	93	92	91
Likelihood take action on info	92	92	93	93	93	92	91
Likelihood to use in future	96	96	97	96	97	97	95
Likelihood use NWS in future	96	96	97	96	97	97	95
Likelihood to recommend	94	94	95	95	95	95	92
Likelihood to recommend	94	94	95	95	95	95	92
CPC products	82	81	83	84	83	81	80
Clarity	81	80	82	83	82	81	81
Presentation	81	80	83	85	83	80	80
Provided information	83	82	84	85	85	82	81
Likelihood to make a decision about CPC products	75	74	77	78	77	75	77
Likelihood to make decision CPC products	75	74	77	78	77	75	77
Extended Range products	82	82	84	85	84	81	81
Clarity	82	81	84	84	84	82	82
Presentation	82	81	84	85	84	80	82
Provided information	82	82	84	85	84	81	80
Long Range products	81	80	83	82	83	80	78
Clarity	80	79	82	81	82	80	78
Presentation	81	80	83	82	82	79	77
Provided information	81	81	84	84	83	82	78
Hazards products	83	83	84	85	84	83	82
Clarity	83	83	84	85	85	84	83
Presentation	83	82	84	85	84	82	81
Provided information	83	83	83	84	84	83	81
ENSO products	81	80	82	83	82	80	79
Clarity	81	80	82	83	83	81	81
Presentation	81	81	82	84	83	81	80
Provided information	80	79	82	81	81	78	77
NWS Local Climate Data Products	79	77	80	82	81	79	77
Easy to understand	80	79	82	85	82	82	81
Easy to use	78	76	80	83	80	79	78
Eye-appealing	73	70	72	76	75	70	72
Clarity	80	79	82	85	82	81	80
Timeliness	82	81	85	84	83	82	77
Usefulness	82	81	84	85	83	83	77
Organization of information	78	77	80	82	80	78	77
Location selection	76	75	78	80	79	75	73
Variable selection	79	78	80	81	81	77	76
Length of data record	79	78	80	82	82	79	75
Meets my needs	80	79	82	84	82	80	79

National Weather Service - Overall
2011
Attribute Table - Future source NWS info

	Desk top/lap top computer	Mobile Device	Social Media	Direct Interaction with NWS Staff	NOAA Weather Radio All- Hazards	File transfer services	Other
Sample Size	30,863	19,089	3,981	1,929	12,643	2,335	926
NOWData	80	78	82	83	82	81	78
Easy to understand	81	80	82	84	83	83	79
Easy to use	79	77	80	82	81	81	77
Eye-appealing	75	73	76	79	78	74	74
Clarity	81	79	83	84	82	83	80
Timeliness	83	82	85	85	84	84	79
Usefulness	82	81	85	85	84	84	79
Organization of information	79	78	81	82	81	80	77
Location selection	77	76	80	80	79	77	72
Variable selection	80	78	82	81	82	80	76
Length of data record	80	80	83	83	83	81	77
Meets my needs	81	80	84	84	84	83	78
Likelihood to make a change based on products	68	69	73	73	71	72	68
Likelihood to make a change based on products	68	69	73	73	71	72	68
Local 3-Month Temp outlook graphic	79	78	79	82	80	81	71
Easy to understand	80	80	80	83	81	84	74
Easy to use	80	79	80	83	81	83	74
Eye-appealing	78	76	77	80	79	80	70
Clarity	80	79	80	82	81	83	72
Timeliness	82	81	83	84	83	84	76
Usefulness	78	77	79	81	79	81	68
Organization of information	80	79	80	82	81	81	72
Location selection	78	77	79	80	79	79	70
Variable selection	79	78	80	82	80	80	71
Length of data record	81	80	81	83	82	83	73
Meets my needs	78	78	78	81	80	80	68
Graphic 2 Content and Characteristics	80	79	81	83	81	82	77
Easy to understand	80	79	81	84	81	83	79
Easy to use	80	79	81	83	81	82	79
Eye-appealing	78	77	78	82	80	80	74
Clarity	80	79	80	83	81	83	79
Timeliness	82	82	84	85	83	85	78
Usefulness	80	80	82	82	81	83	77
Organization of information	80	80	82	83	82	83	77
Location selection	79	78	81	81	80	80	74
Variable selection	80	80	83	83	82	82	76
Length of data record	82	82	84	84	83	83	77
Meets my needs	80	79	81	82	81	82	75

National Weather Service - Overall
2011
Attribute Table - Future source NWS info

	Desk top/lap top computer	Mobile Device	Social Media	Direct Interaction with NWS Staff	NOAA Weather Radio All- Hazards	File transfer services	Other
Sample Size	30,863	19,089	3,981	1,929	12,643	2,335	926
Graphic 3 Content and Characteristics	78	78	79	82	79	80	75
Easy to understand	77	76	77	81	78	80	74
Easy to use	77	77	79	82	79	80	73
Eye-appealing	78	77	79	82	80	81	78
Clarity	77	76	78	82	78	80	73
Timeliness	81	81	83	84	82	84	77
Usefulness	78	78	80	82	79	81	74
Organization of information	78	78	79	83	80	81	76
Location selection	78	78	80	81	79	79	75
Variable selection	79	79	80	83	81	80	80
Length of data record	81	81	83	84	82	83	79
Meets my needs	78	77	79	82	79	80	70
Fire Weather staff	88	89	90	91	89	88	86
Availability	87	88	89	91	88	86	82
Knowledge	89	90	90	92	91	90	87
Timeliness of responses	88	89	89	90	89	88	86
Helpfulness of information	89	89	90	92	90	87	87
Importance of decision support info	88	88	91	92	89	89	86
Importance of decision support info	88	88	91	92	89	89	86
Fire Weather Planning Forecast	86	85	86	88	87	86	82
Helpfulness of information	88	88	88	90	88	88	84
Timeliness of information	87	87	87	89	88	88	87
Format is easy to understand	81	79	81	81	82	81	76
Degree to which it meets my needs	86	86	87	88	87	86	81
NWS fire weather point forecast	76	76	76	79	78	80	75
Helpfulness of information	78	78	78	81	80	81	78
Timeliness of information	83	83	84	85	84	86	84
Format is easy to understand	68	67	68	71	71	72	66
Degree to which it meets my needs	76	76	77	80	78	79	76
Site-Specific (spot) forecasts	83	84	88	86	84	84	81
Helpfulness of information	85	85	89	87	85	85	84
Timeliness of information	85	85	89	87	85	87	79
Format is easy to understand	81	82	87	84	83	81	84
Degree to which it meets my needs	82	83	88	86	83	84	76
Fire Weather Activity Planner	87	87	88	88	88	87	84
Helpfulness of information	87	87	88	89	88	87	85
Timeliness of information	88	88	90	89	88	88	83
Format is easy to understand	87	86	88	88	89	87	87
Degree to which it meets my needs	86	86	88	87	88	87	83

National Weather Service - Overall
2011
Attribute Table - Future source NWS info

	Desk top/lap top computer	Mobile Device	Social Media	Direct Interaction with NWS Staff	NOAA Weather Radio All- Hazards	File transfer services	Other
Sample Size	30,863	19,089	3,981	1,929	12,643	2,335	926
Storm Prediction Center Outlooks	87	86	88	88	88	87	88
Helpfulness of information	87	87	89	88	89	88	89
Timeliness of information	88	87	89	88	89	88	89
Format is easy to understand	86	86	88	89	88	86	88
Degree to which it meets my needs	86	86	87	87	88	87	87
Fire Weather Watch	88	87	87	89	88	87	88
The usefulness of the watch information	89	88	87	91	89	88	90
The amount of time you had to act	87	87	87	90	88	86	84
How clearly the watch information described conditions	88	87	87	89	88	87	88
Red Flag Warning	89	89	90	91	91	90	88
The usefulness of the warning information	90	90	92	92	91	90	89
The amount of time you had to act	88	88	90	90	90	89	87
How clearly the warning info described conditions to expect	89	89	89	90	90	89	87
Flood Watches	89	88	89	90	90	89	87
Ease of understanding	88	87	89	89	89	88	87
Usefulness	89	88	90	91	91	89	86
Flash Flood Watches	89	88	89	90	90	89	86
Ease of understanding	88	88	89	89	90	89	87
Usefulness	89	88	89	91	90	89	86
Flood Warnings	89	88	88	89	90	90	87
Ease of understanding	88	87	88	88	89	88	87
Usefulness	89	89	89	90	91	91	87
Flash Flood Warnings	89	88	89	91	90	89	87
Ease of understanding	88	87	89	90	89	88	87
Usefulness	89	89	89	92	91	90	87
Flood Advisories	87	86	87	87	88	87	85
Ease of understanding	86	85	86	85	87	86	86
Usefulness	88	87	88	88	89	88	85
Hydrologic Statements	86	85	86	86	87	87	85
Ease of understanding	85	85	86	85	87	87	87
Usefulness	86	86	86	87	88	88	83
Short-term Hydrologic Outlooks	86	86	87	87	88	87	85
Ease of understanding	86	85	87	86	88	87	86
Usefulness	87	86	87	87	88	88	84
Long-term Hydrologic Outlooks	84	83	84	84	86	84	83
Ease of understanding	83	82	83	84	85	83	83
Usefulness	85	84	85	85	86	85	82
River and Lake Forecast Products	86	85	86	86	88	87	85
Ease of understanding	85	84	86	85	87	86	86
Usefulness	87	87	87	88	89	88	84
Hydrometeorological Data Products and Summaries	85	84	86	86	87	86	81
Ease of understanding	84	84	85	86	86	85	82
Usefulness	85	85	86	86	87	86	80

National Weather Service - Overall
2011
Attribute Table - Future source NWS info

	Desk top/lap top computer	Mobile Device	Social Media	Direct Interaction with NWS Staff	NOAA Weather Radio All- Hazards	File transfer services	Other
Sample Size	30,863	19,089	3,981	1,929	12,643	2,335	926
Flood warning vs. flash flood	90	89	91	91	92	92	90
Flood warning vs. flash flood	90	89	91	91	92	92	90
AHPS web pages	80	79	82	82	82	79	74
AHPS web pages	80	79	82	82	82	79	74
Usefulness of map overlay	80	80	82	82	82	82	82
Flood Watches	87	86	90	89	88	87	89
Flood Warnings	90	89	92	92	91	90	90
Radar	85	85	86	86	86	86	85
Satellite	77	76	77	77	80	79	78
Observed precipitation	87	88	90	89	88	89	86
Forecast precipitation	88	88	89	91	89	89	91
Snow depth	79	78	80	81	81	81	82
Snow water equivalent	77	77	79	81	79	79	81
River ice	71	70	75	73	73	76	76
Soil moisture	74	73	76	77	76	79	80
Evapotranspiration	62	61	66	65	65	71	66
Water quality	64	61	65	61	65	67	65
Runoff	78	78	81	82	81	82	82
Groundwater	71	70	74	73	73	75	70
Flash flood guidance	83	81	85	86	85	84	89
Drought conditions	72	71	75	73	74	74	77
Ability to display maximum stage/flow forecasts	85	85	88	89	87	89	83
Ability to display the maximum stage/flow forecasts	85	85	88	89	87	89	83
Usefulness of hydrograph overlay statistics	74	73	78	76	76	77	72
Record low flow, stage, or pool for a specified period of record	74	73	78	74	76	76	74
Normal daily flow, stage, or pool for a specified period of record	82	81	84	82	84	84	79
Seven-day minimum flow with a recurrence interval of 10 years	68	68	73	69	71	72	65
The discharge exceeded 10 percent of time for a designated period	71	70	74	74	73	76	71
The discharge exceeded 25 percent of time for a designated period	72	71	74	75	74	76	69
The discharge exceeded 75 percent of time for a designated period	73	73	77	77	76	77	69
The discharge exceeded 90 percent of time for a designated period	75	75	79	78	77	78	71
Usefulness of information	88	89	92	93	90	92	90
Usefulness of this information	88	89	92	93	90	92	90
Single web portal for water information	87	88	91	89	89	91	87
Single web portal for water information	87	88	91	89	89	91	87
Familiarity with NOAA Tsunami Products	79	80	86	90	84	86	80
Tsunami Warning	82	84	89	91	87	88	82
Tsunami Advisory	78	78	84	90	82	86	81
Tsunami Watch	80	81	87	90	84	86	81
Tsunami Information Statement	76	76	84	90	81	86	78
NOAA Tsunami information	82	83	83	89	86	90	81
Understanding tsunami products	82	81	80	85	85	89	82
Usefulness of tsunami products	83	84	84	89	86	90	80
Improvements over last five years	84	84	84	92	87	91	77
Overall quality of tsunami products and services	81	82	82	89	85	90	81

National Weather Service - Overall
2011
Demographics Table - Language Important Messages

	Option A	Option B	Option C
Region			
Central Region	37%	37%	32%
Eastern Region	28%	28%	32%
Southern Region	19%	16%	16%
Western Region	16%	18%	20%
Alaska Region	0%	0%	0%
Pacific Region	0%	0%	0%
Primary use of NWS information			
Agriculture	5%	5%	5%
Aviation	1%	1%	1%
Amateur Radio	1%	1%	1%
Broadcast/Print Media	1%	1%	1%
Commodities Markets	0%	0%	0%
Consulting Services	0%	0%	0%
Education	1%	1%	1%
Emergency Response/Public Safety	3%	3%	3%
Energy/Utilities	1%	0%	1%
Environment Rsrc Mgt	1%	1%	1%
Fire Weather	0%	1%	0%
Health Care Services	0%	0%	0%
Internet Provider	0%	0%	1%
Marine	0%	0%	0%
NWS Data Provider	3%	2%	2%
Personal	64%	64%	64%
Recreation	11%	13%	13%
Research	1%	1%	1%
Other	6%	5%	5%
Information sources~			
NWS Web Sources	95%	95%	96%
Non-NWS Web Sources	31%	33%	33%
Mobile devices	31%	34%	33%
NOAA Weather Radio/All Hazards	44%	40%	38%
NOAA Weather Wire	6%	5%	6%
Family of Services (FOS)	5%	4%	5%
Emerg Mgrs Weather Info Net	4%	3%	3%
NOAAPort	6%	5%	6%
World Area Forecast System	2%	1%	1%
DUATS	2%	2%	2%
Flight Services	4%	4%	5%
Local or cable TV	53%	52%	50%
Commercial Radio	30%	30%	30%
Satellite radio	5%	5%	4%
Satellite TV	18%	17%	16%
Newspaper	18%	19%	19%
U.S. Coast Guard Broadcasts	6%	6%	5%
NAVTEX receiver	1%	0%	0%
Immarsat-C SafetyNET	0%	0%	0%
Radiofacsimile	1%	1%	1%
Other	1%	1%	1%
Social Media	9%	10%	8%
Number of Respondents	20,939	5,261	6,332

National Weather Service - Overall
2011
Demographics Table - Language Important Messages

	Option A	Option B	Option C
Future source NWS info~			
Desk top/lap top computer	95%	94%	93%
Mobile Device	57%	63%	61%
Social Media	12%	13%	12%
Direct Interaction with NWS Staff	6%	6%	5%
NOAA Weather Radio All-Hazards	41%	36%	35%
File transfer services	7%	7%	8%
Other	3%	3%	3%
Number of Respondents	20,964	5,268	6,340
Elements used within past year~			
Max/min temperature forecasts	87%	86%	86%
Chance of Precipitation forecast	85%	84%	85%
Cloud Cover forecasts	40%	36%	35%
Wind forecasts	72%	69%	69%
Dew Point forecasts	30%	24%	24%
River Heights/Flow forecasts	32%	29%	29%
UV Index forecasts	22%	19%	19%
Air Quality forecasts	35%	32%	31%
Wave Height forecasts	12%	11%	10%
1 to 4-Week National Outlooks	41%	37%	36%
3-Month National Outlooks	27%	24%	24%
El Niño/La Niña Outlooks	25%	23%	24%
3-Month Drought Outlooks	20%	18%	17%
3-Month Local Temp Outlooks	27%	24%	23%
Climate Hazard Assessments	26%	20%	20%
Top hazardous weather threats~			
Tornadoes	49%	48%	42%
Severe Thunderstorms	74%	73%	70%
Flash Floods	13%	12%	12%
River Floods	9%	9%	10%
Winter Storms	65%	65%	67%
Hurricanes	10%	10%	10%
Heat Wave	16%	16%	17%
Wildfires	11%	11%	11%
Drought	8%	8%	8%
Coastal Storms	6%	6%	7%
Tsunamis	2%	2%	2%
Extreme Cold	16%	16%	19%
Air Quality	6%	6%	7%
Other	2%	3%	3%

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	Max/min temperature forecasts	Chance of Precipitation forecast	Cloud Cover forecasts	Wind forecasts	Dew Point forecasts
Sample Size	28,161	27,534	12,409	22,996	9,097
Hazardous Services	87	87	87	87	88
Tornado Warnings	86	86	86	86	86
Severe Thunderstorm Warnings	87	87	87	87	87
Winter Storm Warnings	86	86	86	86	86
Hurricane Warnings	89	89	89	89	90
Flash Flood Warnings	87	87	87	87	87
River Flood Warnings	88	88	88	88	89
High Surf Warnings	89	89	89	89	89
Tsunami Warnings	86	86	86	86	86
Extreme Cold Warnings	90	90	90	90	90
Extreme Heat Warnings	90	90	90	90	90
Tornado Warnings	86	86	86	86	86
Ease of Understanding	89	89	89	89	89
Timeliness	86	86	86	86	86
Accuracy	82	82	82	82	82
Severe Thunderstorm Warnings	87	87	87	87	87
Ease of Understanding	90	90	90	90	90
Timeliness	87	87	87	87	87
Accuracy	84	84	84	84	84
Winter Storm Warnings	86	86	86	86	86
Ease of Understanding	89	89	89	89	89
Timeliness	87	87	87	87	88
Accuracy	80	80	80	80	80
Hurricane Warnings	89	89	89	89	90
Ease of Understanding	91	91	91	91	92
Timeliness	91	91	91	90	91
Accuracy	86	86	86	85	86
Flash Flood Warnings	87	87	87	87	87
Ease of Understanding	89	89	89	89	89
Timeliness	87	87	87	87	87
Accuracy	84	84	84	84	85
River Flood Warnings	88	88	88	88	89
Ease of Understanding	89	89	89	89	89
Timeliness	88	89	89	88	89
Accuracy	87	87	87	87	88
High Surf Warnings	89	89	89	89	90
Ease of Understanding	90	90	90	90	90
Timeliness	89	89	89	89	89
Accuracy	88	88	88	87	88

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	Max/min temperature forecasts	Chance of Precipitation forecast	Cloud Cover forecasts	Wind forecasts	Dew Point forecasts
Sample Size	28,161	27,534	12,409	22,996	9,097
Tsunami Warnings	86	86	87	86	87
Ease of Understanding	88	88	88	88	88
Timeliness	87	87	87	87	87
Accuracy	82	82	82	82	82
Extreme Cold Warnings	90	90	90	90	90
Ease of Understanding	91	91	91	91	92
Timeliness	90	90	90	90	90
Accuracy	89	89	89	89	89
Extreme Heat Warnings	90	90	90	90	91
Ease of Understanding	91	91	91	91	92
Timeliness	91	91	90	90	91
Accuracy	89	89	89	89	89
Routine Climate, Water, Weather Services	89	89	89	89	89
Max/min temperature forecasts	92	92	93	92	93
Chance of Precip forecast	88	87	87	87	88
Cloud Cover forecasts	88	88	88	88	88
Wind forecasts	90	90	90	89	90
Dew Point forecasts	90	90	90	90	90
River Heights-Flow forecasts	89	89	89	89	90
UV Index forecasts	90	90	90	90	91
Air Quality forecasts	89	89	88	88	89
Wave Height forecasts	89	88	89	88	89
1 to 4-Week National Outlooks	87	87	87	87	87
3-Month National Outlooks	86	85	86	85	86
El Niño-La Niña Outlooks	85	84	85	85	85
3-Month Drought Outlooks	87	87	87	87	88
3-Month Local Temp Outlooks	87	86	87	86	87
Climate Hazard Assessments	88	88	88	88	88
Max/min temperature forecasts	92	92	93	92	93
Meets my needs	91	91	91	91	92
Ease of Understanding	93	93	94	93	94
Chance of Precip forecast	88	87	88	87	88
Meets my needs	86	86	86	86	86
Ease of Understanding	89	89	89	89	89
Cloud Cover forecasts	88	88	88	88	89
Meets my needs	88	87	87	87	88
Ease of Understanding	89	89	89	89	89
Wind forecasts	90	90	90	89	90
Meets my needs	89	89	89	89	89
Ease of Understanding	90	90	90	90	91
Dew Point forecasts	90	90	90	90	90
Meets my needs	90	90	90	90	90
Ease of Understanding	90	90	91	90	90

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	Max/min temperature forecasts	Chance of Precipitation forecast	Cloud Cover forecasts	Wind forecasts	Dew Point forecasts
Sample Size	28,161	27,534	12,409	22,996	9,097
River Heights-Flow forecasts	89	89	89	89	90
Meets my needs	89	89	90	89	90
Ease of Understanding	89	89	89	89	90
UV Index forecasts	90	90	90	90	91
Meets my needs	90	90	90	90	91
Ease of Understanding	90	90	90	90	91
Air Quality forecasts	89	89	88	88	89
Meets my needs	89	89	88	88	89
Ease of Understanding	89	89	88	89	89
Wave Height forecasts	89	88	89	88	89
Meets my needs	88	88	88	87	88
Ease of Understanding	89	89	90	89	90
1 to 4-Week National Outlooks	87	87	87	87	88
Meets my needs	86	86	86	86	86
Ease of Understanding	88	88	88	88	88
3-Month National Outlooks	86	85	86	86	86
Meets my needs	85	85	85	85	85
Ease of Understanding	86	86	87	86	87
El Niño-La Niña Outlooks	85	84	85	85	85
Meets my needs	85	85	85	85	86
Ease of Understanding	84	84	84	84	85
3-Month Drought Outlooks	87	87	87	87	88
Meets my needs	87	86	87	86	87
Ease of Understanding	88	87	88	88	88
3-Month Local Temp Outlooks	87	86	87	86	87
Meets my needs	86	86	86	86	86
Ease of Understanding	87	87	87	87	88
Climate Hazard Assessments	88	88	88	88	88
Meets my needs	88	88	88	88	88
Ease of Understanding	88	88	88	88	89
Routine Climate, Water, Weather Forecasts	72	72	72	72	72
Max/min temperature forecasts	78	77	77	77	78
Probability of precipitation	69	69	69	69	69
Amount of precip forecasts	66	66	66	66	67
Max/min temperature forecasts	76	76	76	76	77
1 day from now	90	90	90	90	91
3 days from now	75	75	75	75	75
7 days from now	53	53	52	53	53
Probability of precipitation	67	67	67	67	67
1 day from now	84	84	84	83	84
3 days from now	65	65	65	65	65
7 days from now	44	44	44	44	44

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	Max/min temperature forecasts	Chance of Precipitation forecast	Cloud Cover forecasts	Wind forecasts	Dew Point forecasts
Sample Size	28,161	27,534	12,409	22,996	9,097
Amount of precip forecasts	66	65	66	65	66
Less than 1 day from now	80	80	80	80	80
1 day from now	65	64	65	64	65
3 days from now	47	46	46	46	46
Support Services	90	90	90	90	90
Accessibility	88	88	88	88	88
Responsiveness	88	88	88	88	88
Knowledge	92	92	92	92	93
Professionalism	93	93	93	93	93
Assist interpret weather info	89	89	90	90	90
Resolving a complaint	85	85	86	85	86
User Support Services	89	89	90	90	90
Accessibility	87	87	87	88	88
Responsiveness	88	88	88	88	88
Knowledge	91	91	92	92	92
Professionalism	92	92	93	92	93
Assist interpret weather info	89	89	90	90	90
Resolving a complaint	86	85	87	86	88
Customer Support Services	90	90	89	90	90
Accessibility	89	89	88	89	89
Responsiveness	88	88	88	88	87
Knowledge	93	94	93	93	94
Professionalism	94	94	93	94	94
Resolving a complaint	85	84	85	84	84
NWS Forecaster	87	87	87	87	87
Clarification of weather info	88	88	89	89	89
Forecaster uncertainty	84	84	85	85	85
Dissemination Services	86	86	86	86	86
Reliability of satellite data	88	88	88	88	88
Reliability of radar data	86	86	86	86	86
Ease of locating information	83	83	83	83	83
Information is up-to-date	87	87	87	87	87
Ease of understanding info	88	88	88	88	89
Ease locating data on servers	77	76	77	76	76
Ease of req add data to server	76	75	76	76	75
Ease of providing input	76	74	76	76	76
Annual Weather Awareness Weeks	80	80	80	80	81
Sat with Annual WA Weeks	80	80	80	80	81
Satisfaction	84	84	84	84	84
Overall Satisfaction	88	88	88	88	89
Meets expectations	80	80	80	80	80
Compared to ideal	82	82	82	82	82

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	Max/min temperature forecasts	Chance of Precipitation forecast	Cloud Cover forecasts	Wind forecasts	Dew Point forecasts
Sample Size	28,161	27,534	12,409	22,996	9,097
Likelihood take action	92	92	92	92	92
Likelihood take action on info	92	92	92	92	92
Likelihood to use in future	96	96	96	96	97
Likelihood use NWS in future	96	96	96	96	97
Likelihood to recommend	94	94	94	94	95
Likelihood to recommend	94	94	94	94	95
CPC products	82	82	82	82	82
Clarity	81	81	82	82	82
Presentation	81	81	82	82	82
Provided information	83	83	83	83	83
Likelihood to make a decision about CPC products	75	75	75	75	75
Likelihood to make decision CPC products	75	75	75	75	75
Extended Range products	82	82	82	82	83
Clarity	82	82	82	82	83
Presentation	82	82	82	82	83
Provided information	82	82	82	82	83
Long Range products	81	81	81	81	81
Clarity	80	81	81	81	81
Presentation	81	81	82	81	81
Provided information	81	82	82	82	82
Hazards products	83	83	83	83	84
Clarity	83	84	84	84	84
Presentation	83	83	84	84	84
Provided information	83	83	83	83	84
ENSO products	81	81	81	81	81
Clarity	81	81	82	81	82
Presentation	81	81	82	82	82
Provided information	79	80	79	80	80
NWS Local Climate Data Products	79	79	79	79	80
Easy to understand	81	81	81	81	82
Easy to use	78	78	78	78	79
Eye-appealing	73	73	73	73	73
Clarity	80	80	81	81	81
Timeliness	82	82	82	82	82
Usefulness	82	82	82	82	83
Organization of information	78	78	79	79	79
Location selection	76	77	76	76	77
Variable selection	79	79	79	79	80
Length of data record	79	79	79	79	79
Meets my needs	80	80	81	80	81

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	Max/min temperature forecasts	Chance of Precipitation forecast	Cloud Cover forecasts	Wind forecasts	Dew Point forecasts
Sample Size	28,161	27,534	12,409	22,996	9,097
NOWData	80	79	80	79	81
Easy to understand	81	81	82	81	82
Easy to use	79	79	79	79	80
Eye-appealing	76	75	76	75	76
Clarity	81	80	81	81	82
Timeliness	83	82	82	82	83
Usefulness	82	82	82	82	83
Organization of information	79	79	79	79	80
Location selection	77	77	76	77	77
Variable selection	80	80	80	80	80
Length of data record	80	80	80	80	81
Meets my needs	81	81	81	81	82
Likelihood to make a change based on products	69	69	70	69	70
Likelihood to make a change based on products	69	69	70	69	70
Local 3-Month Temp outlook graphic	79	79	80	79	80
Easy to understand	81	81	81	81	81
Easy to use	80	80	80	80	81
Eye-appealing	78	78	78	78	78
Clarity	80	80	81	80	80
Timeliness	82	82	82	82	82
Usefulness	78	78	78	78	79
Organization of information	80	80	80	80	80
Location selection	78	78	78	78	78
Variable selection	79	79	80	79	80
Length of data record	81	81	81	81	81
Meets my needs	79	79	79	79	79
Graphic 2 Content and Characteristics	80	80	80	80	81
Easy to understand	80	80	81	80	81
Easy to use	80	80	81	80	81
Eye-appealing	78	78	79	79	79
Clarity	80	80	81	80	81
Timeliness	83	83	83	83	84
Usefulness	80	80	80	80	81
Organization of information	80	81	81	80	81
Location selection	79	79	79	79	79
Variable selection	80	81	81	80	81
Length of data record	82	82	82	82	82
Meets my needs	80	80	81	80	81

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	Max/min temperature forecasts	Chance of Precipitation forecast	Cloud Cover forecasts	Wind forecasts	Dew Point forecasts
Sample Size	28,161	27,534	12,409	22,996	9,097
Graphic 3 Content and Characteristics	78	78	79	78	79
Easy to understand	77	77	78	77	79
Easy to use	77	78	78	78	79
Eye-appealing	78	79	79	79	80
Clarity	77	77	78	77	78
Timeliness	81	82	82	81	82
Usefulness	78	78	78	78	79
Organization of information	78	78	79	78	80
Location selection	78	78	79	78	78
Variable selection	79	80	80	79	80
Length of data record	81	81	81	81	82
Meets my needs	78	78	78	78	79
Fire Weather staff	88	88	89	88	89
Availability	87	87	87	87	88
Knowledge	89	89	90	90	90
Timeliness of responses	88	88	88	88	89
Helpfulness of information	89	89	89	89	90
Importance of decision support info	88	88	88	88	89
Importance of decision support info	88	88	88	88	89
Fire Weather Planning Forecast	86	86	86	86	87
Helpfulness of information	88	88	88	88	88
Timeliness of information	87	87	88	88	88
Format is easy to understand	81	81	82	81	83
Degree to which it meets my needs	86	86	86	86	87
NWS fire weather point forecast	76	76	78	77	78
Helpfulness of information	78	78	80	79	79
Timeliness of information	84	84	85	84	85
Format is easy to understand	67	67	70	68	71
Degree to which it meets my needs	76	76	77	76	78
Site-Specific (spot) forecasts	83	83	84	83	84
Helpfulness of information	85	85	85	85	85
Timeliness of information	85	84	85	85	85
Format is easy to understand	81	81	81	81	81
Degree to which it meets my needs	82	82	83	83	83
Fire Weather Activity Planner	87	87	87	87	88
Helpfulness of information	87	87	87	87	88
Timeliness of information	88	88	88	88	89
Format is easy to understand	88	87	87	87	88
Degree to which it meets my needs	86	86	86	86	87

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	Max/min temperature forecasts	Chance of Precipitation forecast	Cloud Cover forecasts	Wind forecasts	Dew Point forecasts
Sample Size	28,161	27,534	12,409	22,996	9,097
Storm Prediction Center Outlooks	87	87	88	87	88
Helpfulness of information	87	88	88	87	88
Timeliness of information	88	88	89	88	89
Format is easy to understand	87	87	88	87	88
Degree to which it meets my needs	86	86	87	86	87
Fire Weather Watch	88	88	88	88	88
The usefulness of the watch information	89	89	89	89	89
The amount of time you had to act	86	87	87	87	87
How clearly the watch information described conditions	87	88	88	87	87
Red Flag Warning	89	89	89	90	90
The usefulness of the warning information	90	90	90	90	90
The amount of time you had to act	88	88	89	89	89
How clearly the warning info described conditions to expect	89	89	89	89	90
Flood Watches	89	88	89	89	90
Ease of understanding	88	88	88	88	89
Usefulness	89	89	90	89	90
Flash Flood Watches	88	88	89	89	90
Ease of understanding	88	88	88	88	89
Usefulness	89	89	89	89	90
Flood Warnings	88	88	89	89	89
Ease of understanding	88	87	88	88	89
Usefulness	89	89	90	89	90
Flash Flood Warnings	89	89	89	89	90
Ease of understanding	88	88	89	88	89
Usefulness	89	89	90	89	90
Flood Advisories	87	87	88	87	88
Ease of understanding	86	86	87	86	87
Usefulness	88	88	88	88	88
Hydrologic Statements	86	86	87	86	87
Ease of understanding	85	85	86	86	86
Usefulness	86	86	87	86	88
Short-term Hydrologic Outlooks	86	86	87	86	88
Ease of understanding	86	85	87	86	87
Usefulness	87	87	87	87	88
Long-term Hydrologic Outlooks	84	84	84	84	85
Ease of understanding	83	83	83	83	84
Usefulness	85	85	85	85	86
River and Lake Forecast Products	86	86	87	86	87
Ease of understanding	85	85	86	85	86
Usefulness	87	87	88	87	88
Hydrometeorological Data Products and Summaries	85	84	86	85	86
Ease of understanding	84	84	85	84	85
Usefulness	85	85	86	86	87

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	Max/min temperature forecasts	Chance of Precipitation forecast	Cloud Cover forecasts	Wind forecasts	Dew Point forecasts
Sample Size	28,161	27,534	12,409	22,996	9,097
Flood warning vs. flash flood	90	90	91	90	92
Flood warning vs. flash flood	90	90	91	90	92
AHPS web pages	80	80	81	80	81
AHPS web pages	80	80	81	80	81
Usefulness of map overlay	80	80	82	81	82
Flood Watches	87	87	88	88	88
Flood Warnings	90	90	91	90	90
Radar	85	86	86	86	87
Satellite	78	78	80	79	80
Observed precipitation	87	87	88	88	88
Forecast precipitation	88	89	89	89	89
Snow depth	80	79	82	80	82
Snow water equivalent	78	77	79	78	80
River ice	71	71	74	72	74
Soil moisture	74	74	77	76	79
Evapotranspiration	63	62	67	64	69
Water quality	64	63	67	65	68
Runoff	79	79	81	80	83
Groundwater	71	71	74	72	75
Flash flood guidance	83	83	85	84	85
Drought conditions	73	72	76	74	77
Ability to display maximum stage/flow forecasts	84	85	85	85	86
Ability to display the maximum stage/flow forecasts	84	85	85	85	86
Usefulness of hydrograph overlay statistics	74	74	75	75	77
Record low flow, stage, or pool for a specified period of record	75	74	76	75	77
Normal daily flow, stage, or pool for a specified period of record	83	82	83	83	84
Seven-day minimum flow with a recurrence interval of 10 years	69	68	70	69	72
The discharge exceeded 10 percent of time for a designated period	71	71	72	71	75
The discharge exceeded 25 percent of time for a designated period	72	72	73	72	75
The discharge exceeded 75 percent of time for a designated period	74	73	75	74	77
The discharge exceeded 90 percent of time for a designated period	75	75	76	76	80
Usefulness of information	88	88	90	89	90
Usefulness of this information	88	88	90	89	90
Single web portal for water information	88	87	88	88	88
Single web portal for water information	88	87	88	88	88
Familiarity with NOAA Tsunami Products	80	80	82	82	83
Tsunami Warning	83	83	85	84	86
Tsunami Advisory	78	78	80	80	83
Tsunami Watch	81	81	84	82	84
Tsunami Information Statement	76	77	79	79	80
NOAA Tsunami information	83	83	82	84	84
Understanding tsunami products	82	82	82	83	83
Usefulness of tsunami products	84	83	83	85	85
Improvements over last five years	85	84	84	86	86
Overall quality of tsunami products and services	82	81	81	82	83

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	River Heights/Flow forecasts	UV Index forecasts	Air Quality forecasts	Wave Height forecasts	1 to 4-Week National Outlooks
Sample Size	10,058	6,817	11,033	3,710	12,914
Hazardous Services	87	88	88	87	88
Tornado Warnings	86	87	87	85	86
Severe Thunderstorm Warnings	87	88	88	86	87
Winter Storm Warnings	86	87	87	86	86
Hurricane Warnings	89	90	90	89	89
Flash Flood Warnings	87	88	88	86	87
River Flood Warnings	88	89	89	88	88
High Surf Warnings	89	90	90	89	89
Tsunami Warnings	87	87	88	87	86
Extreme Cold Warnings	90	91	91	90	90
Extreme Heat Warnings	90	91	91	90	91
Tornado Warnings	86	87	87	85	86
Ease of Understanding	89	90	90	88	89
Timeliness	86	87	87	85	86
Accuracy	82	83	83	81	82
Severe Thunderstorm Warnings	87	88	88	87	87
Ease of Understanding	90	91	91	90	90
Timeliness	87	88	88	86	87
Accuracy	84	85	85	83	84
Winter Storm Warnings	86	87	87	86	86
Ease of Understanding	89	90	90	89	90
Timeliness	87	88	88	87	87
Accuracy	80	82	82	79	80
Hurricane Warnings	89	90	90	89	89
Ease of Understanding	91	92	92	91	91
Timeliness	91	91	91	91	91
Accuracy	86	87	87	85	86
Flash Flood Warnings	87	88	88	87	87
Ease of Understanding	89	90	90	89	89
Timeliness	87	88	88	87	87
Accuracy	84	86	86	84	84
River Flood Warnings	88	89	89	88	88
Ease of Understanding	89	90	90	89	89
Timeliness	89	90	90	89	89
Accuracy	87	89	89	87	87
High Surf Warnings	89	90	90	89	89
Ease of Understanding	90	91	91	90	90
Timeliness	89	90	90	89	89
Accuracy	88	89	89	87	88

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	River Heights/Flow forecasts	UV Index forecasts	Air Quality forecasts	Wave Height forecasts	1 to 4-Week National Outlooks
Sample Size	10,058	6,817	11,033	3,710	12,914
Tsunami Warnings	87	87	88	87	87
Ease of Understanding	88	89	89	89	88
Timeliness	88	88	88	88	87
Accuracy	82	83	84	82	82
Extreme Cold Warnings	90	91	91	90	90
Ease of Understanding	91	92	92	91	91
Timeliness	90	91	91	90	90
Accuracy	89	90	90	88	89
Extreme Heat Warnings	90	91	91	90	91
Ease of Understanding	91	92	92	91	92
Timeliness	91	91	91	90	91
Accuracy	89	90	90	89	90
Routine Climate, Water, Weather Services	89	90	89	88	88
Max/min temperature forecasts	92	93	93	92	92
Chance of Precip forecast	87	88	89	87	88
Cloud Cover forecasts	89	89	89	88	88
Wind forecasts	90	91	90	89	90
Dew Point forecasts	90	91	91	90	90
River Heights-Flow forecasts	89	90	90	89	89
UV Index forecasts	91	90	91	90	90
Air Quality forecasts	89	89	89	88	89
Wave Height forecasts	90	90	90	88	89
1 to 4-Week National Outlooks	87	88	88	87	87
3-Month National Outlooks	86	87	87	86	85
El Niño-La Niña Outlooks	85	86	86	85	84
3-Month Drought Outlooks	88	88	88	87	87
3-Month Local Temp Outlooks	87	87	88	87	86
Climate Hazard Assessments	88	89	88	88	88
Max/min temperature forecasts	92	93	93	92	92
Meets my needs	91	92	92	91	91
Ease of Understanding	93	94	94	93	93
Chance of Precip forecast	88	89	89	87	88
Meets my needs	86	87	87	85	86
Ease of Understanding	89	90	90	88	89
Cloud Cover forecasts	89	89	89	88	88
Meets my needs	88	88	89	88	88
Ease of Understanding	89	90	90	89	89
Wind forecasts	90	91	90	89	90
Meets my needs	89	90	90	88	89
Ease of Understanding	90	91	91	90	90
Dew Point forecasts	90	91	91	90	90
Meets my needs	90	91	90	89	90
Ease of Understanding	91	91	91	90	90

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	River Heights/Flow forecasts	UV Index forecasts	Air Quality forecasts	Wave Height forecasts	1 to 4-Week National Outlooks
Sample Size	10,058	6,817	11,033	3,710	12,914
River Heights-Flow forecasts	89	90	90	89	89
Meets my needs	89	90	90	89	89
Ease of Understanding	89	89	90	89	89
UV Index forecasts	91	90	91	90	90
Meets my needs	91	90	91	91	90
Ease of Understanding	91	90	90	90	90
Air Quality forecasts	89	89	89	88	89
Meets my needs	89	89	89	88	89
Ease of Understanding	89	89	89	88	89
Wave Height forecasts	90	90	90	88	89
Meets my needs	89	89	89	87	88
Ease of Understanding	90	90	90	89	90
1 to 4-Week National Outlooks	87	88	88	87	87
Meets my needs	87	87	87	86	86
Ease of Understanding	88	89	89	88	88
3-Month National Outlooks	86	87	87	86	86
Meets my needs	85	86	86	85	85
Ease of Understanding	87	88	88	87	86
El Niño-La Niña Outlooks	85	86	86	85	84
Meets my needs	86	87	87	86	85
Ease of Understanding	84	86	85	85	84
3-Month Drought Outlooks	88	88	88	87	87
Meets my needs	87	88	88	86	86
Ease of Understanding	88	89	89	88	88
3-Month Local Temp Outlooks	87	87	88	87	86
Meets my needs	86	86	87	86	86
Ease of Understanding	88	88	88	88	87
Climate Hazard Assessments	88	89	88	88	88
Meets my needs	88	88	88	87	87
Ease of Understanding	88	89	88	88	88
Routine Climate, Water, Weather Forecasts	72	73	73	71	73
Max/min temperature forecasts	78	79	79	77	79
Probability of precipitation	70	70	71	68	70
Amount of precip forecasts	67	68	69	66	68
Max/min temperature forecasts	77	78	77	76	78
1 day from now	90	91	91	90	90
3 days from now	75	76	76	74	76
7 days from now	54	54	55	52	56
Probability of precipitation	68	69	69	67	69
1 day from now	84	85	85	83	84
3 days from now	66	67	67	65	67
7 days from now	45	46	46	43	47

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	River Heights/Flow forecasts	UV Index forecasts	Air Quality forecasts	Wave Height forecasts	1 to 4-Week National Outlooks
Sample Size	10,058	6,817	11,033	3,710	12,914
Amount of precip forecasts	66	67	68	65	67
Less than 1 day from now	81	82	82	80	80
1 day from now	65	67	67	64	66
3 days from now	48	48	49	46	49
Support Services	90	90	90	89	89
Accessibility	89	88	88	86	87
Responsiveness	89	88	89	88	88
Knowledge	92	93	93	92	92
Professionalism	93	93	94	92	93
Assist interpret weather info	90	91	91	89	89
Resolving a complaint	86	87	87	85	86
User Support Services	90	91	91	89	89
Accessibility	88	88	89	86	87
Responsiveness	88	89	90	88	88
Knowledge	92	92	93	91	91
Professionalism	93	93	94	92	92
Assist interpret weather info	90	91	91	89	89
Resolving a complaint	85	88	89	86	86
Customer Support Services	91	89	89	89	90
Accessibility	90	88	87	87	88
Responsiveness	90	88	87	87	88
Knowledge	93	94	94	92	93
Professionalism	94	93	93	93	93
Resolving a complaint	87	85	85	83	85
NWS Forecaster	87	88	88	87	87
Clarification of weather info	89	90	90	89	88
Forecaster uncertainty	85	86	86	85	85
Dissemination Services	86	87	87	86	87
Reliability of satellite data	88	88	88	88	88
Reliability of radar data	86	87	87	86	86
Ease of locating information	82	84	84	82	83
Information is up-to-date	87	88	88	87	87
Ease of understanding info	88	89	89	88	88
Ease locating data on servers	77	78	79	76	77
Ease of req add data to server	76	77	78	76	77
Ease of providing input	77	78	78	75	78
Annual Weather Awareness Weeks	80	82	82	79	81
Sat with Annual WA Weeks	80	82	82	79	81
Satisfaction	84	85	85	84	84
Overall Satisfaction	89	89	89	88	89
Meets expectations	81	81	81	80	81
Compared to ideal	82	83	83	82	82

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	River Heights/Flow forecasts	UV Index forecasts	Air Quality forecasts	Wave Height forecasts	1 to 4-Week National Outlooks
Sample Size	10,058	6,817	11,033	3,710	12,914
Likelihood take action	92	93	93	92	92
Likelihood take action on info	92	93	93	92	92
Likelihood to use in future	96	97	97	96	96
Likelihood use NWS in future	96	97	97	96	96
Likelihood to recommend	95	95	95	94	94
Likelihood to recommend	95	95	95	94	94
CPC products	82	83	83	81	82
Clarity	81	83	83	80	82
Presentation	81	82	83	81	82
Provided information	83	84	84	83	83
Likelihood to make a decision about CPC products	76	78	78	76	76
Likelihood to make decision CPC products	76	78	78	76	76
Extended Range products	82	83	84	82	82
Clarity	82	83	84	82	82
Presentation	82	83	84	82	83
Provided information	82	84	84	82	82
Long Range products	81	82	83	82	81
Clarity	80	82	83	81	80
Presentation	81	82	83	81	81
Provided information	81	83	84	83	82
Hazards products	83	84	85	83	84
Clarity	83	85	85	83	84
Presentation	83	84	85	83	84
Provided information	83	84	85	83	83
ENSO products	80	82	82	80	81
Clarity	81	82	83	80	82
Presentation	81	82	83	81	82
Provided information	79	81	81	79	80
NWS Local Climate Data Products	78	80	81	78	79
Easy to understand	80	82	82	81	82
Easy to use	78	79	80	77	79
Eye-appealing	72	73	74	72	73
Clarity	80	81	82	80	81
Timeliness	82	83	84	82	83
Usefulness	82	84	84	82	83
Organization of information	77	80	81	78	79
Location selection	75	78	79	75	77
Variable selection	78	80	81	78	80
Length of data record	79	80	82	78	80
Meets my needs	80	81	83	79	81

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	River Heights/Flow forecasts	UV Index forecasts	Air Quality forecasts	Wave Height forecasts	1 to 4-Week National Outlooks
Sample Size	10,058	6,817	11,033	3,710	12,914
NOWData	78	81	82	79	80
Easy to understand	80	82	83	81	82
Easy to use	77	80	81	78	79
Eye-appealing	74	75	77	75	76
Clarity	79	81	83	81	81
Timeliness	82	83	85	82	83
Usefulness	81	83	85	81	82
Organization of information	78	80	82	79	80
Location selection	75	78	80	75	78
Variable selection	79	81	82	80	80
Length of data record	79	82	83	80	81
Meets my needs	80	83	84	80	82
Likelihood to make a change based on products	71	73	72	71	70
Likelihood to make a change based on products	71	73	72	71	70
Local 3-Month Temp outlook graphic	79	81	82	78	80
Easy to understand	80	83	83	80	81
Easy to use	80	82	83	79	80
Eye-appealing	78	80	80	77	78
Clarity	79	83	83	79	81
Timeliness	81	83	84	81	82
Usefulness	78	81	81	77	79
Organization of information	79	82	82	79	80
Location selection	77	80	81	77	78
Variable selection	79	81	82	79	80
Length of data record	80	83	83	80	81
Meets my needs	79	81	82	77	79
Graphic 2 Content and Characteristics	80	82	83	80	80
Easy to understand	80	82	83	81	81
Easy to use	80	82	83	81	80
Eye-appealing	78	80	81	79	79
Clarity	80	82	82	81	80
Timeliness	82	84	85	84	83
Usefulness	80	82	83	81	81
Organization of information	80	82	83	81	81
Location selection	78	80	82	79	79
Variable selection	80	82	83	81	81
Length of data record	81	83	84	81	82
Meets my needs	80	83	83	81	81

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	River Heights/Flow forecasts	UV Index forecasts	Air Quality forecasts	Wave Height forecasts	1 to 4-Week National Outlooks
Sample Size	10,058	6,817	11,033	3,710	12,914
Graphic 3 Content and Characteristics	78	80	81	79	79
Easy to understand	77	79	79	79	78
Easy to use	78	80	79	78	78
Eye-appealing	79	80	80	80	79
Clarity	78	80	80	79	78
Timeliness	82	83	84	82	82
Usefulness	78	81	81	79	79
Organization of information	79	80	80	79	79
Location selection	78	79	81	78	78
Variable selection	80	81	82	79	80
Length of data record	81	82	84	82	81
Meets my needs	78	80	81	78	79
Fire Weather staff	88	88	89	89	89
Availability	87	87	87	86	88
Knowledge	90	90	90	90	90
Timeliness of responses	88	87	88	89	88
Helpfulness of information	89	89	90	90	89
Importance of decision support info	88	89	89	89	89
Importance of decision support info	88	89	89	89	89
Fire Weather Planning Forecast	87	87	86	87	87
Helpfulness of information	89	89	87	90	88
Timeliness of information	88	89	88	90	88
Format is easy to understand	82	82	80	82	82
Degree to which it meets my needs	87	87	86	87	87
NWS fire weather point forecast	76	77	77	78	77
Helpfulness of information	78	79	79	79	79
Timeliness of information	84	84	85	86	84
Format is easy to understand	67	69	68	70	69
Degree to which it meets my needs	76	77	77	76	77
Site-Specific (spot) forecasts	83	83	83	83	84
Helpfulness of information	84	84	85	85	86
Timeliness of information	84	85	85	85	86
Format is easy to understand	81	81	82	80	82
Degree to which it meets my needs	83	83	82	83	84
Fire Weather Activity Planner	87	88	87	88	87
Helpfulness of information	87	88	87	89	87
Timeliness of information	88	89	88	90	88
Format is easy to understand	88	88	87	88	88
Degree to which it meets my needs	87	87	86	87	87

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	River Heights/Flow forecasts	UV Index forecasts	Air Quality forecasts	Wave Height forecasts	1 to 4-Week National Outlooks
Sample Size	10,058	6,817	11,033	3,710	12,914
Storm Prediction Center Outlooks	87	88	87	89	88
Helpfulness of information	88	88	87	90	88
Timeliness of information	88	90	88	90	88
Format is easy to understand	86	88	86	88	88
Degree to which it meets my needs	86	87	86	89	87
Fire Weather Watch	87	89	88	88	88
The usefulness of the watch information	88	90	89	90	90
The amount of time you had to act	86	88	87	86	87
How clearly the watch information described conditions	87	88	87	88	88
Red Flag Warning	89	90	90	89	90
The usefulness of the warning information	90	91	91	89	91
The amount of time you had to act	89	90	89	88	89
How clearly the warning info described conditions to expect	89	90	90	89	89
Flood Watches	89	89	90	89	89
Ease of understanding	88	89	90	89	88
Usefulness	89	89	91	90	90
Flash Flood Watches	89	90	90	90	89
Ease of understanding	88	89	89	89	89
Usefulness	89	90	90	90	90
Flood Warnings	89	89	90	89	89
Ease of understanding	88	89	90	88	88
Usefulness	90	89	91	90	90
Flash Flood Warnings	89	90	90	90	89
Ease of understanding	88	89	89	89	88
Usefulness	89	90	91	90	90
Flood Advisories	87	88	89	89	88
Ease of understanding	87	87	89	88	87
Usefulness	88	88	90	89	88
Hydrologic Statements	86	87	88	87	86
Ease of understanding	86	87	87	87	86
Usefulness	87	88	88	88	87
Short-term Hydrologic Outlooks	87	87	88	88	87
Ease of understanding	86	87	87	87	86
Usefulness	87	88	88	88	87
Long-term Hydrologic Outlooks	84	85	86	85	85
Ease of understanding	83	84	84	84	83
Usefulness	85	87	87	87	86
River and Lake Forecast Products	86	87	88	88	87
Ease of understanding	85	87	87	86	85
Usefulness	87	88	89	89	88
Hydrometeorological Data Products and Summaries	85	87	86	86	85
Ease of understanding	84	86	86	86	85
Usefulness	85	87	87	87	86

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	River Heights/Flow forecasts	UV Index forecasts	Air Quality forecasts	Wave Height forecasts	1 to 4-Week National Outlooks
Sample Size	10,058	6,817	11,033	3,710	12,914
Flood warning vs. flash flood	91	92	92	90	91
Flood warning vs. flash flood	91	92	92	90	91
AHPS web pages	81	81	81	80	80
AHPS web pages	81	81	81	80	80
Usefulness of map overlay	80	83	84	82	82
Flood Watches	87	89	90	88	88
Flood Warnings	90	91	92	90	91
Radar	85	88	88	87	87
Satellite	76	82	83	81	80
Observed precipitation	87	89	89	88	88
Forecast precipitation	89	89	90	89	89
Snow depth	79	82	83	82	81
Snow water equivalent	77	81	82	79	80
River ice	71	76	76	74	72
Soil moisture	73	79	78	76	77
Evapotranspiration	61	72	70	66	66
Water quality	62	73	74	70	66
Runoff	79	83	83	82	81
Groundwater	70	76	76	74	73
Flash flood guidance	83	85	87	84	85
Drought conditions	71	79	79	75	76
Ability to display maximum stage/flow forecasts	86	86	87	86	85
Ability to display the maximum stage/flow forecasts	86	86	87	86	85
Usefulness of hydrograph overlay statistics	74	79	78	77	76
Record low flow, stage, or pool for a specified period of record	74	78	78	77	76
Normal daily flow, stage, or pool for a specified period of record	83	85	85	84	83
Seven-day minimum flow with a recurrence interval of 10 years	68	74	74	72	70
The discharge exceeded 10 percent of time for a designated period	70	75	76	75	73
The discharge exceeded 25 percent of time for a designated period	71	77	77	76	74
The discharge exceeded 75 percent of time for a designated period	73	79	78	78	76
The discharge exceeded 90 percent of time for a designated period	75	80	80	79	77
Usefulness of information	89	89	91	90	88
Usefulness of this information	89	89	91	90	88
Single web portal for water information	88	88	89	86	88
Single web portal for water information	88	88	89	86	88
Familiarity with NOAA Tsunami Products	83	82	83	84	82
Tsunami Warning	86	86	85	86	85
Tsunami Advisory	83	81	82	83	80
Tsunami Watch	84	83	84	84	83
Tsunami Information Statement	80	79	81	81	79
NOAA Tsunami information	83	86	86	84	83
Understanding tsunami products	83	85	86	84	82
Usefulness of tsunami products	83	87	86	85	84
Improvements over last five years	86	88	89	87	86
Overall quality of tsunami products and services	82	85	85	83	81

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	3-Month National Outlooks	El Niño/La Niña Outlooks	3-Month Drought Outlooks	3-Month Local Temp Outlooks	Climate Hazard Assessments
Sample Size	8,323	8,057	6,333	8,313	7,785
Hazardous Services	87	87	87	87	88
Tornado Warnings	85	86	85	86	87
Severe Thunderstorm Warnings	87	87	87	87	88
Winter Storm Warnings	85	86	85	85	87
Hurricane Warnings	89	90	89	89	90
Flash Flood Warnings	87	87	86	87	88
River Flood Warnings	88	88	88	88	89
High Surf Warnings	89	89	88	89	90
Tsunami Warnings	86	86	86	86	87
Extreme Cold Warnings	90	90	90	90	91
Extreme Heat Warnings	90	91	90	90	91
Tornado Warnings	86	86	86	86	87
Ease of Understanding	89	90	89	89	90
Timeliness	86	85	85	86	87
Accuracy	81	81	81	81	83
Severe Thunderstorm Warnings	87	87	87	87	88
Ease of Understanding	90	90	90	90	91
Timeliness	87	87	87	87	88
Accuracy	84	83	84	84	85
Winter Storm Warnings	85	86	85	86	87
Ease of Understanding	89	90	89	89	91
Timeliness	87	87	87	87	88
Accuracy	79	79	79	79	82
Hurricane Warnings	89	90	89	89	90
Ease of Understanding	91	91	91	91	92
Timeliness	91	91	91	90	92
Accuracy	85	86	85	85	87
Flash Flood Warnings	87	87	86	87	88
Ease of Understanding	89	89	89	89	90
Timeliness	87	87	86	87	88
Accuracy	84	84	84	84	86
River Flood Warnings	88	88	88	88	89
Ease of Understanding	89	89	89	89	90
Timeliness	88	89	88	89	90
Accuracy	87	87	87	87	88
High Surf Warnings	89	89	88	89	90
Ease of Understanding	90	90	89	90	91
Timeliness	89	90	89	89	90
Accuracy	87	88	87	88	89

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	3-Month National Outlooks	El Niño/La Niña Outlooks	3-Month Drought Outlooks	3-Month Local Temp Outlooks	Climate Hazard Assessments
Sample Size	8,323	8,057	6,333	8,313	7,785
Tsunami Warnings	86	87	86	86	88
Ease of Understanding	88	88	88	88	89
Timeliness	87	88	86	87	88
Accuracy	82	82	82	82	84
Extreme Cold Warnings	90	90	90	90	91
Ease of Understanding	91	92	91	91	92
Timeliness	90	90	90	90	91
Accuracy	89	89	88	89	90
Extreme Heat Warnings	90	91	90	91	91
Ease of Understanding	92	92	92	92	92
Timeliness	90	91	90	91	91
Accuracy	89	90	89	89	90
Routine Climate, Water, Weather Services	87	87	88	88	89
Max/min temperature forecasts	92	92	92	92	93
Chance of Precip forecast	87	87	87	87	88
Cloud Cover forecasts	88	88	88	88	89
Wind forecasts	89	89	89	89	90
Dew Point forecasts	90	90	90	90	91
River Heights-Flow forecasts	89	89	89	89	90
UV Index forecasts	90	91	90	90	91
Air Quality forecasts	89	89	89	89	89
Wave Height forecasts	89	89	89	89	90
1 to 4-Week National Outlooks	86	86	86	87	88
3-Month National Outlooks	85	85	86	86	86
El Niño-La Niña Outlooks	84	84	84	84	86
3-Month Drought Outlooks	87	87	87	87	88
3-Month Local Temp Outlooks	86	86	87	86	88
Climate Hazard Assessments	87	87	87	87	88
Max/min temperature forecasts	92	92	92	92	93
Meets my needs	91	91	91	91	92
Ease of Understanding	93	93	93	93	94
Chance of Precip forecast	87	87	87	87	89
Meets my needs	85	85	85	86	87
Ease of Understanding	88	88	88	89	90
Cloud Cover forecasts	88	88	88	88	89
Meets my needs	87	87	87	87	88
Ease of Understanding	89	89	89	89	90
Wind forecasts	89	89	89	89	90
Meets my needs	88	88	89	88	90
Ease of Understanding	90	90	90	90	91
Dew Point forecasts	90	90	90	90	91
Meets my needs	89	90	90	90	90
Ease of Understanding	90	91	90	90	91

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	3-Month National Outlooks	El Niño/La Niña Outlooks	3-Month Drought Outlooks	3-Month Local Temp Outlooks	Climate Hazard Assessments
Sample Size	8,323	8,057	6,333	8,313	7,785
River Heights-Flow forecasts	89	89	89	89	90
Meets my needs	89	89	89	89	90
Ease of Understanding	89	89	89	89	90
UV Index forecasts	90	91	90	90	91
Meets my needs	90	91	90	90	91
Ease of Understanding	90	91	91	90	91
Air Quality forecasts	89	89	89	89	89
Meets my needs	89	89	89	89	89
Ease of Understanding	89	89	89	89	89
Wave Height forecasts	89	89	89	89	90
Meets my needs	88	88	88	88	89
Ease of Understanding	89	90	90	89	91
1 to 4-Week National Outlooks	86	86	86	87	88
Meets my needs	85	86	86	86	87
Ease of Understanding	87	87	87	87	89
3-Month National Outlooks	85	85	86	86	86
Meets my needs	85	84	85	85	86
Ease of Understanding	86	86	86	86	87
El Niño-La Niña Outlooks	84	84	84	84	86
Meets my needs	84	85	85	85	86
Ease of Understanding	83	84	84	83	85
3-Month Drought Outlooks	87	87	87	87	88
Meets my needs	86	86	86	86	87
Ease of Understanding	87	87	87	87	89
3-Month Local Temp Outlooks	86	86	87	86	88
Meets my needs	85	85	86	86	87
Ease of Understanding	87	87	87	87	88
Climate Hazard Assessments	87	87	87	87	88
Meets my needs	86	87	86	87	88
Ease of Understanding	87	87	87	87	88
Routine Climate, Water, Weather Forecasts	72	72	72	72	74
Max/min temperature forecasts	78	78	78	78	79
Probability of precipitation	69	69	68	69	71
Amount of precip forecasts	66	66	65	67	69
Max/min temperature forecasts	77	77	77	77	78
1 day from now	90	90	90	90	91
3 days from now	76	75	76	76	76
7 days from now	54	54	55	54	56
Probability of precipitation	68	67	67	68	69
1 day from now	84	83	83	84	85
3 days from now	66	65	65	66	68
7 days from now	45	44	45	45	48

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	3-Month National Outlooks	El Niño/La Niña Outlooks	3-Month Drought Outlooks	3-Month Local Temp Outlooks	Climate Hazard Assessments
Sample Size	8,323	8,057	6,333	8,313	7,785
Amount of precip forecasts	65	65	64	66	68
Less than 1 day from now	79	79	78	80	81
1 day from now	64	64	63	65	67
3 days from now	47	46	46	47	50
Support Services	89	90	89	89	90
Accessibility	87	87	87	87	88
Responsiveness	87	88	87	87	88
Knowledge	92	93	92	92	93
Professionalism	93	93	92	92	93
Assist interpret weather info	89	90	90	89	91
Resolving a complaint	85	85	84	84	87
User Support Services	89	90	89	89	90
Accessibility	87	87	87	87	88
Responsiveness	87	88	88	88	89
Knowledge	91	92	91	91	92
Professionalism	92	93	92	93	93
Assist interpret weather info	89	90	90	89	91
Resolving a complaint	85	86	85	86	87
Customer Support Services	89	90	89	89	90
Accessibility	88	87	88	88	88
Responsiveness	87	87	86	87	87
Knowledge	93	94	93	93	94
Professionalism	93	94	93	92	94
Resolving a complaint	84	85	83	82	86
NWS Forecaster	87	87	87	86	88
Clarification of weather info	88	88	88	88	89
Forecaster uncertainty	84	85	84	84	86
Dissemination Services	86	86	86	86	87
Reliability of satellite data	87	87	87	87	88
Reliability of radar data	85	85	85	86	87
Ease of locating information	82	82	82	82	84
Information is up-to-date	87	87	87	87	88
Ease of understanding info	88	88	88	88	89
Ease locating data on servers	77	75	76	77	79
Ease of req add data to server	77	73	75	77	79
Ease of providing input	77	74	76	77	78
Annual Weather Awareness Weeks	80	81	80	80	82
Sat with Annual WA Weeks	80	81	80	80	82
Satisfaction	84	84	84	84	85
Overall Satisfaction	88	88	88	88	89
Meets expectations	80	80	80	80	81
Compared to ideal	81	81	81	81	83

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	3-Month National Outlooks	El Niño/La Niña Outlooks	3-Month Drought Outlooks	3-Month Local Temp Outlooks	Climate Hazard Assessments
Sample Size	8,323	8,057	6,333	8,313	7,785
Likelihood take action	92	92	92	92	93
Likelihood take action on info	92	92	92	92	93
Likelihood to use in future	96	96	96	96	97
Likelihood use NWS in future	96	96	96	96	97
Likelihood to recommend	94	94	94	94	95
Likelihood to recommend	94	94	94	94	95
CPC products	82	82	82	82	84
Clarity	81	81	81	81	83
Presentation	82	81	81	81	83
Provided information	83	83	84	83	85
Likelihood to make a decision about CPC products	74	75	76	75	78
Likelihood to make decision CPC products	74	75	76	75	78
Extended Range products	82	82	82	82	84
Clarity	82	82	82	82	84
Presentation	82	82	82	82	84
Provided information	82	82	83	82	84
Long Range products	81	81	81	81	82
Clarity	80	80	80	80	81
Presentation	81	81	81	81	82
Provided information	82	82	82	82	82
Hazards products	83	83	84	83	85
Clarity	83	83	84	83	85
Presentation	83	83	84	83	85
Provided information	83	83	83	83	84
ENSO products	81	81	81	81	83
Clarity	81	81	82	81	83
Presentation	81	81	81	82	83
Provided information	80	80	80	80	81
NWS Local Climate Data Products	79	78	79	79	81
Easy to understand	81	81	81	81	83
Easy to use	78	78	78	78	81
Eye-appealing	72	72	72	72	76
Clarity	81	80	81	81	83
Timeliness	83	82	83	83	83
Usefulness	83	82	83	82	84
Organization of information	78	78	78	79	81
Location selection	76	75	76	76	79
Variable selection	79	78	79	79	81
Length of data record	78	78	79	78	81
Meets my needs	81	80	81	81	83

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	3-Month National Outlooks	El Niño/La Niña Outlooks	3-Month Drought Outlooks	3-Month Local Temp Outlooks	Climate Hazard Assessments
Sample Size	8,323	8,057	6,333	8,313	7,785
NOWData	79	79	80	80	82
Easy to understand	81	81	81	81	83
Easy to use	79	79	79	79	81
Eye-appealing	75	75	75	76	78
Clarity	80	80	81	81	83
Timeliness	82	82	82	83	84
Usefulness	82	82	82	83	84
Organization of information	79	79	79	80	82
Location selection	77	76	76	77	80
Variable selection	79	79	79	80	82
Length of data record	79	79	80	80	82
Meets my needs	81	81	81	82	84
Likelihood to make a change based on products	69	69	70	70	73
Likelihood to make a change based on products	69	69	70	70	73
Local 3-Month Temp outlook graphic	80	79	80	80	81
Easy to understand	81	81	81	81	83
Easy to use	81	80	81	81	82
Eye-appealing	78	78	79	79	80
Clarity	80	80	81	81	82
Timeliness	82	82	83	82	83
Usefulness	79	78	79	79	80
Organization of information	80	80	80	80	82
Location selection	78	78	78	78	80
Variable selection	79	79	80	80	81
Length of data record	80	80	81	81	82
Meets my needs	79	78	80	80	81
Graphic 2 Content and Characteristics	80	80	81	80	82
Easy to understand	81	81	81	81	82
Easy to use	80	80	80	80	82
Eye-appealing	79	79	78	79	80
Clarity	80	80	80	80	82
Timeliness	83	83	83	83	84
Usefulness	81	80	81	81	82
Organization of information	81	80	81	81	83
Location selection	78	79	78	79	80
Variable selection	81	81	81	81	82
Length of data record	82	82	82	82	84
Meets my needs	81	80	81	81	82

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	3-Month National Outlooks	El Niño/La Niña Outlooks	3-Month Drought Outlooks	3-Month Local Temp Outlooks	Climate Hazard Assessments
Sample Size	8,323	8,057	6,333	8,313	7,785
Graphic 3 Content and Characteristics	79	79	79	79	81
Easy to understand	78	77	78	78	80
Easy to use	78	78	78	78	80
Eye-appealing	79	79	79	79	81
Clarity	78	78	78	78	80
Timeliness	82	82	82	82	83
Usefulness	79	78	79	79	80
Organization of information	79	79	79	79	81
Location selection	78	78	78	78	80
Variable selection	80	80	80	80	81
Length of data record	81	81	82	81	83
Meets my needs	79	78	79	79	81
Fire Weather staff	89	88	89	88	89
Availability	88	87	87	87	89
Knowledge	90	89	90	90	90
Timeliness of responses	88	87	88	88	89
Helpfulness of information	90	88	90	89	90
Importance of decision support info	89	89	89	88	89
Importance of decision support info	89	89	89	88	89
Fire Weather Planning Forecast	86	86	87	87	87
Helpfulness of information	89	88	88	89	88
Timeliness of information	87	87	87	88	88
Format is easy to understand	82	81	82	82	83
Degree to which it meets my needs	87	86	87	87	87
NWS fire weather point forecast	78	76	77	77	78
Helpfulness of information	80	78	79	79	80
Timeliness of information	84	84	84	84	85
Format is easy to understand	70	67	69	69	71
Degree to which it meets my needs	78	76	77	77	78
Site-Specific (spot) forecasts	84	82	84	84	83
Helpfulness of information	85	84	85	85	85
Timeliness of information	85	83	85	85	85
Format is easy to understand	81	80	82	82	81
Degree to which it meets my needs	83	82	83	83	83
Fire Weather Activity Planner	87	86	87	87	88
Helpfulness of information	87	86	87	87	88
Timeliness of information	87	87	87	88	88
Format is easy to understand	87	86	87	87	87
Degree to which it meets my needs	86	85	86	87	87

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	3-Month National Outlooks	El Niño/La Niña Outlooks	3-Month Drought Outlooks	3-Month Local Temp Outlooks	Climate Hazard Assessments
Sample Size	8,323	8,057	6,333	8,313	7,785
Storm Prediction Center Outlooks	88	86	88	88	89
Helpfulness of information	88	87	88	88	89
Timeliness of information	89	87	89	89	89
Format is easy to understand	87	86	87	87	88
Degree to which it meets my needs	87	85	87	87	88
Fire Weather Watch	88	87	88	88	88
The usefulness of the watch information	89	88	89	89	90
The amount of time you had to act	87	86	87	87	87
How clearly the watch information described conditions	88	87	88	88	88
Red Flag Warning	90	89	90	90	91
The usefulness of the warning information	91	90	91	90	92
The amount of time you had to act	89	88	89	89	90
How clearly the warning info described conditions to expect	89	89	90	89	91
Flood Watches	89	89	89	90	90
Ease of understanding	88	88	88	89	89
Usefulness	89	90	90	90	91
Flash Flood Watches	89	89	89	90	90
Ease of understanding	89	88	89	89	90
Usefulness	90	89	90	90	91
Flood Warnings	89	89	89	90	90
Ease of understanding	88	88	88	89	89
Usefulness	89	90	90	90	91
Flash Flood Warnings	89	89	89	90	91
Ease of understanding	89	88	88	90	90
Usefulness	90	90	90	90	91
Flood Advisories	87	87	87	89	89
Ease of understanding	87	86	87	88	88
Usefulness	88	88	88	89	90
Hydrologic Statements	86	87	86	87	88
Ease of understanding	85	86	85	87	87
Usefulness	87	87	87	88	89
Short-term Hydrologic Outlooks	87	87	87	88	88
Ease of understanding	86	87	86	87	88
Usefulness	87	88	87	88	89
Long-term Hydrologic Outlooks	85	85	84	86	86
Ease of understanding	84	84	83	85	85
Usefulness	86	86	86	87	87
River and Lake Forecast Products	86	86	87	87	88
Ease of understanding	85	85	85	86	86
Usefulness	88	88	88	88	89
Hydrometeorological Data Products and Summaries	85	85	86	87	88
Ease of understanding	85	84	86	86	87
Usefulness	86	86	87	87	88

National Weather Service - Overall
2011
Attribute Table - Elements used within past year

	3-Month National Outlooks	El Niño/La Niña Outlooks	3-Month Drought Outlooks	3-Month Local Temp Outlooks	Climate Hazard Assessments
Sample Size	8,323	8,057	6,333	8,313	7,785
Flood warning vs. flash flood	91	91	91	92	92
Flood warning vs. flash flood	91	91	91	92	92
AHPS web pages	81	80	81	81	82
AHPS web pages	81	80	81	81	82
Usefulness of map overlay	81	81	82	83	84
Flood Watches	87	87	88	88	89
Flood Warnings	90	90	90	91	91
Radar	87	87	87	88	88
Satellite	78	79	79	81	83
Observed precipitation	88	88	88	89	90
Forecast precipitation	90	89	89	90	90
Snow depth	81	81	79	82	83
Snow water equivalent	80	80	79	82	81
River ice	72	71	70	73	75
Soil moisture	78	76	79	79	80
Evapotranspiration	66	65	67	67	70
Water quality	64	65	66	66	71
Runoff	81	81	81	83	84
Groundwater	73	72	74	74	76
Flash flood guidance	84	83	84	85	87
Drought conditions	76	75	79	78	80
Ability to display maximum stage/flow forecasts	85	84	86	86	86
Ability to display the maximum stage/flow forecasts	85	84	86	86	86
Usefulness of hydrograph overlay statistics	76	75	77	77	80
Record low flow, stage, or pool for a specified period of record	76	74	76	77	80
Normal daily flow, stage, or pool for a specified period of record	83	82	84	85	86
Seven-day minimum flow with a recurrence interval of 10 years	71	69	71	72	75
The discharge exceeded 10 percent of time for a designated period	73	73	74	74	77
The discharge exceeded 25 percent of time for a designated period	74	74	75	75	78
The discharge exceeded 75 percent of time for a designated period	75	75	77	77	80
The discharge exceeded 90 percent of time for a designated period	77	77	78	79	82
Usefulness of information	88	88	89	90	89
Usefulness of this information	88	88	89	90	89
Single web portal for water information	88	88	88	88	90
Single web portal for water information	88	88	88	88	90
Familiarity with NOAA Tsunami Products	87	85	85	83	83
Tsunami Warning	89	87	88	84	85
Tsunami Advisory	85	83	83	82	82
Tsunami Watch	87	85	87	83	84
Tsunami Information Statement	84	84	82	80	80
NOAA Tsunami information	84	86	83	83	86
Understanding tsunami products	83	86	84	82	85
Usefulness of tsunami products	85	87	83	83	87
Improvements over last five years	86	88	85	86	87
Overall quality of tsunami products and services	83	84	81	81	84

National Weather Service - Overall
2011
Attribute Table - Job decisions on weather info

	Makes decisions on weather info	Does not
	Scores	
Sample Size	11,310	21,262
Hazardous Services	86	88
Tornado Warnings	84	86
Severe Thunderstorm Warnings	86	87
Winter Storm Warnings	85	86
Hurricane Warnings	88	89
Flash Flood Warnings	86	87
River Flood Warnings	87	89
High Surf Warnings	88	89
Tsunami Warnings	85	87
Extreme Cold Warnings	89	90
Extreme Heat Warnings	89	91
Tornado Warnings	85	86
Ease of Understanding	88	89
Timeliness	84	86
Accuracy	81	83
Severe Thunderstorm Warnings	86	87
Ease of Understanding	89	90
Timeliness	86	88
Accuracy	83	84
Winter Storm Warnings	85	86
Ease of Understanding	89	89
Timeliness	86	88
Accuracy	79	80
Hurricane Warnings	89	89
Ease of Understanding	90	91
Timeliness	90	91
Accuracy	85	86
Flash Flood Warnings	86	87
Ease of Understanding	88	89
Timeliness	86	88
Accuracy	83	85
River Flood Warnings	87	89
Ease of Understanding	88	89
Timeliness	87	89
Accuracy	86	88
High Surf Warnings	88	89
Ease of Understanding	89	89
Timeliness	88	89
Accuracy	87	88

National Weather Service - Overall
2011
Attribute Table - Job decisions on weather info

	Makes decisions on weather info	Does not
	Scores	
Sample Size	11,310	21,262
Tsunami Warnings	85	87
Ease of Understanding	87	88
Timeliness	86	88
Accuracy	81	82
Extreme Cold Warnings	89	90
Ease of Understanding	90	91
Timeliness	89	91
Accuracy	88	89
Extreme Heat Warnings	89	91
Ease of Understanding	91	91
Timeliness	89	91
Accuracy	89	90
Routine Climate, Water, Weather Services	87	89
Max/min temperature forecasts	91	93
Chance of Precip forecast	86	88
Cloud Cover forecasts	87	89
Wind forecasts	88	90
Dew Point forecasts	89	90
River Heights-Flow forecasts	88	90
UV Index forecasts	90	90
Air Quality forecasts	88	89
Wave Height forecasts	88	89
1 to 4-Week National Outlooks	86	88
3-Month National Outlooks	84	86
El Niño-La Niña Outlooks	83	85
3-Month Drought Outlooks	86	88
3-Month Local Temp Outlooks	86	87
Climate Hazard Assessments	87	88
Max/min temperature forecasts	91	93
Meets my needs	90	92
Ease of Understanding	92	93
Chance of Precip forecast	86	88
Meets my needs	84	87
Ease of Understanding	88	89
Cloud Cover forecasts	87	89
Meets my needs	86	88
Ease of Understanding	88	89
Wind forecasts	89	90
Meets my needs	88	89
Ease of Understanding	89	91
Dew Point forecasts	89	90
Meets my needs	89	90
Ease of Understanding	90	90

National Weather Service - Overall
2011
Attribute Table - Job decisions on weather info

	Makes decisions on weather info	Does not
	Scores	
Sample Size	11,310	21,262
River Heights-Flow forecasts	88	90
Meets my needs	88	90
Ease of Understanding	88	89
UV Index forecasts	90	90
Meets my needs	90	91
Ease of Understanding	90	90
Air Quality forecasts	88	89
Meets my needs	88	89
Ease of Understanding	88	89
Wave Height forecasts	88	89
Meets my needs	87	88
Ease of Understanding	89	89
1 to 4-Week National Outlooks	86	88
Meets my needs	85	87
Ease of Understanding	87	89
3-Month National Outlooks	85	86
Meets my needs	84	86
Ease of Understanding	85	87
El Niño-La Niña Outlooks	83	85
Meets my needs	84	86
Ease of Understanding	83	84
3-Month Drought Outlooks	86	88
Meets my needs	85	87
Ease of Understanding	87	88
3-Month Local Temp Outlooks	86	87
Meets my needs	85	86
Ease of Understanding	87	87
Climate Hazard Assessments	87	88
Meets my needs	87	88
Ease of Understanding	87	88
Routine Climate, Water, Weather Forecasts	71	72
Max/min temperature forecasts	77	78
Probability of precipitation	69	69
Amount of precip forecasts	66	67
Max/min temperature forecasts	76	76
1 day from now	89	90
3 days from now	75	75
7 days from now	54	53
Probability of precipitation	67	68
1 day from now	83	84
3 days from now	65	66
7 days from now	45	44

National Weather Service - Overall
2011
Attribute Table - Job decisions on weather info

	Makes decisions on weather info	Does not
	Scores	
Sample Size	11,310	21,262
Amount of precip forecasts	65	66
Less than 1 day from now	79	80
1 day from now	64	65
3 days from now	47	47
Support Services	89	90
Accessibility	87	88
Responsiveness	87	88
Knowledge	91	93
Professionalism	92	93
Assist interpret weather info	89	--
Resolving a complaint	85	83
User Support Services	89	--
Accessibility	87	--
Responsiveness	87	--
Knowledge	91	--
Professionalism	92	--
Assist interpret weather info	89	--
Resolving a complaint	85	--
Customer Support Services	--	90
Accessibility	--	88
Responsiveness	--	88
Knowledge	--	93
Professionalism	--	93
Resolving a complaint	--	83
NWS Forecaster	85	88
Clarification of weather info	87	89
Forecaster uncertainty	83	84
Dissemination Services	85	87
Reliability of satellite data	86	88
Reliability of radar data	85	86
Ease of locating information	82	83
Information is up-to-date	86	88
Ease of understanding info	87	88
Ease locating data on servers	77	76
Ease of req add data to server	76	75
Ease of providing input	76	76
Annual Weather Awareness Weeks	80	80
Sat with Annual WA Weeks	80	80
Satisfaction	83	84
Overall Satisfaction	87	89
Meets expectations	79	80
Compared to ideal	80	82

National Weather Service - Overall
2011
Attribute Table - Job decisions on weather info

	Makes decisions on weather info	Does not
	Scores	
Sample Size	11,310	21,262
Likelihood take action	91	92
Likelihood take action on info	91	92
Likelihood to use in future	95	96
Likelihood use NWS in future	95	96
Likelihood to recommend	93	94
Likelihood to recommend	93	94
CPC products	81	82
Clarity	81	82
Presentation	81	81
Provided information	82	84
Likelihood to make a decision about CPC products	77	73
Likelihood to make decision CPC products	77	73
Extended Range products	82	83
Clarity	82	82
Presentation	82	82
Provided information	81	83
Long Range products	81	81
Clarity	80	80
Presentation	81	81
Provided information	81	82
Hazards products	83	84
Clarity	83	84
Presentation	83	84
Provided information	82	84
ENSO products	80	81
Clarity	81	82
Presentation	81	82
Provided information	78	80
NWS Local Climate Data Products	78	79
Easy to understand	80	80
Easy to use	78	78
Eye-appealing	72	73
Clarity	80	80
Timeliness	81	83
Usefulness	81	82
Organization of information	78	78
Location selection	75	77
Variable selection	78	79
Length of data record	79	79
Meets my needs	79	81

National Weather Service - Overall
2011
Attribute Table - Job decisions on weather info

	Makes decisions on weather info	Does not
	Scores	
Sample Size	11,310	21,262
NOWData	79	80
Easy to understand	81	81
Easy to use	79	79
Eye-appealing	75	76
Clarity	80	81
Timeliness	81	84
Usefulness	81	82
Organization of information	79	80
Location selection	76	78
Variable selection	79	81
Length of data record	80	81
Meets my needs	80	82
Likelihood to make a change based on products	71	66
Likelihood to make a change based on products	71	66
Local 3-Month Temp outlook graphic	79	79
Easy to understand	80	81
Easy to use	80	80
Eye-appealing	78	77
Clarity	79	80
Timeliness	81	82
Usefulness	78	78
Organization of information	79	80
Location selection	77	78
Variable selection	79	79
Length of data record	80	81
Meets my needs	78	78
Graphic 2 Content and Characteristics	80	80
Easy to understand	80	80
Easy to use	80	80
Eye-appealing	79	78
Clarity	80	79
Timeliness	82	83
Usefulness	80	80
Organization of information	80	80
Location selection	78	79
Variable selection	80	81
Length of data record	81	82
Meets my needs	80	80

National Weather Service - Overall
2011
Attribute Table - Job decisions on weather info

	Makes decisions on weather info	Does not
	Scores	
Sample Size	11,310	21,262
Graphic 3 Content and Characteristics	79	78
Easy to understand	78	76
Easy to use	79	76
Eye-appealing	79	78
Clarity	78	76
Timeliness	81	82
Usefulness	79	77
Organization of information	79	78
Location selection	78	78
Variable selection	79	79
Length of data record	81	81
Meets my needs	78	77
Fire Weather staff	88	87
Availability	87	86
Knowledge	90	88
Timeliness of responses	88	87
Helpfulness of information	89	88
Importance of decision support info	90	86
Importance of decision support info	90	86
Fire Weather Planning Forecast	86	85
Helpfulness of information	88	87
Timeliness of information	88	87
Format is easy to understand	81	80
Degree to which it meets my needs	86	85
NWS fire weather point forecast	77	75
Helpfulness of information	79	77
Timeliness of information	83	84
Format is easy to understand	69	65
Degree to which it meets my needs	76	75
Site-Specific (spot) forecasts	85	80
Helpfulness of information	86	81
Timeliness of information	85	83
Format is easy to understand	83	77
Degree to which it meets my needs	85	77
Fire Weather Activity Planner	87	87
Helpfulness of information	87	87
Timeliness of information	87	89
Format is easy to understand	87	87
Degree to which it meets my needs	86	87

National Weather Service - Overall
2011
Attribute Table - Job decisions on weather info

	Makes decisions on weather info	Does not
	Scores	
Sample Size	11,310	21,262
Storm Prediction Center Outlooks	87	87
Helpfulness of information	87	87
Timeliness of information	88	88
Format is easy to understand	87	86
Degree to which it meets my needs	86	86
Fire Weather Watch	88	88
The usefulness of the watch information	89	88
The amount of time you had to act	87	86
How clearly the watch information described conditions	87	88
Red Flag Warning	90	89
The usefulness of the warning information	91	89
The amount of time you had to act	89	88
How clearly the warning info described conditions to expect	90	89
Flood Watches	88	88
Ease of understanding	87	88
Usefulness	89	89
Flash Flood Watches	89	88
Ease of understanding	89	87
Usefulness	89	88
Flood Warnings	88	88
Ease of understanding	87	87
Usefulness	89	89
Flash Flood Warnings	89	88
Ease of understanding	88	87
Usefulness	90	89
Flood Advisories	87	86
Ease of understanding	86	86
Usefulness	88	87
Hydrologic Statements	85	86
Ease of understanding	85	85
Usefulness	86	86
Short-term Hydrologic Outlooks	86	86
Ease of understanding	86	85
Usefulness	87	86
Long-term Hydrologic Outlooks	83	84
Ease of understanding	82	83
Usefulness	84	85
River and Lake Forecast Products	85	86
Ease of understanding	84	85
Usefulness	87	88
Hydrometeorological Data Products and Summaries	84	84
Ease of understanding	84	84
Usefulness	85	85

National Weather Service - Overall
2011
Attribute Table - Job decisions on weather info

	Makes decisions on weather info	Does not
	Scores	
Sample Size	11,310	21,262
Flood warning vs. flash flood	90	90
Flood warning vs. flash flood	90	90
AHPS web pages	81	79
AHPS web pages	81	79
Usefulness of map overlay	81	79
Flood Watches	87	86
Flood Warnings	90	89
Radar	86	84
Satellite	79	75
Observed precipitation	88	86
Forecast precipitation	89	87
Snow depth	80	78
Snow water equivalent	78	76
River ice	71	69
Soil moisture	75	71
Evapotranspiration	63	60
Water quality	63	63
Runoff	79	77
Groundwater	72	69
Flash flood guidance	83	83
Drought conditions	74	71
Ability to display maximum stage/flow forecasts	87	83
Ability to display the maximum stage/flow forecasts	87	83
Usefulness of hydrograph overlay statistics	75	73
Record low flow, stage, or pool for a specified period of record	75	73
Normal daily flow, stage, or pool for a specified period of record	83	81
Seven-day minimum flow with a recurrence interval of 10 years	69	68
The discharge exceeded 10 percent of time for a designated period	71	70
The discharge exceeded 25 percent of time for a designated period	72	71
The discharge exceeded 75 percent of time for a designated period	75	72
The discharge exceeded 90 percent of time for a designated period	76	73
Usefulness of information	90	87
Usefulness of this information	90	87
Single web portal for water information	88	87
Single web portal for water information	88	87
Familiarity with NOAA Tsunami Products	85	76
Tsunami Warning	88	79
Tsunami Advisory	84	74
Tsunami Watch	86	76
Tsunami Information Statement	82	72
NOAA Tsunami information	83	82
Understanding tsunami products	83	81
Usefulness of tsunami products	84	82
Improvements over last five years	85	84
Overall quality of tsunami products and services	83	80

National Weather Service - Overall
2011
Attribute Table - Times interact with NWS staff

	0 times	1-5 times	5-10 times	More than 10 times
	Scores			
Sample Size	8,992	1,321	302	695
Hazardous Services	86	85	85	86
Tornado Warnings	85	83	84	85
Severe Thunderstorm Warnings	86	84	86	86
Winter Storm Warnings	85	84	84	84
Hurricane Warnings	89	87	87	89
Flash Flood Warnings	86	84	84	86
River Flood Warnings	87	85	85	87
High Surf Warnings	88	87	84	88
Tsunami Warnings	85	87	80	84
Extreme Cold Warnings	89	88	89	89
Extreme Heat Warnings	90	88	89	90
Tornado Warnings	85	83	84	85
Ease of Understanding	88	87	87	88
Timeliness	85	83	84	85
Accuracy	81	78	79	81
Severe Thunderstorm Warnings	86	84	86	86
Ease of Understanding	89	88	88	89
Timeliness	86	84	86	86
Accuracy	83	81	83	83
Winter Storm Warnings	85	84	84	84
Ease of Understanding	89	88	88	87
Timeliness	86	85	85	85
Accuracy	79	78	79	79
Hurricane Warnings	89	87	87	89
Ease of Understanding	91	89	89	90
Timeliness	90	89	87	90
Accuracy	85	84	85	87
Flash Flood Warnings	86	84	85	86
Ease of Understanding	88	87	87	88
Timeliness	86	83	85	86
Accuracy	83	82	81	84
River Flood Warnings	87	85	85	87
Ease of Understanding	89	87	86	87
Timeliness	87	86	86	88
Accuracy	86	84	84	87
High Surf Warnings	88	87	84	88
Ease of Understanding	90	88	84	88
Timeliness	89	87	84	88
Accuracy	87	86	83	88

National Weather Service - Overall
2011
Attribute Table - Times interact with NWS staff

	0 times	1-5 times	5-10 times	More than 10 times
	Scores			
Sample Size	8,992	1,321	302	695
Tsunami Warnings	85	87	80	84
Ease of Understanding	88	89	82	84
Timeliness	86	88	80	86
Accuracy	81	83	77	83
Extreme Cold Warnings	89	88	89	89
Ease of Understanding	91	90	90	90
Timeliness	89	88	89	89
Accuracy	88	87	88	88
Extreme Heat Warnings	90	89	89	90
Ease of Understanding	91	90	90	90
Timeliness	90	88	89	90
Accuracy	89	88	89	89
Routine Climate, Water, Weather Services	87	85	87	87
Max/min temperature forecasts	91	90	91	90
Chance of Precip forecast	86	84	84	85
Cloud Cover forecasts	88	85	87	87
Wind forecasts	89	87	89	89
Dew Point forecasts	90	87	87	90
River Heights-Flow forecasts	88	86	88	89
UV Index forecasts	90	88	86	91
Air Quality forecasts	88	85	83	89
Wave Height forecasts	88	87	85	87
1 to 4-Week National Outlooks	86	85	84	87
3-Month National Outlooks	85	84	84	83
El Niño-La Niña Outlooks	84	82	85	84
3-Month Drought Outlooks	86	85	85	86
3-Month Local Temp Outlooks	86	84	83	85
Climate Hazard Assessments	88	85	85	87
Max/min temperature forecasts	92	90	91	90
Meets my needs	90	88	90	89
Ease of Understanding	93	91	91	91
Chance of Precip forecast	86	84	84	85
Meets my needs	84	82	84	84
Ease of Understanding	88	86	85	86
Cloud Cover forecasts	88	85	87	87
Meets my needs	87	84	87	86
Ease of Understanding	89	86	87	88
Wind forecasts	89	87	89	89
Meets my needs	88	86	88	87
Ease of Understanding	90	88	89	90
Dew Point forecasts	90	87	87	90
Meets my needs	90	86	85	89
Ease of Understanding	90	88	88	90

National Weather Service - Overall
2011
Attribute Table - Times interact with NWS staff

	0 times	1-5 times	5-10 times	More than 10 times
	Scores			
Sample Size	8,992	1,321	302	695
River Heights-Flow forecasts	88	86	88	89
Meets my needs	88	86	87	89
Ease of Understanding	89	86	88	89
UV Index forecasts	90	88	86	91
Meets my needs	90	88	86	91
Ease of Understanding	90	89	86	91
Air Quality forecasts	88	85	83	89
Meets my needs	88	86	84	89
Ease of Understanding	89	85	83	89
Wave Height forecasts	88	87	85	87
Meets my needs	87	86	84	87
Ease of Understanding	89	88	86	88
1 to 4-Week National Outlooks	86	85	84	87
Meets my needs	85	84	83	86
Ease of Understanding	87	86	85	87
3-Month National Outlooks	85	84	84	83
Meets my needs	84	83	82	82
Ease of Understanding	86	84	86	84
El Niño-La Niña Outlooks	83	82	85	84
Meets my needs	84	83	87	85
Ease of Understanding	83	81	84	83
3-Month Drought Outlooks	86	85	85	86
Meets my needs	85	84	83	86
Ease of Understanding	87	85	88	86
3-Month Local Temp Outlooks	86	85	83	85
Meets my needs	85	83	82	85
Ease of Understanding	87	86	84	85
Climate Hazard Assessments	88	85	85	87
Meets my needs	87	85	85	87
Ease of Understanding	88	85	85	88
Routine Climate, Water, Weather Forecasts	71	71	74	75
Max/min temperature forecasts	77	77	79	79
Probability of precipitation	68	68	72	73
Amount of precip forecasts	66	65	70	70
Max/min temperature forecasts	76	76	78	78
1 day from now	89	88	89	89
3 days from now	75	75	77	77
7 days from now	53	55	58	59
Probability of precipitation	67	67	70	71
1 day from now	83	81	84	84
3 days from now	65	65	68	70
7 days from now	44	46	51	53

National Weather Service - Overall
2011
Attribute Table - Times interact with NWS staff

	0 times	1-5 times	5-10 times	More than 10 times
	Scores			
Sample Size	8,992	1,321	302	695
Amount of precip forecasts	65	65	69	69
Less than 1 day from now	79	77	82	81
1 day from now	64	64	68	69
3 days from now	46	48	52	54
Support Services	--	88	90	90
Accessibility	--	85	89	90
Responsiveness	--	86	89	89
Knowledge	--	91	92	91
Professionalism	--	92	93	92
Assist interpret weather info	--	89	89	90
Resolving a complaint	--	84	87	87
User Support Services	--	88	90	90
Accessibility	--	85	89	90
Responsiveness	--	86	89	89
Knowledge	--	91	92	91
Professionalism	--	92	93	92
Assist interpret weather info	--	89	89	90
Resolving a complaint	--	84	87	87
Customer Support Services	--	--	--	--
Accessibility	--	--	--	--
Responsiveness	--	--	--	--
Knowledge	--	--	--	--
Professionalism	--	--	--	--
Resolving a complaint	--	--	--	--
NWS Forecaster	--	85	86	86
Clarification of weather info	--	87	88	87
Forecaster uncertainty	--	82	82	85
Dissemination Services	85	84	85	86
Reliability of satellite data	86	86	85	87
Reliability of radar data	85	84	83	86
Ease of locating information	82	82	84	84
Information is up-to-date	86	84	86	86
Ease of understanding info	87	87	88	88
Ease locating data on servers	75	78	76	81
Ease of req add data to server	73	76	78	80
Ease of providing input	72	77	80	80
Annual Weather Awareness Weeks	79	81	80	83
Sat with Annual WA Weeks	79	81	80	83
Satisfaction	83	83	84	84
Overall Satisfaction	87	87	87	88
Meets expectations	78	79	81	81
Compared to ideal	80	80	81	82

National Weather Service - Overall
2011
Attribute Table - Times interact with NWS staff

	0 times	1-5 times	5-10 times	More than 10 times
	Scores			
Sample Size	8,992	1,321	302	695
Likelihood take action	91	91	91	91
Likelihood take action on info	91	91	91	91
Likelihood to use in future	95	94	94	94
Likelihood use NWS in future	95	94	94	94
Likelihood to recommend	93	92	92	93
Likelihood to recommend	93	92	92	93
CPC products	81	82	83	80
Clarity	81	81	83	79
Presentation	81	83	84	80
Provided information	82	83	83	81
Likelihood to make a decision about CPC products	76	78	79	78
Likelihood to make decision CPC products	76	78	79	78
Extended Range products	81	82	84	80
Clarity	81	83	84	81
Presentation	82	83	84	80
Provided information	81	82	84	81
Long Range products	80	81	82	82
Clarity	80	80	82	82
Presentation	81	81	83	83
Provided information	81	82	82	82
Hazards products	83	83	81	79
Clarity	84	83	81	80
Presentation	83	84	81	79
Provided information	82	82	81	80
ENSO products	80	81	83	78
Clarity	81	81	83	79
Presentation	81	81	84	79
Provided information	78	80	82	75
NWS Local Climate Data Products	77	81	80	82
Easy to understand	80	82	82	84
Easy to use	77	80	78	82
Eye-appealing	71	75	76	75
Clarity	80	82	81	81
Timeliness	81	82	79	83
Usefulness	80	84	82	86
Organization of information	77	80	82	81
Location selection	74	79	80	79
Variable selection	77	82	81	81
Length of data record	78	82	81	80
Meets my needs	78	81	79	84

National Weather Service - Overall
2011
Attribute Table - Times interact with NWS staff

	0 times	1-5 times	5-10 times	More than 10 times
	Scores			
Sample Size	8,992	1,321	302	695
NOWData	78	80	81	82
Easy to understand	80	81	86	83
Easy to use	78	80	85	81
Eye-appealing	73	76	83	78
Clarity	79	81	83	81
Timeliness	81	82	84	82
Usefulness	81	82	86	84
Organization of information	78	80	82	81
Location selection	75	77	80	80
Variable selection	78	81	79	81
Length of data record	79	82	76	82
Meets my needs	79	82	82	84
Likelihood to make a change based on products	69	76	80	77
Likelihood to make a change based on products	69	76	80	77
Local 3-Month Temp outlook graphic	79	80	80	76
Easy to understand	80	80	84	77
Easy to use	80	80	81	77
Eye-appealing	78	79	78	77
Clarity	80	80	81	76
Timeliness	81	82	80	77
Usefulness	78	79	79	75
Organization of information	79	79	80	77
Location selection	77	78	79	74
Variable selection	79	81	78	76
Length of data record	80	81	80	78
Meets my needs	78	80	80	76
Graphic 2 Content and Characteristics	79	81	82	78
Easy to understand	80	81	83	79
Easy to use	80	81	83	79
Eye-appealing	78	80	84	76
Clarity	80	81	82	78
Timeliness	82	82	78	79
Usefulness	79	81	82	80
Organization of information	80	81	84	79
Location selection	78	80	80	75
Variable selection	80	81	80	76
Length of data record	81	82	78	77
Meets my needs	79	81	83	79

National Weather Service - Overall
2011
Attribute Table - Times interact with NWS staff

	0 times	1-5 times	5-10 times	More than 10 times
	Scores			
Sample Size	8,992	1,321	302	695
Graphic 3 Content and Characteristics	78	81	80	77
Easy to understand	77	80	81	77
Easy to use	78	80	81	77
Eye-appealing	78	80	81	78
Clarity	78	80	80	77
Timeliness	81	81	78	77
Usefulness	78	81	80	77
Organization of information	79	81	80	77
Location selection	78	80	78	76
Variable selection	79	81	78	79
Length of data record	81	83	79	78
Meets my needs	78	80	78	75
Fire Weather staff	86	91	88	94
Availability	84	89	87	94
Knowledge	88	93	89	95
Timeliness of responses	86	90	89	94
Helpfulness of information	88	92	86	94
Importance of decision support info	89	93	90	94
Importance of decision support info	89	93	90	94
Fire Weather Planning Forecast	86	86	86	89
Helpfulness of information	88	88	90	90
Timeliness of information	87	87	86	90
Format is easy to understand	80	81	78	86
Degree to which it meets my needs	86	87	86	88
NWS fire weather point forecast	76	77	70	84
Helpfulness of information	78	79	73	85
Timeliness of information	84	83	77	86
Format is easy to understand	68	70	62	78
Degree to which it meets my needs	76	77	69	83
Site-Specific (spot) forecasts	83	87	84	90
Helpfulness of information	84	89	84	91
Timeliness of information	84	87	84	90
Format is easy to understand	80	87	84	88
Degree to which it meets my needs	83	87	84	92
Fire Weather Activity Planner	86	88	84	88
Helpfulness of information	87	89	85	89
Timeliness of information	87	89	84	89
Format is easy to understand	87	88	84	88
Degree to which it meets my needs	86	88	83	88

National Weather Service - Overall
2011
Attribute Table - Times interact with NWS staff

	0 times	1-5 times	5-10 times	More than 10 times
	Scores			
Sample Size	8,992	1,321	302	695
Storm Prediction Center Outlooks	87	89	82	88
Helpfulness of information	87	89	82	88
Timeliness of information	88	90	83	88
Format is easy to understand	86	89	83	86
Degree to which it meets my needs	86	87	80	88
Fire Weather Watch	87	88	87	88
The usefulness of the watch information	88	89	88	91
The amount of time you had to act	86	87	88	89
How clearly the watch information described conditions	87	88	85	87
Red Flag Warning	90	91	90	92
The usefulness of the warning information	91	91	91	94
The amount of time you had to act	89	90	88	91
How clearly the warning info described conditions to expect	90	91	89	90
Flood Watches	88	87	88	89
Ease of understanding	87	86	84	88
Usefulness	89	88	92	89
Flash Flood Watches	89	88	89	90
Ease of understanding	89	88	86	91
Usefulness	89	89	91	90
Flood Warnings	89	86	85	90
Ease of understanding	88	86	81	89
Usefulness	89	87	88	90
Flash Flood Warnings	89	88	87	90
Ease of understanding	88	87	88	90
Usefulness	90	89	87	90
Flood Advisories	87	85	83	86
Ease of understanding	87	84	79	86
Usefulness	88	87	85	86
Hydrologic Statements	86	84	86	87
Ease of understanding	85	83	83	86
Usefulness	86	84	89	88
Short-term Hydrologic Outlooks	86	84	90	88
Ease of understanding	86	84	90	87
Usefulness	87	84	89	89
Long-term Hydrologic Outlooks	83	82	89	85
Ease of understanding	82	80	88	85
Usefulness	84	83	89	85
River and Lake Forecast Products	86	83	88	87
Ease of understanding	84	83	85	87
Usefulness	87	83	90	87
Hydrometeorological Data Products and Summaries	84	82	87	88
Ease of understanding	84	82	84	88
Usefulness	85	82	91	88

National Weather Service - Overall
2011
Attribute Table - Times interact with NWS staff

	0 times	1-5 times	5-10 times	More than 10 times
	Scores			
Sample Size	8,992	1,321	302	695
Flood warning vs. flash flood	91	90	84	91
Flood warning vs. flash flood	91	90	84	91
AHPS web pages	80	82	78	85
AHPS web pages	80	82	78	85
Usefulness of map overlay	80	81	78	82
Flood Watches	87	88	83	90
Flood Warnings	90	91	93	92
Radar	87	85	82	86
Satellite	80	79	82	77
Observed precipitation	88	88	90	89
Forecast precipitation	88	89	88	91
Snow depth	80	82	66	83
Snow water equivalent	78	81	68	80
River ice	70	72	63	80
Soil moisture	75	76	70	76
Evapotranspiration	63	67	52	64
Water quality	64	64	56	56
Runoff	79	81	68	83
Groundwater	72	73	60	70
Flash flood guidance	82	85	76	86
Drought conditions	73	74	78	76
Ability to display maximum stage/flow forecasts	87	84	83	90
Ability to display the maximum stage/flow forecasts	87	84	83	90
Usefulness of hydrograph overlay statistics	74	76	78	77
Record low flow, stage, or pool for a specified period of record	75	75	81	75
Normal daily flow, stage, or pool for a specified period of record	82	84	82	84
Seven-day minimum flow with a recurrence interval of 10 years	69	69	73	69
The discharge exceeded 10 percent of time for a designated period	70	73	73	74
The discharge exceeded 25 percent of time for a designated period	71	74	74	74
The discharge exceeded 75 percent of time for a designated period	74	76	78	77
The discharge exceeded 90 percent of time for a designated period	75	78	79	80
Usefulness of information	89	89	95	92
Usefulness of this information	89	89	95	92
Single web portal for water information	87	87	90	92
Single web portal for water information	87	87	90	92
Familiarity with NOAA Tsunami Products	83	89	93	90
Tsunami Warning	86	89	100	92
Tsunami Advisory	81	89	83	91
Tsunami Watch	84	89	94	90
Tsunami Information Statement	80	88	94	87
NOAA Tsunami information	82	88	69	93
Understanding tsunami products	82	84	63	91
Usefulness of tsunami products	82	90	69	93
Improvements over last five years	82	91	74	93
Overall quality of tsunami products and services	80	87	69	94

National Weather Service - Overall
2011
Attribute Table - Time spent discussing info NWS

	Less than 5 minutes	5-15 minutes	16-30 minutes	More than 30 minutes
	Scores			
Sample Size	1,227	828	143	120
Hazardous Services	85	86	87	84
Tornado Warnings	83	84	87	81
Severe Thunderstorm Warnings	85	85	87	84
Winter Storm Warnings	84	84	86	81
Hurricane Warnings	87	88	91	86
Flash Flood Warnings	84	85	87	85
River Flood Warnings	86	86	86	85
High Surf Warnings	86	88	88	85
Tsunami Warnings	85	87	84	83
Extreme Cold Warnings	88	89	90	85
Extreme Heat Warnings	88	90	91	87
Tornado Warnings	83	84	87	81
Ease of Understanding	87	88	90	85
Timeliness	83	84	88	80
Accuracy	78	80	82	79
Severe Thunderstorm Warnings	85	85	87	84
Ease of Understanding	88	89	91	87
Timeliness	84	85	88	84
Accuracy	82	83	83	81
Winter Storm Warnings	84	84	86	82
Ease of Understanding	87	88	89	84
Timeliness	85	85	87	83
Accuracy	78	79	81	77
Hurricane Warnings	87	88	91	86
Ease of Understanding	89	90	92	87
Timeliness	89	89	93	86
Accuracy	84	85	89	85
Flash Flood Warnings	84	85	87	85
Ease of Understanding	87	88	89	86
Timeliness	83	85	88	85
Accuracy	82	82	85	86
River Flood Warnings	86	86	86	85
Ease of Understanding	87	86	87	86
Timeliness	86	86	87	85
Accuracy	85	85	85	86
High Surf Warnings	86	88	88	85
Ease of Understanding	87	89	88	84
Timeliness	86	88	89	85
Accuracy	85	87	86	85

National Weather Service - Overall
2011
Attribute Table - Time spent discussing info NWS

	Less than 5 minutes	5-15 minutes	16-30 minutes	More than 30 minutes
	Scores			
Sample Size	1,227	828	143	120
Tsunami Warnings	85	87	84	83
Ease of Understanding	87	87	82	84
Timeliness	85	88	86	84
Accuracy	81	84	83	80
Extreme Cold Warnings	88	89	90	85
Ease of Understanding	90	91	91	85
Timeliness	88	89	90	85
Accuracy	87	88	89	85
Extreme Heat Warnings	88	90	91	87
Ease of Understanding	90	91	92	87
Timeliness	88	90	91	88
Accuracy	87	90	91	86
Routine Climate, Water, Weather Services	85	86	88	86
Max/min temperature forecasts	90	90	90	92
Chance of Precip forecast	83	85	87	82
Cloud Cover forecasts	85	85	88	87
Wind forecasts	87	88	89	89
Dew Point forecasts	88	88	90	87
River Heights-Flow forecasts	87	87	88	87
UV Index forecasts	89	88	88	89
Air Quality forecasts	85	87	89	89
Wave Height forecasts	85	88	92	86
1 to 4-Week National Outlooks	84	85	87	88
3-Month National Outlooks	83	83	87	87
El Niño-La Niña Outlooks	83	84	85	84
3-Month Drought Outlooks	84	85	90	86
3-Month Local Temp Outlooks	83	85	88	86
Climate Hazard Assessments	86	85	87	89
Max/min temperature forecasts	90	90	90	92
Meets my needs	89	89	89	91
Ease of Understanding	91	91	92	93
Chance of Precip forecast	84	85	87	82
Meets my needs	82	84	86	82
Ease of Understanding	85	87	88	82
Cloud Cover forecasts	85	86	88	87
Meets my needs	84	84	88	86
Ease of Understanding	86	87	88	88
Wind forecasts	87	88	89	89
Meets my needs	87	87	88	88
Ease of Understanding	88	90	90	90
Dew Point forecasts	88	88	90	87
Meets my needs	87	87	90	85
Ease of Understanding	88	89	90	90

National Weather Service - Overall
2011
Attribute Table - Time spent discussing info NWS

	Less than 5 minutes	5-15 minutes	16-30 minutes	More than 30 minutes
	Scores			
Sample Size	1,227	828	143	120
River Heights-Flow forecasts	87	87	88	87
Meets my needs	87	88	87	87
Ease of Understanding	87	87	89	87
UV Index forecasts	89	88	88	89
Meets my needs	89	88	89	89
Ease of Understanding	90	89	88	89
Air Quality forecasts	85	87	89	89
Meets my needs	85	87	88	89
Ease of Understanding	85	86	90	89
Wave Height forecasts	85	88	92	86
Meets my needs	84	86	92	89
Ease of Understanding	86	89	92	84
1 to 4-Week National Outlooks	84	85	87	88
Meets my needs	84	85	87	86
Ease of Understanding	85	86	87	89
3-Month National Outlooks	83	83	87	87
Meets my needs	82	83	86	86
Ease of Understanding	84	84	88	88
El Niño-La Niña Outlooks	82	84	85	84
Meets my needs	84	84	85	87
Ease of Understanding	81	83	85	82
3-Month Drought Outlooks	84	85	90	86
Meets my needs	84	85	90	85
Ease of Understanding	85	85	90	89
3-Month Local Temp Outlooks	84	85	88	86
Meets my needs	82	84	88	85
Ease of Understanding	85	86	89	88
Climate Hazard Assessments	86	85	87	89
Meets my needs	86	85	87	86
Ease of Understanding	86	85	88	91
Routine Climate, Water, Weather Forecasts	71	73	77	75
Max/min temperature forecasts	77	78	81	79
Probability of precipitation	69	70	74	74
Amount of precip forecasts	66	68	72	71
Max/min temperature forecasts	76	77	81	79
1 day from now	88	89	90	89
3 days from now	75	76	80	78
7 days from now	55	56	64	61
Probability of precipitation	67	69	73	73
1 day from now	82	83	85	84
3 days from now	66	67	72	72
7 days from now	47	48	55	59

National Weather Service - Overall
2011
Attribute Table - Time spent discussing info NWS

	Less than 5 minutes	5-15 minutes	16-30 minutes	More than 30 minutes
	Scores			
Sample Size	1,227	828	143	120
Amount of precip forecasts	65	67	72	70
Less than 1 day from now	78	80	82	81
1 day from now	65	66	72	69
3 days from now	49	50	57	57
Support Services	88	91	89	89
Accessibility	85	89	86	89
Responsiveness	86	89	87	88
Knowledge	90	92	90	92
Professionalism	91	93	92	90
Assist interpret weather info	88	91	90	87
Resolving a complaint	84	87	86	84
User Support Services	88	91	89	89
Accessibility	85	89	86	89
Responsiveness	86	89	87	88
Knowledge	90	92	90	92
Professionalism	91	93	92	90
Assist interpret weather info	88	91	90	87
Resolving a complaint	84	87	86	84
Customer Support Services	--	--	--	--
Accessibility	--	--	--	--
Responsiveness	--	--	--	--
Knowledge	--	--	--	--
Professionalism	--	--	--	--
Resolving a complaint	--	--	--	--
NWS Forecaster	85	86	88	85
Clarification of weather info	86	88	89	87
Forecaster uncertainty	83	83	87	83
Dissemination Services	84	85	87	84
Reliability of satellite data	86	86	87	87
Reliability of radar data	83	85	86	84
Ease of locating information	83	83	86	80
Information is up-to-date	84	86	86	86
Ease of understanding info	87	88	89	85
Ease locating data on servers	77	80	82	82
Ease of req add data to server	77	78	81	81
Ease of providing input	78	79	81	83
Annual Weather Awareness Weeks	82	82	83	81
Sat with Annual WA Weeks	82	82	83	81
Satisfaction	83	84	84	83
Overall Satisfaction	87	88	87	86
Meets expectations	79	80	83	81
Compared to ideal	80	81	81	80

National Weather Service - Overall
2011
Attribute Table - Time spent discussing info NWS

	Less than 5 minutes	5-15 minutes	16-30 minutes	More than 30 minutes
	Scores			
Sample Size	1,227	828	143	120
Likelihood take action	90	91	92	89
Likelihood take action on info	90	91	92	89
Likelihood to use in future	94	95	94	93
Likelihood use NWS in future	94	95	94	93
Likelihood to recommend	92	93	94	93
Likelihood to recommend	92	93	94	93
CPC products	81	82	83	84
Clarity	80	80	83	82
Presentation	82	82	84	86
Provided information	82	83	83	84
Likelihood to make a decision about CPC products	77	79	82	77
Likelihood to make decision CPC products	77	79	82	77
Extended Range products	82	82	84	84
Clarity	82	83	84	83
Presentation	82	81	84	84
Provided information	81	82	84	84
Long Range products	80	81	85	87
Clarity	80	81	85	86
Presentation	80	81	86	88
Provided information	81	82	84	88
Hazards products	82	81	82	84
Clarity	82	82	82	84
Presentation	82	81	82	83
Provided information	81	81	82	85
ENSO products	80	80	83	83
Clarity	80	81	84	83
Presentation	80	81	83	84
Provided information	79	79	83	81
NWS Local Climate Data Products	79	83	84	82
Easy to understand	80	84	86	86
Easy to use	78	83	87	80
Eye-appealing	73	78	82	66
Clarity	80	83	86	74
Timeliness	80	84	80	90
Usefulness	83	84	86	94
Organization of information	78	83	84	73
Location selection	76	82	86	79
Variable selection	80	82	84	84
Length of data record	79	83	82	83
Meets my needs	80	81	85	88

National Weather Service - Overall
2011
Attribute Table - Time spent discussing info NWS

	Less than 5 minutes	5-15 minutes	16-30 minutes	More than 30 minutes
	Scores			
Sample Size	1,227	828	143	120
NOWData	79	82	87	81
Easy to understand	80	84	87	79
Easy to use	78	82	87	81
Eye-appealing	75	79	86	78
Clarity	80	83	87	79
Timeliness	82	83	88	81
Usefulness	81	84	88	86
Organization of information	78	83	87	79
Location selection	73	82	89	81
Variable selection	78	84	86	82
Length of data record	80	82	83	82
Meets my needs	80	84	84	86
Likelihood to make a change based on products	77	75	84	75
Likelihood to make a change based on products	77	75	84	75
Local 3-Month Temp outlook graphic	77	80	85	81
Easy to understand	78	81	86	80
Easy to use	78	79	83	81
Eye-appealing	76	80	86	84
Clarity	77	80	86	75
Timeliness	79	81	85	82
Usefulness	75	79	86	82
Organization of information	76	79	86	81
Location selection	75	78	87	74
Variable selection	76	81	86	80
Length of data record	78	81	86	85
Meets my needs	79	78	84	84
Graphic 2 Content and Characteristics	79	80	87	84
Easy to understand	79	81	88	80
Easy to use	79	81	87	82
Eye-appealing	78	79	86	86
Clarity	79	79	86	83
Timeliness	79	80	87	87
Usefulness	79	81	88	84
Organization of information	80	80	87	84
Location selection	76	79	87	83
Variable selection	78	80	86	83
Length of data record	79	80	85	86
Meets my needs	80	80	87	88

National Weather Service - Overall
2011
Attribute Table - Time spent discussing info NWS

	Less than 5 minutes	5-15 minutes	16-30 minutes	More than 30 minutes
	Scores			
Sample Size	1,227	828	143	120
Graphic 3 Content and Characteristics	78	81	86	81
Easy to understand	77	81	86	76
Easy to use	77	80	88	79
Eye-appealing	77	81	87	84
Clarity	77	80	87	78
Timeliness	77	81	87	85
Usefulness	77	81	86	81
Organization of information	77	81	86	81
Location selection	76	80	87	80
Variable selection	77	82	86	83
Length of data record	80	81	86	82
Meets my needs	77	80	86	79
Fire Weather staff	92	91	89	89
Availability	91	90	89	84
Knowledge	93	92	90	94
Timeliness of responses	92	90	89	89
Helpfulness of information	92	91	89	87
Importance of decision support info	92	93	94	91
Importance of decision support info	92	93	94	91
Fire Weather Planning Forecast	87	86	88	85
Helpfulness of information	89	88	89	88
Timeliness of information	87	88	90	86
Format is easy to understand	83	79	87	84
Degree to which it meets my needs	88	87	87	83
NWS fire weather point forecast	78	78	80	66
Helpfulness of information	80	79	82	68
Timeliness of information	83	83	81	73
Format is easy to understand	71	71	79	53
Degree to which it meets my needs	78	77	79	67
Site-Specific (spot) forecasts	87	89	89	75
Helpfulness of information	89	90	89	76
Timeliness of information	87	89	88	78
Format is easy to understand	86	88	89	68
Degree to which it meets my needs	86	90	90	78
Fire Weather Activity Planner	89	87	88	82
Helpfulness of information	90	87	88	83
Timeliness of information	88	87	91	87
Format is easy to understand	89	87	87	78
Degree to which it meets my needs	88	87	86	79

National Weather Service - Overall
2011
Attribute Table - Time spent discussing info NWS

	Less than 5 minutes	5-15 minutes	16-30 minutes	More than 30 minutes
	Scores			
Sample Size	1,227	828	143	120
Storm Prediction Center Outlooks	87	87	90	88
Helpfulness of information	87	87	90	89
Timeliness of information	89	87	90	89
Format is easy to understand	88	86	91	86
Degree to which it meets my needs	85	86	90	89
Fire Weather Watch	88	88	87	88
The usefulness of the watch information	90	89	87	92
The amount of time you had to act	88	88	85	89
How clearly the watch information described conditions	87	88	88	85
Red Flag Warning	91	91	89	88
The usefulness of the warning information	92	92	91	89
The amount of time you had to act	89	90	87	91
How clearly the warning info described conditions to expect	91	91	88	85
Flood Watches	87	89	88	85
Ease of understanding	87	88	86	81
Usefulness	88	89	89	88
Flash Flood Watches	89	89	88	91
Ease of understanding	88	89	86	87
Usefulness	89	89	89	94
Flood Warnings	87	88	89	84
Ease of understanding	86	88	90	79
Usefulness	88	89	88	87
Flash Flood Warnings	88	89	88	88
Ease of understanding	87	89	89	90
Usefulness	90	89	87	86
Flood Advisories	85	86	86	83
Ease of understanding	83	85	85	82
Usefulness	86	87	86	85
Hydrologic Statements	84	86	85	82
Ease of understanding	83	86	85	76
Usefulness	85	87	85	87
Short-term Hydrologic Outlooks	85	87	86	86
Ease of understanding	85	86	85	85
Usefulness	85	88	86	88
Long-term Hydrologic Outlooks	82	84	86	91
Ease of understanding	81	84	85	90
Usefulness	83	85	86	91
River and Lake Forecast Products	84	85	87	87
Ease of understanding	84	85	85	85
Usefulness	84	85	88	89
Hydrometeorological Data Products and Summaries	83	85	87	87
Ease of understanding	84	83	87	85
Usefulness	83	86	88	88

National Weather Service - Overall
2011
Attribute Table - Time spent discussing info NWS

	Less than 5 minutes	5-15 minutes	16-30 minutes	More than 30 minutes
	Scores			
Sample Size	1,227	828	143	120
Flood warning vs. flash flood	90	91	94	76
Flood warning vs. flash flood	90	91	94	76
AHPS web pages	82	82	83	80
AHPS web pages	82	82	83	80
Usefulness of map overlay	81	83	75	83
Flood Watches	87	90	83	91
Flood Warnings	91	93	88	92
Radar	84	87	87	86
Satellite	77	80	81	85
Observed precipitation	88	90	88	85
Forecast precipitation	88	92	89	92
Snow depth	82	81	74	78
Snow water equivalent	80	80	74	76
River ice	74	74	62	77
Soil moisture	75	77	73	79
Evapotranspiration	64	64	63	75
Water quality	59	64	51	62
Runoff	80	81	82	79
Groundwater	69	74	56	75
Flash flood guidance	84	87	71	86
Drought conditions	74	79	66	72
Ability to display maximum stage/flow forecasts	84	88	87	89
Ability to display the maximum stage/flow forecasts	84	88	87	89
Usefulness of hydrograph overlay statistics	74	81	69	78
Record low flow, stage, or pool for a specified period of record	74	79	68	77
Normal daily flow, stage, or pool for a specified period of record	83	86	73	87
Seven-day minimum flow with a recurrence interval of 10 years	67	73	59	74
The discharge exceeded 10 percent of time for a designated period	70	78	66	73
The discharge exceeded 25 percent of time for a designated period	71	79	68	74
The discharge exceeded 75 percent of time for a designated period	74	81	72	79
The discharge exceeded 90 percent of time for a designated period	76	82	74	86
Usefulness of information	90	92	90	97
Usefulness of this information	90	92	90	97
Single web portal for water information	88	90	92	93
Single web portal for water information	88	90	92	93
Familiarity with NOAA Tsunami Products	89	91	90	83
Tsunami Warning	92	92	93	83
Tsunami Advisory	88	91	90	83
Tsunami Watch	90	92	89	83
Tsunami Information Statement	87	89	89	83
NOAA Tsunami information	80	94	91	79
Understanding tsunami products	76	92	86	72
Usefulness of tsunami products	80	96	91	72
Improvements over last five years	82	94	96	89
Overall quality of tsunami products and services	81	93	89	83

National Weather Service - Overall
2011
Attribute Table - NWS staff on-site at incident

	NWS staff on-site	No staff on-site
	Scores	
Sample Size	342	1,976
Hazardous Services	87	85
Tornado Warnings	85	83
Severe Thunderstorm Warnings	86	85
Winter Storm Warnings	84	84
Hurricane Warnings	89	88
Flash Flood Warnings	87	84
River Flood Warnings	87	86
High Surf Warnings	89	86
Tsunami Warnings	86	85
Extreme Cold Warnings	90	88
Extreme Heat Warnings	90	89
Tornado Warnings	85	83
Ease of Understanding	89	87
Timeliness	86	83
Accuracy	80	79
Severe Thunderstorm Warnings	86	85
Ease of Understanding	89	88
Timeliness	86	84
Accuracy	83	82
Winter Storm Warnings	84	84
Ease of Understanding	87	87
Timeliness	86	85
Accuracy	79	78
Hurricane Warnings	89	88
Ease of Understanding	91	89
Timeliness	90	89
Accuracy	86	85
Flash Flood Warnings	87	84
Ease of Understanding	89	87
Timeliness	87	84
Accuracy	84	82
River Flood Warnings	87	86
Ease of Understanding	87	86
Timeliness	88	86
Accuracy	86	85
High Surf Warnings	89	86
Ease of Understanding	89	87
Timeliness	89	87
Accuracy	88	85

National Weather Service - Overall
2011
Attribute Table - NWS staff on-site at incident

	NWS staff on-site	No staff on-site
	Scores	
Sample Size	342	1,976
Tsunami Warnings	86	85
Ease of Understanding	87	86
Timeliness	87	86
Accuracy	83	82
Extreme Cold Warnings	90	88
Ease of Understanding	91	90
Timeliness	90	88
Accuracy	89	87
Extreme Heat Warnings	90	89
Ease of Understanding	91	90
Timeliness	90	89
Accuracy	90	88
Routine Climate, Water, Weather Services	87	86
Max/min temperature forecasts	91	90
Chance of Precip forecast	85	84
Cloud Cover forecasts	88	85
Wind forecasts	89	88
Dew Point forecasts	87	88
River Heights-Flow forecasts	87	87
UV Index forecasts	89	89
Air Quality forecasts	87	86
Wave Height forecasts	89	86
1 to 4-Week National Outlooks	87	85
3-Month National Outlooks	83	84
El Niño-La Niña Outlooks	83	83
3-Month Drought Outlooks	86	85
3-Month Local Temp Outlooks	86	84
Climate Hazard Assessments	84	86
Max/min temperature forecasts	91	90
Meets my needs	90	89
Ease of Understanding	93	91
Chance of Precip forecast	85	84
Meets my needs	84	83
Ease of Understanding	86	86
Cloud Cover forecasts	88	85
Meets my needs	87	84
Ease of Understanding	89	86
Wind forecasts	89	88
Meets my needs	88	87
Ease of Understanding	89	89
Dew Point forecasts	87	88
Meets my needs	87	87
Ease of Understanding	87	89

National Weather Service - Overall
2011
Attribute Table - NWS staff on-site at incident

	NWS staff on-site	No staff on-site
	Scores	
Sample Size	342	1,976
River Heights-Flow forecasts	87	87
Meets my needs	87	87
Ease of Understanding	87	87
UV Index forecasts	89	89
Meets my needs	88	89
Ease of Understanding	89	89
Air Quality forecasts	87	86
Meets my needs	88	86
Ease of Understanding	86	86
Wave Height forecasts	89	86
Meets my needs	88	85
Ease of Understanding	89	87
1 to 4-Week National Outlooks	87	85
Meets my needs	86	84
Ease of Understanding	87	86
3-Month National Outlooks	83	84
Meets my needs	83	83
Ease of Understanding	83	85
El Niño-La Niña Outlooks	83	83
Meets my needs	84	84
Ease of Understanding	81	82
3-Month Drought Outlooks	86	85
Meets my needs	87	84
Ease of Understanding	86	85
3-Month Local Temp Outlooks	86	84
Meets my needs	86	83
Ease of Understanding	86	85
Climate Hazard Assessments	84	86
Meets my needs	85	86
Ease of Understanding	84	87
Routine Climate, Water, Weather Forecasts	76	72
Max/min temperature forecasts	80	77
Probability of precipitation	74	69
Amount of precip forecasts	71	67
Max/min temperature forecasts	79	76
1 day from now	90	88
3 days from now	79	75
7 days from now	61	56
Probability of precipitation	72	68
1 day from now	85	82
3 days from now	71	66
7 days from now	54	47

National Weather Service - Overall
2011
Attribute Table - NWS staff on-site at incident

	NWS staff on-site	No staff on-site
	Scores	
Sample Size	342	1,976
Amount of precip forecasts	71	66
Less than 1 day from now	82	78
1 day from now	70	65
3 days from now	56	49
Support Services	92	89
Accessibility	91	86
Responsiveness	91	87
Knowledge	94	90
Professionalism	95	92
Assist interpret weather info	91	89
Resolving a complaint	90	84
User Support Services	92	89
Accessibility	91	86
Responsiveness	91	87
Knowledge	94	90
Professionalism	95	92
Assist interpret weather info	91	89
Resolving a complaint	90	84
Customer Support Services	--	--
Accessibility	--	--
Responsiveness	--	--
Knowledge	--	--
Professionalism	--	--
Resolving a complaint	--	--
NWS Forecaster	88	85
Clarification of weather info	89	87
Forecaster uncertainty	86	83
Dissemination Services	87	84
Reliability of satellite data	89	86
Reliability of radar data	88	84
Ease of locating information	84	83
Information is up-to-date	88	85
Ease of understanding info	89	87
Ease locating data on servers	83	78
Ease of req add data to server	84	76
Ease of providing input	84	77
Annual Weather Awareness Weeks	84	81
Sat with Annual WA Weeks	84	81
Satisfaction	87	83
Overall Satisfaction	90	87
Meets expectations	85	79
Compared to ideal	84	80

National Weather Service - Overall
2011
Attribute Table - NWS staff on-site at incident

	NWS staff on-site	No staff on-site
	Scores	
Sample Size	342	1,976
Likelihood take action	92	91
Likelihood take action on info	92	91
Likelihood to use in future	96	94
Likelihood use NWS in future	96	94
Likelihood to recommend	94	92
Likelihood to recommend	94	92
CPC products	82	82
Clarity	81	81
Presentation	83	82
Provided information	84	82
Likelihood to make a decision about CPC products	80	77
Likelihood to make decision CPC products	80	77
Extended Range products	82	82
Clarity	81	82
Presentation	82	82
Provided information	83	82
Long Range products	80	82
Clarity	80	81
Presentation	80	82
Provided information	80	82
Hazards products	83	81
Clarity	83	82
Presentation	83	82
Provided information	83	81
ENSO products	81	80
Clarity	81	81
Presentation	82	81
Provided information	81	79
NWS Local Climate Data Products	79	81
Easy to understand	80	83
Easy to use	78	81
Eye-appealing	74	75
Clarity	79	82
Timeliness	82	82
Usefulness	82	84
Organization of information	78	81
Location selection	77	80
Variable selection	81	82
Length of data record	79	82
Meets my needs	80	82

National Weather Service - Overall
2011
Attribute Table - NWS staff on-site at incident

	NWS staff on-site	No staff on-site
	Scores	
Sample Size	342	1,976
NOWData	82	81
Easy to understand	83	82
Easy to use	82	81
Eye-appealing	80	77
Clarity	81	82
Timeliness	82	83
Usefulness	85	83
Organization of information	81	80
Location selection	80	78
Variable selection	81	81
Length of data record	83	81
Meets my needs	85	82
Likelihood to make a change based on products	80	76
Likelihood to make a change based on products	80	76
Local 3-Month Temp outlook graphic	81	79
Easy to understand	81	79
Easy to use	80	79
Eye-appealing	81	78
Clarity	79	79
Timeliness	81	80
Usefulness	81	77
Organization of information	81	78
Location selection	77	77
Variable selection	79	79
Length of data record	82	80
Meets my needs	82	79
Graphic 2 Content and Characteristics	83	80
Easy to understand	83	80
Easy to use	83	80
Eye-appealing	83	79
Clarity	82	80
Timeliness	83	80
Usefulness	85	80
Organization of information	83	80
Location selection	82	78
Variable selection	82	79
Length of data record	81	80
Meets my needs	86	80

National Weather Service - Overall
2011
Attribute Table - NWS staff on-site at incident

	NWS staff on-site	No staff on-site
	Scores	
Sample Size	342	1,976
Graphic 3 Content and Characteristics	77	80
Easy to understand	75	80
Easy to use	78	80
Eye-appealing	79	80
Clarity	76	80
Timeliness	79	80
Usefulness	78	80
Organization of information	77	80
Location selection	78	79
Variable selection	77	81
Length of data record	79	82
Meets my needs	77	79
Fire Weather staff	92	91
Availability	92	89
Knowledge	93	92
Timeliness of responses	92	90
Helpfulness of information	92	91
Importance of decision support info	94	92
Importance of decision support info	94	92
Fire Weather Planning Forecast	88	86
Helpfulness of information	90	88
Timeliness of information	90	87
Format is easy to understand	83	81
Degree to which it meets my needs	88	87
NWS fire weather point forecast	79	77
Helpfulness of information	81	79
Timeliness of information	84	82
Format is easy to understand	72	70
Degree to which it meets my needs	78	77
Site-Specific (spot) forecasts	89	87
Helpfulness of information	90	88
Timeliness of information	88	87
Format is easy to understand	88	85
Degree to which it meets my needs	90	87
Fire Weather Activity Planner	85	89
Helpfulness of information	85	89
Timeliness of information	85	89
Format is easy to understand	87	88
Degree to which it meets my needs	85	88

National Weather Service - Overall
2011
Attribute Table - NWS staff on-site at incident

	NWS staff on-site	No staff on-site
	Scores	
Sample Size	342	1,976
Storm Prediction Center Outlooks	86	88
Helpfulness of information	85	88
Timeliness of information	87	89
Format is easy to understand	86	88
Degree to which it meets my needs	85	86
Fire Weather Watch	90	88
The usefulness of the watch information	91	89
The amount of time you had to act	89	87
How clearly the watch information described conditions	89	87
Red Flag Warning	90	91
The usefulness of the warning information	92	92
The amount of time you had to act	89	90
How clearly the warning info described conditions to expect	91	90
Flood Watches	87	88
Ease of understanding	86	87
Usefulness	88	89
Flash Flood Watches	87	89
Ease of understanding	87	89
Usefulness	87	90
Flood Warnings	87	87
Ease of understanding	84	87
Usefulness	89	88
Flash Flood Warnings	86	89
Ease of understanding	84	89
Usefulness	89	89
Flood Advisories	83	86
Ease of understanding	83	84
Usefulness	83	87
Hydrologic Statements	85	85
Ease of understanding	85	84
Usefulness	84	86
Short-term Hydrologic Outlooks	85	86
Ease of understanding	85	86
Usefulness	85	87
Long-term Hydrologic Outlooks	82	84
Ease of understanding	82	83
Usefulness	81	84
River and Lake Forecast Products	84	85
Ease of understanding	85	84
Usefulness	84	85
Hydrometeorological Data Products and Summaries	87	84
Ease of understanding	88	83
Usefulness	86	84

National Weather Service - Overall
2011
Attribute Table - NWS staff on-site at incident

	NWS staff on-site	No staff on-site
	Scores	
Sample Size	342	1,976
Flood warning vs. flash flood	86	91
Flood warning vs. flash flood	86	91
AHPS web pages	82	82
AHPS web pages	82	82
Usefulness of map overlay	82	81
Flood Watches	90	88
Flood Warnings	91	92
Radar	86	85
Satellite	77	79
Observed precipitation	92	88
Forecast precipitation	90	89
Snow depth	83	81
Snow water equivalent	82	79
River ice	80	73
Soil moisture	76	76
Evapotranspiration	67	64
Water quality	63	60
Runoff	81	80
Groundwater	74	70
Flash flood guidance	84	85
Drought conditions	80	74
Ability to display maximum stage/flow forecasts	90	85
Ability to display the maximum stage/flow forecasts	90	85
Usefulness of hydrograph overlay statistics	82	76
Record low flow, stage, or pool for a specified period of record	83	75
Normal daily flow, stage, or pool for a specified period of record	90	83
Seven-day minimum flow with a recurrence interval of 10 years	77	68
The discharge exceeded 10 percent of time for a designated period	82	72
The discharge exceeded 25 percent of time for a designated period	80	73
The discharge exceeded 75 percent of time for a designated period	81	76
The discharge exceeded 90 percent of time for a designated period	80	78
Usefulness of information	93	91
Usefulness of this information	93	91
Single web portal for water information	95	88
Single web portal for water information	95	88
Familiarity with NOAA Tsunami Products	93	89
Tsunami Warning	95	90
Tsunami Advisory	94	88
Tsunami Watch	92	90
Tsunami Information Statement	91	87
NOAA Tsunami information	93	86
Understanding tsunami products	94	81
Usefulness of tsunami products	92	87
Improvements over last five years	94	88
Overall quality of tsunami products and services	92	86

National Weather Service - Overall
2011
Attribute Table - Times contact NWS staff

	0 times	1-10 times	11-25 times	More than 25 times
	Scores			
Sample Size	19,535	1,436	109	182
Hazardous Services	88	87	89	90
Tornado Warnings	86	85	88	89
Severe Thunderstorm Warnings	87	86	90	90
Winter Storm Warnings	86	84	88	89
Hurricane Warnings	89	89	89	89
Flash Flood Warnings	87	87	87	90
River Flood Warnings	89	88	86	91
High Surf Warnings	89	87	87	89
Tsunami Warnings	87	87	88	85
Extreme Cold Warnings	90	90	91	92
Extreme Heat Warnings	91	90	90	93
Tornado Warnings	86	85	88	89
Ease of Understanding	89	89	90	91
Timeliness	87	85	87	90
Accuracy	83	80	86	86
Severe Thunderstorm Warnings	87	86	90	90
Ease of Understanding	90	90	91	93
Timeliness	88	86	89	89
Accuracy	84	83	89	89
Winter Storm Warnings	86	84	88	89
Ease of Understanding	89	88	90	93
Timeliness	88	86	89	89
Accuracy	81	78	86	86
Hurricane Warnings	89	89	89	89
Ease of Understanding	91	91	89	91
Timeliness	91	90	90	90
Accuracy	86	85	88	85
Flash Flood Warnings	87	87	87	91
Ease of Understanding	89	89	88	92
Timeliness	88	86	87	90
Accuracy	85	84	85	89
River Flood Warnings	89	88	86	91
Ease of Understanding	89	89	87	92
Timeliness	89	89	87	91
Accuracy	88	87	85	91
High Surf Warnings	89	87	87	89
Ease of Understanding	90	88	87	91
Timeliness	89	87	87	88
Accuracy	88	86	86	87

National Weather Service - Overall
2011
Attribute Table - Times contact NWS staff

	0 times	1-10 times	11-25 times	More than 25 times
	Scores			
Sample Size	19,535	1,436	109	182
Tsunami Warnings	87	87	88	85
Ease of Understanding	88	88	89	86
Timeliness	88	88	87	84
Accuracy	82	82	87	82
Extreme Cold Warnings	90	90	91	92
Ease of Understanding	91	91	92	93
Timeliness	91	90	92	92
Accuracy	89	88	91	91
Extreme Heat Warnings	91	90	90	93
Ease of Understanding	91	91	91	94
Timeliness	91	90	89	93
Accuracy	90	89	90	92
Routine Climate, Water, Weather Services	89	88	88	91
Max/min temperature forecasts	93	92	92	96
Chance of Precip forecast	88	86	90	90
Cloud Cover forecasts	89	87	91	91
Wind forecasts	90	89	92	92
Dew Point forecasts	90	90	91	92
River Heights-Flow forecasts	90	89	93	89
UV Index forecasts	90	90	91	93
Air Quality forecasts	89	87	90	91
Wave Height forecasts	89	88	95	88
1 to 4-Week National Outlooks	88	87	90	91
3-Month National Outlooks	86	85	91	89
El Niño-La Niña Outlooks	85	84	87	87
3-Month Drought Outlooks	88	88	87	88
3-Month Local Temp Outlooks	87	86	93	89
Climate Hazard Assessments	88	88	88	91
Max/min temperature forecasts	93	92	92	96
Meets my needs	92	91	92	95
Ease of Understanding	94	93	93	96
Chance of Precip forecast	88	86	90	90
Meets my needs	87	85	90	89
Ease of Understanding	89	88	90	92
Cloud Cover forecasts	89	87	91	91
Meets my needs	88	87	91	91
Ease of Understanding	89	88	90	91
Wind forecasts	90	89	92	92
Meets my needs	90	88	91	91
Ease of Understanding	91	90	94	92
Dew Point forecasts	90	90	91	92
Meets my needs	90	90	91	91
Ease of Understanding	90	91	90	93

National Weather Service - Overall
2011
Attribute Table - Times contact NWS staff

	0 times	1-10 times	11-25 times	More than 25 times
	Scores			
Sample Size	19,535	1,436	109	182
River Heights-Flow forecasts	90	89	93	89
Meets my needs	90	90	92	90
Ease of Understanding	90	88	93	88
UV Index forecasts	90	91	91	93
Meets my needs	91	90	89	93
Ease of Understanding	90	91	93	93
Air Quality forecasts	89	87	90	91
Meets my needs	89	87	89	90
Ease of Understanding	89	88	90	92
Wave Height forecasts	89	88	95	88
Meets my needs	88	87	94	87
Ease of Understanding	89	88	96	88
1 to 4-Week National Outlooks	88	87	90	91
Meets my needs	87	86	89	91
Ease of Understanding	89	87	90	91
3-Month National Outlooks	86	86	91	89
Meets my needs	86	85	92	90
Ease of Understanding	87	86	91	88
El Niño-La Niña Outlooks	85	84	87	87
Meets my needs	86	85	87	88
Ease of Understanding	84	83	88	86
3-Month Drought Outlooks	88	88	87	88
Meets my needs	87	88	87	88
Ease of Understanding	88	89	88	88
3-Month Local Temp Outlooks	87	86	93	89
Meets my needs	86	85	93	89
Ease of Understanding	87	87	94	90
Climate Hazard Assessments	88	88	88	91
Meets my needs	88	87	87	90
Ease of Understanding	88	88	88	91
Routine Climate, Water, Weather Forecasts	72	72	78	79
Max/min temperature forecasts	77	77	83	83
Probability of precipitation	69	69	77	77
Amount of precip forecasts	66	66	74	78
Max/min temperature forecasts	76	76	82	82
1 day from now	90	90	91	91
3 days from now	75	75	81	81
7 days from now	53	53	67	66
Probability of precipitation	67	67	76	76
1 day from now	84	83	86	87
3 days from now	65	66	75	74
7 days from now	44	44	60	59

National Weather Service - Overall
2011
Attribute Table - Times contact NWS staff

	0 times	1-10 times	11-25 times	More than 25 times
	Scores			
Sample Size	19,535	1,436	109	182
Amount of precip forecasts	66	65	73	77
Less than 1 day from now	80	79	83	87
1 day from now	65	65	73	77
3 days from now	46	47	61	63
Support Services	--	89	91	95
Accessibility	--	88	90	94
Responsiveness	--	87	89	94
Knowledge	--	93	93	96
Professionalism	--	93	92	95
Assist interpret weather info	--	--	--	--
Resolving a complaint	--	82	86	93
User Support Services	--	--	--	--
Accessibility	--	--	--	--
Responsiveness	--	--	--	--
Knowledge	--	--	--	--
Professionalism	--	--	--	--
Assist interpret weather info	--	--	--	--
Resolving a complaint	--	--	--	--
Customer Support Services	--	89	91	95
Accessibility	--	88	90	94
Responsiveness	--	87	89	94
Knowledge	--	93	93	96
Professionalism	--	93	92	95
Resolving a complaint	--	82	86	93
NWS Forecaster	--	87	86	89
Clarification of weather info	--	89	88	91
Forecaster uncertainty	--	84	85	87
Dissemination Services	87	86	88	91
Reliability of satellite data	88	88	87	91
Reliability of radar data	87	84	85	90
Ease of locating information	83	83	87	90
Information is up-to-date	88	86	89	90
Ease of understanding info	88	88	89	92
Ease locating data on servers	75	78	84	85
Ease of req add data to server	74	77	84	86
Ease of providing input	74	79	84	88
Annual Weather Awareness Weeks	80	82	84	87
Sat with Annual WA Weeks	80	82	84	87
Satisfaction	84	84	87	89
Overall Satisfaction	89	88	90	92
Meets expectations	80	81	86	85
Compared to ideal	82	82	85	88

National Weather Service - Overall
2011
Attribute Table - Times contact NWS staff

	0 times	1-10 times	11-25 times	More than 25 times
	Scores			
Sample Size	19,535	1,436	109	182
Likelihood take action	92	92	93	92
Likelihood take action on info	92	92	93	92
Likelihood to use in future	96	96	95	95
Likelihood use NWS in future	96	96	95	95
Likelihood to recommend	94	94	94	95
Likelihood to recommend	94	94	94	95
CPC products	82	83	87	89
Clarity	82	82	87	90
Presentation	81	83	87	90
Provided information	83	84	88	89
Likelihood to make a decision about CPC products	73	73	82	86
Likelihood to make decision CPC products	73	73	82	86
Extended Range products	83	82	85	91
Clarity	82	81	85	92
Presentation	82	82	86	91
Provided information	83	82	83	90
Long Range products	81	81	86	80
Clarity	80	80	85	78
Presentation	81	82	86	82
Provided information	82	82	86	79
Hazards products	84	83	85	92
Clarity	84	83	85	92
Presentation	83	84	87	92
Provided information	84	83	83	92
ENSO products	81	81	84	89
Clarity	82	81	82	90
Presentation	82	83	87	89
Provided information	80	80	82	89
NWS Local Climate Data Products	79	79	78	87
Easy to understand	80	82	81	92
Easy to use	78	79	73	85
Eye-appealing	72	76	73	79
Clarity	80	80	76	90
Timeliness	82	83	84	89
Usefulness	82	82	83	87
Organization of information	78	79	81	85
Location selection	77	76	77	78
Variable selection	79	79	81	84
Length of data record	79	78	83	92
Meets my needs	81	81	81	90

National Weather Service - Overall
2011
Attribute Table - Times contact NWS staff

	0 times	1-10 times	11-25 times	More than 25 times
	Scores			
Sample Size	19,535	1,436	109	182
NOWData	80	80	81	88
Easy to understand	82	80	78	90
Easy to use	80	78	78	84
Eye-appealing	76	77	76	88
Clarity	81	81	80	90
Timeliness	84	83	85	88
Usefulness	82	81	86	90
Organization of information	79	80	85	90
Location selection	78	78	76	79
Variable selection	80	80	81	89
Length of data record	81	80	82	87
Meets my needs	82	80	85	90
Likelihood to make a change based on products	66	65	76	81
Likelihood to make a change based on products	66	65	76	81
Local 3-Month Temp outlook graphic	79	79	80	85
Easy to understand	81	79	80	86
Easy to use	80	79	77	85
Eye-appealing	76	77	78	85
Clarity	80	78	78	87
Timeliness	82	82	82	88
Usefulness	77	77	82	84
Organization of information	80	80	80	88
Location selection	79	77	76	78
Variable selection	79	80	81	86
Length of data record	81	81	79	84
Meets my needs	79	76	82	85
Graphic 2 Content and Characteristics	80	80	77	90
Easy to understand	80	80	72	90
Easy to use	79	80	71	92
Eye-appealing	77	79	79	88
Clarity	79	80	75	89
Timeliness	83	83	82	91
Usefulness	80	80	80	91
Organization of information	80	80	78	91
Location selection	79	79	75	90
Variable selection	80	81	83	92
Length of data record	82	83	81	92
Meets my needs	80	79	78	93

National Weather Service - Overall
2011
Attribute Table - Times contact NWS staff

	0 times	1-10 times	11-25 times	More than 25 times
	Scores			
Sample Size	19,535	1,436	109	182
Graphic 3 Content and Characteristics	77	78	79	91
Easy to understand	76	77	75	90
Easy to use	76	78	75	90
Eye-appealing	77	80	83	91
Clarity	76	77	77	90
Timeliness	82	83	84	90
Usefulness	77	78	80	88
Organization of information	77	79	79	92
Location selection	78	79	78	89
Variable selection	79	82	80	91
Length of data record	81	83	82	92
Meets my needs	77	78	77	91
Fire Weather staff	85	92	91	100
Availability	84	92	91	100
Knowledge	87	92	89	100
Timeliness of responses	84	93	89	100
Helpfulness of information	86	93	96	100
Importance of decision support info	85	87	94	100
Importance of decision support info	85	87	94	100
Fire Weather Planning Forecast	85	85	91	94
Helpfulness of information	86	88	94	100
Timeliness of information	86	88	89	100
Format is easy to understand	80	80	87	80
Degree to which it meets my needs	84	83	91	91
NWS fire weather point forecast	75	72	76	82
Helpfulness of information	78	74	72	80
Timeliness of information	83	84	87	100
Format is easy to understand	66	61	70	58
Degree to which it meets my needs	74	77	72	82
Site-Specific (spot) forecasts	80	83	77	57
Helpfulness of information	82	85	78	50
Timeliness of information	82	86	81	75
Format is easy to understand	78	79	70	50
Degree to which it meets my needs	77	81	78	50
Fire Weather Activity Planner	87	87	87	100
Helpfulness of information	87	86	84	100
Timeliness of information	88	90	89	100
Format is easy to understand	87	88	87	100
Degree to which it meets my needs	87	84	87	100

National Weather Service - Overall
2011
Attribute Table - Times contact NWS staff

	0 times	1-10 times	11-25 times	More than 25 times
	Scores			
Sample Size	19,535	1,436	109	182
Storm Prediction Center Outlooks	86	90	91	100
Helpfulness of information	86	91	91	100
Timeliness of information	86	91	91	100
Format is easy to understand	85	90	93	100
Degree to which it meets my needs	86	89	89	100
Fire Weather Watch	87	89	94	96
The usefulness of the watch information	88	89	93	93
The amount of time you had to act	86	88	93	93
How clearly the watch information described conditions	87	89	96	100
Red Flag Warning	88	89	94	95
The usefulness of the warning information	89	88	93	87
The amount of time you had to act	87	89	94	100
How clearly the warning info described conditions to expect	88	89	94	100
Flood Watches	88	88	91	94
Ease of understanding	88	86	89	94
Usefulness	89	89	92	93
Flash Flood Watches	88	86	90	93
Ease of understanding	87	85	88	93
Usefulness	88	87	91	93
Flood Warnings	88	87	90	90
Ease of understanding	88	85	87	89
Usefulness	89	89	93	90
Flash Flood Warnings	88	86	90	95
Ease of understanding	87	85	87	94
Usefulness	89	87	93	96
Flood Advisories	87	83	92	90
Ease of understanding	86	82	92	89
Usefulness	87	84	91	90
Hydrologic Statements	86	84	92	88
Ease of understanding	85	83	94	87
Usefulness	86	85	90	89
Short-term Hydrologic Outlooks	86	84	93	90
Ease of understanding	85	83	94	90
Usefulness	87	85	91	90
Long-term Hydrologic Outlooks	84	82	92	87
Ease of understanding	83	81	94	86
Usefulness	85	84	90	87
River and Lake Forecast Products	86	86	93	93
Ease of understanding	85	85	94	93
Usefulness	88	87	92	93
Hydrometeorological Data Products and Summaries	84	85	91	87
Ease of understanding	83	85	91	87
Usefulness	85	85	91	87

National Weather Service - Overall
2011
Attribute Table - Times contact NWS staff

	0 times	1-10 times	11-25 times	More than 25 times
	Scores			
Sample Size	19,535	1,436	109	182
Flood warning vs. flash flood	89	91	89	86
Flood warning vs. flash flood	89	91	89	86
AHPS web pages	78	79	88	89
AHPS web pages	78	79	88	89
Usefulness of map overlay	78	82	85	80
Flood Watches	86	88	90	78
Flood Warnings	88	90	92	98
Radar	83	87	96	78
Satellite	75	78	83	60
Observed precipitation	86	88	90	93
Forecast precipitation	87	89	89	93
Snow depth	77	82	81	71
Snow water equivalent	75	80	81	73
River ice	69	73	71	67
Soil moisture	70	77	88	91
Evapotranspiration	59	64	72	53
Water quality	63	66	79	39
Runoff	77	79	89	91
Groundwater	69	72	71	82
Flash flood guidance	83	84	90	87
Drought conditions	70	74	75	73
Ability to display maximum stage/flow forecasts	82	85	88	84
Ability to display the maximum stage/flow forecasts	82	85	88	84
Usefulness of hydrograph overlay statistics	73	76	80	73
Record low flow, stage, or pool for a specified period of record	73	75	74	61
Normal daily flow, stage, or pool for a specified period of record	81	82	86	72
Seven-day minimum flow with a recurrence interval of 10 years	68	71	76	67
The discharge exceeded 10 percent of time for a designated period	69	75	71	81
The discharge exceeded 25 percent of time for a designated period	70	74	85	78
The discharge exceeded 75 percent of time for a designated period	71	75	85	75
The discharge exceeded 90 percent of time for a designated period	73	76	83	72
Usefulness of information	86	88	92	100
Usefulness of this information	86	88	92	100
Single web portal for water information	87	86	86	91
Single web portal for water information	87	86	86	91
Familiarity with NOAA Tsunami Products	75	79	100	100
Tsunami Warning	78	80	100	100
Tsunami Advisory	73	78	100	100
Tsunami Watch	75	79	100	100
Tsunami Information Statement	71	79	100	100
NOAA Tsunami information	82	81	100	69
Understanding tsunami products	82	79	100	48
Usefulness of tsunami products	82	82	100	78
Improvements over last five years	84	85	100	78
Overall quality of tsunami products and services	81	78	100	70

National Weather Service - Overall
2011
Attribute Table - NWS web primary source

	Web primary source	Not primary source
	Scores	
Sample Size	29,664	2,907
Hazardous Services	87	84
Tornado Warnings	86	82
Severe Thunderstorm Warnings	87	83
Winter Storm Warnings	86	82
Hurricane Warnings	89	85
Flash Flood Warnings	87	83
River Flood Warnings	88	84
High Surf Warnings	89	82
Tsunami Warnings	87	81
Extreme Cold Warnings	90	87
Extreme Heat Warnings	90	87
Tornado Warnings	86	82
Ease of Understanding	89	85
Timeliness	86	82
Accuracy	82	78
Severe Thunderstorm Warnings	87	83
Ease of Understanding	90	86
Timeliness	87	83
Accuracy	84	80
Winter Storm Warnings	86	82
Ease of Understanding	89	85
Timeliness	87	83
Accuracy	80	76
Hurricane Warnings	90	85
Ease of Understanding	91	87
Timeliness	91	87
Accuracy	86	82
Flash Flood Warnings	87	83
Ease of Understanding	89	85
Timeliness	87	83
Accuracy	84	80
River Flood Warnings	88	84
Ease of Understanding	89	85
Timeliness	89	84
Accuracy	87	83
High Surf Warnings	89	82
Ease of Understanding	90	83
Timeliness	89	82
Accuracy	88	80

National Weather Service - Overall
2011
Attribute Table - NWS web primary source

	Web primary source	Not primary source
	Scores	
Sample Size	29,664	2,907
Tsunami Warnings	87	81
Ease of Understanding	88	83
Timeliness	88	81
Accuracy	83	75
Extreme Cold Warnings	90	87
Ease of Understanding	91	88
Timeliness	90	87
Accuracy	89	85
Extreme Heat Warnings	90	87
Ease of Understanding	91	88
Timeliness	91	87
Accuracy	90	86
Routine Climate, Water, Weather Services	89	84
Max/min temperature forecasts	92	89
Chance of Precip forecast	88	83
Cloud Cover forecasts	88	84
Wind forecasts	90	86
Dew Point forecasts	90	87
River Heights-Flow forecasts	89	85
UV Index forecasts	90	88
Air Quality forecasts	89	86
Wave Height forecasts	89	84
1 to 4-Week National Outlooks	87	82
3-Month National Outlooks	86	80
El Niño-La Niña Outlooks	85	79
3-Month Drought Outlooks	87	83
3-Month Local Temp Outlooks	87	81
Climate Hazard Assessments	88	83
Max/min temperature forecasts	92	89
Meets my needs	91	87
Ease of Understanding	93	90
Chance of Precip forecast	88	83
Meets my needs	86	81
Ease of Understanding	89	85
Cloud Cover forecasts	88	84
Meets my needs	88	83
Ease of Understanding	89	86
Wind forecasts	90	86
Meets my needs	89	85
Ease of Understanding	90	87
Dew Point forecasts	90	87
Meets my needs	90	86
Ease of Understanding	90	87

National Weather Service - Overall
2011
Attribute Table - NWS web primary source

	Web primary source	Not primary source
	Scores	
Sample Size	29,664	2,907
River Heights-Flow forecasts	89	85
Meets my needs	90	85
Ease of Understanding	89	85
UV Index forecasts	90	88
Meets my needs	91	88
Ease of Understanding	90	88
Air Quality forecasts	89	86
Meets my needs	89	86
Ease of Understanding	89	86
Wave Height forecasts	89	84
Meets my needs	88	83
Ease of Understanding	89	85
1 to 4-Week National Outlooks	87	82
Meets my needs	87	81
Ease of Understanding	88	84
3-Month National Outlooks	86	80
Meets my needs	85	78
Ease of Understanding	86	81
El Niño-La Niña Outlooks	85	79
Meets my needs	85	80
Ease of Understanding	84	79
3-Month Drought Outlooks	87	83
Meets my needs	87	82
Ease of Understanding	88	84
3-Month Local Temp Outlooks	87	81
Meets my needs	86	79
Ease of Understanding	88	82
Climate Hazard Assessments	88	83
Meets my needs	88	83
Ease of Understanding	88	83
Routine Climate, Water, Weather Forecasts	72	69
Max/min temperature forecasts	78	74
Probability of precipitation	69	66
Amount of precip forecasts	67	63
Max/min temperature forecasts	77	73
1 day from now	90	86
3 days from now	75	71
7 days from now	54	51
Probability of precipitation	68	65
1 day from now	84	80
3 days from now	66	62
7 days from now	45	43

National Weather Service - Overall
2011
Attribute Table - NWS web primary source

	Web primary source	Not primary source
	Scores	
Sample Size	29,664	2,907
Amount of precip forecasts	66	63
Less than 1 day from now	80	76
1 day from now	65	61
3 days from now	47	45
Support Services	90	83
Accessibility	88	82
Responsiveness	88	82
Knowledge	93	86
Professionalism	93	87
Assist interpret weather info	90	81
Resolving a complaint	86	73
User Support Services	90	82
Accessibility	88	81
Responsiveness	88	80
Knowledge	92	84
Professionalism	93	86
Assist interpret weather info	90	81
Resolving a complaint	87	71
Customer Support Services	90	85
Accessibility	89	84
Responsiveness	88	84
Knowledge	93	90
Professionalism	94	89
Resolving a complaint	85	75
NWS Forecaster	87	80
Clarification of weather info	89	82
Forecaster uncertainty	85	76
Dissemination Services	87	81
Reliability of satellite data	88	83
Reliability of radar data	86	82
Ease of locating information	84	77
Information is up-to-date	88	82
Ease of understanding info	88	83
Ease locating data on servers	79	64
Ease of req add data to server	78	60
Ease of providing input	78	63
Annual Weather Awareness Weeks	81	77
Sat with Annual WA Weeks	81	77
Satisfaction	85	77
Overall Satisfaction	89	82
Meets expectations	80	73
Compared to ideal	82	74

National Weather Service - Overall
2011
Attribute Table - NWS web primary source

	Web primary source	Not primary source
	Scores	
Sample Size	29,664	2,907
Likelihood take action	92	87
Likelihood take action on info	92	87
Likelihood to use in future	97	89
Likelihood use NWS in future	97	89
Likelihood to recommend	94	85
Likelihood to recommend	94	85
CPC products	82	79
Clarity	82	78
Presentation	82	78
Provided information	83	79
Likelihood to make a decision about CPC products	75	71
Likelihood to make decision CPC products	75	71
Extended Range products	82	78
Clarity	83	78
Presentation	82	79
Provided information	82	79
Long Range products	81	77
Clarity	80	77
Presentation	81	76
Provided information	82	78
Hazards products	83	80
Clarity	84	80
Presentation	83	80
Provided information	83	80
ENSO products	81	77
Clarity	82	77
Presentation	82	78
Provided information	80	75
NWS Local Climate Data Products	79	75
Easy to understand	81	76
Easy to use	78	73
Eye-appealing	73	69
Clarity	80	78
Timeliness	82	79
Usefulness	82	78
Organization of information	79	75
Location selection	77	73
Variable selection	79	75
Length of data record	79	76
Meets my needs	81	75

National Weather Service - Overall
2011
Attribute Table - NWS web primary source

	Web primary source	Not primary source
	Scores	
Sample Size	29,664	2,907
NOWData	80	75
Easy to understand	81	77
Easy to use	80	74
Eye-appealing	76	70
Clarity	81	76
Timeliness	83	78
Usefulness	82	78
Organization of information	80	75
Location selection	78	72
Variable selection	80	75
Length of data record	81	75
Meets my needs	82	75
Likelihood to make a change based on products	69	63
Likelihood to make a change based on products	69	63
Local 3-Month Temp outlook graphic	79	76
Easy to understand	81	77
Easy to use	80	76
Eye-appealing	78	74
Clarity	80	77
Timeliness	82	79
Usefulness	78	75
Organization of information	80	76
Location selection	78	74
Variable selection	79	76
Length of data record	81	76
Meets my needs	79	75
Graphic 2 Content and Characteristics	80	76
Easy to understand	80	76
Easy to use	80	76
Eye-appealing	79	74
Clarity	80	76
Timeliness	83	80
Usefulness	80	77
Organization of information	81	77
Location selection	79	76
Variable selection	81	77
Length of data record	82	79
Meets my needs	80	76

National Weather Service - Overall
2011
Attribute Table - NWS web primary source

	Web primary source	Not primary source
	Scores	
Sample Size	29,664	2,907
Graphic 3 Content and Characteristics	78	75
Easy to understand	77	74
Easy to use	78	75
Eye-appealing	79	75
Clarity	77	74
Timeliness	82	78
Usefulness	78	75
Organization of information	79	76
Location selection	78	74
Variable selection	80	76
Length of data record	82	77
Meets my needs	78	74
Fire Weather staff	88	88
Availability	87	88
Knowledge	89	87
Timeliness of responses	88	87
Helpfulness of information	89	88
Importance of decision support info	88	84
Importance of decision support info	88	84
Fire Weather Planning Forecast	86	81
Helpfulness of information	88	82
Timeliness of information	87	84
Format is easy to understand	81	78
Degree to which it meets my needs	86	79
NWS fire weather point forecast	77	67
Helpfulness of information	79	69
Timeliness of information	84	74
Format is easy to understand	68	57
Degree to which it meets my needs	77	65
Site-Specific (spot) forecasts	84	77
Helpfulness of information	85	80
Timeliness of information	85	79
Format is easy to understand	81	74
Degree to which it meets my needs	83	74
Fire Weather Activity Planner	87	83
Helpfulness of information	87	84
Timeliness of information	88	83
Format is easy to understand	88	82
Degree to which it meets my needs	87	81

National Weather Service - Overall
2011
Attribute Table - NWS web primary source

	Web primary source	Not primary source
	Scores	
Sample Size	29,664	2,907
Storm Prediction Center Outlooks	87	85
Helpfulness of information	87	86
Timeliness of information	88	86
Format is easy to understand	86	86
Degree to which it meets my needs	86	84
Fire Weather Watch	88	85
The usefulness of the watch information	89	86
The amount of time you had to act	87	83
How clearly the watch information described conditions	88	84
Red Flag Warning	90	89
The usefulness of the warning information	90	89
The amount of time you had to act	89	89
How clearly the warning info described conditions to expect	89	89
Flood Watches	89	85
Ease of understanding	88	84
Usefulness	89	86
Flash Flood Watches	89	85
Ease of understanding	88	83
Usefulness	89	87
Flood Warnings	89	84
Ease of understanding	88	82
Usefulness	89	86
Flash Flood Warnings	89	85
Ease of understanding	88	84
Usefulness	89	86
Flood Advisories	87	83
Ease of understanding	86	81
Usefulness	88	84
Hydrologic Statements	86	83
Ease of understanding	85	82
Usefulness	86	85
Short-term Hydrologic Outlooks	86	84
Ease of understanding	86	83
Usefulness	87	85
Long-term Hydrologic Outlooks	84	80
Ease of understanding	83	79
Usefulness	85	80
River and Lake Forecast Products	86	83
Ease of understanding	85	82
Usefulness	87	84
Hydrometeorological Data Products and Summaries	85	81
Ease of understanding	84	81
Usefulness	85	81

National Weather Service - Overall
2011
Attribute Table - NWS web primary source

	Web primary source	Not primary source
	Scores	
Sample Size	29,664	2,907
Flood warning vs. flash flood	90	87
Flood warning vs. flash flood	90	87
AHPS web pages	80	78
AHPS web pages	80	78
Usefulness of map overlay	80	76
Flood Watches	87	83
Flood Warnings	90	86
Radar	86	83
Satellite	78	73
Observed precipitation	87	83
Forecast precipitation	88	84
Snow depth	80	74
Snow water equivalent	78	73
River ice	71	68
Soil moisture	74	70
Evapotranspiration	63	54
Water quality	64	57
Runoff	79	76
Groundwater	71	66
Flash flood guidance	83	81
Drought conditions	73	66
Ability to display maximum stage/flow forecasts	85	80
Ability to display the maximum stage/flow forecasts	85	80
Usefulness of hydrograph overlay statistics	74	71
Record low flow, stage, or pool for a specified period of record	74	73
Normal daily flow, stage, or pool for a specified period of record	82	80
Seven-day minimum flow with a recurrence interval of 10 years	69	66
The discharge exceeded 10 percent of time for a designated period	71	65
The discharge exceeded 25 percent of time for a designated period	72	67
The discharge exceeded 75 percent of time for a designated period	74	69
The discharge exceeded 90 percent of time for a designated period	76	70
Usefulness of information	89	86
Usefulness of this information	89	86
Single web portal for water information	88	83
Single web portal for water information	88	83
Familiarity with NOAA Tsunami Products	80	82
Tsunami Warning	83	83
Tsunami Advisory	78	81
Tsunami Watch	80	81
Tsunami Information Statement	77	80
NOAA Tsunami information	83	76
Understanding tsunami products	83	72
Usefulness of tsunami products	84	76
Improvements over last five years	85	78
Overall quality of tsunami products and services	82	75

National Weather Service - Overall
2011
Attribute Table - Preferred weather info sources

	Paper	Refrigerator magnets, key chains, and pens	DVDs	List of Internet Links	Other
	Scores				
Sample Size	15,707	12,530	8,097	22,412	2,240
Hazardous Services	88	88	87	87	85
Tornado Warnings	86	86	86	86	84
Severe Thunderstorm Warnings	87	87	87	87	85
Winter Storm Warnings	86	86	86	86	84
Hurricane Warnings	90	90	89	89	87
Flash Flood Warnings	87	87	87	87	84
River Flood Warnings	89	88	88	88	86
High Surf Warnings	89	89	89	89	86
Tsunami Warnings	87	87	87	86	85
Extreme Cold Warnings	90	91	90	90	89
Extreme Heat Warnings	91	91	91	90	89
Tornado Warnings	86	86	86	86	84
Ease of Understanding	89	89	90	89	87
Timeliness	86	87	86	86	84
Accuracy	82	83	82	82	80
Severe Thunderstorm Warnings	87	87	87	87	85
Ease of Understanding	90	90	90	90	88
Timeliness	87	87	87	87	85
Accuracy	84	85	84	84	82
Winter Storm Warnings	86	86	86	86	84
Ease of Understanding	90	89	89	89	87
Timeliness	88	87	87	87	86
Accuracy	80	81	80	80	78
Hurricane Warnings	90	90	90	89	87
Ease of Understanding	91	91	91	91	88
Timeliness	91	91	91	90	89
Accuracy	86	87	86	86	83
Flash Flood Warnings	87	87	87	87	84
Ease of Understanding	89	89	89	89	86
Timeliness	87	87	87	87	85
Accuracy	85	85	85	84	81
River Flood Warnings	89	88	88	88	86
Ease of Understanding	89	89	89	89	86
Timeliness	89	89	88	89	87
Accuracy	88	88	87	87	85
High Surf Warnings	89	89	89	89	86
Ease of Understanding	90	90	90	90	87
Timeliness	89	89	89	89	86
Accuracy	88	89	88	88	84

National Weather Service - Overall
2011
Attribute Table - Preferred weather info sources

	Paper	Refrigerator magnets, key chains, and pens	DVDs	List of Internet Links	Other
	Scores				
Sample Size	15,707	12,530	8,097	22,412	2,240
Tsunami Warnings	87	87	87	86	85
Ease of Understanding	89	89	88	88	87
Timeliness	88	88	87	87	85
Accuracy	83	84	83	82	81
Extreme Cold Warnings	90	91	90	90	89
Ease of Understanding	92	91	91	91	90
Timeliness	91	91	91	90	89
Accuracy	89	90	89	89	87
Extreme Heat Warnings	91	91	91	90	89
Ease of Understanding	92	92	92	91	90
Timeliness	91	91	91	91	89
Accuracy	90	90	90	89	88
Routine Climate, Water, Weather Services	89	89	89	88	86
Max/min temperature forecasts	92	92	92	92	91
Chance of Precip forecast	88	88	88	87	85
Cloud Cover forecasts	88	89	89	88	87
Wind forecasts	90	90	90	90	87
Dew Point forecasts	90	90	91	90	87
River Heights-Flow forecasts	89	89	89	89	87
UV Index forecasts	90	91	91	91	88
Air Quality forecasts	89	89	89	89	84
Wave Height forecasts	89	89	89	88	86
1 to 4-Week National Outlooks	87	88	88	87	86
3-Month National Outlooks	86	87	87	85	84
El Niño-La Niña Outlooks	85	85	85	84	82
3-Month Drought Outlooks	88	88	88	87	86
3-Month Local Temp Outlooks	87	87	87	86	85
Climate Hazard Assessments	88	88	88	88	85
Max/min temperature forecasts	93	92	92	92	91
Meets my needs	92	92	91	91	89
Ease of Understanding	93	93	93	93	92
Chance of Precip forecast	88	88	88	88	85
Meets my needs	86	87	86	86	83
Ease of Understanding	89	89	89	89	87
Cloud Cover forecasts	88	89	89	88	87
Meets my needs	88	88	88	87	86
Ease of Understanding	89	89	89	89	88
Wind forecasts	90	90	90	90	87
Meets my needs	89	90	90	89	87
Ease of Understanding	90	90	91	90	88
Dew Point forecasts	90	90	91	90	87
Meets my needs	90	90	90	90	87
Ease of Understanding	90	90	91	90	88

National Weather Service - Overall
2011
Attribute Table - Preferred weather info sources

	Paper	Refrigerator magnets, key chains, and pens	DVDs	List of Internet Links	Other
	Scores				
Sample Size	15,707	12,530	8,097	22,412	2,240
River Heights-Flow forecasts	89	89	89	89	87
Meets my needs	90	89	89	89	87
Ease of Understanding	89	89	89	89	86
UV Index forecasts	90	91	91	91	88
Meets my needs	91	91	91	91	89
Ease of Understanding	90	90	91	90	88
Air Quality forecasts	89	89	89	89	84
Meets my needs	89	89	90	89	84
Ease of Understanding	89	89	89	89	85
Wave Height forecasts	89	89	89	89	86
Meets my needs	88	88	89	88	85
Ease of Understanding	89	89	90	89	86
1 to 4-Week National Outlooks	88	88	88	87	86
Meets my needs	87	88	87	86	85
Ease of Understanding	88	89	89	88	87
3-Month National Outlooks	86	87	87	85	84
Meets my needs	86	86	86	85	83
Ease of Understanding	87	87	87	86	85
El Niño-La Niña Outlooks	85	85	85	84	82
Meets my needs	86	86	86	85	83
Ease of Understanding	84	84	85	84	81
3-Month Drought Outlooks	88	88	88	87	86
Meets my needs	87	88	87	86	85
Ease of Understanding	88	88	88	87	87
3-Month Local Temp Outlooks	87	87	87	86	85
Meets my needs	86	87	86	85	84
Ease of Understanding	87	88	88	87	86
Climate Hazard Assessments	88	88	88	88	85
Meets my needs	88	88	88	88	84
Ease of Understanding	88	88	88	88	86
Routine Climate, Water, Weather Forecasts	73	73	74	72	69
Max/min temperature forecasts	78	79	79	78	75
Probability of precipitation	70	71	71	69	66
Amount of precip forecasts	68	69	69	67	63
Max/min temperature forecasts	77	78	78	77	74
1 day from now	90	91	91	90	88
3 days from now	76	76	76	75	72
7 days from now	54	55	56	54	50
Probability of precipitation	68	69	70	68	65
1 day from now	85	85	85	84	82
3 days from now	67	67	68	66	62
7 days from now	46	47	48	45	41

National Weather Service - Overall
2011
Attribute Table - Preferred weather info sources

	Paper	Refrigerator magnets, key chains, and pens	DVDs	List of Internet Links	Other
	Scores				
Sample Size	15,707	12,530	8,097	22,412	2,240
Amount of precip forecasts	67	68	68	66	62
Less than 1 day from now	81	82	81	80	77
1 day from now	66	67	67	65	61
3 days from now	48	49	50	48	42
Support Services	91	90	90	90	86
Accessibility	88	89	88	88	84
Responsiveness	89	88	88	88	85
Knowledge	93	93	93	92	90
Professionalism	94	93	93	93	91
Assist interpret weather info	91	90	90	90	87
Resolving a complaint	86	86	86	86	80
User Support Services	91	91	90	90	87
Accessibility	88	89	88	87	86
Responsiveness	89	89	88	88	85
Knowledge	93	92	92	91	89
Professionalism	94	93	93	93	90
Assist interpret weather info	91	90	90	90	87
Resolving a complaint	88	88	87	86	81
Customer Support Services	90	90	91	90	85
Accessibility	89	89	89	89	82
Responsiveness	88	88	88	88	85
Knowledge	94	93	94	93	91
Professionalism	94	93	93	93	92
Resolving a complaint	84	84	85	85	79
NWS Forecaster	88	88	88	87	83
Clarification of weather info	89	89	90	88	85
Forecaster uncertainty	85	86	85	84	80
Dissemination Services	87	87	87	86	83
Reliability of satellite data	88	88	88	88	85
Reliability of radar data	86	86	86	86	83
Ease of locating information	83	84	84	83	78
Information is up-to-date	88	88	87	87	85
Ease of understanding info	88	88	89	88	85
Ease locating data on servers	78	79	78	77	69
Ease of req add data to server	77	78	78	76	66
Ease of providing input	78	78	78	76	68
Annual Weather Awareness Weeks	81	82	82	81	74
Sat with Annual WA Weeks	81	82	82	81	74
Satisfaction	85	85	85	84	81
Overall Satisfaction	89	89	89	88	86
Meets expectations	81	81	81	80	77
Compared to ideal	83	82	82	82	78

National Weather Service - Overall
2011
Attribute Table - Preferred weather info sources

	Paper	Refrigerator magnets, key chains, and pens	DVDs	List of Internet Links	Other
	Scores				
Sample Size	15,707	12,530	8,097	22,412	2,240
Likelihood take action	92	92	92	92	91
Likelihood take action on info	92	92	92	92	91
Likelihood to use in future	97	97	96	96	96
Likelihood use NWS in future	97	97	96	96	96
Likelihood to recommend	95	95	94	94	92
Likelihood to recommend	95	95	94	94	92
CPC products	83	83	83	82	78
Clarity	82	82	82	82	77
Presentation	82	83	83	82	77
Provided information	84	84	84	83	80
Likelihood to make a decision about CPC products	76	77	77	75	75
Likelihood to make decision CPC products	76	77	77	75	75
Extended Range products	83	84	83	82	79
Clarity	83	83	83	82	79
Presentation	83	83	83	82	79
Provided information	83	84	83	82	80
Long Range products	82	83	82	81	78
Clarity	81	82	81	80	77
Presentation	82	83	82	81	78
Provided information	83	83	83	82	79
Hazards products	84	84	84	84	80
Clarity	85	85	84	84	80
Presentation	84	84	84	84	80
Provided information	84	85	83	83	80
ENSO products	82	82	82	81	78
Clarity	82	82	82	81	78
Presentation	82	82	82	81	78
Provided information	81	81	80	80	77
NWS Local Climate Data Products	80	81	80	79	73
Easy to understand	82	82	81	81	76
Easy to use	79	80	79	78	73
Eye-appealing	74	75	74	73	66
Clarity	82	82	81	81	74
Timeliness	83	83	83	82	78
Usefulness	83	84	83	82	78
Organization of information	80	80	80	79	72
Location selection	77	79	77	77	70
Variable selection	80	81	79	79	76
Length of data record	80	82	79	79	77
Meets my needs	82	83	81	81	75

National Weather Service - Overall
2011
Attribute Table - Preferred weather info sources

	Paper	Refrigerator magnets, key chains, and pens	DVDs	List of Internet Links	Other
	Scores				
Sample Size	15,707	12,530	8,097	22,412	2,240
NOWData	81	81	80	80	75
Easy to understand	82	82	81	81	76
Easy to use	80	80	80	80	73
Eye-appealing	77	77	76	76	69
Clarity	82	82	81	81	76
Timeliness	83	84	82	83	79
Usefulness	83	84	83	82	78
Organization of information	80	81	80	80	75
Location selection	78	79	78	78	74
Variable selection	81	81	79	80	76
Length of data record	82	82	81	81	77
Meets my needs	83	83	82	82	76
Likelihood to make a change based on products	70	71	72	70	69
Likelihood to make a change based on products	70	71	72	70	69
Local 3-Month Temp outlook graphic	80	80	80	79	73
Easy to understand	81	81	81	81	75
Easy to use	81	81	81	80	73
Eye-appealing	79	79	79	78	68
Clarity	81	81	81	80	74
Timeliness	83	83	83	82	78
Usefulness	79	80	80	79	71
Organization of information	81	81	81	80	74
Location selection	79	80	78	78	72
Variable selection	80	81	80	79	74
Length of data record	81	82	81	81	77
Meets my needs	79	80	80	79	71
Graphic 2 Content and Characteristics	81	82	81	80	75
Easy to understand	81	82	81	81	74
Easy to use	81	81	81	80	74
Eye-appealing	80	80	80	79	71
Clarity	81	81	81	80	73
Timeliness	84	84	83	83	79
Usefulness	81	82	81	80	77
Organization of information	82	82	81	81	75
Location selection	80	81	80	79	74
Variable selection	82	82	81	81	76
Length of data record	83	84	82	82	79
Meets my needs	81	82	81	80	73

National Weather Service - Overall
2011
Attribute Table - Preferred weather info sources

	Paper	Refrigerator magnets, key chains, and pens	DVDs	List of Internet Links	Other
	Scores				
Sample Size	15,707	12,530	8,097	22,412	2,240
Graphic 3 Content and Characteristics	79	80	80	79	73
Easy to understand	77	78	78	78	71
Easy to use	78	79	79	78	72
Eye-appealing	80	80	80	79	72
Clarity	78	78	79	78	71
Timeliness	83	82	83	82	78
Usefulness	79	80	80	78	74
Organization of information	80	80	80	79	73
Location selection	80	80	79	79	74
Variable selection	81	81	80	80	75
Length of data record	82	82	82	82	79
Meets my needs	79	80	79	78	73
Fire Weather staff	88	89	89	88	85
Availability	86	88	88	86	82
Knowledge	90	91	91	89	88
Timeliness of responses	88	89	89	87	84
Helpfulness of information	89	90	90	88	86
Importance of decision support info	88	88	88	88	83
Importance of decision support info	88	88	88	88	83
Fire Weather Planning Forecast	87	86	86	85	84
Helpfulness of information	89	88	88	87	86
Timeliness of information	88	88	88	87	87
Format is easy to understand	82	81	79	82	79
Degree to which it meets my needs	87	86	86	85	83
NWS fire weather point forecast	77	76	77	76	74
Helpfulness of information	79	78	78	79	76
Timeliness of information	84	83	83	83	82
Format is easy to understand	69	69	69	68	64
Degree to which it meets my needs	77	77	77	76	75
Site-Specific (spot) forecasts	83	83	84	83	83
Helpfulness of information	85	85	85	84	83
Timeliness of information	85	85	85	84	84
Format is easy to understand	81	81	82	81	82
Degree to which it meets my needs	82	83	84	82	82
Fire Weather Activity Planner	87	88	87	87	85
Helpfulness of information	87	89	88	87	84
Timeliness of information	88	88	87	88	86
Format is easy to understand	87	88	87	87	85
Degree to which it meets my needs	86	88	87	87	84

National Weather Service - Overall
2011
Attribute Table - Preferred weather info sources

	Paper	Refrigerator magnets, key chains, and pens	DVDs	List of Internet Links	Other
	Scores				
Sample Size	15,707	12,530	8,097	22,412	2,240
Storm Prediction Center Outlooks	87	88	87	87	85
Helpfulness of information	88	88	88	87	86
Timeliness of information	88	89	89	87	86
Format is easy to understand	87	88	87	87	83
Degree to which it meets my needs	86	87	87	86	85
Fire Weather Watch	88	88	87	87	87
The usefulness of the watch information	89	89	89	88	88
The amount of time you had to act	87	87	87	86	85
How clearly the watch information described conditions	88	88	87	87	87
Red Flag Warning	90	90	90	89	89
The usefulness of the warning information	90	91	91	90	89
The amount of time you had to act	89	89	89	88	88
How clearly the warning info described conditions to expect	90	90	89	89	90
Flood Watches	89	89	89	89	86
Ease of understanding	88	88	88	88	85
Usefulness	90	89	90	89	88
Flash Flood Watches	89	89	89	89	87
Ease of understanding	88	88	88	88	86
Usefulness	89	89	90	89	88
Flood Warnings	89	88	89	89	86
Ease of understanding	88	88	87	88	85
Usefulness	90	89	90	90	87
Flash Flood Warnings	89	89	89	89	87
Ease of understanding	88	88	88	88	86
Usefulness	90	89	90	89	88
Flood Advisories	87	87	87	87	83
Ease of understanding	86	87	86	86	82
Usefulness	88	88	88	88	84
Hydrologic Statements	86	86	87	86	82
Ease of understanding	86	86	86	85	82
Usefulness	87	86	88	86	82
Short-term Hydrologic Outlooks	87	87	88	86	84
Ease of understanding	86	87	87	86	83
Usefulness	87	87	88	87	84
Long-term Hydrologic Outlooks	84	84	85	84	81
Ease of understanding	83	84	84	83	79
Usefulness	85	85	86	85	83
River and Lake Forecast Products	86	87	87	86	85
Ease of understanding	85	86	86	85	84
Usefulness	87	87	88	87	86
Hydrometeorological Data Products and Summaries	85	85	86	84	83
Ease of understanding	85	85	85	84	83
Usefulness	86	86	87	85	83

National Weather Service - Overall
2011
Attribute Table - Preferred weather info sources

	Paper	Refrigerator magnets, key chains, and pens	DVDs	List of Internet Links	Other
	Scores				
Sample Size	15,707	12,530	8,097	22,412	2,240
Flood warning vs. flash flood	91	92	92	90	90
Flood warning vs. flash flood	91	92	92	90	90
AHPS web pages	80	80	81	80	73
AHPS web pages	80	80	81	80	73
Usefulness of map overlay	81	81	82	81	80
Flood Watches	87	88	88	87	86
Flood Warnings	90	91	91	90	89
Radar	86	87	86	86	82
Satellite	78	79	80	79	74
Observed precipitation	87	88	89	88	86
Forecast precipitation	89	89	89	89	88
Snow depth	80	81	82	80	80
Snow water equivalent	77	78	80	78	78
River ice	72	73	73	72	69
Soil moisture	75	74	77	75	74
Evapotranspiration	63	64	67	63	64
Water quality	65	66	69	64	66
Runoff	80	80	81	79	79
Groundwater	72	72	75	71	72
Flash flood guidance	83	84	86	83	85
Drought conditions	73	75	76	74	74
Ability to display maximum stage/flow forecasts	86	86	87	85	83
Ability to display the maximum stage/flow forecasts	86	86	87	85	83
Usefulness of hydrograph overlay statistics	75	76	77	75	73
Record low flow, stage, or pool for a specified period of record	75	76	76	75	73
Normal daily flow, stage, or pool for a specified period of record	82	83	84	83	81
Seven-day minimum flow with a recurrence interval of 10 years	70	72	71	69	68
The discharge exceeded 10 percent of time for a designated period	73	72	73	71	70
The discharge exceeded 25 percent of time for a designated period	73	73	74	72	72
The discharge exceeded 75 percent of time for a designated period	75	75	77	74	75
The discharge exceeded 90 percent of time for a designated period	76	76	79	75	77
Usefulness of information	89	90	92	88	91
Usefulness of this information	89	90	92	88	91
Single web portal for water information	88	89	90	88	87
Single web portal for water information	88	89	90	88	87
Familiarity with NOAA Tsunami Products	82	80	80	79	74
Tsunami Warning	84	84	84	82	77
Tsunami Advisory	80	78	78	78	70
Tsunami Watch	83	82	81	80	75
Tsunami Information Statement	79	77	77	76	72
NOAA Tsunami information	85	83	85	83	82
Understanding tsunami products	84	82	84	83	81
Usefulness of tsunami products	85	83	86	83	82
Improvements over last five years	87	85	87	86	85
Overall quality of tsunami products and services	83	82	84	82	79

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Tornadoes	Severe Thunderstorms	Flash Floods
Sample Size	15,510	23,733	4,042
Hazardous Services	88	87	87
Tornado Warnings	86	86	85
Severe Thunderstorm Warnings	87	87	87
Winter Storm Warnings	86	86	85
Hurricane Warnings	90	89	89
Flash Flood Warnings	87	87	87
River Flood Warnings	88	88	88
High Surf Warnings	88	89	89
Tsunami Warnings	85	87	86
Extreme Cold Warnings	90	90	90
Extreme Heat Warnings	91	90	90
Tornado Warnings	86	86	85
Ease of Understanding	89	89	89
Timeliness	86	86	85
Accuracy	82	82	81
Severe Thunderstorm Warnings	87	87	87
Ease of Understanding	90	90	90
Timeliness	87	87	87
Accuracy	85	84	84
Winter Storm Warnings	86	86	86
Ease of Understanding	89	89	89
Timeliness	87	87	87
Accuracy	80	80	80
Hurricane Warnings	90	89	89
Ease of Understanding	91	91	91
Timeliness	91	91	91
Accuracy	86	86	86
Flash Flood Warnings	87	87	87
Ease of Understanding	89	89	89
Timeliness	87	87	87
Accuracy	85	84	85
River Flood Warnings	88	88	88
Ease of Understanding	89	89	89
Timeliness	89	88	88
Accuracy	88	87	87
High Surf Warnings	88	89	89
Ease of Understanding	88	89	90
Timeliness	88	89	89
Accuracy	87	88	87

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Tornadoes	Severe Thunderstorms	Flash Floods
Sample Size	15,510	23,733	4,042
Tsunami Warnings	86	87	87
Ease of Understanding	87	88	88
Timeliness	85	87	87
Accuracy	82	83	83
Extreme Cold Warnings	90	90	90
Ease of Understanding	91	91	91
Timeliness	90	90	90
Accuracy	89	89	89
Extreme Heat Warnings	91	90	90
Ease of Understanding	91	91	91
Timeliness	91	90	90
Accuracy	90	90	90
Routine Climate, Water, Weather Services	89	88	89
Max/min temperature forecasts	92	92	92
Chance of Precip forecast	88	87	87
Cloud Cover forecasts	89	88	88
Wind forecasts	90	90	89
Dew Point forecasts	90	90	90
River Heights-Flow forecasts	89	89	89
UV Index forecasts	91	90	91
Air Quality forecasts	89	89	89
Wave Height forecasts	88	89	90
1 to 4-Week National Outlooks	87	87	87
3-Month National Outlooks	86	86	85
El Niño-La Niña Outlooks	85	84	84
3-Month Drought Outlooks	87	87	87
3-Month Local Temp Outlooks	87	86	87
Climate Hazard Assessments	88	88	88
Max/min temperature forecasts	92	92	92
Meets my needs	92	91	91
Ease of Understanding	93	93	93
Chance of Precip forecast	88	87	87
Meets my needs	86	86	86
Ease of Understanding	89	89	88
Cloud Cover forecasts	89	88	89
Meets my needs	88	88	88
Ease of Understanding	90	89	89
Wind forecasts	90	90	90
Meets my needs	90	89	89
Ease of Understanding	91	90	90
Dew Point forecasts	90	90	90
Meets my needs	90	90	90
Ease of Understanding	90	90	90

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Tornadoes	Severe Thunderstorms	Flash Floods
Sample Size	15,510	23,733	4,042
River Heights-Flow forecasts	89	89	89
Meets my needs	89	89	89
Ease of Understanding	89	89	89
UV Index forecasts	91	90	91
Meets my needs	91	91	91
Ease of Understanding	91	90	91
Air Quality forecasts	89	89	89
Meets my needs	89	89	89
Ease of Understanding	89	89	89
Wave Height forecasts	88	89	90
Meets my needs	87	88	88
Ease of Understanding	88	89	91
1 to 4-Week National Outlooks	87	87	87
Meets my needs	86	86	86
Ease of Understanding	88	88	88
3-Month National Outlooks	86	86	85
Meets my needs	85	85	84
Ease of Understanding	86	86	86
El Niño-La Niña Outlooks	85	84	84
Meets my needs	86	85	85
Ease of Understanding	84	84	84
3-Month Drought Outlooks	87	87	87
Meets my needs	87	87	87
Ease of Understanding	88	87	88
3-Month Local Temp Outlooks	87	87	87
Meets my needs	86	86	86
Ease of Understanding	87	87	88
Climate Hazard Assessments	88	88	88
Meets my needs	88	88	88
Ease of Understanding	88	88	88
Routine Climate, Water, Weather Forecasts	72	72	73
Max/min temperature forecasts	78	78	78
Probability of precipitation	70	69	70
Amount of precip forecasts	67	66	67
Max/min temperature forecasts	77	77	77
1 day from now	90	90	90
3 days from now	76	75	76
7 days from now	55	53	55
Probability of precipitation	68	67	68
1 day from now	84	84	84
3 days from now	66	65	66
7 days from now	46	44	45

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Tornadoes	Severe Thunderstorms	Flash Floods
Sample Size	15,510	23,733	4,042
Amount of precip forecasts	66	66	66
Less than 1 day from now	80	80	80
1 day from now	65	65	66
3 days from now	48	47	48
Support Services	90	90	90
Accessibility	88	88	88
Responsiveness	87	88	88
Knowledge	92	92	93
Professionalism	93	93	93
Assist interpret weather info	89	89	90
Resolving a complaint	85	86	87
User Support Services	89	89	90
Accessibility	87	87	88
Responsiveness	87	87	88
Knowledge	91	91	92
Professionalism	92	92	93
Assist interpret weather info	89	89	90
Resolving a complaint	86	86	87
Customer Support Services	90	90	90
Accessibility	89	89	88
Responsiveness	88	88	88
Knowledge	93	94	94
Professionalism	93	94	93
Resolving a complaint	84	86	86
NWS Forecaster	87	87	87
Clarification of weather info	88	88	88
Forecaster uncertainty	84	84	84
Dissemination Services	86	86	86
Reliability of satellite data	87	87	87
Reliability of radar data	86	86	86
Ease of locating information	84	83	83
Information is up-to-date	87	87	87
Ease of understanding info	88	88	88
Ease locating data on servers	78	77	78
Ease of req add data to server	77	76	79
Ease of providing input	77	77	79
Annual Weather Awareness Weeks	81	81	82
Sat with Annual WA Weeks	81	81	82
Satisfaction	84	84	84
Overall Satisfaction	88	88	88
Meets expectations	80	80	80
Compared to ideal	82	82	82

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Tornadoes	Severe Thunderstorms	Flash Floods
Sample Size	15,510	23,733	4,042
Likelihood take action	92	92	92
Likelihood take action on info	92	92	92
Likelihood to use in future	96	96	96
Likelihood use NWS in future	96	96	96
Likelihood to recommend	94	94	94
Likelihood to recommend	94	94	94
CPC products	83	82	82
Clarity	82	82	82
Presentation	83	82	82
Provided information	84	83	83
Likelihood to make a decision about CPC products	76	75	75
Likelihood to make decision CPC products	76	75	75
Extended Range products	83	83	83
Clarity	83	82	83
Presentation	83	83	84
Provided information	83	83	83
Long Range products	83	81	81
Clarity	82	81	80
Presentation	83	81	81
Provided information	83	82	81
Hazards products	84	83	84
Clarity	85	84	84
Presentation	84	84	84
Provided information	84	83	83
ENSO products	82	81	81
Clarity	83	82	81
Presentation	83	82	82
Provided information	81	80	80
NWS Local Climate Data Products	81	79	80
Easy to understand	82	81	82
Easy to use	80	78	78
Eye-appealing	75	73	74
Clarity	82	80	82
Timeliness	83	82	83
Usefulness	83	82	85
Organization of information	80	79	80
Location selection	79	77	76
Variable selection	81	79	79
Length of data record	80	80	80
Meets my needs	82	81	81

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Tornadoes	Severe Thunderstorms	Flash Floods
Sample Size	15,510	23,733	4,042
NOWData	81	80	80
Easy to understand	82	81	82
Easy to use	81	79	80
Eye-appealing	77	76	75
Clarity	82	80	81
Timeliness	84	82	83
Usefulness	83	82	83
Organization of information	81	79	80
Location selection	79	78	76
Variable selection	81	80	80
Length of data record	82	81	80
Meets my needs	83	82	81
Likelihood to make a change based on products	70	68	70
Likelihood to make a change based on products	70	68	70
Local 3-Month Temp outlook graphic	80	79	79
Easy to understand	82	80	80
Easy to use	81	80	80
Eye-appealing	79	78	78
Clarity	81	80	81
Timeliness	83	82	82
Usefulness	79	78	79
Organization of information	81	80	80
Location selection	79	78	78
Variable selection	81	79	79
Length of data record	82	81	81
Meets my needs	80	79	80
Graphic 2 Content and Characteristics	81	80	80
Easy to understand	81	80	81
Easy to use	81	80	80
Eye-appealing	79	78	79
Clarity	81	80	81
Timeliness	83	82	84
Usefulness	81	80	80
Organization of information	81	81	81
Location selection	80	79	79
Variable selection	82	81	80
Length of data record	83	82	82
Meets my needs	81	80	80

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Tornadoes	Severe Thunderstorms	Flash Floods
Sample Size	15,510	23,733	4,042
Graphic 3 Content and Characteristics	80	79	80
Easy to understand	79	77	78
Easy to use	79	78	80
Eye-appealing	80	79	81
Clarity	79	78	79
Timeliness	83	82	84
Usefulness	79	78	80
Organization of information	80	79	81
Location selection	80	78	81
Variable selection	81	80	82
Length of data record	82	81	84
Meets my needs	79	78	80
Fire Weather staff	91	88	89
Availability	90	87	86
Knowledge	92	90	90
Timeliness of responses	90	88	88
Helpfulness of information	91	89	89
Importance of decision support info	88	88	89
Importance of decision support info	88	88	89
Fire Weather Planning Forecast	86	86	86
Helpfulness of information	88	88	87
Timeliness of information	87	88	88
Format is easy to understand	81	82	80
Degree to which it meets my needs	86	86	87
NWS fire weather point forecast	79	77	81
Helpfulness of information	81	79	83
Timeliness of information	84	83	88
Format is easy to understand	72	69	73
Degree to which it meets my needs	79	77	82
Site-Specific (spot) forecasts	85	84	82
Helpfulness of information	86	85	83
Timeliness of information	86	85	84
Format is easy to understand	83	82	81
Degree to which it meets my needs	85	83	81
Fire Weather Activity Planner	89	88	88
Helpfulness of information	90	89	88
Timeliness of information	89	89	89
Format is easy to understand	89	88	89
Degree to which it meets my needs	89	88	87

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Tornadoes	Severe Thunderstorms	Flash Floods
Sample Size	15,510	23,733	4,042
Storm Prediction Center Outlooks	88	87	89
Helpfulness of information	88	88	90
Timeliness of information	90	88	90
Format is easy to understand	87	87	89
Degree to which it meets my needs	87	87	88
Fire Weather Watch	88	88	88
The usefulness of the watch information	90	89	89
The amount of time you had to act	88	87	88
How clearly the watch information described conditions	88	88	87
Red Flag Warning	91	90	90
The usefulness of the warning information	91	91	90
The amount of time you had to act	90	89	90
How clearly the warning info described conditions to expect	90	90	89
Flood Watches	89	88	90
Ease of understanding	88	88	89
Usefulness	89	89	90
Flash Flood Watches	89	88	90
Ease of understanding	89	88	90
Usefulness	89	89	90
Flood Warnings	89	88	90
Ease of understanding	88	88	89
Usefulness	89	89	91
Flash Flood Warnings	89	88	90
Ease of understanding	88	88	89
Usefulness	90	89	91
Flood Advisories	87	87	87
Ease of understanding	86	86	87
Usefulness	87	88	88
Hydrologic Statements	86	86	87
Ease of understanding	86	85	86
Usefulness	86	86	87
Short-term Hydrologic Outlooks	86	86	87
Ease of understanding	86	86	87
Usefulness	87	87	87
Long-term Hydrologic Outlooks	83	84	85
Ease of understanding	83	83	84
Usefulness	84	85	86
River and Lake Forecast Products	86	86	88
Ease of understanding	86	85	87
Usefulness	87	87	88
Hydrometeorological Data Products and Summaries	85	85	86
Ease of understanding	85	84	86
Usefulness	85	85	87

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Tornadoes	Severe Thunderstorms	Flash Floods
Sample Size	15,510	23,733	4,042
Flood warning vs. flash flood	90	90	92
Flood warning vs. flash flood	90	90	92
AHPS web pages	81	80	81
AHPS web pages	81	80	81
Usefulness of map overlay	80	80	80
Flood Watches	87	87	88
Flood Warnings	90	90	91
Radar	86	86	86
Satellite	77	78	77
Observed precipitation	87	87	88
Forecast precipitation	88	88	88
Snow depth	78	79	77
Snow water equivalent	75	77	76
River ice	70	71	71
Soil moisture	74	75	73
Evapotranspiration	63	63	62
Water quality	62	64	60
Runoff	77	79	80
Groundwater	71	71	70
Flash flood guidance	84	83	86
Drought conditions	73	73	72
Ability to display maximum stage/flow forecasts	85	85	85
Ability to display the maximum stage/flow forecasts	85	85	85
Usefulness of hydrograph overlay statistics	74	74	76
Record low flow, stage, or pool for a specified period of record	74	73	76
Normal daily flow, stage, or pool for a specified period of record	82	81	84
Seven-day minimum flow with a recurrence interval of 10 years	68	68	71
The discharge exceeded 10 percent of time for a designated period	70	70	73
The discharge exceeded 25 percent of time for a designated period	71	71	74
The discharge exceeded 75 percent of time for a designated period	73	73	76
The discharge exceeded 90 percent of time for a designated period	74	75	78
Usefulness of information	88	88	87
Usefulness of this information	88	88	87
Single web portal for water information	88	88	88
Single web portal for water information	88	88	88
Familiarity with NOAA Tsunami Products	78	83	80
Tsunami Warning	82	84	84
Tsunami Advisory	76	82	78
Tsunami Watch	78	83	83
Tsunami Information Statement	73	80	75
NOAA Tsunami information	80	87	82
Understanding tsunami products	79	87	81
Usefulness of tsunami products	79	87	82
Improvements over last five years	80	88	83
Overall quality of tsunami products and services	79	85	81

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	River Floods	Winter Storms	Hurricanes	Heat Wave
Sample Size	3,148	21,392	3,313	5,246
Hazardous Services	87	87	87	88
Tornado Warnings	85	86	85	86
Severe Thunderstorm Warnings	86	87	87	87
Winter Storm Warnings	85	86	86	86
Hurricane Warnings	88	89	89	89
Flash Flood Warnings	86	87	86	87
River Flood Warnings	87	88	88	88
High Surf Warnings	88	89	89	89
Tsunami Warnings	86	86	87	86
Extreme Cold Warnings	89	90	90	90
Extreme Heat Warnings	90	90	90	91
Tornado Warnings	85	86	85	86
Ease of Understanding	88	89	88	89
Timeliness	86	86	85	86
Accuracy	81	82	82	83
Severe Thunderstorm Warnings	86	87	87	87
Ease of Understanding	89	90	90	90
Timeliness	87	87	87	87
Accuracy	83	84	84	84
Winter Storm Warnings	85	86	86	87
Ease of Understanding	89	89	89	89
Timeliness	87	87	87	88
Accuracy	80	79	81	81
Hurricane Warnings	88	89	89	89
Ease of Understanding	90	91	91	91
Timeliness	90	90	91	90
Accuracy	85	86	85	86
Flash Flood Warnings	86	87	86	87
Ease of Understanding	88	89	88	89
Timeliness	86	87	87	87
Accuracy	84	84	84	84
River Flood Warnings	87	88	88	88
Ease of Understanding	88	89	89	89
Timeliness	88	88	88	88
Accuracy	85	87	87	87
High Surf Warnings	88	89	89	89
Ease of Understanding	89	90	90	90
Timeliness	88	89	89	89
Accuracy	86	88	87	88

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	River Floods	Winter Storms	Hurricanes	Heat Wave
Sample Size	3,148	21,392	3,313	5,246
Tsunami Warnings	86	86	87	86
Ease of Understanding	87	88	88	88
Timeliness	87	87	87	87
Accuracy	82	82	83	82
Extreme Cold Warnings	89	90	90	90
Ease of Understanding	90	91	91	91
Timeliness	90	90	90	90
Accuracy	88	89	88	88
Extreme Heat Warnings	90	90	91	91
Ease of Understanding	90	91	91	92
Timeliness	90	90	90	91
Accuracy	89	89	90	90
Routine Climate, Water, Weather Services	88	88	89	89
Max/min temperature forecasts	92	92	93	92
Chance of Precip forecast	87	87	87	88
Cloud Cover forecasts	87	88	88	88
Wind forecasts	89	89	89	90
Dew Point forecasts	90	90	90	90
River Heights-Flow forecasts	89	89	90	90
UV Index forecasts	89	90	92	90
Air Quality forecasts	88	88	88	89
Wave Height forecasts	88	88	88	89
1 to 4-Week National Outlooks	87	87	88	87
3-Month National Outlooks	85	85	86	86
El Niño-La Niña Outlooks	83	84	86	85
3-Month Drought Outlooks	87	86	87	88
3-Month Local Temp Outlooks	86	86	87	87
Climate Hazard Assessments	88	87	88	87
Max/min temperature forecasts	92	92	93	92
Meets my needs	91	91	92	91
Ease of Understanding	93	93	93	93
Chance of Precip forecast	87	87	87	88
Meets my needs	86	86	86	87
Ease of Understanding	88	89	88	89
Cloud Cover forecasts	87	88	88	88
Meets my needs	87	87	88	88
Ease of Understanding	88	89	89	89
Wind forecasts	89	89	89	90
Meets my needs	89	89	88	89
Ease of Understanding	90	90	90	90
Dew Point forecasts	91	90	90	90
Meets my needs	90	90	90	90
Ease of Understanding	91	90	90	90

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	River Floods	Winter Storms	Hurricanes	Heat Wave
Sample Size	3,148	21,392	3,313	5,246
River Heights-Flow forecasts	89	89	90	90
Meets my needs	88	89	90	90
Ease of Understanding	89	89	90	89
UV Index forecasts	89	90	92	90
Meets my needs	89	90	92	90
Ease of Understanding	89	90	92	90
Air Quality forecasts	88	88	88	89
Meets my needs	89	88	88	89
Ease of Understanding	88	88	88	89
Wave Height forecasts	88	88	88	89
Meets my needs	87	88	87	89
Ease of Understanding	88	89	89	90
1 to 4-Week National Outlooks	87	87	88	87
Meets my needs	86	86	87	86
Ease of Understanding	87	88	89	88
3-Month National Outlooks	85	85	86	86
Meets my needs	85	84	86	85
Ease of Understanding	86	86	87	86
El Niño-La Niña Outlooks	83	84	86	85
Meets my needs	84	85	87	85
Ease of Understanding	83	83	85	84
3-Month Drought Outlooks	87	86	88	88
Meets my needs	86	86	87	87
Ease of Understanding	87	87	88	88
3-Month Local Temp Outlooks	87	86	87	87
Meets my needs	86	85	86	86
Ease of Understanding	87	87	87	87
Climate Hazard Assessments	88	87	88	87
Meets my needs	88	87	88	87
Ease of Understanding	89	88	88	88
Routine Climate, Water, Weather Forecasts	72	71	72	73
Max/min temperature forecasts	77	77	79	79
Probability of precipitation	70	69	69	70
Amount of precip forecasts	67	66	66	68
Max/min temperature forecasts	76	76	78	78
1 day from now	89	90	90	90
3 days from now	74	74	76	76
7 days from now	52	52	56	55
Probability of precipitation	68	67	67	69
1 day from now	84	84	83	84
3 days from now	66	65	65	67
7 days from now	45	44	46	47

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	River Floods	Winter Storms	Hurricanes	Heat Wave
Sample Size	3,148	21,392	3,313	5,246
Amount of precip forecasts	66	65	65	67
Less than 1 day from now	81	80	79	80
1 day from now	65	65	64	66
3 days from now	47	46	47	49
Support Services	89	90	90	89
Accessibility	88	88	88	87
Responsiveness	88	88	88	87
Knowledge	91	92	92	92
Professionalism	93	93	93	93
Assist interpret weather info	88	89	90	88
Resolving a complaint	85	85	85	84
User Support Services	89	89	90	89
Accessibility	87	87	88	86
Responsiveness	88	87	89	87
Knowledge	91	91	91	91
Professionalism	93	92	93	91
Assist interpret weather info	88	89	90	88
Resolving a complaint	87	85	87	86
Customer Support Services	89	90	90	89
Accessibility	89	89	87	88
Responsiveness	88	88	88	87
Knowledge	92	93	94	94
Professionalism	93	93	93	94
Resolving a complaint	81	84	80	82
NWS Forecaster	87	86	86	86
Clarification of weather info	88	88	88	88
Forecaster uncertainty	84	84	84	83
Dissemination Services	86	86	87	87
Reliability of satellite data	87	87	88	88
Reliability of radar data	86	86	86	87
Ease of locating information	82	83	83	83
Information is up-to-date	87	87	88	88
Ease of understanding info	87	88	88	88
Ease locating data on servers	77	76	78	75
Ease of req add data to server	76	74	76	76
Ease of providing input	76	75	76	75
Annual Weather Awareness Weeks	80	80	81	81
Sat with Annual WA Weeks	80	80	81	81
Satisfaction	84	84	84	85
Overall Satisfaction	88	88	88	89
Meets expectations	80	80	80	80
Compared to ideal	81	82	82	82

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	River Floods	Winter Storms	Hurricanes	Heat Wave
Sample Size	3,148	21,392	3,313	5,246
Likelihood take action	91	91	92	92
Likelihood take action on info	91	91	92	92
Likelihood to use in future	96	96	96	96
Likelihood use NWS in future	96	96	96	96
Likelihood to recommend	94	94	94	94
Likelihood to recommend	94	94	94	94
CPC products	80	81	83	81
Clarity	80	81	83	81
Presentation	80	81	83	81
Provided information	81	82	84	82
Likelihood to make a decision about CPC products	74	74	77	74
Likelihood to make decision CPC products	74	74	77	74
Extended Range products	81	82	83	81
Clarity	81	81	84	81
Presentation	80	82	84	81
Provided information	81	82	83	81
Long Range products	80	80	85	79
Clarity	80	79	84	78
Presentation	80	80	84	79
Provided information	80	80	85	80
Hazards products	82	83	84	83
Clarity	81	83	85	83
Presentation	82	83	84	83
Provided information	82	82	84	83
ENSO products	79	80	82	80
Clarity	80	81	82	81
Presentation	80	81	83	81
Provided information	78	79	81	79
NWS Local Climate Data Products	77	78	80	77
Easy to understand	79	80	81	80
Easy to use	77	77	78	76
Eye-appealing	71	72	74	72
Clarity	79	79	81	79
Timeliness	81	81	83	81
Usefulness	80	81	82	82
Organization of information	78	78	79	77
Location selection	72	75	78	77
Variable selection	78	78	80	78
Length of data record	78	78	79	79
Meets my needs	78	80	82	79

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	River Floods	Winter Storms	Hurricanes	Heat Wave
Sample Size	3,148	21,392	3,313	5,246
NOWData	76	79	81	79
Easy to understand	79	81	81	80
Easy to use	76	79	80	80
Eye-appealing	73	75	77	75
Clarity	78	80	83	80
Timeliness	80	82	84	82
Usefulness	80	81	83	82
Organization of information	78	79	81	79
Location selection	74	76	79	77
Variable selection	79	79	81	80
Length of data record	77	80	81	81
Meets my needs	78	81	82	81
Likelihood to make a change based on products	67	67	68	69
Likelihood to make a change based on products	67	67	68	69
Local 3-Month Temp outlook graphic	77	78	80	79
Easy to understand	79	79	81	81
Easy to use	79	79	80	80
Eye-appealing	76	77	79	78
Clarity	79	79	81	80
Timeliness	80	80	83	83
Usefulness	77	77	78	79
Organization of information	78	78	81	80
Location selection	75	77	80	79
Variable selection	77	78	80	79
Length of data record	79	79	82	82
Meets my needs	77	77	78	79
Graphic 2 Content and Characteristics	79	79	80	80
Easy to understand	81	79	80	80
Easy to use	80	79	80	81
Eye-appealing	77	78	78	78
Clarity	80	79	80	80
Timeliness	82	81	83	84
Usefulness	80	79	80	82
Organization of information	81	79	81	81
Location selection	77	78	79	80
Variable selection	80	79	80	81
Length of data record	81	81	83	83
Meets my needs	80	79	80	80

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	River Floods	Winter Storms	Hurricanes	Heat Wave
Sample Size	3,148	21,392	3,313	5,246
Graphic 3 Content and Characteristics	77	77	79	77
Easy to understand	77	76	78	75
Easy to use	77	76	78	76
Eye-appealing	78	78	79	77
Clarity	77	76	78	76
Timeliness	80	80	82	82
Usefulness	77	77	78	77
Organization of information	78	78	79	77
Location selection	76	77	78	78
Variable selection	78	79	80	79
Length of data record	80	80	81	81
Meets my needs	77	77	78	77
Fire Weather staff	89	87	90	85
Availability	88	86	90	84
Knowledge	90	88	91	85
Timeliness of responses	90	86	91	86
Helpfulness of information	89	88	91	87
Importance of decision support info	87	88	87	87
Importance of decision support info	87	88	87	87
Fire Weather Planning Forecast	85	86	86	85
Helpfulness of information	87	88	88	87
Timeliness of information	88	87	89	87
Format is easy to understand	79	81	79	79
Degree to which it meets my needs	86	85	85	85
NWS fire weather point forecast	75	75	76	77
Helpfulness of information	78	77	78	79
Timeliness of information	84	83	83	85
Format is easy to understand	66	68	66	67
Degree to which it meets my needs	75	75	75	77
Site-Specific (spot) forecasts	86	84	80	82
Helpfulness of information	87	85	80	83
Timeliness of information	88	84	84	83
Format is easy to understand	83	82	76	79
Degree to which it meets my needs	85	82	79	81
Fire Weather Activity Planner	86	85	91	87
Helpfulness of information	87	85	92	87
Timeliness of information	87	86	90	88
Format is easy to understand	85	86	92	87
Degree to which it meets my needs	85	84	90	87

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	River Floods	Winter Storms	Hurricanes	Heat Wave
Sample Size	3,148	21,392	3,313	5,246
Storm Prediction Center Outlooks	83	87	89	87
Helpfulness of information	83	87	89	87
Timeliness of information	84	87	91	87
Format is easy to understand	83	87	87	86
Degree to which it meets my needs	82	86	89	86
Fire Weather Watch	87	88	87	87
The usefulness of the watch information	89	89	88	87
The amount of time you had to act	89	86	88	86
How clearly the watch information described conditions	85	88	87	86
Red Flag Warning	89	89	90	88
The usefulness of the warning information	89	90	90	89
The amount of time you had to act	89	88	90	87
How clearly the warning info described conditions to expect	89	89	89	88
Flood Watches	88	88	90	88
Ease of understanding	86	87	89	88
Usefulness	89	89	90	89
Flash Flood Watches	88	88	89	89
Ease of understanding	87	88	89	88
Usefulness	89	88	90	90
Flood Warnings	87	88	89	88
Ease of understanding	86	87	88	87
Usefulness	89	89	90	89
Flash Flood Warnings	88	88	89	89
Ease of understanding	87	88	88	88
Usefulness	89	89	90	89
Flood Advisories	86	87	87	87
Ease of understanding	85	86	87	86
Usefulness	87	87	88	89
Hydrologic Statements	86	85	87	86
Ease of understanding	85	85	87	86
Usefulness	87	86	87	86
Short-term Hydrologic Outlooks	86	86	88	86
Ease of understanding	85	85	88	86
Usefulness	87	86	88	86
Long-term Hydrologic Outlooks	83	83	85	83
Ease of understanding	81	82	84	82
Usefulness	84	84	86	84
River and Lake Forecast Products	86	85	87	86
Ease of understanding	84	84	86	85
Usefulness	87	87	88	87
Hydrometeorological Data Products and Summaries	83	84	85	85
Ease of understanding	83	83	85	85
Usefulness	84	84	86	85

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	River Floods	Winter Storms	Hurricanes	Heat Wave
Sample Size	3,148	21,392	3,313	5,246
Flood warning vs. flash flood	90	89	90	90
Flood warning vs. flash flood	90	89	90	90
AHPS web pages	81	80	80	77
AHPS web pages	81	80	80	77
Usefulness of map overlay	79	80	82	79
Flood Watches	88	86	91	85
Flood Warnings	91	89	92	88
Radar	84	85	87	83
Satellite	75	77	81	75
Observed precipitation	87	87	89	86
Forecast precipitation	88	88	89	86
Snow depth	79	81	74	76
Snow water equivalent	77	79	72	74
River ice	71	72	72	65
Soil moisture	70	72	79	72
Evapotranspiration	57	61	64	62
Water quality	60	63	70	65
Runoff	79	78	81	77
Groundwater	68	70	77	70
Flash flood guidance	82	82	85	82
Drought conditions	68	70	78	75
Ability to display maximum stage/flow forecasts	86	84	87	81
Ability to display the maximum stage/flow forecasts	86	84	87	81
Usefulness of hydrograph overlay statistics	74	73	77	72
Record low flow, stage, or pool for a specified period of record	75	74	77	73
Normal daily flow, stage, or pool for a specified period of record	84	82	85	80
Seven-day minimum flow with a recurrence interval of 10 years	68	68	71	67
The discharge exceeded 10 percent of time for a designated period	71	70	72	70
The discharge exceeded 25 percent of time for a designated period	72	71	73	70
The discharge exceeded 75 percent of time for a designated period	73	73	76	70
The discharge exceeded 90 percent of time for a designated period	75	74	78	72
Usefulness of information	89	88	91	86
Usefulness of this information	89	88	91	86
Single web portal for water information	88	87	86	83
Single web portal for water information	88	87	86	83
Familiarity with NOAA Tsunami Products	78	80	78	71
Tsunami Warning	82	83	80	73
Tsunami Advisory	78	79	75	70
Tsunami Watch	80	80	78	70
Tsunami Information Statement	75	77	76	72
NOAA Tsunami information	78	84	86	81
Understanding tsunami products	78	83	86	77
Usefulness of tsunami products	78	85	86	83
Improvements over last five years	80	85	87	84
Overall quality of tsunami products and services	78	84	83	78

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Wildfires	Drought	Coastal Storms	Tsunamis
Sample Size	3,554	2,521	1,927	586
Hazardous Services	87	87	87	85
Tornado Warnings	85	85	85	84
Severe Thunderstorm Warnings	86	86	86	84
Winter Storm Warnings	86	85	86	85
Hurricane Warnings	89	89	88	88
Flash Flood Warnings	86	86	86	86
River Flood Warnings	87	88	88	87
High Surf Warnings	89	89	89	88
Tsunami Warnings	87	87	86	86
Extreme Cold Warnings	89	89	89	87
Extreme Heat Warnings	90	91	89	88
Tornado Warnings	85	85	85	84
Ease of Understanding	89	89	89	86
Timeliness	85	85	85	85
Accuracy	82	82	81	81
Severe Thunderstorm Warnings	86	86	86	84
Ease of Understanding	89	89	90	88
Timeliness	86	86	86	85
Accuracy	82	83	82	81
Winter Storm Warnings	86	85	86	85
Ease of Understanding	90	89	89	88
Timeliness	87	86	87	86
Accuracy	80	79	80	79
Hurricane Warnings	89	89	88	88
Ease of Understanding	91	91	91	90
Timeliness	90	91	90	89
Accuracy	86	85	84	85
Flash Flood Warnings	86	86	86	86
Ease of Understanding	89	89	88	88
Timeliness	86	86	86	87
Accuracy	82	83	83	83
River Flood Warnings	87	88	88	87
Ease of Understanding	89	88	89	88
Timeliness	87	87	88	87
Accuracy	86	86	86	85
High Surf Warnings	89	89	89	88
Ease of Understanding	91	90	90	90
Timeliness	89	89	89	88
Accuracy	87	87	87	86

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Wildfires	Drought	Coastal Storms	Tsunamis
Sample Size	3,554	2,521	1,927	586
Tsunami Warnings	87	87	86	86
Ease of Understanding	89	89	88	87
Timeliness	88	88	88	88
Accuracy	82	83	81	81
Extreme Cold Warnings	89	89	89	87
Ease of Understanding	91	91	91	89
Timeliness	90	89	90	88
Accuracy	87	87	88	85
Extreme Heat Warnings	90	91	90	88
Ease of Understanding	91	92	91	89
Timeliness	90	91	90	89
Accuracy	89	89	88	87
Routine Climate, Water, Weather Services	88	88	88	86
Max/min temperature forecasts	92	92	92	90
Chance of Precip forecast	87	87	87	84
Cloud Cover forecasts	87	88	87	85
Wind forecasts	89	89	88	87
Dew Point forecasts	90	90	89	88
River Heights-Flow forecasts	88	89	89	89
UV Index forecasts	90	90	90	87
Air Quality forecasts	88	89	89	86
Wave Height forecasts	89	88	87	87
1 to 4-Week National Outlooks	87	86	87	86
3-Month National Outlooks	85	85	85	83
El Niño-La Niña Outlooks	84	84	85	83
3-Month Drought Outlooks	87	86	87	81
3-Month Local Temp Outlooks	86	87	86	84
Climate Hazard Assessments	88	87	87	86
Max/min temperature forecasts	92	92	92	90
Meets my needs	90	91	90	89
Ease of Understanding	93	93	93	91
Chance of Precip forecast	87	87	87	84
Meets my needs	85	85	85	82
Ease of Understanding	89	89	88	86
Cloud Cover forecasts	87	88	87	85
Meets my needs	86	87	86	84
Ease of Understanding	89	89	88	86
Wind forecasts	89	89	89	87
Meets my needs	88	88	87	85
Ease of Understanding	90	90	90	89
Dew Point forecasts	90	90	89	88
Meets my needs	89	90	89	88
Ease of Understanding	90	91	90	88

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Wildfires	Drought	Coastal Storms	Tsunamis
Sample Size	3,554	2,521	1,927	586
River Heights-Flow forecasts	88	89	89	89
Meets my needs	88	89	89	89
Ease of Understanding	88	89	88	89
UV Index forecasts	90	90	90	87
Meets my needs	90	90	90	88
Ease of Understanding	90	91	89	86
Air Quality forecasts	88	89	89	86
Meets my needs	87	89	89	87
Ease of Understanding	88	89	89	86
Wave Height forecasts	89	88	87	87
Meets my needs	88	87	86	86
Ease of Understanding	90	89	89	88
1 to 4-Week National Outlooks	87	87	87	86
Meets my needs	85	85	86	86
Ease of Understanding	88	88	88	87
3-Month National Outlooks	85	85	85	83
Meets my needs	84	84	84	82
Ease of Understanding	86	86	85	84
El Niño-La Niña Outlooks	84	84	85	83
Meets my needs	84	85	86	84
Ease of Understanding	83	84	84	83
3-Month Drought Outlooks	87	87	87	81
Meets my needs	87	86	86	80
Ease of Understanding	88	87	87	84
3-Month Local Temp Outlooks	86	87	86	84
Meets my needs	85	86	85	83
Ease of Understanding	87	87	86	85
Climate Hazard Assessments	88	87	88	86
Meets my needs	87	87	87	86
Ease of Understanding	88	87	88	86
Routine Climate, Water, Weather Forecasts	71	70	71	71
Max/min temperature forecasts	77	78	76	75
Probability of precipitation	68	66	68	68
Amount of precip forecasts	65	63	66	66
Max/min temperature forecasts	76	77	75	74
1 day from now	89	90	89	88
3 days from now	75	76	73	72
7 days from now	55	55	51	51
Probability of precipitation	67	65	67	67
1 day from now	82	80	83	82
3 days from now	65	63	64	64
7 days from now	46	44	43	45

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Wildfires	Drought	Coastal Storms	Tsunamis
Sample Size	3,554	2,521	1,927	586
Amount of precip forecasts	64	62	65	65
Less than 1 day from now	78	75	80	79
1 day from now	63	61	65	64
3 days from now	47	45	46	47
Support Services	90	89	89	89
Accessibility	88	87	87	87
Responsiveness	88	87	87	88
Knowledge	92	91	90	92
Professionalism	93	93	91	93
Assist interpret weather info	91	88	89	87
Resolving a complaint	87	87	82	80
User Support Services	91	89	90	89
Accessibility	89	86	88	89
Responsiveness	90	87	89	89
Knowledge	91	90	91	90
Professionalism	93	92	93	93
Assist interpret weather info	91	88	89	87
Resolving a complaint	89	85	87	76
Customer Support Services	89	89	87	89
Accessibility	87	88	84	86
Responsiveness	87	87	85	88
Knowledge	92	94	89	95
Professionalism	93	94	89	92
Resolving a complaint	84	89	75	83
NWS Forecaster	86	87	83	87
Clarification of weather info	87	89	84	89
Forecaster uncertainty	83	85	82	84
Dissemination Services	86	86	86	85
Reliability of satellite data	87	87	87	87
Reliability of radar data	85	85	86	83
Ease of locating information	83	82	82	80
Information is up-to-date	88	87	87	86
Ease of understanding info	88	88	87	87
Ease locating data on servers	74	72	74	77
Ease of req add data to server	72	74	73	75
Ease of providing input	74	73	72	77
Annual Weather Awareness Weeks	80	79	79	81
Sat with Annual WA Weeks	80	79	79	81
Satisfaction	84	84	83	82
Overall Satisfaction	88	88	87	86
Meets expectations	80	80	78	78
Compared to ideal	82	81	80	79

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Wildfires	Drought	Coastal Storms	Tsunamis
Sample Size	3,554	2,521	1,927	586
Likelihood take action	91	91	91	90
Likelihood take action on info	91	91	91	90
Likelihood to use in future	96	96	96	95
Likelihood use NWS in future	96	96	96	95
Likelihood to recommend	94	93	93	92
Likelihood to recommend	94	93	93	92
CPC products	82	82	80	80
Clarity	82	81	79	80
Presentation	81	81	79	79
Provided information	83	84	81	82
Likelihood to make a decision about CPC products	76	78	74	74
Likelihood to make decision CPC products	76	78	74	74
Extended Range products	82	82	80	81
Clarity	82	82	80	81
Presentation	82	82	81	80
Provided information	82	82	80	81
Long Range products	79	81	80	77
Clarity	79	80	81	76
Presentation	79	79	80	75
Provided information	80	83	81	79
Hazards products	82	82	81	82
Clarity	83	83	82	82
Presentation	82	82	82	83
Provided information	83	82	81	81
ENSO products	81	81	78	77
Clarity	81	82	78	78
Presentation	81	82	79	77
Provided information	80	81	77	77
NWS Local Climate Data Products	77	79	76	77
Easy to understand	80	81	78	77
Easy to use	76	79	76	72
Eye-appealing	71	73	69	71
Clarity	79	81	78	77
Timeliness	81	83	81	80
Usefulness	81	83	80	80
Organization of information	76	79	76	77
Location selection	74	75	75	74
Variable selection	77	79	77	79
Length of data record	79	77	77	76
Meets my needs	79	80	78	77

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Wildfires	Drought	Coastal Storms	Tsunamis
Sample Size	3,554	2,521	1,927	586
NOWData	78	79	78	75
Easy to understand	80	80	79	78
Easy to use	77	79	78	74
Eye-appealing	73	74	75	72
Clarity	80	80	81	77
Timeliness	81	83	82	79
Usefulness	79	81	80	79
Organization of information	77	80	79	76
Location selection	75	75	74	67
Variable selection	78	78	79	76
Length of data record	79	78	78	76
Meets my needs	79	80	79	74
Likelihood to make a change based on products	67	68	71	70
Likelihood to make a change based on products	67	68	71	70
Local 3-Month Temp outlook graphic	77	80	76	76
Easy to understand	79	82	77	77
Easy to use	78	80	77	76
Eye-appealing	74	78	74	77
Clarity	78	81	77	76
Timeliness	81	83	80	80
Usefulness	75	78	75	74
Organization of information	77	80	77	77
Location selection	76	77	77	72
Variable selection	78	79	77	76
Length of data record	79	81	79	78
Meets my needs	75	79	73	74
Graphic 2 Content and Characteristics	79	80	78	76
Easy to understand	79	81	78	75
Easy to use	79	80	78	76
Eye-appealing	77	78	76	76
Clarity	79	80	77	76
Timeliness	82	83	82	78
Usefulness	78	80	79	78
Organization of information	78	80	78	77
Location selection	77	77	78	72
Variable selection	79	80	79	75
Length of data record	81	81	81	78
Meets my needs	78	80	77	75

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Wildfires	Drought	Coastal Storms	Tsunamis
Sample Size	3,554	2,521	1,927	586
Graphic 3 Content and Characteristics	76	77	77	77
Easy to understand	75	75	76	77
Easy to use	76	75	77	78
Eye-appealing	76	77	77	79
Clarity	75	75	76	77
Timeliness	81	82	81	79
Usefulness	76	76	76	77
Organization of information	77	76	78	76
Location selection	77	76	78	73
Variable selection	78	77	80	75
Length of data record	81	81	81	80
Meets my needs	75	77	76	76
Fire Weather staff	87	88	93	83
Availability	86	87	94	79
Knowledge	89	90	94	86
Timeliness of responses	86	87	93	82
Helpfulness of information	88	89	93	84
Importance of decision support info	89	86	90	86
Importance of decision support info	89	86	90	86
Fire Weather Planning Forecast	85	86	86	80
Helpfulness of information	87	87	88	83
Timeliness of information	87	87	88	82
Format is easy to understand	80	82	81	76
Degree to which it meets my needs	85	85	85	78
NWS fire weather point forecast	73	77	71	76
Helpfulness of information	75	79	75	81
Timeliness of information	82	83	88	81
Format is easy to understand	64	69	55	66
Degree to which it meets my needs	73	76	70	75
Site-Specific (spot) forecasts	82	84	78	76
Helpfulness of information	83	86	80	79
Timeliness of information	83	85	83	76
Format is easy to understand	80	82	71	75
Degree to which it meets my needs	81	84	74	74
Fire Weather Activity Planner	85	88	91	83
Helpfulness of information	85	88	92	84
Timeliness of information	87	89	91	81
Format is easy to understand	86	89	88	84
Degree to which it meets my needs	85	88	91	82

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Wildfires	Drought	Coastal Storms	Tsunamis
Sample Size	3,554	2,521	1,927	586
Storm Prediction Center Outlooks	86	86	87	87
Helpfulness of information	86	86	88	90
Timeliness of information	86	86	87	85
Format is easy to understand	86	85	86	86
Degree to which it meets my needs	85	85	89	89
Fire Weather Watch	87	88	89	86
The usefulness of the watch information	88	88	91	88
The amount of time you had to act	86	88	85	85
How clearly the watch information described conditions	87	88	88	85
Red Flag Warning	89	89	89	87
The usefulness of the warning information	90	89	87	87
The amount of time you had to act	89	89	88	87
How clearly the warning info described conditions to expect	89	89	89	87
Flood Watches	88	89	89	87
Ease of understanding	87	88	87	86
Usefulness	89	90	90	89
Flash Flood Watches	87	89	87	86
Ease of understanding	86	87	86	86
Usefulness	88	90	88	86
Flood Warnings	88	90	88	87
Ease of understanding	87	88	86	85
Usefulness	89	91	89	89
Flash Flood Warnings	88	89	87	85
Ease of understanding	87	87	85	85
Usefulness	89	90	88	86
Flood Advisories	85	86	86	86
Ease of understanding	84	85	84	85
Usefulness	87	87	87	87
Hydrologic Statements	84	86	83	88
Ease of understanding	83	84	83	88
Usefulness	85	88	84	88
Short-term Hydrologic Outlooks	85	85	86	88
Ease of understanding	84	84	84	87
Usefulness	86	86	87	88
Long-term Hydrologic Outlooks	82	84	83	85
Ease of understanding	81	82	81	84
Usefulness	84	87	85	86
River and Lake Forecast Products	84	85	85	90
Ease of understanding	82	83	82	89
Usefulness	86	87	87	91
Hydrometeorological Data Products and Summaries	85	84	82	84
Ease of understanding	84	84	81	82
Usefulness	85	85	84	85

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Wildfires	Drought	Coastal Storms	Tsunamis
Sample Size	3,554	2,521	1,927	586
Flood warning vs. flash flood	90	89	89	89
Flood warning vs. flash flood	90	89	89	89
AHPS web pages	77	78	78	81
AHPS web pages	77	78	78	81
Usefulness of map overlay	80	81	78	79
Flood Watches	84	87	88	87
Flood Warnings	88	89	89	87
Radar	86	87	85	88
Satellite	81	79	76	82
Observed precipitation	87	88	88	89
Forecast precipitation	87	87	91	90
Snow depth	82	76	79	79
Snow water equivalent	79	74	75	80
River ice	68	65	66	59
Soil moisture	73	79	72	69
Evapotranspiration	61	69	53	63
Water quality	62	64	63	66
Runoff	81	77	78	79
Groundwater	70	74	68	66
Flash flood guidance	80	81	78	77
Drought conditions	73	86	68	65
Ability to display maximum stage/flow forecasts	82	84	85	82
Ability to display the maximum stage/flow forecasts	82	84	85	82
Usefulness of hydrograph overlay statistics	75	78	74	71
Record low flow, stage, or pool for a specified period of record	75	79	76	73
Normal daily flow, stage, or pool for a specified period of record	83	83	79	76
Seven-day minimum flow with a recurrence interval of 10 years	69	73	69	66
The discharge exceeded 10 percent of time for a designated period	72	75	69	71
The discharge exceeded 25 percent of time for a designated period	74	76	72	70
The discharge exceeded 75 percent of time for a designated period	74	77	75	71
The discharge exceeded 90 percent of time for a designated period	74	79	77	72
Usefulness of information	87	90	87	90
Usefulness of this information	87	90	87	90
Single web portal for water information	90	88	85	84
Single web portal for water information	90	88	85	84
Familiarity with NOAA Tsunami Products	81	84	78	82
Tsunami Warning	82	88	81	85
Tsunami Advisory	80	81	76	81
Tsunami Watch	80	86	78	83
Tsunami Information Statement	79	77	76	78
NOAA Tsunami information	83	84	80	84
Understanding tsunami products	82	86	80	83
Usefulness of tsunami products	85	83	80	85
Improvements over last five years	83	81	83	87
Overall quality of tsunami products and services	81	83	79	83

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Extreme Cold	Air Quality	Other
Sample Size	5,405	2,096	866
Hazardous Services	87	87	85
Tornado Warnings	86	86	84
Severe Thunderstorm Warnings	86	87	84
Winter Storm Warnings	85	86	84
Hurricane Warnings	88	89	88
Flash Flood Warnings	86	87	85
River Flood Warnings	88	88	86
High Surf Warnings	89	89	87
Tsunami Warnings	87	86	85
Extreme Cold Warnings	90	90	88
Extreme Heat Warnings	90	90	88
Tornado Warnings	86	86	84
Ease of Understanding	89	89	87
Timeliness	86	87	84
Accuracy	82	83	80
Severe Thunderstorm Warnings	87	87	85
Ease of Understanding	89	89	88
Timeliness	87	88	84
Accuracy	83	84	81
Winter Storm Warnings	86	86	84
Ease of Understanding	89	89	88
Timeliness	87	87	84
Accuracy	80	81	77
Hurricane Warnings	88	89	88
Ease of Understanding	90	90	90
Timeliness	89	91	89
Accuracy	85	87	85
Flash Flood Warnings	86	87	85
Ease of Understanding	88	89	87
Timeliness	87	88	84
Accuracy	84	85	82
River Flood Warnings	88	88	86
Ease of Understanding	89	89	87
Timeliness	88	89	87
Accuracy	86	87	85
High Surf Warnings	89	89	87
Ease of Understanding	89	90	88
Timeliness	89	90	87
Accuracy	87	89	86

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Extreme Cold	Air Quality	Other
Sample Size	5,405	2,096	866
Tsunami Warnings	87	86	85
Ease of Understanding	89	88	85
Timeliness	87	87	86
Accuracy	82	83	81
Extreme Cold Warnings	90	90	88
Ease of Understanding	91	91	90
Timeliness	90	90	88
Accuracy	88	89	86
Extreme Heat Warnings	90	90	88
Ease of Understanding	91	91	89
Timeliness	90	91	89
Accuracy	88	89	87
Routine Climate, Water, Weather Services	88	89	85
Max/min temperature forecasts	92	93	90
Chance of Precip forecast	87	88	84
Cloud Cover forecasts	88	88	84
Wind forecasts	89	89	85
Dew Point forecasts	89	91	88
River Heights-Flow forecasts	89	90	86
UV Index forecasts	89	89	88
Air Quality forecasts	88	87	86
Wave Height forecasts	89	88	86
1 to 4-Week National Outlooks	86	88	84
3-Month National Outlooks	84	87	82
El Niño-La Niña Outlooks	83	85	80
3-Month Drought Outlooks	84	87	83
3-Month Local Temp Outlooks	85	87	82
Climate Hazard Assessments	88	88	84
Max/min temperature forecasts	92	93	90
Meets my needs	90	92	88
Ease of Understanding	93	94	92
Chance of Precip forecast	87	88	84
Meets my needs	86	87	81
Ease of Understanding	89	89	86
Cloud Cover forecasts	88	88	84
Meets my needs	87	87	82
Ease of Understanding	88	88	86
Wind forecasts	89	89	86
Meets my needs	88	89	84
Ease of Understanding	90	90	87
Dew Point forecasts	89	91	88
Meets my needs	88	91	87
Ease of Understanding	89	91	90

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Extreme Cold	Air Quality	Other
Sample Size	5,405	2,096	866
River Heights-Flow forecasts	89	90	86
Meets my needs	89	90	85
Ease of Understanding	89	89	86
UV Index forecasts	89	89	88
Meets my needs	89	90	88
Ease of Understanding	89	89	88
Air Quality forecasts	88	87	86
Meets my needs	88	86	85
Ease of Understanding	88	88	87
Wave Height forecasts	89	88	86
Meets my needs	88	88	85
Ease of Understanding	89	89	87
1 to 4-Week National Outlooks	86	88	84
Meets my needs	85	87	83
Ease of Understanding	88	88	85
3-Month National Outlooks	84	87	82
Meets my needs	83	87	81
Ease of Understanding	85	87	84
El Niño-La Niña Outlooks	83	85	80
Meets my needs	84	86	81
Ease of Understanding	83	85	79
3-Month Drought Outlooks	84	87	83
Meets my needs	83	88	83
Ease of Understanding	86	87	84
3-Month Local Temp Outlooks	85	87	82
Meets my needs	84	87	82
Ease of Understanding	86	88	83
Climate Hazard Assessments	88	88	84
Meets my needs	87	88	84
Ease of Understanding	88	88	85
Routine Climate, Water, Weather Forecasts	71	73	68
Max/min temperature forecasts	76	78	74
Probability of precipitation	68	70	64
Amount of precip forecasts	66	67	62
Max/min temperature forecasts	75	77	72
1 day from now	89	90	87
3 days from now	73	75	70
7 days from now	51	54	48
Probability of precipitation	67	69	63
1 day from now	83	85	80
3 days from now	65	67	60
7 days from now	44	46	39

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Extreme Cold	Air Quality	Other
Sample Size	5,405	2,096	866
Amount of precip forecasts	65	67	61
Less than 1 day from now	79	81	76
1 day from now	64	66	60
3 days from now	46	48	42
Support Services	88	90	86
Accessibility	87	90	85
Responsiveness	87	90	86
Knowledge	90	93	89
Professionalism	92	94	89
Assist interpret weather info	88	92	83
Resolving a complaint	82	86	72
User Support Services	87	92	85
Accessibility	85	91	84
Responsiveness	86	92	85
Knowledge	88	94	88
Professionalism	90	94	88
Assist interpret weather info	88	92	83
Resolving a complaint	81	93	72
Customer Support Services	91	89	89
Accessibility	90	89	87
Responsiveness	89	88	88
Knowledge	93	93	91
Professionalism	94	94	91
Resolving a complaint	84	76	73
NWS Forecaster	85	87	85
Clarification of weather info	87	89	88
Forecaster uncertainty	82	85	79
Dissemination Services	86	86	83
Reliability of satellite data	87	87	86
Reliability of radar data	86	86	83
Ease of locating information	83	82	78
Information is up-to-date	87	88	84
Ease of understanding info	88	87	86
Ease locating data on servers	76	86	68
Ease of req add data to server	74	83	61
Ease of providing input	74	82	68
Annual Weather Awareness Weeks	79	81	75
Sat with Annual WA Weeks	79	81	75
Satisfaction	84	84	80
Overall Satisfaction	88	88	85
Meets expectations	79	79	75
Compared to ideal	82	82	77

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Extreme Cold	Air Quality	Other
Sample Size	5,405	2,096	866
Likelihood take action	91	91	90
Likelihood take action on info	91	91	90
Likelihood to use in future	96	96	96
Likelihood use NWS in future	96	96	96
Likelihood to recommend	93	94	92
Likelihood to recommend	93	94	92
CPC products	82	81	76
Clarity	82	81	75
Presentation	81	81	75
Provided information	84	83	77
Likelihood to make a decision about CPC products	77	76	71
Likelihood to make decision CPC products	77	76	71
Extended Range products	82	83	78
Clarity	82	83	78
Presentation	82	83	78
Provided information	82	83	79
Long Range products	80	82	73
Clarity	80	82	71
Presentation	80	83	72
Provided information	81	83	77
Hazards products	83	84	81
Clarity	83	85	81
Presentation	83	83	80
Provided information	83	85	81
ENSO products	81	81	76
Clarity	82	81	76
Presentation	81	82	76
Provided information	80	79	74
NWS Local Climate Data Products	79	78	70
Easy to understand	81	80	74
Easy to use	78	77	70
Eye-appealing	73	69	66
Clarity	81	79	74
Timeliness	82	84	76
Usefulness	82	82	78
Organization of information	78	77	71
Location selection	77	77	66
Variable selection	78	78	70
Length of data record	80	79	71
Meets my needs	80	80	69

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Extreme Cold	Air Quality	Other
Sample Size	5,405	2,096	866
NOWData	80	79	75
Easy to understand	82	80	78
Easy to use	79	76	73
Eye-appealing	76	72	69
Clarity	81	79	75
Timeliness	83	83	80
Usefulness	83	82	79
Organization of information	79	77	74
Location selection	77	78	71
Variable selection	79	79	76
Length of data record	81	80	76
Meets my needs	82	82	75
Likelihood to make a change based on products	73	71	67
Likelihood to make a change based on products	73	71	67
Local 3-Month Temp outlook graphic	79	79	75
Easy to understand	81	79	76
Easy to use	81	80	73
Eye-appealing	79	76	72
Clarity	81	80	76
Timeliness	82	82	79
Usefulness	78	79	71
Organization of information	80	80	76
Location selection	77	78	74
Variable selection	79	78	75
Length of data record	81	80	76
Meets my needs	79	79	74
Graphic 2 Content and Characteristics	80	79	74
Easy to understand	80	79	75
Easy to use	80	79	73
Eye-appealing	79	77	72
Clarity	80	78	74
Timeliness	83	83	80
Usefulness	80	80	74
Organization of information	81	79	76
Location selection	78	79	72
Variable selection	80	80	76
Length of data record	83	82	78
Meets my needs	79	79	73

National Weather Service - Overall
2011
Attribute Table - Top hazardous weather threats

	Extreme Cold	Air Quality	Other
Sample Size	5,405	2,096	866
Graphic 3 Content and Characteristics	77	79	70
Easy to understand	77	77	68
Easy to use	76	77	68
Eye-appealing	77	77	70
Clarity	76	77	67
Timeliness	80	84	73
Usefulness	76	79	71
Organization of information	78	80	71
Location selection	76	79	73
Variable selection	78	80	74
Length of data record	81	82	75
Meets my needs	77	78	69
Fire Weather staff	88	89	77
Availability	87	87	76
Knowledge	88	89	78
Timeliness of responses	88	87	76
Helpfulness of information	88	91	77
Importance of decision support info	89	89	84
Importance of decision support info	89	89	84
Fire Weather Planning Forecast	86	86	84
Helpfulness of information	88	88	88
Timeliness of information	88	87	84
Format is easy to understand	82	80	77
Degree to which it meets my needs	86	87	84
NWS fire weather point forecast	75	77	69
Helpfulness of information	77	79	70
Timeliness of information	83	84	85
Format is easy to understand	67	66	61
Degree to which it meets my needs	76	75	68
Site-Specific (spot) forecasts	83	82	73
Helpfulness of information	85	84	75
Timeliness of information	86	83	73
Format is easy to understand	81	78	73
Degree to which it meets my needs	82	82	72
Fire Weather Activity Planner	87	90	78
Helpfulness of information	87	91	78
Timeliness of information	89	90	79
Format is easy to understand	86	88	78
Degree to which it meets my needs	87	90	75

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Extreme Cold	Air Quality	Other
Sample Size	5,405	2,096	866
Storm Prediction Center Outlooks	87	89	80
Helpfulness of information	89	89	80
Timeliness of information	89	90	81
Format is easy to understand	86	89	80
Degree to which it meets my needs	87	88	80
Fire Weather Watch	87	89	80
The usefulness of the watch information	89	90	83
The amount of time you had to act	86	88	75
How clearly the watch information described conditions	87	87	79
Red Flag Warning	89	90	86
The usefulness of the warning information	90	91	87
The amount of time you had to act	86	90	83
How clearly the warning info described conditions to expect	90	89	85
Flood Watches	87	88	81
Ease of understanding	87	88	78
Usefulness	87	89	84
Flash Flood Watches	87	88	84
Ease of understanding	87	86	82
Usefulness	87	89	85
Flood Warnings	88	88	80
Ease of understanding	88	87	80
Usefulness	88	88	81
Flash Flood Warnings	87	87	84
Ease of understanding	87	88	83
Usefulness	87	86	86
Flood Advisories	86	86	80
Ease of understanding	86	86	78
Usefulness	87	85	81
Hydrologic Statements	85	84	79
Ease of understanding	84	83	78
Usefulness	85	85	79
Short-term Hydrologic Outlooks	86	86	80
Ease of understanding	85	86	80
Usefulness	86	86	81
Long-term Hydrologic Outlooks	83	84	81
Ease of understanding	82	83	79
Usefulness	83	84	83
River and Lake Forecast Products	87	86	79
Ease of understanding	86	87	78
Usefulness	87	86	80
Hydrometeorological Data Products and Summaries	84	85	79
Ease of understanding	83	84	77
Usefulness	85	87	81

National Weather Service - Overall
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Attribute Table - Top hazardous weather threats

	Extreme Cold	Air Quality	Other
Sample Size	5,405	2,096	866
Flood warning vs. flash flood	89	91	89
Flood warning vs. flash flood	89	91	89
AHPS web pages	78	80	78
AHPS web pages	78	80	78
Usefulness of map overlay	82	83	79
Flood Watches	86	88	82
Flood Warnings	89	88	89
Radar	85	88	83
Satellite	81	84	76
Observed precipitation	88	89	86
Forecast precipitation	89	88	86
Snow depth	86	86	78
Snow water equivalent	84	81	72
River ice	74	74	64
Soil moisture	77	82	77
Evapotranspiration	66	71	65
Water quality	69	78	70
Runoff	80	84	76
Groundwater	73	74	76
Flash flood guidance	83	81	81
Drought conditions	73	79	72
Ability to display maximum stage/flow forecasts	85	89	81
Ability to display the maximum stage/flow forecasts	85	89	81
Usefulness of hydrograph overlay statistics	76	79	73
Record low flow, stage, or pool for a specified period of record	75	80	78
Normal daily flow, stage, or pool for a specified period of record	82	87	78
Seven-day minimum flow with a recurrence interval of 10 years	71	73	66
The discharge exceeded 10 percent of time for a designated period	73	76	70
The discharge exceeded 25 percent of time for a designated period	73	76	70
The discharge exceeded 75 percent of time for a designated period	75	81	72
The discharge exceeded 90 percent of time for a designated period	77	83	76
Usefulness of information	90	91	87
Usefulness of this information	90	91	87
Single web portal for water information	88	87	86
Single web portal for water information	88	87	86
Familiarity with NOAA Tsunami Products	84	77	84
Tsunami Warning	86	81	86
Tsunami Advisory	82	78	81
Tsunami Watch	85	76	86
Tsunami Information Statement	81	75	83
NOAA Tsunami information	87	79	75
Understanding tsunami products	86	75	77
Usefulness of tsunami products	89	83	73
Improvements over last five years	89	83	76
Overall quality of tsunami products and services	88	75	76

National Weather Service - Overall
2011
Attribute Table - Age

	Under 25 years	25 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 years and older
Sample Size	1,517	4,290	5,152	7,438	7,494	3,123	607
Hazardous Services	86	86	87	88	88	87	87
Tornado Warnings	84	85	86	86	86	86	85
Severe Thunderstorm Warnings	86	86	87	87	88	87	86
Winter Storm Warnings	85	84	85	86	87	86	86
Hurricane Warnings	89	89	89	89	89	89	87
Flash Flood Warnings	86	85	87	87	87	87	87
River Flood Warnings	88	87	88	88	89	88	88
High Surf Warnings	88	88	89	89	89	89	85
Tsunami Warnings	88	86	86	86	86	88	88
Extreme Cold Warnings	90	90	90	90	90	89	89
Extreme Heat Warnings	91	90	90	91	91	90	91
Tornado Warnings	84	85	86	86	86	86	85
Ease of Understanding	88	88	89	89	89	89	89
Timeliness	85	86	86	86	86	86	85
Accuracy	79	81	82	83	83	82	81
Severe Thunderstorm Warnings	86	86	87	87	88	87	86
Ease of Understanding	89	89	90	90	90	90	90
Timeliness	87	86	87	87	87	87	86
Accuracy	82	83	84	85	85	83	82
Winter Storm Warnings	85	84	85	86	87	86	86
Ease of Understanding	89	87	89	89	90	90	89
Timeliness	87	86	87	87	88	87	87
Accuracy	79	77	79	80	82	82	82
Hurricane Warnings	89	89	89	89	89	90	87
Ease of Understanding	91	90	91	91	91	91	89
Timeliness	90	91	91	91	91	91	87
Accuracy	86	86	86	86	86	86	83
Flash Flood Warnings	86	86	87	87	87	87	87
Ease of Understanding	88	87	88	89	90	89	89
Timeliness	86	86	87	87	88	87	88
Accuracy	83	84	84	85	85	84	85
River Flood Warnings	88	87	88	88	89	88	88
Ease of Understanding	88	88	88	89	90	89	89
Timeliness	89	88	88	89	89	88	88
Accuracy	87	87	87	87	88	86	87
High Surf Warnings	88	88	89	89	89	89	85
Ease of Understanding	87	88	90	90	90	90	87
Timeliness	89	89	90	89	89	89	86
Accuracy	88	88	88	88	88	87	84

National Weather Service - Overall
2011
Attribute Table - Age

	Under 25 years	25 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 years and older
Sample Size	1,517	4,290	5,152	7,438	7,494	3,123	607
Tsunami Warnings	88	86	86	86	86	88	88
Ease of Understanding	89	87	87	88	88	90	89
Timeliness	89	87	88	87	86	88	88
Accuracy	83	83	83	82	81	83	84
Extreme Cold Warnings	90	90	90	90	90	89	89
Ease of Understanding	90	90	91	91	92	91	91
Timeliness	90	90	90	90	90	90	90
Accuracy	90	89	89	89	89	87	87
Extreme Heat Warnings	91	90	90	91	91	90	91
Ease of Understanding	91	91	91	91	92	91	92
Timeliness	90	90	90	91	91	90	91
Accuracy	90	89	89	90	89	89	89
Routine Climate, Water, Weather Services	90	88	88	88	89	89	90
Max/min temperature forecasts	94	92	92	92	92	92	94
Chance of Precip forecast	88	87	87	87	88	87	89
Cloud Cover forecasts	88	87	88	88	89	89	89
Wind forecasts	90	89	89	90	90	90	90
Dew Point forecasts	91	91	89	89	90	90	93
River Heights-Flow forecasts	90	89	88	89	90	90	90
UV Index forecasts	89	89	90	91	91	92	91
Air Quality forecasts	88	87	88	89	89	90	91
Wave Height forecasts	88	89	87	89	88	89	88
1 to 4-Week National Outlooks	89	87	87	87	87	87	86
3-Month National Outlooks	88	85	84	85	86	84	85
El Niño-La Niña Outlooks	85	84	84	84	85	85	86
3-Month Drought Outlooks	88	87	86	87	87	85	88
3-Month Local Temp Outlooks	89	87	86	86	87	86	86
Climate Hazard Assessments	88	87	87	88	88	87	91
Max/min temperature forecasts	94	92	92	92	92	93	94
Meets my needs	92	91	91	91	92	91	93
Ease of Understanding	95	93	93	93	93	93	95
Chance of Precip forecast	88	87	87	88	88	87	89
Meets my needs	86	86	85	86	86	85	87
Ease of Understanding	89	88	88	89	89	89	90
Cloud Cover forecasts	88	87	88	88	89	89	89
Meets my needs	88	87	87	87	88	88	88
Ease of Understanding	89	88	89	89	89	89	89
Wind forecasts	90	89	89	90	90	90	91
Meets my needs	90	89	88	89	89	89	89
Ease of Understanding	91	89	89	90	91	91	92
Dew Point forecasts	91	90	89	89	90	90	93
Meets my needs	91	91	89	89	90	90	93
Ease of Understanding	91	90	89	90	91	91	93

National Weather Service - Overall
2011
Attribute Table - Age

	Under 25 years	25 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 years and older
Sample Size	1,517	4,290	5,152	7,438	7,494	3,123	607
River Heights-Flow forecasts	90	89	88	89	90	90	90
Meets my needs	91	89	88	89	90	89	89
Ease of Understanding	88	88	88	89	90	90	91
UV Index forecasts	89	89	90	91	91	92	91
Meets my needs	90	89	90	91	91	93	91
Ease of Understanding	89	89	90	91	91	92	91
Air Quality forecasts	88	87	88	89	89	90	91
Meets my needs	89	88	88	89	89	89	90
Ease of Understanding	87	87	88	89	89	90	92
Wave Height forecasts	88	89	87	89	88	89	88
Meets my needs	88	88	86	89	87	87	87
Ease of Understanding	88	90	88	89	90	90	88
1 to 4-Week National Outlooks	89	87	87	87	87	87	86
Meets my needs	88	86	86	86	86	85	84
Ease of Understanding	89	88	88	88	88	88	88
3-Month National Outlooks	88	85	84	86	86	84	85
Meets my needs	87	85	84	85	85	83	84
Ease of Understanding	88	86	85	86	87	85	86
El Niño-La Niña Outlooks	84	84	84	84	85	85	86
Meets my needs	86	85	85	85	86	85	86
Ease of Understanding	83	83	83	83	84	85	85
3-Month Drought Outlooks	88	87	86	87	87	85	88
Meets my needs	89	87	86	86	87	84	87
Ease of Understanding	88	87	87	87	88	86	89
3-Month Local Temp Outlooks	89	87	86	86	87	86	86
Meets my needs	88	86	85	86	86	85	85
Ease of Understanding	89	87	86	87	88	87	87
Climate Hazard Assessments	88	87	87	88	88	87	91
Meets my needs	89	87	87	87	88	87	91
Ease of Understanding	88	87	87	88	89	88	91
Routine Climate, Water, Weather Forecasts	73	71	72	72	72	72	72
Max/min temperature forecasts	78	77	77	78	78	77	78
Probability of precipitation	69	67	69	69	70	69	69
Amount of precip forecasts	68	65	66	67	67	66	66
Max/min temperature forecasts	77	76	76	77	77	76	77
1 day from now	92	90	90	90	90	89	89
3 days from now	76	74	75	75	75	75	74
7 days from now	51	50	52	54	55	55	57
Probability of precipitation	67	65	67	68	68	68	68
1 day from now	85	83	84	84	84	82	82
3 days from now	66	63	65	66	66	65	65
7 days from now	42	40	43	45	47	47	48

National Weather Service - Overall
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Attribute Table - Age

	Under 25 years	25 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 years and older
Sample Size	1,517	4,290	5,152	7,438	7,494	3,123	607
Amount of precip forecasts	67	64	65	66	66	65	66
Less than 1 day from now	82	80	80	80	80	78	78
1 day from now	66	63	65	65	65	64	65
3 days from now	46	43	46	47	48	48	49
Support Services	91	90	90	89	89	90	89
Accessibility	89	88	88	87	87	87	88
Responsiveness	89	87	88	87	88	88	88
Knowledge	93	92	92	92	92	92	92
Professionalism	93	93	92	92	93	93	92
Assist interpret weather info	91	90	90	88	88	88	89
Resolving a complaint	87	88	86	82	84	84	85
User Support Services	90	89	90	89	89	88	91
Accessibility	88	87	88	86	86	86	89
Responsiveness	89	87	88	87	87	86	89
Knowledge	93	91	92	91	91	90	93
Professionalism	92	92	93	92	92	92	94
Assist interpret weather info	91	90	90	88	88	88	89
Resolving a complaint	86	88	87	83	86	85	86
Customer Support Services	91	90	89	89	90	91	88
Accessibility	90	89	87	88	88	88	87
Responsiveness	89	88	86	86	88	89	88
Knowledge	94	95	91	93	93	93	92
Professionalism	93	95	91	93	94	94	91
Resolving a complaint	90	88	84	80	81	82	84
NWS Forecaster	88	88	86	86	86	84	87
Clarification of weather info	88	89	88	88	88	87	88
Forecaster uncertainty	87	85	84	83	83	80	90
Dissemination Services	86	84	85	86	87	87	89
Reliability of satellite data	87	85	87	88	89	88	88
Reliability of radar data	84	83	84	86	88	88	89
Ease of locating information	83	79	82	83	85	85	89
Information is up-to-date	88	87	87	87	88	87	90
Ease of understanding info	88	86	87	88	89	89	90
Ease locating data on servers	80	73	74	78	78	79	76
Ease of req add data to server	79	73	73	78	74	74	71
Ease of providing input	81	72	73	79	74	71	74
Annual Weather Awareness Weeks	82	80	79	80	80	81	81
Sat with Annual WA Weeks	82	80	79	80	80	81	81
Satisfaction	83	83	83	84	85	85	85
Overall Satisfaction	89	87	88	88	89	88	89
Meets expectations	79	78	79	80	81	81	81
Compared to ideal	80	80	81	82	83	83	84

National Weather Service - Overall
2011
Attribute Table - Age

	Under 25 years	25 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 years and older
Sample Size	1,517	4,290	5,152	7,438	7,494	3,123	607
Likelihood take action	91	92	91	92	92	91	90
Likelihood take action on info	91	92	91	92	92	91	90
Likelihood to use in future	98	97	96	96	96	95	95
Likelihood use NWS in future	98	97	96	96	96	95	95
Likelihood to recommend	95	94	94	94	94	93	92
Likelihood to recommend	95	94	94	94	94	93	92
CPC products	83	81	80	82	82	83	86
Clarity	83	81	80	81	81	83	85
Presentation	82	81	79	81	82	83	84
Provided information	84	83	82	83	83	83	87
Likelihood to make a decision about CPC products	71	71	73	74	76	78	83
Likelihood to make decision CPC products	71	71	73	74	76	78	83
Extended Range products	84	81	81	82	83	83	85
Clarity	84	81	81	82	82	83	85
Presentation	84	81	81	82	83	83	86
Provided information	84	82	81	82	83	82	85
Long Range products	79	83	80	81	80	81	82
Clarity	80	83	79	81	80	80	80
Presentation	80	83	80	81	80	81	82
Provided information	78	84	81	82	80	81	83
Hazards products	84	83	82	84	83	83	86
Clarity	85	83	82	84	83	83	86
Presentation	84	82	82	84	83	83	87
Provided information	84	84	82	83	82	82	86
ENSO products	83	81	79	81	80	81	83
Clarity	83	82	79	82	81	82	83
Presentation	84	81	79	82	81	82	83
Provided information	82	81	78	80	79	80	81
NWS Local Climate Data Products	81	78	77	78	79	78	85
Easy to understand	82	80	80	80	80	80	85
Easy to use	79	78	77	77	78	78	85
Eye-appealing	73	67	70	72	74	75	83
Clarity	83	79	79	80	80	79	85
Timeliness	82	83	82	82	82	80	84
Usefulness	85	83	83	81	81	80	87
Organization of information	81	78	77	78	79	78	84
Location selection	75	75	76	75	78	75	85
Variable selection	82	80	78	79	79	78	83
Length of data record	80	79	77	78	80	78	85
Meets my needs	82	80	80	80	80	79	89

National Weather Service - Overall
2011
Attribute Table - Age

	Under 25 years	25 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 years and older
Sample Size	1,517	4,290	5,152	7,438	7,494	3,123	607
NOWData	81	79	79	79	79	80	83
Easy to understand	82	81	79	81	81	81	87
Easy to use	78	79	79	78	79	80	85
Eye-appealing	74	72	72	75	76	79	83
Clarity	82	80	78	81	80	81	86
Timeliness	84	84	81	82	82	82	87
Usefulness	83	83	82	81	81	81	88
Organization of information	82	79	77	79	79	80	84
Location selection	76	78	77	76	77	78	83
Variable selection	82	79	79	79	80	81	81
Length of data record	83	79	80	80	80	79	86
Meets my needs	83	82	81	80	80	82	88
Likelihood to make a change based on products	71	68	69	68	68	67	74
Likelihood to make a change based on products	71	68	69	68	68	67	74
Local 3-Month Temp outlook graphic	80	81	78	78	78	79	83
Easy to understand	79	82	80	80	80	81	85
Easy to use	81	81	78	79	79	80	83
Eye-appealing	77	76	76	77	78	78	82
Clarity	80	82	78	79	80	80	84
Timeliness	84	84	81	81	81	82	83
Usefulness	81	81	77	77	77	76	78
Organization of information	81	81	78	79	80	79	81
Location selection	78	81	78	76	77	79	81
Variable selection	79	82	78	78	79	78	80
Length of data record	82	83	80	80	80	79	86
Meets my needs	83	82	78	77	76	79	84
Graphic 2 Content and Characteristics	81	82	79	80	79	79	83
Easy to understand	82	80	79	80	80	78	83
Easy to use	80	81	79	80	80	79	83
Eye-appealing	80	78	77	78	78	78	82
Clarity	82	80	78	80	80	79	83
Timeliness	82	85	81	83	82	81	84
Usefulness	83	82	79	80	79	77	79
Organization of information	84	82	79	80	80	79	84
Location selection	77	82	79	78	78	78	85
Variable selection	82	83	80	80	80	79	83
Length of data record	82	85	81	82	81	80	87
Meets my needs	80	83	79	80	79	79	80

National Weather Service - Overall
2011
Attribute Table - Age

	Under 25 years	25 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 years and older
Sample Size	1,517	4,290	5,152	7,438	7,494	3,123	607
Graphic 3 Content and Characteristics	80	80	78	78	78	77	76
Easy to understand	76	78	76	77	77	75	74
Easy to use	78	79	77	77	77	76	74
Eye-appealing	79	79	78	78	79	78	78
Clarity	80	79	76	77	76	76	74
Timeliness	83	85	81	81	80	81	80
Usefulness	81	81	78	78	77	74	75
Organization of information	81	81	78	78	77	77	76
Location selection	78	82	78	77	77	78	78
Variable selection	81	83	79	79	79	79	75
Length of data record	83	85	80	81	80	80	82
Meets my needs	82	82	77	77	76	76	74
Fire Weather staff	90	88	90	88	88	82	86
Availability	90	87	89	86	87	80	84
Knowledge	90	89	91	90	90	85	85
Timeliness of responses	89	87	90	88	87	82	85
Helpfulness of information	90	89	90	89	88	84	87
Importance of decision support info	84	85	89	89	89	87	83
Importance of decision support info	84	85	89	89	89	87	83
Fire Weather Planning Forecast	85	85	85	86	86	85	87
Helpfulness of information	84	87	88	88	88	86	90
Timeliness of information	91	87	87	87	87	87	89
Format is easy to understand	75	79	79	82	82	80	84
Degree to which it meets my needs	87	86	85	86	85	85	87
NWS fire weather point forecast	74	77	78	76	76	72	78
Helpfulness of information	73	79	80	78	79	73	80
Timeliness of information	81	84	83	85	83	81	79
Format is easy to understand	67	67	70	67	67	62	77
Degree to which it meets my needs	74	79	78	75	75	73	78
Site-Specific (spot) forecasts	82	86	85	82	84	72	78
Helpfulness of information	83	87	86	83	86	74	79
Timeliness of information	80	88	85	85	85	74	80
Format is easy to understand	81	83	84	80	82	68	76
Degree to which it meets my needs	83	87	83	81	83	71	72
Fire Weather Activity Planner	90	88	87	87	87	82	83
Helpfulness of information	92	87	87	87	87	82	83
Timeliness of information	90	88	89	87	88	82	82
Format is easy to understand	92	87	86	88	88	81	83
Degree to which it meets my needs	87	88	87	86	86	81	85

National Weather Service - Overall
2011
Attribute Table - Age

	Under 25 years	25 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 years and older
Sample Size	1,517	4,290	5,152	7,438	7,494	3,123	607
Storm Prediction Center Outlooks	92	85	88	86	87	85	88
Helpfulness of information	92	86	88	87	88	85	93
Timeliness of information	93	86	88	88	88	87	85
Format is easy to understand	92	84	88	86	86	83	87
Degree to which it meets my needs	93	84	86	85	87	84	90
Fire Weather Watch	87	88	86	88	88	86	86
The usefulness of the watch information	86	89	88	89	90	88	86
The amount of time you had to act	88	87	86	87	87	85	81
How clearly the watch information described conditions	87	88	86	88	88	86	86
Red Flag Warning	91	88	89	90	89	87	90
The usefulness of the warning information	92	88	90	91	90	89	91
The amount of time you had to act	91	87	87	89	89	87	83
How clearly the warning info described conditions to expect	91	89	89	90	89	86	91
Flood Watches	86	88	87	88	89	89	92
Ease of understanding	84	88	86	88	87	88	93
Usefulness	87	88	87	89	90	90	91
Flash Flood Watches	87	87	87	89	89	88	92
Ease of understanding	88	87	87	89	88	88	93
Usefulness	86	88	88	89	89	89	91
Flood Warnings	87	88	87	88	89	89	92
Ease of understanding	87	87	86	88	87	89	91
Usefulness	87	88	87	89	90	90	92
Flash Flood Warnings	88	87	87	89	89	88	92
Ease of understanding	88	87	86	88	88	88	92
Usefulness	89	88	88	90	90	89	92
Flood Advisories	83	85	84	87	88	89	89
Ease of understanding	82	85	84	87	87	88	89
Usefulness	85	86	85	87	89	90	89
Hydrologic Statements	87	85	84	86	86	86	82
Ease of understanding	86	85	84	85	85	86	82
Usefulness	87	86	85	86	87	86	82
Short-term Hydrologic Outlooks	88	85	85	86	86	86	85
Ease of understanding	88	84	85	86	86	85	84
Usefulness	88	86	86	86	87	87	86
Long-term Hydrologic Outlooks	82	84	83	83	84	84	77
Ease of understanding	80	83	81	82	83	83	75
Usefulness	84	84	84	84	84	84	79
River and Lake Forecast Products	90	86	84	85	87	87	81
Ease of understanding	89	85	82	85	85	86	84
Usefulness	90	88	85	86	88	88	79
Hydrometeorological Data Products and Summaries	88	86	83	84	85	83	85
Ease of understanding	88	86	82	83	84	82	85
Usefulness	88	87	83	84	85	84	85

National Weather Service - Overall
2011
Attribute Table - Age

	Under 25 years	25 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 years and older
Sample Size	1,517	4,290	5,152	7,438	7,494	3,123	607
Flood warning vs. flash flood	90	90	89	91	90	88	92
Flood warning vs. flash flood	90	90	89	91	90	88	92
AHPS web pages	80	78	78	79	82	81	78
AHPS web pages	80	78	78	79	82	81	78
Usefulness of map overlay	80	80	79	80	79	82	78
Flood Watches	81	86	86	87	88	89	94
Flood Warnings	88	89	89	91	90	91	94
Radar	82	86	85	85	86	87	78
Satellite	74	73	75	78	79	83	78
Observed precipitation	86	88	88	88	86	86	80
Forecast precipitation	87	89	87	88	88	89	84
Snow depth	81	77	81	79	78	78	82
Snow water equivalent	76	77	79	77	76	77	79
River ice	75	72	72	71	68	69	72
Soil moisture	78	77	73	74	70	75	70
Evapotranspiration	68	65	61	62	60	61	59
Water quality	65	64	60	64	62	68	76
Runoff	80	83	79	79	76	75	69
Groundwater	73	73	69	73	69	72	74
Flash flood guidance	85	82	80	82	85	86	89
Drought conditions	74	73	69	73	72	74	77
Ability to display maximum stage/flow forecasts	86	86	84	85	84	82	89
Ability to display the maximum stage/flow forecasts	86	86	84	85	84	82	89
Usefulness of hydrograph overlay statistics	78	75	74	74	73	73	69
Record low flow, stage, or pool for a specified period of record	78	73	74	74	74	75	74
Normal daily flow, stage, or pool for a specified period of record	85	83	82	82	81	82	73
Seven-day minimum flow with a recurrence interval of 10 years	73	68	69	69	66	66	67
The discharge exceeded 10 percent of time for a designated period	78	71	72	69	69	69	68
The discharge exceeded 25 percent of time for a designated period	77	74	72	70	70	71	67
The discharge exceeded 75 percent of time for a designated period	77	76	72	73	72	71	67
The discharge exceeded 90 percent of time for a designated period	78	77	75	74	73	72	69
Usefulness of information	93	91	87	89	88	85	68
Usefulness of this information	93	91	87	89	88	85	68
Single web portal for water information	89	89	86	87	87	88	92
Single web portal for water information	89	89	86	87	87	88	92
Familiarity with NOAA Tsunami Products	74	80	76	79	83	86	69
Tsunami Warning	86	86	80	82	84	89	69
Tsunami Advisory	67	80	75	77	82	80	69
Tsunami Watch	71	83	76	80	84	84	69
Tsunami Information Statement	69	71	73	75	82	88	69
NOAA Tsunami information	74	78	79	85	83	89	69
Understanding tsunami products	67	76	80	82	85	87	71
Usefulness of tsunami products	75	80	80	86	82	91	67
Improvements over last five years	78	82	80	88	85	91	67
Overall quality of tsunami products and services	75	78	79	84	81	86	69

National Weather Service - Overall
2011
Demographics Table - Age

	Under 25 years		25 - 34 years		35 - 44 years		45 - 54 years		55 - 64 years		65 - 74 years		75 years and older	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Country you live or work in														
United States	100%	1,511	100%	4,277	100%	5,130	100%	7,404	100%	7,461	100%	3,108	99%	599
Other	0%	6	0%	13	0%	22	0%	34	0%	33	0%	15	1%	8
Number of Respondents		1,517		4,290		5,152		7,438		7,494		3,123		607
Region														
Central Region	40%	594	43%	1,771	38%	1,826	37%	2,456	32%	2,104	29%	759	25%	126
Eastern Region	34%	500	28%	1,162	28%	1,363	28%	1,881	28%	1,855	27%	718	30%	152
Southern Region	15%	217	16%	657	18%	860	18%	1,183	19%	1,226	19%	517	20%	102
Western Region	10%	154	12%	488	15%	720	17%	1,150	21%	1,361	24%	651	24%	121
Alaska Region	0%	1	0%	5	0%	9	0%	13	0%	19	0%	4	0%	0
Pacific Region	0%	2	0%	14	0%	10	0%	22	1%	35	0%	12	0%	2
Number of Respondents		1,468		4,097		4,788		6,705		6,600		2,661		503
Sector														
Government	5%	80	7%	306	7%	366	6%	470	5%	381	2%	52	1%	4
Private	95%	1,431	93%	3,971	93%	4,764	94%	6,934	95%	7,080	98%	3,056	99%	595
Number of Respondents		1,511		4,277		5,130		7,404		7,461		3,108		599
Primary use of NWS information														
Agriculture	2%	28	4%	152	5%	233	5%	398	6%	461	6%	201	6%	38
Aviation	2%	30	1%	55	1%	47	1%	96	1%	75	1%	35	2%	10
Amateur Radio	1%	12	1%	51	1%	46	1%	66	1%	98	1%	43	2%	11
Broadcast/Print Media	2%	30	2%	71	1%	34	1%	51	1%	38	0%	8	0%	1
Commodities Markets	0%	1	0%	4	0%	1	0%	3	0%	2	0%	0	0%	0
Consulting Services	0%	6	0%	10	0%	9	0%	17	0%	6	0%	8	0%	3
Education	0%	6	1%	30	1%	44	1%	67	1%	66	0%	11	0%	3
Emergency Response/Public Safety	3%	43	4%	157	4%	209	3%	257	3%	209	2%	54	1%	8
Energy/Utilities	0%	0	0%	17	1%	30	1%	54	1%	52	0%	5	0%	0
Environment Rsrc Mgt	0%	3	1%	39	1%	33	1%	50	1%	47	0%	9	0%	3
Fire Weather	0%	2	0%	18	1%	28	1%	47	0%	32	0%	12	0%	3
Health Care Services	0%	2	0%	12	0%	25	0%	28	1%	38	0%	9	0%	2
Internet Provider	1%	12	0%	17	0%	24	0%	18	0%	28	0%	12	0%	2
Marine	0%	6	0%	13	0%	18	0%	30	1%	41	1%	16	0%	3
NWS Data Provider	7%	103	4%	162	3%	150	2%	166	1%	100	1%	42	1%	4
Personal	65%	991	66%	2,837	65%	3,343	62%	4,612	63%	4,745	67%	2,088	69%	416
Recreation	11%	171	10%	436	11%	570	13%	932	12%	923	13%	406	12%	72
Research	1%	22	1%	40	1%	30	1%	44	0%	37	0%	11	1%	5
Other	3%	49	4%	169	5%	278	7%	502	7%	496	5%	153	4%	23
Number of Respondents		1,517		4,290		5,152		7,438		7,494		3,123		607

National Weather Service - Overall
2011
Demographics Table - Age

	Under 25 years		25 - 34 years		35 - 44 years		45 - 54 years		55 - 64 years		65 - 74 years		75 years and older	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Type of Aviation														
Dispatcher	10%	3	5%	3	9%	4	6%	6	7%	5	3%	1	0%	0
Comm Freight	0%	0	11%	6	0%	0	1%	1	0%	0	3%	1	0%	0
Comm Passenger	7%	2	16%	9	19%	9	17%	16	9%	7	11%	4	0%	0
Private Business	30%	9	24%	13	28%	13	25%	24	21%	16	14%	5	20%	2
Private Pleasure	53%	16	44%	24	45%	21	51%	49	63%	47	69%	24	80%	8
Number of Respondents		30		55		47		96		75		35		10
Primary responsibility														
National	0%	0	4%	9	4%	12	5%	17	2%	7	5%	4	7%	1
Regional	2%	1	8%	17	7%	20	8%	28	10%	28	5%	4	21%	3
Single state	4%	2	7%	14	8%	21	9%	31	10%	28	9%	7	7%	1
Mt/pl county/parish...	19%	9	20%	43	20%	54	19%	69	13%	38	9%	7	0%	0
Large city/urban area	8%	4	8%	18	11%	31	8%	30	11%	31	4%	3	7%	1
Small city/township...	31%	15	30%	65	27%	73	23%	80	20%	58	25%	19	7%	1
Rural	25%	12	14%	31	13%	34	16%	55	24%	69	31%	23	50%	7
Other	10%	5	8%	17	9%	25	12%	44	10%	29	11%	8	0%	0
Number of Respondents		48		214		270		354		288		75		14
Information sources-														
NWS Web Sources	97%	1,463	96%	4,126	95%	4,897	96%	7,127	95%	7,110	95%	2,961	92%	560
Non-NWS Web Sources	39%	586	41%	1,766	35%	1,822	31%	2,300	28%	2,072	25%	765	19%	118
Mobile devices	47%	710	53%	2,255	47%	2,407	31%	2,329	20%	1,473	12%	379	6%	37
NOAA Weather Radio/All Hazards	45%	675	41%	1,763	44%	2,269	43%	3,224	42%	3,141	39%	1,211	36%	217
NOAA Weather Wire	5%	82	5%	213	6%	300	5%	406	6%	449	7%	218	10%	62
Family of Services (FOS)	3%	38	3%	134	4%	199	5%	397	6%	451	6%	185	8%	48
Emerg Mgrs Weather Info Net	3%	50	4%	166	4%	207	4%	297	3%	261	3%	91	3%	18
NOAAPort	2%	31	3%	146	4%	216	6%	441	8%	574	8%	254	9%	55
World Area Forecast System	2%	28	1%	47	1%	66	1%	110	1%	109	2%	54	2%	15
DUATS	3%	43	2%	93	2%	84	2%	169	2%	178	2%	75	3%	18
Flight Services	5%	75	4%	167	4%	184	4%	301	5%	344	5%	151	7%	44
Local or cable TV	57%	869	54%	2,306	53%	2,732	53%	3,929	50%	3,781	50%	1,554	49%	299
Commercial Radio	28%	429	32%	1,364	32%	1,645	32%	2,375	30%	2,243	25%	774	20%	123
Satellite radio	5%	74	5%	214	6%	304	5%	341	4%	315	3%	99	2%	12
Satellite TV	15%	221	14%	603	17%	893	17%	1,267	19%	1,438	22%	676	20%	119
Newspaper	21%	317	15%	629	15%	789	18%	1,331	20%	1,489	21%	666	25%	152
U.S. Coast Guard Broadcasts	4%	67	3%	138	5%	240	6%	425	7%	515	7%	230	7%	40
NAVTEX receiver	1%	9	0%	18	0%	23	1%	40	1%	40	1%	16	1%	5
Immarsat-C SafetyNET	0%	5	0%	11	0%	16	0%	15	0%	19	0%	4	0%	2
Radiofacsimile	1%	8	1%	22	1%	32	1%	59	1%	70	1%	30	1%	6
Other	0%	4	1%	23	1%	56	1%	80	1%	97	1%	44	1%	6
Social Media	24%	358	18%	771	13%	671	7%	510	4%	280	2%	67	1%	6
Number of Respondents		1,515		4,284		5,150		7,427		7,488		3,119		607

National Weather Service - Overall
2011
Demographics Table - Age

	Under 25 years		25 - 34 years		35 - 44 years		45 - 54 years		55 - 64 years		65 - 74 years		75 years and older	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Future source NWS info-														
Desk top/lap top computer	96%	1,450	94%	4,036	93%	4,780	94%	7,001	96%	7,173	96%	3,011	98%	595
Mobile Device	76%	1,146	81%	3,468	75%	3,854	61%	4,570	47%	3,500	32%	1,006	18%	108
Social Media	29%	437	24%	1,029	18%	942	10%	753	5%	408	3%	95	2%	10
Direct Interaction with NWS Staff	10%	158	9%	386	7%	346	6%	435	4%	333	3%	104	2%	15
NOAA Weather Radio All-Hazards	36%	546	36%	1,556	39%	2,014	40%	2,990	40%	2,978	39%	1,207	35%	210
File transfer services	9%	143	11%	463	9%	464	7%	552	6%	419	4%	120	3%	17
Other	2%	27	2%	92	3%	139	3%	198	3%	247	4%	122	5%	29
Number of Respondents	1,517		4,290		5,152		7,438		7,494		3,123		607	
Language important messages														
Option A	65%	987	63%	2,693	64%	3,275	65%	4,845	65%	4,874	63%	1,983	69%	417
Option B	20%	305	19%	822	17%	898	16%	1,168	15%	1,091	14%	429	9%	55
Option C	15%	225	18%	775	19%	979	19%	1,425	20%	1,529	23%	711	22%	135
Number of Respondents	1,517		4,290		5,152		7,438		7,494		3,123		607	
Elements used within past year-														
Max/min temperature forecasts	90%	1,368	88%	3,768	85%	4,401	86%	6,404	86%	6,427	87%	2,724	87%	529
Chance of Precipitation forecast	85%	1,283	84%	3,593	82%	4,237	84%	6,254	86%	6,465	86%	2,693	86%	524
Cloud Cover forecasts	48%	730	39%	1,674	34%	1,760	37%	2,718	38%	2,876	40%	1,241	42%	253
Wind forecasts	69%	1,045	67%	2,858	66%	3,415	71%	5,246	74%	5,529	77%	2,412	75%	454
Dew Point forecasts	35%	528	30%	1,266	28%	1,426	29%	2,147	27%	2,018	24%	764	23%	137
River Heights/Flow forecasts	28%	422	30%	1,306	30%	1,521	32%	2,403	33%	2,474	29%	919	24%	148
UV Index forecasts	25%	377	24%	1,011	23%	1,196	21%	1,560	20%	1,477	17%	519	15%	89
Air Quality forecasts	37%	563	34%	1,469	35%	1,778	33%	2,433	34%	2,549	32%	1,001	34%	207
Wave Height forecasts	10%	158	10%	423	11%	566	12%	883	12%	914	12%	371	11%	69
1 to 4-Week National Outlooks	39%	586	35%	1,511	38%	1,972	40%	3,005	42%	3,163	40%	1,252	39%	237
3-Month National Outlooks	25%	374	23%	978	24%	1,243	27%	1,987	28%	2,081	24%	764	22%	133
El Niño/La Niña Outlooks	23%	353	20%	851	23%	1,193	25%	1,868	27%	2,032	28%	866	26%	159
3-Month Drought Outlooks	17%	262	16%	690	18%	924	21%	1,541	22%	1,629	19%	605	18%	112
3-Month Local Temp Outlooks	23%	350	23%	979	24%	1,241	27%	1,972	28%	2,076	25%	780	20%	124
Climate Hazard Assessments	24%	366	23%	992	23%	1,176	23%	1,695	26%	1,918	25%	775	25%	153
Number of Respondents	1,517		4,290		5,152		7,438		7,494		3,123		607	
Job decisions on weather info														
Makes decisions on weather info	31%	463	35%	1,500	37%	1,921	37%	2,781	35%	2,640	28%	873	24%	145
Does not	69%	1,054	65%	2,790	63%	3,231	63%	4,657	65%	4,854	72%	2,250	76%	462
Number of Respondents	1,517		4,290		5,152		7,438		7,494		3,123		607	
Times interact with NWS staff														
0 times	74%	342	81%	1,208	79%	1,517	78%	2,178	81%	2,147	81%	710	83%	120
1-5 times	16%	76	11%	172	11%	208	12%	338	11%	290	11%	100	10%	14
5-10 times	4%	17	3%	50	2%	46	3%	81	2%	62	3%	23	3%	4
More than 10 times	6%	28	5%	70	8%	150	7%	184	5%	141	5%	40	5%	7
Number of Respondents	463		1,500		1,921		2,781		2,640		873		145	

National Weather Service - Overall
2011
Demographics Table - Age

	Under 25 years		25 - 34 years		35 - 44 years		45 - 54 years		55 - 64 years		65 - 74 years		75 years and older	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Time spent discussing info NWS														
Less than 5 minutes	42%	51	49%	142	47%	190	54%	325	54%	267	73%	119	72%	18
5-15 minutes	40%	48	40%	116	39%	159	36%	219	35%	171	23%	38	20%	5
16-30 minutes	10%	12	7%	20	7%	27	5%	31	8%	38	1%	1	4%	1
More than 30 minutes	8%	10	5%	14	7%	28	5%	28	3%	17	3%	5	4%	1
Number of Respondents	121		292		404		603		493		163		25	
NWS staff on-site at incident														
NWS staff on-site	4%	5	11%	31	16%	63	15%	91	16%	81	15%	25	28%	7
No staff on-site	96%	116	89%	261	84%	341	85%	512	84%	412	85%	138	72%	18
Number of Respondents	121		292		404		603		493		163		25	
Times contact NWS staff														
0 times	89%	942	93%	2,601	92%	2,982	92%	4,285	92%	4,471	91%	2,045	91%	420
1-10 times	10%	101	6%	165	7%	220	7%	307	7%	327	7%	157	6%	26
11-25 times	1%	6	0%	10	0%	14	0%	22	0%	21	1%	21	1%	5
More than 25 times	0%	5	1%	14	0%	15	1%	43	1%	35	1%	27	2%	11
Number of Respondents	1,054		2,790		3,231		4,657		4,854		2,250		462	
NWS Web primary source														
Web primary source	94%	1,432	94%	4,021	92%	4,751	91%	6,781	90%	6,757	88%	2,750	86%	524
Not primary source	6%	85	6%	269	8%	400	9%	657	10%	737	12%	373	14%	83
Number of Respondents	1,517		4,290		5,151		7,438		7,494		3,123		607	
Auto method ingesting data														
Requires products	5%	69	5%	194	4%	220	4%	276	3%	248	2%	69	3%	16
Do not require products	95%	1,448	95%	4,096	96%	4,932	96%	7,162	97%	7,245	98%	3,054	97%	591
Number of Respondents	1,517		4,290		5,152		7,438		7,493		3,123		607	
Preferred weather info sources-														
Paper	63%	951	54%	2,299	49%	2,518	48%	3,537	46%	3,435	44%	1,364	44%	265
Refrigerator magnets, key chains, and pens	61%	932	57%	2,457	48%	2,496	38%	2,852	28%	2,109	18%	572	16%	98
DVDs	28%	418	24%	1,033	26%	1,332	26%	1,921	25%	1,855	21%	663	19%	117
List of Internet Links	57%	860	59%	2,540	65%	3,374	71%	5,261	75%	5,586	76%	2,361	70%	424
Other	5%	73	7%	319	8%	396	7%	510	6%	466	7%	207	7%	43
Number of Respondents	1,517		4,290		5,152		7,438		7,494		3,123		607	
Top hazardous weather threats-														
Tornadoes	51%	768	52%	2,250	52%	2,682	50%	3,701	44%	3,286	40%	1,234	36%	217
Severe Thunderstorms	78%	1,184	76%	3,258	75%	3,840	74%	5,476	71%	5,321	69%	2,159	66%	403
Flash Floods	18%	280	16%	669	13%	692	12%	917	11%	816	8%	243	6%	38
River Floods	11%	164	10%	429	10%	521	9%	694	10%	741	10%	310	6%	39
Winter Storms	64%	973	67%	2,867	66%	3,387	67%	4,987	65%	4,908	65%	2,023	59%	360
Hurricanes	7%	107	8%	333	8%	424	10%	764	12%	882	13%	397	18%	111
Heat Wave	17%	261	16%	669	16%	816	15%	1,143	16%	1,226	17%	531	19%	118
Wildfires	8%	122	8%	339	9%	486	10%	751	13%	968	15%	463	16%	98
Drought	7%	110	7%	285	7%	344	7%	530	9%	640	9%	288	13%	76
Coastal Storms	5%	79	5%	210	5%	271	6%	449	7%	494	7%	223	7%	41
Tsunamis	1%	18	2%	67	2%	83	2%	126	2%	159	2%	68	2%	14
Extreme Cold	14%	214	15%	629	15%	783	15%	1,147	18%	1,352	21%	656	23%	139
Air Quality	8%	114	7%	279	7%	341	6%	464	6%	437	6%	187	9%	52
Other	1%	19	2%	84	3%	144	3%	215	3%	207	3%	97	3%	16
Number of Respondents	1,517		4,290		5,152		7,438		7,494		3,123		607	

National Weather Service - Overall
2011
Demographics Table - Age

	Under 25 years		25 - 34 years		35 - 44 years		45 - 54 years		55 - 64 years		65 - 74 years		75 years and older	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Familiar Annual WA Weeks														
Familiar	42%	642	42%	1,821	44%	2,282	44%	3,269	40%	2,996	33%	1,018	27%	162
Not Familiar	58%	875	58%	2,469	56%	2,870	56%	4,169	60%	4,498	67%	2,105	73%	445
Number of Respondents		1,517		4,290		5,152		7,438		7,494		3,123		607
Age														
Under 25 years	100%	1,517	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
25 - 34 years	0%	0	100%	4,290	0%	0	0%	0	0%	0	0%	0	0%	0
35 - 44 years	0%	0	0%	0	100%	5,152	0%	0	0%	0	0%	0	0%	0
45 - 54 years	0%	0	0%	0	0%	0	100%	7,438	0%	0	0%	0	0%	0
55 - 64 years	0%	0	0%	0	0%	0	0%	0	100%	7,494	0%	0	0%	0
65 - 74 years	0%	0	0%	0	0%	0	0%	0	0%	0	100%	3,123	0%	0
75 years and older	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	100%	607
Number of Respondents		1,517		4,290		5,152		7,438		7,494		3,123		607
Gender														
Male	73%	1,094	69%	2,953	72%	3,649	71%	5,176	72%	5,306	78%	2,405	83%	499
Female	27%	407	31%	1,302	28%	1,449	29%	2,159	28%	2,110	22%	684	17%	104
Number of Respondents		1,501		4,255		5,098		7,335		7,416		3,089		603
School completed														
Less than high schl	4%	65	1%	29	0%	19	1%	38	0%	26	0%	13	1%	4
High schl or equiv	22%	334	7%	291	8%	405	10%	715	8%	569	7%	204	6%	34
Some clg, tech schl	36%	537	27%	1,144	32%	1,624	34%	2,550	33%	2,457	29%	912	25%	151
4 yr college grad	33%	501	41%	1,737	35%	1,793	30%	2,258	31%	2,289	28%	875	32%	192
Master's degree	4%	62	19%	834	17%	900	18%	1,317	19%	1,451	22%	679	18%	109
Prof degree or PHD	1%	8	6%	251	8%	402	7%	539	9%	685	14%	431	19%	114
Number of Respondents		1,507		4,286		5,143		7,417		7,477		3,114		604
Additional feedback-														
Climate Services	6%	87	6%	244	8%	387	9%	695	10%	778	10%	313	12%	72
Fire Weather Services	3%	41	3%	120	4%	181	4%	307	4%	324	4%	117	5%	29
Hydrologic Services	5%	80	5%	233	6%	293	6%	450	6%	463	5%	150	3%	17
Tsunami	1%	10	1%	44	1%	61	1%	101	1%	98	1%	27	1%	7
I do not wish to continue	89%	1,353	89%	3,818	87%	4,473	85%	6,288	83%	6,212	85%	2,644	85%	514
Number of Respondents		1,517		4,290		5,152		7,438		7,494		3,123		607

National Weather Service - Overall
2011
Attribute Table - Gender

	Male	Female
	Scores	
Sample Size	23,065	8,817
Hazardous Services	86	89
Tornado Warnings	85	87
Severe Thunderstorm Warnings	86	89
Winter Storm Warnings	85	88
Hurricane Warnings	89	91
Flash Flood Warnings	86	89
River Flood Warnings	87	90
High Surf Warnings	88	90
Tsunami Warnings	85	89
Extreme Cold Warnings	89	91
Extreme Heat Warnings	90	92
Tornado Warnings	85	87
Ease of Understanding	88	90
Timeliness	85	87
Accuracy	81	85
Severe Thunderstorm Warnings	86	89
Ease of Understanding	89	91
Timeliness	86	88
Accuracy	83	86
Winter Storm Warnings	85	88
Ease of Understanding	88	91
Timeliness	86	89
Accuracy	79	83
Hurricane Warnings	89	91
Ease of Understanding	90	92
Timeliness	90	91
Accuracy	85	88
Flash Flood Warnings	86	89
Ease of Understanding	88	91
Timeliness	86	89
Accuracy	83	87
River Flood Warnings	87	90
Ease of Understanding	88	91
Timeliness	88	90
Accuracy	86	89
High Surf Warnings	88	90
Ease of Understanding	89	91
Timeliness	88	90
Accuracy	87	90

National Weather Service - Overall
2011
Attribute Table - Gender

	Male	Female
	Scores	
Sample Size	23,065	8,817
Tsunami Warnings	85	89
Ease of Understanding	87	91
Timeliness	86	90
Accuracy	81	86
Extreme Cold Warnings	89	91
Ease of Understanding	90	93
Timeliness	90	92
Accuracy	88	90
Extreme Heat Warnings	90	92
Ease of Understanding	91	93
Timeliness	90	92
Accuracy	89	91
Routine Climate, Water, Weather Services	88	90
Max/min temperature forecasts	92	93
Chance of Precip forecast	86	90
Cloud Cover forecasts	87	90
Wind forecasts	89	91
Dew Point forecasts	90	91
River Heights-Flow forecasts	89	90
UV Index forecasts	90	91
Air Quality forecasts	88	90
Wave Height forecasts	88	91
1 to 4-Week National Outlooks	86	89
3-Month National Outlooks	85	87
El Niño-La Niña Outlooks	84	86
3-Month Drought Outlooks	86	89
3-Month Local Temp Outlooks	86	88
Climate Hazard Assessments	87	90
Max/min temperature forecasts	92	93
Meets my needs	91	92
Ease of Understanding	93	94
Chance of Precip forecast	86	90
Meets my needs	85	88
Ease of Understanding	88	91
Cloud Cover forecasts	88	90
Meets my needs	87	89
Ease of Understanding	88	91
Wind forecasts	89	91
Meets my needs	88	91
Ease of Understanding	90	91
Dew Point forecasts	90	91
Meets my needs	90	91
Ease of Understanding	90	91

National Weather Service - Overall
2011
Attribute Table - Gender

	Male	Female
	Scores	
Sample Size	23,065	8,817
River Heights-Flow forecasts	89	90
Meets my needs	89	91
Ease of Understanding	89	90
UV Index forecasts	90	91
Meets my needs	90	92
Ease of Understanding	90	91
Air Quality forecasts	88	90
Meets my needs	88	90
Ease of Understanding	88	90
Wave Height forecasts	88	91
Meets my needs	87	91
Ease of Understanding	89	91
1 to 4-Week National Outlooks	86	89
Meets my needs	85	88
Ease of Understanding	87	90
3-Month National Outlooks	85	87
Meets my needs	84	87
Ease of Understanding	86	87
El Niño-La Niña Outlooks	84	86
Meets my needs	84	87
Ease of Understanding	83	85
3-Month Drought Outlooks	86	89
Meets my needs	86	89
Ease of Understanding	87	89
3-Month Local Temp Outlooks	86	88
Meets my needs	85	88
Ease of Understanding	87	89
Climate Hazard Assessments	87	90
Meets my needs	87	90
Ease of Understanding	87	90
Routine Climate, Water, Weather Forecasts	71	74
Max/min temperature forecasts	77	79
Probability of precipitation	68	71
Amount of precip forecasts	65	70
Max/min temperature forecasts	76	78
1 day from now	89	91
3 days from now	74	77
7 days from now	52	56
Probability of precipitation	66	70
1 day from now	83	85
3 days from now	64	68
7 days from now	43	49

National Weather Service - Overall
2011
Attribute Table - Gender

	Male	Female
	Scores	
Sample Size	23,065	8,817
Amount of precip forecasts	64	69
Less than 1 day from now	79	82
1 day from now	63	68
3 days from now	45	51
Support Services	89	92
Accessibility	87	91
Responsiveness	87	91
Knowledge	91	94
Professionalism	92	94
Assist interpret weather info	89	91
Resolving a complaint	84	89
User Support Services	89	92
Accessibility	86	90
Responsiveness	87	90
Knowledge	91	93
Professionalism	92	94
Assist interpret weather info	89	91
Resolving a complaint	85	90
Customer Support Services	89	93
Accessibility	87	92
Responsiveness	86	93
Knowledge	92	95
Professionalism	93	95
Resolving a complaint	82	89
NWS Forecaster	86	90
Clarification of weather info	87	91
Forecaster uncertainty	83	87
Dissemination Services	86	88
Reliability of satellite data	87	89
Reliability of radar data	85	88
Ease of locating information	82	85
Information is up-to-date	87	89
Ease of understanding info	87	89
Ease locating data on servers	77	82
Ease of req add data to server	76	80
Ease of providing input	76	81
Annual Weather Awareness Weeks	80	82
Sat with Annual WA Weeks	80	82
Satisfaction	83	86
Overall Satisfaction	87	90
Meets expectations	79	82
Compared to ideal	81	84

National Weather Service - Overall
2011
Attribute Table - Gender

	Male	Female
	Scores	
Sample Size	23,065	8,817
Likelihood take action	91	93
Likelihood take action on info	91	93
Likelihood to use in future	96	97
Likelihood use NWS in future	96	97
Likelihood to recommend	93	95
Likelihood to recommend	93	95
CPC products	81	85
Clarity	81	84
Presentation	81	83
Provided information	82	86
Likelihood to make a decision about CPC products	73	80
Likelihood to make decision CPC products	73	80
Extended Range products	81	85
Clarity	81	85
Presentation	81	85
Provided information	81	86
Long Range products	80	85
Clarity	79	84
Presentation	80	85
Provided information	80	86
Hazards products	82	86
Clarity	82	87
Presentation	82	86
Provided information	82	86
ENSO products	80	84
Clarity	80	85
Presentation	80	85
Provided information	78	84
NWS Local Climate Data Products	78	81
Easy to understand	80	84
Easy to use	77	81
Eye-appealing	72	76
Clarity	80	83
Timeliness	81	85
Usefulness	81	85
Organization of information	77	82
Location selection	75	80
Variable selection	78	83
Length of data record	78	83
Meets my needs	79	84

National Weather Service - Overall
2011
Attribute Table - Gender

	Male	Female
	Scores	
Sample Size	23,065	8,817
NOWData	79	83
Easy to understand	80	84
Easy to use	78	83
Eye-appealing	74	80
Clarity	80	84
Timeliness	82	86
Usefulness	81	85
Organization of information	78	83
Location selection	76	81
Variable selection	79	84
Length of data record	79	84
Meets my needs	80	85
Likelihood to make a change based on products	67	73
Likelihood to make a change based on products	67	73
Local 3-Month Temp outlook graphic	78	81
Easy to understand	80	83
Easy to use	79	82
Eye-appealing	77	79
Clarity	79	82
Timeliness	81	85
Usefulness	77	80
Organization of information	79	82
Location selection	77	81
Variable selection	78	82
Length of data record	80	83
Meets my needs	78	80
Graphic 2 Content and Characteristics	79	83
Easy to understand	79	82
Easy to use	79	82
Eye-appealing	77	81
Clarity	79	82
Timeliness	81	85
Usefulness	79	83
Organization of information	79	83
Location selection	77	82
Variable selection	79	84
Length of data record	81	85
Meets my needs	79	83

National Weather Service - Overall
2011
Attribute Table - Gender

	Male	Female
	Scores	
Sample Size	23,065	8,817
Graphic 3 Content and Characteristics	77	81
Easy to understand	76	79
Easy to use	77	80
Eye-appealing	77	81
Clarity	76	79
Timeliness	80	85
Usefulness	77	81
Organization of information	78	81
Location selection	77	82
Variable selection	78	83
Length of data record	80	84
Meets my needs	77	80
Fire Weather staff	88	88
Availability	86	87
Knowledge	89	89
Timeliness of responses	87	88
Helpfulness of information	89	89
Importance of decision support info	88	90
Importance of decision support info	88	90
Fire Weather Planning Forecast	86	86
Helpfulness of information	88	87
Timeliness of information	87	89
Format is easy to understand	80	82
Degree to which it meets my needs	86	85
NWS fire weather point forecast	77	73
Helpfulness of information	78	76
Timeliness of information	83	85
Format is easy to understand	68	63
Degree to which it meets my needs	76	74
Site-Specific (spot) forecasts	83	83
Helpfulness of information	84	85
Timeliness of information	84	85
Format is easy to understand	81	79
Degree to which it meets my needs	82	81
Fire Weather Activity Planner	87	89
Helpfulness of information	87	89
Timeliness of information	88	89
Format is easy to understand	87	89
Degree to which it meets my needs	86	88

National Weather Service - Overall
2011
Attribute Table - Gender

	Male	Female
	Scores	
Sample Size	23,065	8,817
Storm Prediction Center Outlooks	87	87
Helpfulness of information	87	88
Timeliness of information	87	89
Format is easy to understand	86	86
Degree to which it meets my needs	86	87
Fire Weather Watch	87	89
The usefulness of the watch information	88	91
The amount of time you had to act	86	89
How clearly the watch information described conditions	87	88
Red Flag Warning	89	90
The usefulness of the warning information	90	92
The amount of time you had to act	88	89
How clearly the warning info described conditions to expect	89	90
Flood Watches	88	90
Ease of understanding	87	89
Usefulness	89	91
Flash Flood Watches	88	89
Ease of understanding	88	88
Usefulness	88	90
Flood Warnings	88	90
Ease of understanding	87	89
Usefulness	89	91
Flash Flood Warnings	88	90
Ease of understanding	87	89
Usefulness	89	91
Flood Advisories	86	88
Ease of understanding	86	87
Usefulness	87	89
Hydrologic Statements	85	86
Ease of understanding	85	86
Usefulness	86	86
Short-term Hydrologic Outlooks	86	86
Ease of understanding	85	86
Usefulness	87	87
Long-term Hydrologic Outlooks	83	85
Ease of understanding	82	84
Usefulness	84	86
River and Lake Forecast Products	86	87
Ease of understanding	85	86
Usefulness	87	88
Hydrometeorological Data Products and Summaries	85	84
Ease of understanding	84	84
Usefulness	85	84

National Weather Service - Overall
2011
Attribute Table - Gender

	Male	Female
	Scores	
Sample Size	23,065	8,817
Flood warning vs. flash flood	89	92
Flood warning vs. flash flood	89	92
AHPS web pages	80	77
AHPS web pages	80	77
Usefulness of map overlay	79	82
Flood Watches	86	89
Flood Warnings	89	92
Radar	85	85
Satellite	77	79
Observed precipitation	87	88
Forecast precipitation	88	89
Snow depth	78	82
Snow water equivalent	77	78
River ice	70	73
Soil moisture	73	76
Evapotranspiration	62	62
Water quality	62	68
Runoff	78	80
Groundwater	70	74
Flash flood guidance	82	85
Drought conditions	71	77
Ability to display maximum stage/flow forecasts	85	86
Ability to display the maximum stage/flow forecasts	85	86
Usefulness of hydrograph overlay statistics	74	74
Record low flow, stage, or pool for a specified period of record	75	74
Normal daily flow, stage, or pool for a specified period of record	83	81
Seven-day minimum flow with a recurrence interval of 10 years	69	69
The discharge exceeded 10 percent of time for a designated period	71	69
The discharge exceeded 25 percent of time for a designated period	72	70
The discharge exceeded 75 percent of time for a designated period	73	73
The discharge exceeded 90 percent of time for a designated period	75	76
Usefulness of information	88	89
Usefulness of this information	88	89
Single web portal for water information	87	88
Single web portal for water information	87	88
Familiarity with NOAA Tsunami Products	81	79
Tsunami Warning	84	82
Tsunami Advisory	79	78
Tsunami Watch	81	81
Tsunami Information Statement	78	75
NOAA Tsunami information	83	84
Understanding tsunami products	82	83
Usefulness of tsunami products	83	84
Improvements over last five years	85	85
Overall quality of tsunami products and services	82	82

National Weather Service - Overall
2011
Demographics Table - Gender

	Male		Female	
	Percent	Frequency	Percent	Frequency
Country you live or work in				
United States	100%	22,959	100%	8,781
Other	0%	106	0%	36
Number of Respondents	23,065		8,817	
Region				
Central Region	35%	7,201	37%	2,976
Eastern Region	29%	5,798	29%	2,326
Southern Region	18%	3,738	16%	1,313
Western Region	17%	3,462	18%	1,432
Alaska Region	0%	39	0%	11
Pacific Region	0%	71	0%	32
Number of Respondents	20,309		8,090	
Sector				
Government	6%	1,412	4%	366
Private	94%	21,547	96%	8,415
Number of Respondents	22,959		8,781	
Primary use of NWS information				
Agriculture	5%	1,234	4%	384
Aviation	1%	335	0%	39
Amateur Radio	1%	341	0%	17
Broadcast/Print Media	1%	211	0%	35
Commodities Markets	0%	9	0%	1
Consulting Services	0%	54	0%	9
Education	1%	179	1%	67
Emergency Response/Public Safety	4%	839	2%	148
Energy/Utilities	1%	148	0%	17
Environment Rsrc Mgt	1%	152	0%	42
Fire Weather	1%	128	0%	25
Health Care Services	0%	82	0%	39
Internet Provider	0%	104	0%	26
Marine	1%	120	0%	11
NWS Data Provider	3%	686	2%	142
Personal	60%	13,911	75%	6,585
Recreation	13%	3,026	8%	722
Research	1%	172	0%	44
Other	6%	1,334	5%	464
Number of Respondents	23,065		8,817	

National Weather Service - Overall
2011
Demographics Table - Gender

	Male		Female	
	Percent	Frequency	Percent	Frequency
Type of Aviation				
Dispatcher	6%	20	8%	3
Comm Freight	2%	6	3%	1
Comm Passenger	14%	46	8%	3
Private Business	24%	80	18%	7
Private Pleasure	55%	183	64%	25
Number of Respondents		335		39
Primary responsibility				
National	4%	43	4%	8
Regional	8%	85	8%	18
Single state	8%	91	9%	19
Mltpl county/parish...	17%	188	19%	41
Large city/urban area	10%	111	7%	14
Small city/township...	26%	289	18%	38
Rural	18%	207	21%	45
Other	9%	105	15%	32
Number of Respondents		1,119		215
Information sources~				
NWS Web Sources	96%	22,131	94%	8,245
Non-NWS Web Sources	32%	7,478	29%	2,545
Mobile devices	33%	7,676	27%	2,395
NOAA Weather Radio/All Hazards	45%	10,426	35%	3,060
NOAA Weather Wire	6%	1,383	5%	480
Family of Services (FOS)	6%	1,329	3%	249
Emerg Mgrs Weather Info Net	4%	922	3%	252
NOAAPort	6%	1,392	5%	481
World Area Forecast System	2%	406	1%	87
DUATS	3%	632	1%	82
Flight Services	5%	1,197	2%	191
Local or cable TV	53%	12,297	49%	4,353
Commercial Radio	30%	6,952	30%	2,618
Satellite radio	5%	1,162	3%	301
Satellite TV	18%	4,252	16%	1,385
Newspaper	18%	4,127	19%	1,683
U.S. Coast Guard Broadcasts	7%	1,532	3%	254
NAVTEX receiver	1%	153	0%	14
Immarsat-C SafetyNET	0%	66	0%	10
Radiofacsimile	1%	216	0%	37
Other	1%	254	1%	99
Social Media	8%	1,900	10%	920
Number of Respondents		23,045		8,800

National Weather Service - Overall
2011
Demographics Table - Gender

	Male		Female	
	Percent	Frequency	Percent	Frequency
Future source NWS info~				
Desk top/lap top computer	94%	21,753	96%	8,462
Mobile Device	60%	13,760	56%	4,934
Social Media	11%	2,596	15%	1,318
Direct Interaction with NWS Staff	7%	1,532	4%	365
NOAA Weather Radio All-Hazards	41%	9,371	34%	3,012
File transfer services	8%	1,853	5%	430
Other	3%	647	3%	260
Number of Respondents	23,065		8,817	
Language important messages				
Option A	65%	14,941	63%	5,594
Option B	16%	3,694	16%	1,451
Option C	19%	4,430	20%	1,772
Number of Respondents	23,065		8,817	
Elements used within past year~				
Max/min temperature forecasts	86%	19,847	87%	7,712
Chance of Precipitation forecast	85%	19,531	84%	7,431
Cloud Cover forecasts	41%	9,361	32%	2,796
Wind forecasts	73%	16,875	64%	5,653
Dew Point forecasts	30%	6,978	22%	1,935
River Heights/Flow forecasts	33%	7,594	26%	2,269
UV Index forecasts	21%	4,882	20%	1,793
Air Quality forecasts	32%	7,379	39%	3,414
Wave Height forecasts	13%	2,943	8%	691
1 to 4-Week National Outlooks	40%	9,289	38%	3,367
3-Month National Outlooks	28%	6,501	19%	1,666
El Niño/La Niña Outlooks	26%	6,103	21%	1,809
3-Month Drought Outlooks	21%	4,916	15%	1,288
3-Month Local Temp Outlooks	28%	6,367	20%	1,772
Climate Hazard Assessments	24%	5,590	23%	2,042
Number of Respondents	23,065		8,817	
Job decisions on weather info				
Makes decisions on weather info	39%	8,890	25%	2,203
Does not	61%	14,175	75%	6,614
Number of Respondents	23,065		8,817	
Times interact with NWS staff				
0 times	78%	6,949	85%	1,867
1-5 times	13%	1,120	8%	181
5-10 times	3%	262	1%	32
More than 10 times	6%	559	6%	123
Number of Respondents	8,890		2,203	

National Weather Service - Overall
2011
Demographics Table - Gender

	Male		Female	
	Percent	Frequency	Percent	Frequency
Time spent discussing info NWS				
Less than 5 minutes	53%	1,038	49%	165
5-15 minutes	35%	684	40%	134
16-30 minutes	6%	123	5%	17
More than 30 minutes	5%	96	6%	20
Number of Respondents	1,941		336	
NWS staff on-site at incident				
NWS staff on-site	15%	287	15%	51
No staff on-site	85%	1,654	85%	285
Number of Respondents	1,941		336	
Times contact NWS staff				
0 times	91%	12,868	94%	6,221
1-10 times	8%	1,116	5%	298
11-25 times	1%	82	0%	26
More than 25 times	1%	109	1%	69
Number of Respondents	14,175		6,614	
NWS Web primary source				
Web primary source	91%	21,028	91%	8,023
Not primary source	9%	2,036	9%	794
Number of Respondents	23,064		8,817	
Auto method ingesting data				
Requires products	5%	1,043	2%	146
Do not require products	95%	22,022	98%	8,670
Number of Respondents	23,065		8,816	
Preferred weather info sources~				
Paper	47%	10,922	51%	4,496
Refrigerator magnets, key chains, and pens	36%	8,208	46%	4,086
DVDs	28%	6,456	17%	1,483
List of Internet Links	70%	16,048	67%	5,914
Other	7%	1,534	7%	640
Number of Respondents	23,065		8,817	
Top hazardous weather threats~				
Tornadoes	49%	11,196	46%	4,027
Severe Thunderstorms	74%	17,011	71%	6,240
Flash Floods	13%	2,893	12%	1,063
River Floods	10%	2,232	10%	854
Winter Storms	65%	14,910	68%	6,033
Hurricanes	11%	2,527	8%	720
Heat Wave	15%	3,461	19%	1,655
Wildfires	10%	2,367	13%	1,109
Drought	7%	1,723	8%	747
Coastal Storms	6%	1,408	5%	478
Tsunamis	2%	434	2%	138
Extreme Cold	16%	3,746	18%	1,549
Air Quality	6%	1,317	8%	717
Other	3%	590	3%	251
Number of Respondents	23,065		8,817	

National Weather Service - Overall
2011
Demographics Table - Gender

	Male		Female	
	Percent	Frequency	Percent	Frequency
Familiar Annual WA Weeks				
Familiar	43%	9,935	36%	3,211
Not Familiar	57%	13,130	64%	5,606
Number of Respondents	23,065		8,817	
Age				
Under 25 years	5%	1,094	5%	407
25 - 34 years	14%	2,953	16%	1,302
35 - 44 years	17%	3,649	18%	1,449
45 - 54 years	25%	5,176	26%	2,159
55 - 64 years	25%	5,306	26%	2,110
65 - 74 years	11%	2,405	8%	684
75 years and older	2%	499	1%	104
Number of Respondents	21,082		8,215	
Gender				
Male	100%	23,065	0%	0
Female	0%	0	100%	8,817
Number of Respondents	23,065		8,817	
School completed				
Less than high schl	2%	350	1%	76
High schl or equiv	9%	2,063	8%	685
Some clg, tech schl	33%	7,476	28%	2,494
4 yr college grad	32%	7,351	33%	2,868
Master's degree	16%	3,746	22%	1,964
Prof degree or PHD	8%	1,914	8%	694
Number of Respondents	22,900		8,781	
Additional feedback~				
Climate Services	9%	2,102	8%	666
Fire Weather Services	4%	893	4%	311
Hydrologic Services	6%	1,392	5%	402
Tsunami	1%	281	1%	97
I do not wish to continue	85%	19,563	87%	7,677
Number of Respondents	23,065		8,817	

National Weather Service - Overall
2011
Attribute Table - School completed

	Less than high schl	High schl or equiv	Some clg, tech schl	4 yr college grad	Master's degree	Prof degree or PHD
Sample Size	428	2,775	10,115	10,367	5,815	2,653
Hazardous Services	86	88	88	87	87	86
Tornado Warnings	83	86	86	85	86	85
Severe Thunderstorm Warnings	86	87	87	86	87	86
Winter Storm Warnings	85	86	86	85	86	85
Hurricane Warnings	87	89	90	89	89	88
Flash Flood Warnings	85	88	87	86	87	86
River Flood Warnings	88	89	88	87	88	87
High Surf Warnings	86	89	89	88	90	86
Tsunami Warnings	81	86	87	85	87	84
Extreme Cold Warnings	89	90	90	89	90	89
Extreme Heat Warnings	91	91	91	90	90	89
Tornado Warnings	84	86	86	85	86	85
Ease of Understanding	88	89	89	88	89	88
Timeliness	84	86	86	86	86	86
Accuracy	78	82	82	81	82	81
Severe Thunderstorm Warnings	86	88	87	87	87	86
Ease of Understanding	89	91	90	89	89	89
Timeliness	86	87	87	87	87	87
Accuracy	82	84	85	83	84	83
Winter Storm Warnings	86	86	86	85	86	85
Ease of Understanding	89	90	90	88	89	89
Timeliness	87	87	87	87	88	87
Accuracy	80	81	81	79	80	79
Hurricane Warnings	87	89	90	89	89	88
Ease of Understanding	89	91	91	91	91	90
Timeliness	87	90	91	90	91	90
Accuracy	84	86	86	85	86	84
Flash Flood Warnings	85	88	87	86	87	86
Ease of Understanding	87	90	89	88	88	87
Timeliness	85	88	87	86	87	86
Accuracy	82	85	85	83	84	82
River Flood Warnings	88	89	88	87	88	87
Ease of Understanding	88	90	89	88	89	88
Timeliness	88	89	89	88	89	87
Accuracy	88	87	87	86	87	86
High Surf Warnings	86	89	89	88	90	87
Ease of Understanding	85	89	90	89	90	88
Timeliness	88	88	89	88	90	87
Accuracy	85	88	88	87	89	84

National Weather Service - Overall
2011
Attribute Table - School completed

	Less than high schl	High schl or equiv	Some clg, tech schl	4 yr college grad	Master's degree	Prof degree or PHD
Sample Size	428	2,775	10,115	10,367	5,815	2,653
Tsunami Warnings	81	86	87	85	88	84
Ease of Understanding	82	88	89	87	89	86
Timeliness	82	87	87	87	89	85
Accuracy	78	83	83	80	83	79
Extreme Cold Warnings	89	90	90	89	90	89
Ease of Understanding	90	91	91	90	91	91
Timeliness	90	90	90	90	91	90
Accuracy	89	89	89	88	89	87
Extreme Heat Warnings	91	91	91	90	90	89
Ease of Understanding	91	92	92	91	91	90
Timeliness	90	91	91	90	90	90
Accuracy	91	90	90	89	89	88
Routine Climate, Water, Weather Services	89	89	89	88	88	87
Max/min temperature forecasts	94	92	92	92	93	92
Chance of Precip forecast	87	89	88	87	87	86
Cloud Cover forecasts	89	89	89	87	88	86
Wind forecasts	92	90	90	89	89	89
Dew Point forecasts	94	91	90	90	90	88
River Heights-Flow forecasts	90	91	90	88	89	88
UV Index forecasts	90	92	91	90	89	89
Air Quality forecasts	88	91	90	88	88	87
Wave Height forecasts	91	92	89	87	89	87
1 to 4-Week National Outlooks	89	88	88	86	87	85
3-Month National Outlooks	88	86	86	85	85	83
El Niño-La Niña Outlooks	84	85	85	84	84	83
3-Month Drought Outlooks	89	88	88	86	86	84
3-Month Local Temp Outlooks	90	87	87	86	86	84
Climate Hazard Assessments	89	90	89	87	87	85
Max/min temperature forecasts	94	92	92	92	93	92
Meets my needs	93	91	91	91	92	91
Ease of Understanding	94	93	93	93	94	93
Chance of Precip forecast	87	89	88	87	87	86
Meets my needs	85	87	86	85	86	85
Ease of Understanding	89	90	89	88	88	87
Cloud Cover forecasts	89	89	89	87	88	86
Meets my needs	89	89	88	87	88	85
Ease of Understanding	89	90	90	88	89	88
Wind forecasts	92	90	90	89	89	89
Meets my needs	91	90	89	88	89	87
Ease of Understanding	92	90	91	90	90	90
Dew Point forecasts	94	91	90	90	90	88
Meets my needs	94	91	90	89	90	88
Ease of Understanding	93	91	90	90	90	88

National Weather Service - Overall
2011
Attribute Table - School completed

	Less than high schl	High schl or equiv	Some clg, tech schl	4 yr college grad	Master's degree	Prof degree or PHD
Sample Size	428	2,775	10,115	10,367	5,815	2,653
River Heights-Flow forecasts	90	91	90	88	89	88
Meets my needs	91	90	90	88	89	88
Ease of Understanding	91	91	90	88	88	88
UV Index forecasts	90	92	91	90	89	89
Meets my needs	90	93	91	90	90	89
Ease of Understanding	90	92	91	90	89	88
Air Quality forecasts	88	91	90	88	88	87
Meets my needs	88	91	90	88	88	87
Ease of Understanding	87	91	90	87	88	87
Wave Height forecasts	91	92	89	87	89	87
Meets my needs	90	91	87	87	88	86
Ease of Understanding	91	92	90	88	89	88
1 to 4-Week National Outlooks	89	88	88	86	87	85
Meets my needs	89	87	87	86	86	84
Ease of Understanding	90	89	89	87	88	87
3-Month National Outlooks	88	86	86	85	85	83
Meets my needs	87	86	86	84	85	82
Ease of Understanding	89	87	87	85	86	84
El Niño-La Niña Outlooks	84	85	85	84	84	83
Meets my needs	84	86	86	85	84	84
Ease of Understanding	83	84	85	83	83	82
3-Month Drought Outlooks	89	88	88	86	86	84
Meets my needs	91	88	88	86	86	84
Ease of Understanding	88	88	88	87	87	85
3-Month Local Temp Outlooks	90	87	87	86	86	84
Meets my needs	89	86	87	85	85	83
Ease of Understanding	91	88	88	86	87	85
Climate Hazard Assessments	89	90	89	87	87	85
Meets my needs	89	90	89	87	87	85
Ease of Understanding	89	90	89	87	87	85
Routine Climate, Water, Weather Forecasts	76	76	74	70	70	68
Max/min temperature forecasts	80	80	79	77	76	75
Probability of precipitation	73	73	71	67	67	65
Amount of precip forecasts	72	72	69	65	64	61
Max/min temperature forecasts	79	79	78	75	75	74
1 day from now	91	90	90	90	90	89
3 days from now	78	78	76	74	73	72
7 days from now	58	59	57	51	50	48
Probability of precipitation	72	72	70	66	66	63
1 day from now	86	85	84	83	83	81
3 days from now	71	71	68	64	63	61
7 days from now	50	53	49	42	41	38

National Weather Service - Overall
2011
Attribute Table - School completed

	Less than high schl	High schl or equiv	Some clg, tech schl	4 yr college grad	Master's degree	Prof degree or PHD
Sample Size	428	2,775	10,115	10,367	5,815	2,653
Amount of precip forecasts	71	71	68	64	63	60
Less than 1 day from now	83	82	81	79	79	76
1 day from now	71	71	68	63	62	59
3 days from now	55	56	51	44	43	39
Support Services	92	90	91	89	89	84
Accessibility	91	90	89	86	87	82
Responsiveness	90	89	89	86	88	82
Knowledge	94	92	93	91	92	89
Professionalism	94	92	94	92	93	90
Assist interpret weather info	93	91	90	88	89	82
Resolving a complaint	88	88	86	84	83	74
User Support Services	91	91	90	88	89	83
Accessibility	90	91	89	86	86	79
Responsiveness	88	89	89	87	87	81
Knowledge	93	92	92	90	91	87
Professionalism	93	93	93	92	92	87
Assist interpret weather info	93	91	90	88	89	82
Resolving a complaint	86	89	87	86	83	73
Customer Support Services	94	90	91	89	90	85
Accessibility	92	88	90	87	88	85
Responsiveness	92	89	89	86	89	83
Knowledge	95	92	94	92	94	92
Professionalism	94	92	94	92	94	93
Resolving a complaint	90	87	86	81	82	75
NWS Forecaster	91	87	86	86	87	81
Clarification of weather info	94	89	88	88	88	83
Forecaster uncertainty	86	86	84	83	84	78
Dissemination Services	87	88	87	86	86	85
Reliability of satellite data	88	88	88	87	87	86
Reliability of radar data	85	87	87	85	86	85
Ease of locating information	86	86	85	82	82	81
Information is up-to-date	86	88	87	87	87	87
Ease of understanding info	90	89	89	87	87	86
Ease locating data on servers	89	88	80	72	69	70
Ease of req add data to server	87	86	78	72	69	65
Ease of providing input	88	87	78	73	67	65
Annual Weather Awareness Weeks	86	86	83	78	77	73
Sat with Annual WA Weeks	86	86	83	78	77	73
Satisfaction	85	86	85	83	83	83
Overall Satisfaction	90	89	89	87	88	88
Meets expectations	81	82	81	79	79	78
Compared to ideal	82	84	83	81	81	80

National Weather Service - Overall
2011
Attribute Table - School completed

	Less than high schl	High schl or equiv	Some clg, tech schl	4 yr college grad	Master's degree	Prof degree or PHD
Sample Size	428	2,775	10,115	10,367	5,815	2,653
Likelihood take action	91	92	92	91	92	91
Likelihood take action on info	91	92	92	91	92	91
Likelihood to use in future	97	96	96	96	96	96
Likelihood use NWS in future	97	96	96	96	96	96
Likelihood to recommend	93	94	94	93	94	93
Likelihood to recommend	93	94	94	93	94	93
CPC products	82	88	84	81	80	79
Clarity	82	88	83	80	79	78
Presentation	82	87	84	80	79	77
Provided information	83	88	85	82	81	80
Likelihood to make a decision about CPC products	80	80	78	73	72	71
Likelihood to make decision CPC products	80	80	78	73	72	71
Extended Range products	84	88	85	81	79	79
Clarity	85	89	84	81	80	79
Presentation	84	89	85	81	79	78
Provided information	84	88	84	82	79	79
Long Range products	81	87	83	80	78	76
Clarity	79	87	83	79	78	74
Presentation	81	87	84	80	78	75
Provided information	84	87	83	81	79	78
Hazards products	81	89	85	82	81	80
Clarity	82	89	85	83	82	80
Presentation	81	88	85	82	81	80
Provided information	81	89	84	82	81	80
ENSO products	82	87	83	79	79	78
Clarity	83	88	83	79	79	79
Presentation	82	87	84	80	80	78
Provided information	80	86	82	78	78	77
NWS Local Climate Data Products	83	85	81	78	75	74
Easy to understand	85	86	83	80	78	77
Easy to use	85	85	81	77	75	72
Eye-appealing	80	79	76	72	68	67
Clarity	86	87	82	80	77	76
Timeliness	81	88	83	82	79	79
Usefulness	85	87	84	82	79	78
Organization of information	85	86	81	78	74	73
Location selection	80	82	80	76	72	71
Variable selection	82	85	81	78	76	74
Length of data record	83	85	81	80	75	73
Meets my needs	84	86	82	80	77	75

National Weather Service - Overall
2011
Attribute Table - School completed

	Less than high schl	High schl or equiv	Some clg, tech schl	4 yr college grad	Master's degree	Prof degree or PHD
Sample Size	428	2,775	10,115	10,367	5,815	2,653
NOWData	84	86	81	79	76	75
Easy to understand	86	86	83	80	78	78
Easy to use	86	86	81	78	76	73
Eye-appealing	81	81	79	75	71	70
Clarity	85	87	83	80	77	76
Timeliness	84	87	84	83	80	79
Usefulness	86	88	83	82	79	78
Organization of information	85	87	81	79	76	74
Location selection	81	83	79	77	74	72
Variable selection	83	85	81	80	77	75
Length of data record	87	85	82	80	77	75
Meets my needs	84	87	83	81	78	76
Likelihood to make a change based on products	75	73	71	69	66	62
Likelihood to make a change based on products	75	73	71	69	66	62
Local 3-Month Temp outlook graphic	75	84	80	78	77	76
Easy to understand	75	85	82	80	79	78
Easy to use	76	85	81	79	78	77
Eye-appealing	75	82	79	76	77	75
Clarity	77	84	81	79	79	77
Timeliness	74	87	82	82	80	79
Usefulness	77	84	79	77	75	75
Organization of information	71	85	81	79	79	75
Location selection	73	83	79	77	76	74
Variable selection	74	83	80	79	77	76
Length of data record	76	84	81	80	79	77
Meets my needs	76	84	80	78	76	74
Graphic 2 Content and Characteristics	76	85	81	80	78	76
Easy to understand	76	85	81	80	78	77
Easy to use	74	85	81	80	78	76
Eye-appealing	75	84	79	78	76	74
Clarity	75	85	81	79	78	75
Timeliness	79	86	83	83	81	80
Usefulness	80	85	81	79	78	77
Organization of information	76	85	81	80	79	77
Location selection	73	83	80	79	76	75
Variable selection	76	85	81	80	79	77
Length of data record	80	85	83	82	80	78
Meets my needs	71	84	81	80	78	77

National Weather Service - Overall
2011
Attribute Table - School completed

	Less than high schl	High schl or equiv	Some clg, tech schl	4 yr college grad	Master's degree	Prof degree or PHD
Sample Size	428	2,775	10,115	10,367	5,815	2,653
Graphic 3 Content and Characteristics	80	84	79	78	77	75
Easy to understand	79	83	78	76	76	74
Easy to use	78	84	79	77	76	73
Eye-appealing	81	82	80	79	76	74
Clarity	81	83	79	76	76	73
Timeliness	81	86	81	82	80	80
Usefulness	80	84	79	77	76	76
Organization of information	81	85	79	78	77	75
Location selection	77	83	79	78	76	75
Variable selection	80	84	80	79	78	76
Length of data record	81	86	82	82	80	77
Meets my needs	79	84	79	76	77	74
Fire Weather staff	85	91	88	87	91	84
Availability	84	90	86	86	91	80
Knowledge	83	93	90	88	91	88
Timeliness of responses	84	90	88	86	90	83
Helpfulness of information	88	92	90	87	90	84
Importance of decision support info	84	89	90	88	87	86
Importance of decision support info	84	89	90	88	87	86
Fire Weather Planning Forecast	75	90	87	85	85	82
Helpfulness of information	76	92	88	87	86	86
Timeliness of information	82	91	88	87	86	85
Format is easy to understand	62	88	83	80	79	72
Degree to which it meets my needs	76	90	87	85	85	81
NWS fire weather point forecast	69	82	77	75	76	72
Helpfulness of information	67	84	79	78	77	75
Timeliness of information	85	87	83	82	85	82
Format is easy to understand	63	75	69	66	67	59
Degree to which it meets my needs	72	82	77	75	75	71
Site-Specific (spot) forecasts	79	88	84	83	81	76
Helpfulness of information	81	89	85	85	82	78
Timeliness of information	79	90	86	83	84	78
Format is easy to understand	76	86	83	81	77	72
Degree to which it meets my needs	79	86	83	84	79	74
Fire Weather Activity Planner	85	91	88	86	85	84
Helpfulness of information	86	92	88	86	85	84
Timeliness of information	86	91	89	87	87	87
Format is easy to understand	85	91	89	86	85	85
Degree to which it meets my needs	86	91	88	85	84	82

National Weather Service - Overall
2011
Attribute Table - School completed

	Less than high schl	High schl or equiv	Some clg, tech schl	4 yr college grad	Master's degree	Prof degree or PHD
Sample Size	428	2,775	10,115	10,367	5,815	2,653
Storm Prediction Center Outlooks	77	92	88	86	86	83
Helpfulness of information	75	93	88	86	87	84
Timeliness of information	82	92	88	88	87	83
Format is easy to understand	78	92	87	86	84	83
Degree to which it meets my needs	74	92	87	86	85	82
Fire Weather Watch	81	89	89	87	87	88
The usefulness of the watch information	79	89	90	88	88	89
The amount of time you had to act	82	87	87	86	87	87
How clearly the watch information described conditions	84	91	89	86	87	87
Red Flag Warning	84	91	90	89	88	88
The usefulness of the warning information	87	92	91	90	89	89
The amount of time you had to act	80	90	90	88	88	87
How clearly the warning info described conditions to expect	84	91	90	89	88	88
Flood Watches	89	91	90	87	87	86
Ease of understanding	88	91	89	86	87	83
Usefulness	91	91	91	87	88	88
Flash Flood Watches	89	91	90	87	87	86
Ease of understanding	89	90	90	87	86	83
Usefulness	89	91	90	87	88	88
Flood Warnings	88	92	90	87	87	86
Ease of understanding	87	90	89	86	86	85
Usefulness	89	93	91	87	88	88
Flash Flood Warnings	89	91	90	87	87	86
Ease of understanding	89	91	89	87	86	85
Usefulness	88	92	91	88	88	87
Flood Advisories	87	90	89	84	86	83
Ease of understanding	86	89	88	84	85	81
Usefulness	89	91	90	85	86	84
Hydrologic Statements	88	89	87	84	84	84
Ease of understanding	89	88	86	84	84	83
Usefulness	87	90	87	85	85	84
Short-term Hydrologic Outlooks	88	90	87	85	85	83
Ease of understanding	90	88	86	85	85	83
Usefulness	86	91	88	85	85	84
Long-term Hydrologic Outlooks	86	87	84	82	83	81
Ease of understanding	85	86	83	81	82	80
Usefulness	87	88	85	83	83	82
River and Lake Forecast Products	88	90	87	85	85	83
Ease of understanding	87	89	85	84	84	81
Usefulness	89	90	88	86	86	85
Hydrometeorological Data Products and Summaries	85	88	85	84	84	81
Ease of understanding	85	87	84	83	83	79
Usefulness	86	88	85	84	85	82

National Weather Service - Overall
2011
Attribute Table - School completed

	Less than high schl	High schl or equiv	Some clg, tech schl	4 yr college grad	Master's degree	Prof degree or PHD
Sample Size	428	2,775	10,115	10,367	5,815	2,653
Flood warning vs. flash flood	91	91	91	90	88	87
Flood warning vs. flash flood	91	91	91	90	88	87
AHPS web pages	78	87	83	77	77	75
AHPS web pages	78	87	83	77	77	75
Usefulness of map overlay	81	82	82	78	80	77
Flood Watches	83	91	88	86	86	84
Flood Warnings	88	93	90	89	89	86
Radar	82	89	87	84	84	83
Satellite	80	83	80	74	75	76
Observed precipitation	88	88	87	85	87	88
Forecast precipitation	87	91	89	86	88	88
Snow depth	81	76	81	77	80	77
Snow water equivalent	80	72	79	76	78	76
River ice	77	71	74	68	68	67
Soil moisture	72	74	75	72	74	69
Evapotranspiration	73	64	64	58	62	59
Water quality	72	66	66	60	64	57
Runoff	85	78	79	78	78	77
Groundwater	76	74	74	66	71	67
Flash flood guidance	87	87	86	80	81	82
Drought conditions	72	77	75	68	73	69
Ability to display maximum stage/flow forecasts	86	84	87	84	83	79
Ability to display the maximum stage/flow forecasts	86	84	87	84	83	79
Usefulness of hydrograph overlay statistics	82	79	76	72	73	71
Record low flow, stage, or pool for a specified period of record	80	78	77	72	72	71
Normal daily flow, stage, or pool for a specified period of record	88	86	83	81	81	80
Seven-day minimum flow with a recurrence interval of 10 years	78	73	71	66	68	64
The discharge exceeded 10 percent of time for a designated period	81	75	71	69	71	70
The discharge exceeded 25 percent of time for a designated period	80	76	73	69	72	70
The discharge exceeded 75 percent of time for a designated period	81	78	75	71	72	70
The discharge exceeded 90 percent of time for a designated period	84	80	77	72	74	71
Usefulness of information	96	89	89	88	87	87
Usefulness of this information	96	89	89	88	87	87
Single web portal for water information	85	86	88	87	88	85
Single web portal for water information	85	86	88	87	88	85
Familiarity with NOAA Tsunami Products	75	85	77	81	84	78
Tsunami Warning	75	88	80	85	86	81
Tsunami Advisory	75	84	76	80	83	76
Tsunami Watch	75	88	77	81	85	79
Tsunami Information Statement	76	77	74	80	81	72
NOAA Tsunami information	88	90	84	79	85	80
Understanding tsunami products	88	92	83	79	82	80
Usefulness of tsunami products	88	90	85	81	84	79
Improvements over last five years	87	88	87	80	87	83
Overall quality of tsunami products and services	85	89	84	77	84	77

National Weather Service - Overall
2011
Demographics Table - School Completed

	Less than high school		High school or equivalent		Some college, technical school		4 year college graduate		Master's degree		Professional degree or PhD	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Country you live or work in												
United States	99%	424	99%	2,756	100%	10,068	100%	10,327	100%	5,795	100%	2,640
Other	1%	4	1%	19	0%	47	0%	40	0%	20	0%	13
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	
Region												
Central Region	36%	141	42%	1,014	39%	3,488	35%	3,254	32%	1,678	28%	665
Eastern Region	36%	143	28%	681	24%	2,123	28%	2,650	34%	1,794	34%	806
Southern Region	17%	67	19%	456	19%	1,730	17%	1,612	15%	791	18%	419
Western Region	10%	40	11%	254	17%	1,479	19%	1,747	18%	958	20%	475
Alaska Region	0%	0	0%	5	0%	19	0%	19	0%	8	0%	1
Pacific Region	1%	2	0%	6	0%	41	0%	36	0%	14	0%	6
Number of Respondents	393		2,416		8,880		9,318		5,243		2,372	
Sector												
Government	6%	24	3%	93	5%	511	6%	571	8%	435	5%	139
Private	94%	400	97%	2,663	95%	9,557	94%	9,756	92%	5,360	95%	2,501
Number of Respondents	424		2,756		10,068		10,327		5,795		2,640	
Primary use of NWS information												
Agriculture	4%	19	6%	176	6%	558	6%	581	4%	206	3%	88
Aviation	0%	2	0%	11	1%	113	1%	155	1%	60	1%	36
Amateur Radio	1%	4	1%	37	2%	180	1%	93	1%	36	0%	13
Broadcast/Print Media	1%	6	1%	15	1%	66	1%	129	0%	27	0%	8
Commodities Markets	0%	0	0%	0	0%	3	0%	4	0%	3	0%	1
Consulting Services	0%	1	0%	4	0%	18	0%	27	0%	13	0%	3
Education	1%	3	0%	7	0%	30	1%	57	2%	113	1%	38
Emergency Response/Public Safety	1%	6	3%	97	5%	490	2%	248	2%	125	1%	31
Energy/Utilities	0%	0	0%	6	1%	82	0%	50	0%	26	0%	4
Environment Rsrc Mgt	0%	1	0%	3	0%	26	1%	97	1%	57	0%	13
Fire Weather	0%	1	0%	13	1%	55	1%	61	0%	18	0%	6
Health Care Services	0%	0	1%	14	0%	47	0%	27	0%	20	1%	16
Internet Provider	3%	11	1%	22	0%	47	0%	33	0%	11	0%	6
Marine	0%	1	1%	15	1%	51	0%	38	0%	22	0%	10
NWS Data Provider	10%	44	5%	148	3%	336	2%	188	1%	72	1%	24
Personal	57%	243	61%	1,699	61%	6,132	66%	6,795	68%	3,965	70%	1,844
Recreation	8%	36	10%	283	11%	1,116	12%	1,239	13%	750	14%	360
Research	2%	9	1%	17	1%	51	0%	47	1%	46	2%	43
Other	10%	41	7%	208	7%	714	5%	498	4%	245	4%	109
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	

National Weather Service - Overall
2011
Demographics Table - School Completed

Type of Aviation	Less than high school		High school or equivalent		Some college, technical school		4 year college graduate		Master's degree		Professional degree or PhD	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Dispatcher	0%	0	0%	0	10%	11	5%	8	7%	4	0%	0
Comm Freight	0%	0	0%	0	3%	3	3%	4	0%	0	3%	1
Comm Passenger	0%	0	27%	3	9%	10	17%	26	12%	7	6%	2
Private Business	0%	0	18%	2	27%	30	27%	42	13%	8	17%	6
Private Pleasure	100%	2	55%	6	52%	59	48%	75	68%	41	75%	27
Number of Respondents	2		11		113		155		60		36	

Primary responsibility	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
National	25%	2	2%	2	3%	16	5%	20	4%	9	4%	2
Regional	0%	0	6%	7	6%	35	7%	30	14%	29	12%	6
Single state	12%	1	4%	4	6%	32	11%	43	12%	24	18%	9
Mltpl county/parish...	12%	1	16%	18	16%	94	21%	87	13%	26	12%	6
Large city/urban area	0%	0	10%	11	9%	51	8%	34	13%	26	6%	3
Small city/township...	0%	0	35%	39	30%	170	18%	74	20%	39	12%	6
Rural	38%	3	15%	17	20%	117	18%	73	14%	29	26%	13
Other	12%	1	13%	15	10%	56	11%	45	9%	18	10%	5
Number of Respondents	8		113		571		406		200		50	

Information sources-	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
NWS Web Sources	93%	398	92%	2,549	95%	9,559	96%	9,966	97%	5,611	96%	2,552
Non-NWS Web Sources	28%	118	26%	723	28%	2,863	34%	3,508	35%	2,014	33%	879
Mobile devices	31%	134	27%	747	30%	3,072	34%	3,567	31%	1,812	31%	834
NOAA Weather Radio/All Hazards	61%	260	52%	1,429	47%	4,754	40%	4,096	37%	2,138	34%	900
NOAA Weather Wire	8%	32	6%	164	6%	647	6%	609	5%	293	5%	138
Family of Services (FOS)	3%	14	4%	117	5%	555	5%	521	5%	273	5%	125
Emerg Mgrs Weather Info Net	4%	17	4%	106	5%	477	3%	337	3%	186	2%	63
NOAAPort	4%	16	5%	137	6%	585	6%	644	6%	336	7%	176
World Area Forecast System	7%	29	2%	63	2%	157	1%	129	1%	69	2%	42
DUATS	3%	11	2%	54	2%	208	3%	267	2%	126	2%	54
Flight Services	7%	30	3%	82	5%	461	5%	472	4%	233	5%	126
Local or cable TV	57%	241	57%	1,590	54%	5,497	52%	5,403	50%	2,908	43%	1,135
Commercial Radio	32%	137	27%	743	30%	2,991	30%	3,122	32%	1,875	29%	770
Satellite radio	11%	46	4%	119	5%	469	5%	486	4%	247	4%	111
Satellite TV	23%	100	23%	645	21%	2,142	16%	1,658	14%	820	11%	302
Newspaper	24%	104	15%	408	15%	1,535	18%	1,871	22%	1,298	24%	637
U.S. Coast Guard Broadcasts	6%	26	6%	170	6%	638	5%	544	5%	281	6%	146
NAVTEX receiver	1%	6	1%	17	1%	61	0%	41	0%	22	1%	20
Immarsat-C SafetyNET	1%	5	0%	10	0%	28	0%	17	0%	13	0%	5
Radiofacsimile	3%	12	2%	43	1%	86	1%	55	1%	38	1%	18
Other	3%	11	1%	38	1%	109	1%	95	1%	68	1%	37
Social Media	19%	82	12%	336	10%	1,022	9%	892	7%	393	5%	123
Number of Respondents	426		2,772		10,105		10,353		5,806		2,652	

National Weather Service - Overall
2011
Demographics Table - School Completed

	Less than high school		High school or equivalent		Some college, technical school		4 year college graduate		Master's degree		Professional degree or PhD	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Future source NWS info-												
Desk top/lap top computer	94%	402	94%	2,616	95%	9,571	94%	9,789	95%	5,549	96%	2,541
Mobile Device	57%	245	50%	1,374	56%	5,629	62%	6,460	61%	3,564	60%	1,582
Social Media	27%	117	15%	413	13%	1,346	12%	1,247	11%	634	7%	177
Direct Interaction with NWS Staff	10%	43	7%	197	7%	734	6%	578	5%	264	3%	88
NOAA Weather Radio All-Hazards	49%	208	46%	1,290	44%	4,475	36%	3,685	34%	1,994	30%	808
File transfer services	6%	24	4%	119	7%	720	8%	815	8%	451	7%	182
Other	4%	16	3%	76	3%	290	3%	301	2%	141	3%	88
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	
Language important messages												
Option A	71%	306	71%	1,964	68%	6,897	63%	6,503	60%	3,463	59%	1,563
Option B	15%	66	14%	387	15%	1,467	17%	1,752	18%	1,037	18%	482
Option C	13%	56	15%	424	17%	1,751	20%	2,112	23%	1,315	23%	608
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	
Elements used within past year-												
Max/min temperature forecasts	83%	356	82%	2,264	85%	8,595	88%	9,076	89%	5,158	89%	2,360
Chance of Precipitation forecast	83%	355	79%	2,181	83%	8,377	85%	8,849	87%	5,064	89%	2,351
Cloud Cover forecasts	47%	203	33%	918	37%	3,727	39%	3,999	39%	2,289	41%	1,098
Wind forecasts	68%	290	66%	1,830	71%	7,203	71%	7,374	70%	4,099	73%	1,930
Dew Point forecasts	33%	142	29%	799	29%	2,901	28%	2,900	26%	1,498	28%	738
River Heights/Flow forecasts	32%	139	30%	822	33%	3,319	31%	3,209	30%	1,720	28%	731
UV Index forecasts	22%	93	17%	473	21%	2,124	21%	2,163	22%	1,265	24%	624
Air Quality forecasts	35%	148	28%	768	32%	3,261	34%	3,482	38%	2,190	39%	1,035
Wave Height forecasts	12%	52	8%	226	10%	1,018	13%	1,326	12%	700	13%	350
1 to 4-Week National Outlooks	43%	186	38%	1,060	41%	4,147	39%	4,028	39%	2,281	39%	1,045
3-Month National Outlooks	32%	138	23%	649	26%	2,610	26%	2,717	25%	1,448	25%	672
El Niño/La Niña Outlooks	28%	119	21%	583	24%	2,422	26%	2,675	25%	1,451	27%	727
3-Month Drought Outlooks	20%	84	17%	470	19%	1,955	20%	2,109	19%	1,085	21%	545
3-Month Local Temp Outlooks	29%	122	22%	620	26%	2,623	26%	2,708	26%	1,483	25%	670
Climate Hazard Assessments	27%	116	22%	603	25%	2,543	23%	2,398	24%	1,379	25%	654
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	
Job decisions on weather info												
Makes decisions on weather info	41%	174	38%	1,061	41%	4,105	34%	3,500	29%	1,700	24%	634
Does not	59%	254	62%	1,714	59%	6,010	66%	6,867	71%	4,115	76%	2,019
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	
Times interact with NWS staff												
0 times	76%	133	79%	843	80%	3,290	79%	2,762	79%	1,347	81%	512
1-5 times	15%	26	10%	108	12%	482	12%	411	11%	193	13%	81
5-10 times	1%	2	3%	28	2%	102	3%	103	3%	54	1%	8
More than 10 times	7%	13	8%	82	6%	231	6%	224	6%	106	5%	33
Number of Respondents	174		1,061		4,105		3,500		1,700		634	

National Weather Service - Overall
2011
Demographics Table - School Completed

	Less than high school		High school or equivalent		Some college, technical school		4 year college graduate		Master's degree		Professional degree or PhD	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Time spent discussing info NWS												
Less than 5 minutes	54%	22	55%	120	55%	447	51%	377	52%	182	52%	63
5-15 minutes	27%	11	33%	71	35%	286	39%	288	35%	122	34%	41
16-30 minutes	5%	2	6%	14	6%	50	5%	39	9%	32	2%	3
More than 30 minutes	15%	6	6%	13	4%	32	5%	34	5%	17	12%	15
Number of Respondents	41		218		815		738		353		122	
NWS staff on-site at incident												
NWS staff on-site	22%	9	11%	24	14%	116	15%	109	17%	60	16%	19
No staff on-site	78%	32	89%	194	86%	699	85%	629	83%	293	84%	103
Number of Respondents	41		218		815		738		353		122	
Times contact NWS staff												
0 times	83%	212	89%	1,530	90%	5,428	93%	6,365	94%	3,853	93%	1,884
1-10 times	12%	31	8%	139	8%	497	6%	421	5%	216	6%	115
11-25 times	2%	4	1%	18	1%	37	0%	26	0%	17	0%	6
More than 25 times	3%	7	2%	27	1%	48	1%	55	1%	29	1%	14
Number of Respondents	254		1,714		6,010		6,867		4,115		2,019	
NWS Web primary source												
Web primary source	90%	386	88%	2,430	91%	9,168	92%	9,488	92%	5,366	92%	2,454
Not primary source	10%	42	12%	345	9%	947	8%	878	8%	449	8%	199
Number of Respondents	428		2,775		10,115		10,366		5,815		2,653	
Auto method ingesting data												
Requires products	9%	37	5%	143	4%	404	3%	359	3%	172	3%	88
Do not require products	91%	391	95%	2,632	96%	9,711	97%	10,007	97%	5,643	97%	2,565
Number of Respondents	428		2,775		10,115		10,366		5,815		2,653	
Preferred weather info sources-												
Paper	61%	260	51%	1,404	51%	5,148	47%	4,893	45%	2,628	45%	1,181
Refrigerator magnets, key chains, and pens	53%	228	43%	1,197	41%	4,196	38%	3,953	35%	2,062	28%	738
DVDs	38%	163	29%	804	30%	3,011	22%	2,245	22%	1,260	19%	505
List of Internet Links	67%	287	70%	1,932	70%	7,074	69%	7,107	68%	3,960	67%	1,786
Other	7%	30	4%	108	6%	585	7%	733	8%	473	10%	269
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	
Top hazardous weather threats-												
Tornadoes	54%	233	58%	1,607	53%	5,386	46%	4,731	41%	2,374	37%	985
Severe Thunderstorms	79%	336	78%	2,173	75%	7,544	72%	7,449	71%	4,124	68%	1,803
Flash Floods	20%	86	14%	381	13%	1,332	12%	1,268	11%	627	11%	285
River Floods	11%	48	10%	269	10%	996	10%	1,007	10%	566	9%	226
Winter Storms	61%	262	65%	1,804	64%	6,502	66%	6,818	69%	3,994	66%	1,752
Hurricanes	7%	28	9%	245	9%	947	11%	1,136	11%	626	11%	301
Heat Wave	16%	70	14%	398	15%	1,488	16%	1,677	18%	1,029	19%	510
Wildfires	5%	20	8%	223	11%	1,114	12%	1,198	11%	621	13%	332
Drought	8%	33	6%	178	7%	692	8%	836	8%	478	10%	259
Coastal Storms	6%	24	4%	115	5%	479	6%	667	7%	416	8%	211
Tsunamis	2%	9	1%	29	2%	182	2%	192	2%	96	3%	72
Extreme Cold	14%	61	15%	414	17%	1,688	16%	1,703	17%	1,008	18%	482
Air Quality	5%	21	4%	107	5%	513	7%	687	9%	496	9%	240
Other	2%	10	2%	46	2%	249	3%	282	3%	173	3%	88
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	

National Weather Service - Overall
2011
Demographics Table - School Completed

	Less than high school		High school or equivalent		Some college, technical school		4 year college graduate		Master's degree		Professional degree or PhD	
	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency
Familiar Annual WA Weeks												
Familiar	49%	208	49%	1,369	46%	4,632	39%	4,061	37%	2,179	29%	777
Not Familiar	51%	220	51%	1,406	54%	5,483	61%	6,306	63%	3,636	71%	1,876
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	
Age												
Under 25 years	34%	65	13%	334	6%	537	5%	501	1%	62	0%	8
25 - 34 years	15%	29	11%	291	12%	1,144	18%	1,737	16%	834	10%	251
35 - 44 years	10%	19	16%	405	17%	1,624	19%	1,793	17%	900	17%	402
45 - 54 years	20%	38	28%	715	27%	2,550	23%	2,258	25%	1,317	22%	539
55 - 64 years	13%	26	22%	569	26%	2,457	24%	2,289	27%	1,451	28%	685
65 - 74 years	7%	13	8%	204	10%	912	9%	875	13%	679	18%	431
75 years and older	2%	4	1%	34	2%	151	2%	192	2%	109	5%	114
Number of Respondents	194		2,552		9,375		9,645		5,352		2,430	
Gender												
Male	82%	350	75%	2,063	75%	7,476	72%	7,351	66%	3,746	73%	1,914
Female	18%	76	25%	685	25%	2,494	28%	2,868	34%	1,964	27%	694
Number of Respondents	426		2,748		9,970		10,219		5,710		2,608	
School completed												
Less than high schl	100%	428	0%	0	0%	0	0%	0	0%	0	0%	0
High schl or equiv	0%	0	100%	2,775	0%	0	0%	0	0%	0	0%	0
Some clg, tech schl	0%	0	0%	0	100%	10,115	0%	0	0%	0	0%	0
4 yr college grad	0%	0	0%	0	0%	0	100%	10,367	0%	0	0%	0
Master's degree	0%	0	0%	0	0%	0	0%	0	100%	5,815	0%	0
Prof degree or PHD	0%	0	0%	0	0%	0	0%	0	0%	0	100%	2,653
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	
Additional feedback-												
Climate Services	9%	38	6%	173	8%	849	8%	862	10%	567	11%	298
Fire Weather Services	4%	19	3%	83	4%	428	4%	386	4%	204	4%	93
Hydrologic Services	10%	42	5%	134	6%	594	5%	570	6%	332	5%	139
Tsunami	4%	15	1%	24	1%	118	1%	116	1%	69	1%	34
I do not wish to continue	82%	350	88%	2,437	85%	8,645	86%	8,888	85%	4,935	84%	2,227
Number of Respondents	428		2,775		10,115		10,367		5,815		2,653	

National Weather Service - Overall
2011
Attribute Table - Auto method ingesting data

	Requires products	Do not require products
	Scores	
Sample Size	1,218	31,353
Hazardous Services	86	87
Tornado Warnings	84	86
Severe Thunderstorm Warnings	85	87
Winter Storm Warnings	84	86
Hurricane Warnings	88	89
Flash Flood Warnings	85	87
River Flood Warnings	86	88
High Surf Warnings	87	89
Tsunami Warnings	86	86
Extreme Cold Warnings	88	90
Extreme Heat Warnings	89	90
Tornado Warnings	84	86
Ease of Understanding	88	89
Timeliness	84	86
Accuracy	81	82
Severe Thunderstorm Warnings	85	87
Ease of Understanding	88	90
Timeliness	85	87
Accuracy	82	84
Winter Storm Warnings	84	86
Ease of Understanding	87	89
Timeliness	85	87
Accuracy	79	80
Hurricane Warnings	88	89
Ease of Understanding	90	91
Timeliness	89	90
Accuracy	85	86
Flash Flood Warnings	85	87
Ease of Understanding	88	89
Timeliness	85	87
Accuracy	83	84
River Flood Warnings	86	88
Ease of Understanding	87	89
Timeliness	86	88
Accuracy	85	87
High Surf Warnings	87	89
Ease of Understanding	88	90
Timeliness	87	89
Accuracy	87	87

National Weather Service - Overall
2011
Attribute Table - Auto method ingesting data

	Requires products	Do not require products
	Scores	
Sample Size	1,218	31,353
Tsunami Warnings	86	86
Ease of Understanding	87	88
Timeliness	86	87
Accuracy	83	82
Extreme Cold Warnings	88	90
Ease of Understanding	90	91
Timeliness	88	90
Accuracy	87	89
Extreme Heat Warnings	89	90
Ease of Understanding	90	91
Timeliness	89	90
Accuracy	88	89
Routine Climate, Water, Weather Services	87	88
Max/min temperature forecasts	91	92
Chance of Precip forecast	85	87
Cloud Cover forecasts	87	88
Wind forecasts	88	89
Dew Point forecasts	89	90
River Heights-Flow forecasts	87	89
UV Index forecasts	90	90
Air Quality forecasts	88	89
Wave Height forecasts	87	88
1 to 4-Week National Outlooks	86	87
3-Month National Outlooks	85	85
El Niño-La Niña Outlooks	83	84
3-Month Drought Outlooks	85	87
3-Month Local Temp Outlooks	87	86
Climate Hazard Assessments	86	88
Max/min temperature forecasts	91	92
Meets my needs	90	91
Ease of Understanding	92	93
Chance of Precip forecast	85	87
Meets my needs	83	86
Ease of Understanding	86	89
Cloud Cover forecasts	87	88
Meets my needs	86	87
Ease of Understanding	88	89
Wind forecasts	88	89
Meets my needs	87	89
Ease of Understanding	89	90
Dew Point forecasts	89	90
Meets my needs	89	90
Ease of Understanding	90	90

National Weather Service - Overall
2011
Attribute Table - Auto method ingesting data

	Requires products	Do not require products
	Scores	
Sample Size	1,218	31,353
River Heights-Flow forecasts	87	89
Meets my needs	87	89
Ease of Understanding	88	89
UV Index forecasts	90	90
Meets my needs	90	90
Ease of Understanding	90	90
Air Quality forecasts	88	89
Meets my needs	88	89
Ease of Understanding	88	89
Wave Height forecasts	87	88
Meets my needs	86	87
Ease of Understanding	88	89
1 to 4-Week National Outlooks	86	87
Meets my needs	85	86
Ease of Understanding	87	88
3-Month National Outlooks	85	85
Meets my needs	83	85
Ease of Understanding	86	86
El Niño-La Niña Outlooks	83	84
Meets my needs	84	85
Ease of Understanding	83	84
3-Month Drought Outlooks	85	87
Meets my needs	84	86
Ease of Understanding	86	87
3-Month Local Temp Outlooks	87	86
Meets my needs	86	86
Ease of Understanding	87	87
Climate Hazard Assessments	86	88
Meets my needs	86	88
Ease of Understanding	86	88
Routine Climate, Water, Weather Forecasts	74	72
Max/min temperature forecasts	79	77
Probability of precipitation	72	69
Amount of precip forecasts	69	66
Max/min temperature forecasts	78	76
1 day from now	89	90
3 days from now	77	75
7 days from now	59	53
Probability of precipitation	70	67
1 day from now	84	84
3 days from now	69	65
7 days from now	52	44

National Weather Service - Overall
2011
Attribute Table - Auto method ingesting data

	Requires products	Do not require products
	Scores	
Sample Size	1,218	31,353
Amount of precip forecasts	68	65
Less than 1 day from now	80	80
1 day from now	67	65
3 days from now	53	47
Support Services	89	89
Accessibility	87	88
Responsiveness	87	88
Knowledge	92	92
Professionalism	92	93
Assist interpret weather info	90	89
Resolving a complaint	86	84
User Support Services	89	89
Accessibility	87	87
Responsiveness	87	87
Knowledge	91	91
Professionalism	92	92
Assist interpret weather info	90	89
Resolving a complaint	86	85
Customer Support Services	89	90
Accessibility	90	88
Responsiveness	87	88
Knowledge	92	93
Professionalism	92	93
Resolving a complaint	85	83
NWS Forecaster	87	86
Clarification of weather info	88	88
Forecaster uncertainty	85	83
Dissemination Services	83	86
Reliability of satellite data	87	87
Reliability of radar data	85	86
Ease of locating information	82	83
Information is up-to-date	86	87
Ease of understanding info	88	88
Ease locating data on servers	77	--
Ease of req add data to server	76	--
Ease of providing input	76	--
Annual Weather Awareness Weeks	82	80
Sat with Annual WA Weeks	82	80
Satisfaction	83	84
Overall Satisfaction	87	88
Meets expectations	80	80
Compared to ideal	80	82

National Weather Service - Overall
2011
Attribute Table - Auto method ingesting data

	Requires products	Do not require products
	Scores	
Sample Size	1,218	31,353
Likelihood take action	91	91
Likelihood take action on info	91	91
Likelihood to use in future	94	96
Likelihood use NWS in future	94	96
Likelihood to recommend	92	94
Likelihood to recommend	92	94
CPC products	79	82
Clarity	79	81
Presentation	79	82
Provided information	80	83
Likelihood to make a decision about CPC products	78	75
Likelihood to make decision CPC products	78	75
Extended Range products	80	82
Clarity	80	82
Presentation	80	82
Provided information	79	82
Long Range products	80	81
Clarity	80	80
Presentation	80	81
Provided information	79	82
Hazards products	79	83
Clarity	80	84
Presentation	79	83
Provided information	78	83
ENSO products	77	81
Clarity	78	81
Presentation	78	82
Provided information	76	80
NWS Local Climate Data Products	76	79
Easy to understand	81	80
Easy to use	79	78
Eye-appealing	70	73
Clarity	79	80
Timeliness	79	82
Usefulness	80	82
Organization of information	78	78
Location selection	73	77
Variable selection	75	79
Length of data record	73	80
Meets my needs	77	80

National Weather Service - Overall
2011
Attribute Table - Auto method ingesting data

	Requires products	Do not require products
	Scores	
Sample Size	1,218	31,353
NOWData	78	80
Easy to understand	80	81
Easy to use	79	79
Eye-appealing	73	76
Clarity	80	81
Timeliness	81	83
Usefulness	81	82
Organization of information	77	80
Location selection	74	77
Variable selection	76	80
Length of data record	77	81
Meets my needs	80	81
Likelihood to make a change based on products	75	68
Likelihood to make a change based on products	75	68
Local 3-Month Temp outlook graphic	76	79
Easy to understand	77	81
Easy to use	77	80
Eye-appealing	76	77
Clarity	76	80
Timeliness	79	82
Usefulness	77	78
Organization of information	76	80
Location selection	75	78
Variable selection	75	79
Length of data record	77	81
Meets my needs	75	79
Graphic 2 Content and Characteristics	77	80
Easy to understand	78	80
Easy to use	77	80
Eye-appealing	75	78
Clarity	77	80
Timeliness	80	83
Usefulness	79	80
Organization of information	77	81
Location selection	75	79
Variable selection	77	80
Length of data record	77	82
Meets my needs	78	80

National Weather Service - Overall
2011
Attribute Table - Auto method ingesting data

	Requires products	Do not require products
	Scores	
Sample Size	1,218	31,353
Graphic 3 Content and Characteristics	77	78
Easy to understand	76	77
Easy to use	77	77
Eye-appealing	76	79
Clarity	75	77
Timeliness	79	82
Usefulness	77	78
Organization of information	77	78
Location selection	77	78
Variable selection	78	80
Length of data record	79	81
Meets my needs	76	78
Fire Weather staff	91	88
Availability	89	86
Knowledge	92	89
Timeliness of responses	90	87
Helpfulness of information	91	88
Importance of decision support info	90	88
Importance of decision support info	90	88
Fire Weather Planning Forecast	86	86
Helpfulness of information	89	87
Timeliness of information	87	87
Format is easy to understand	82	81
Degree to which it meets my needs	86	86
NWS fire weather point forecast	81	75
Helpfulness of information	83	77
Timeliness of information	85	83
Format is easy to understand	76	66
Degree to which it meets my needs	80	75
Site-Specific (spot) forecasts	86	83
Helpfulness of information	88	84
Timeliness of information	87	84
Format is easy to understand	84	80
Degree to which it meets my needs	87	82
Fire Weather Activity Planner	89	87
Helpfulness of information	90	87
Timeliness of information	89	88
Format is easy to understand	87	87
Degree to which it meets my needs	89	86

National Weather Service - Overall
2011
Attribute Table - Auto method ingesting data

	Requires products	Do not require products
	Scores	
Sample Size	1,218	31,353
Storm Prediction Center Outlooks	87	87
Helpfulness of information	88	87
Timeliness of information	88	88
Format is easy to understand	87	86
Degree to which it meets my needs	86	86
Fire Weather Watch	90	87
The usefulness of the watch information	91	88
The amount of time you had to act	89	86
How clearly the watch information described conditions	90	87
Red Flag Warning	91	89
The usefulness of the warning information	92	90
The amount of time you had to act	91	88
How clearly the warning info described conditions to expect	89	89
Flood Watches	87	88
Ease of understanding	86	88
Usefulness	88	89
Flash Flood Watches	87	88
Ease of understanding	86	88
Usefulness	88	89
Flood Warnings	86	88
Ease of understanding	84	88
Usefulness	88	89
Flash Flood Warnings	86	89
Ease of understanding	86	88
Usefulness	86	89
Flood Advisories	84	87
Ease of understanding	83	86
Usefulness	84	87
Hydrologic Statements	85	86
Ease of understanding	85	85
Usefulness	86	86
Short-term Hydrologic Outlooks	85	86
Ease of understanding	85	85
Usefulness	85	87
Long-term Hydrologic Outlooks	83	83
Ease of understanding	83	82
Usefulness	84	84
River and Lake Forecast Products	83	86
Ease of understanding	81	85
Usefulness	84	87
Hydrometeorological Data Products and Summaries	85	84
Ease of understanding	85	84
Usefulness	85	85

National Weather Service - Overall
2011
Attribute Table - Auto method ingesting data

	Requires products	Do not require products
	Scores	
Sample Size	1,218	31,353
Flood warning vs. flash flood	91	90
Flood warning vs. flash flood	91	90
AHPS web pages	81	80
AHPS web pages	81	80
Usefulness of map overlay	81	80
Flood Watches	86	87
Flood Warnings	89	90
Radar	88	85
Satellite	80	77
Observed precipitation	90	87
Forecast precipitation	90	88
Snow depth	81	79
Snow water equivalent	77	77
River ice	73	70
Soil moisture	77	73
Evapotranspiration	68	61
Water quality	62	63
Runoff	81	78
Groundwater	72	70
Flash flood guidance	83	83
Drought conditions	72	72
Ability to display maximum stage/flow forecasts	88	84
Ability to display the maximum stage/flow forecasts	88	84
Usefulness of hydrograph overlay statistics	79	74
Record low flow, stage, or pool for a specified period of record	78	74
Normal daily flow, stage, or pool for a specified period of record	84	82
Seven-day minimum flow with a recurrence interval of 10 years	73	68
The discharge exceeded 10 percent of time for a designated period	77	70
The discharge exceeded 25 percent of time for a designated period	78	71
The discharge exceeded 75 percent of time for a designated period	80	73
The discharge exceeded 90 percent of time for a designated period	82	74
Usefulness of information	89	88
Usefulness of this information	89	88
Single web portal for water information	87	87
Single web portal for water information	87	87
Familiarity with NOAA Tsunami Products	90	78
Tsunami Warning	90	82
Tsunami Advisory	90	77
Tsunami Watch	90	79
Tsunami Information Statement	90	75
NOAA Tsunami information	88	82
Understanding tsunami products	87	81
Usefulness of tsunami products	87	83
Improvements over last five years	91	83
Overall quality of tsunami products and services	87	81

National Weather Service - Overall
2011
Demographics Table - Hydrologic Action Meets Needs

	Simplify product suite		Maintain current product suite	
	Percent	Frequency	Percent	Frequency
Information sources~				
NWS Web Sources	33%	575	67%	1,185
Non-NWS Web Sources	36%	253	64%	455
Mobile devices	37%	242	63%	415
NOAA Weather Radio/All Hazards	33%	321	67%	652
NOAA Weather Wire	32%	39	68%	82
Family of Services (FOS)	32%	47	68%	98
Emerg Mgrs Weather Info Net	29%	37	71%	91
NOAAPort	27%	34	73%	94
World Area Forecast System	20%	9	80%	35
DUATS	25%	10	75%	30
Flight Services	32%	30	68%	65
Local or cable TV	32%	329	68%	693
Commercial Radio	34%	226	66%	432
Satellite radio	36%	42	64%	75
Satellite TV	31%	117	69%	258
Newspaper	33%	131	67%	262
U.S. Coast Guard Broadcasts	27%	39	73%	105
NAVTEX receiver	41%	7	59%	10
Immarsat-C SafetyNET	20%	2	80%	8
Radiofacsimile	50%	9	50%	9
Other	24%	5	76%	16
Social Media	37%	77	63%	133
Number of Respondents		592		1,229

Future source NWS info~				
Desk top/lap top computer	93%	552	96%	1,177
Mobile Device	70%	413	61%	755
Social Media	16%	97	15%	185
Direct Interaction with NWS Staff	14%	81	14%	174
NOAA Weather Radio All-Hazards	49%	289	51%	627
File transfer services	16%	93	11%	136
Other	6%	35	4%	51
Number of Respondents		592		1,229

Language important messages				
Option A	46%	274	76%	930
Option B	25%	150	12%	149
Option C	28%	168	12%	150
Number of Respondents		592		1,229

National Weather Service - Overall
2011
Demographics Table - Hydrologic Action Meets Needs

	Simplify product suite		Maintain current product suite	
	Percent	Frequency	Percent	Frequency
Elements used within past year~				
Max/min temperature forecasts	88%	523	86%	1,062
Chance of Precipitation forecast	89%	525	88%	1,082
Cloud Cover forecasts	40%	235	47%	577
Wind forecasts	71%	420	76%	936
Dew Point forecasts	33%	195	38%	470
River Heights/Flow forecasts	67%	399	73%	897
UV Index forecasts	24%	142	27%	334
Air Quality forecasts	32%	190	35%	427
Wave Height forecasts	14%	85	17%	211
1 to 4-Week National Outlooks	52%	305	54%	661
3-Month National Outlooks	37%	219	41%	510
El Niño/La Niña Outlooks	34%	204	39%	478
3-Month Drought Outlooks	29%	172	35%	425
3-Month Local Temp Outlooks	33%	198	40%	492
Climate Hazard Assessments	31%	184	35%	428
Number of Respondents		592		1,229
Job decisions on weather info				
Makes decisions on weather info	50%	295	49%	600
Does not	50%	297	51%	629
Number of Respondents		592		1,229
Times interact with NWS staff				
0 times	71%	209	70%	423
1-5 times	15%	44	18%	110
5-10 times	3%	10	3%	16
More than 10 times	11%	32	8%	51
Number of Respondents		295		600

National Weather Service - Overall
2011
Demographics Table - Hydrologic Action Meets Needs

	Simplify product suite		Maintain current product suite	
	Percent	Frequency	Percent	Frequency
Time spent discussing info NWS				
Less than 5 minutes	49%	42	56%	99
5-15 minutes	40%	34	34%	61
16-30 minutes	5%	4	5%	9
More than 30 minutes	7%	6	5%	8
Number of Respondents	86		177	
NWS staff on-site at incident				
NWS staff on-site	16%	14	11%	19
No staff on-site	84%	72	89%	158
Number of Respondents	86		177	
Times contact NWS staff				
0 times	85%	251	85%	532
1-10 times	13%	38	14%	87
11-25 times	1%	4	1%	6
More than 25 times	1%	4	1%	4
Number of Respondents	297		629	
NWS Web primary source				
Web primary source	90%	532	88%	1,083
Not primary source	10%	60	12%	146
Number of Respondents	592		1,229	
Auto method ingesting data				
Requires products	10%	57	7%	81
Do not require products	90%	535	93%	1,148
Number of Respondents	592		1,229	
Preferred weather info sources~				
Paper	55%	323	55%	680
Refrigerator magnets, key chains, and per	43%	253	39%	475
DVDs	34%	201	34%	414
List of Internet Links	74%	438	75%	923
Other	13%	76	10%	117
Number of Respondents	592		1,229	

National Weather Service - Overall
2011
Demographics Table - Hydrologic Action Meets Needs

	Simplify product suite		Maintain current product suite	
	Percent	Frequency	Percent	Frequency
Top hazardous weather threats~				
Tornadoes	48%	283	45%	549
Severe Thunderstorms	68%	402	67%	829
Flash Floods	18%	104	21%	252
River Floods	29%	171	32%	388
Winter Storms	59%	349	61%	752
Hurricanes	10%	57	8%	97
Heat Wave	11%	63	12%	143
Wildfires	12%	70	9%	115
Drought	8%	48	7%	84
Coastal Storms	6%	33	6%	68
Tsunamis	2%	10	2%	29
Extreme Cold	11%	67	12%	151
Air Quality	5%	28	5%	59
Other	4%	24	4%	50
Number of Respondents		592		1,229
Familiar Annual WA Weeks				
Familiar	54%	322	56%	685
Not Familiar	46%	270	44%	544
Number of Respondents		592		1,229
Age				
Under 25 years	5%	30	4%	50
25 - 34 years	15%	84	13%	149
35 - 44 years	18%	103	17%	190
45 - 54 years	25%	139	28%	311
55 - 64 years	27%	152	28%	311
65 - 74 years	8%	45	9%	105
75 years and older	1%	6	1%	11
Number of Respondents		559		1,127
Gender				
Male	76%	443	78%	949
Female	24%	139	22%	263
Number of Respondents		582		1,212
School completed				
Less than high schl	2%	13	2%	29
High schl or equiv	6%	36	8%	98
Some clg, tech schl	27%	158	36%	436
4 yr college grad	34%	203	30%	367
Master's degree	21%	125	17%	207
Prof degree or PHD	9%	55	7%	84
Number of Respondents		590		1,221

NWS Overall

Customer Satisfaction Survey 2011

Weather Note: Section headers will not be included in online survey. Items in **bold** are programmer instructions. Response options will be randomized, except when sequential. All rated questions include a “don’t know” or “NA” option.

Introduction

The National Oceanic and Atmospheric Administration’s (NOAA) National Weather Service (NWS) is committed to serving the needs of all of its users. The NWS is undertaking research on how satisfied users are and would appreciate your feedback. The purpose of this research, conducted in partnership with the federal government as part of the American Customer Satisfaction Index, is to help the NWS improve its services for you and others like you.

Your answers are voluntary, but your opinions are very important for this research. Your responses will be held completely confidential, and you will never be identified by name. CFI Group, a third party research and consulting firm, is administering this survey via a secure server. The time required to complete this survey will depend on how certain questions are answered, but will likely take about 20 minutes, and is authorized by Office of Management and Budget Control No. 1090-0007.

Please click on the “Next” button below to begin the survey.

Information About You

The following questions are intended to help us better understand your responses by allowing us to classify responses by geographic area and by type of users.

- 1) From the list below, please select the continent or country in which you live or work. **(drop down list of major countries)**
 1. United States
 2. Other, please specify **(capture)**

- 2) **(If Q1=1)** Please enter your zip code **(capture open-end)**

- 3) **(If Q1=1)** What sector do you represent?
 1. Government
 2. Private

- 4) What is your primary use of information provided by the NWS?
 1. Agriculture **(skip to Q7)**
 2. Aviation
 3. Amateur Radio **(skip to Q7)**
 4. Broadcast/Print Media **(skip to Q7)**
 5. Commodities Markets **(skip to Q7)**

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6. Consulting/Added Value Customer Forecast Services (**skip to Q7**)
 7. Education (e.g., formal education or training of children and adults) (**skip to Q7**)
 8. Emergency Response/Public Safety (**skip to Q6**)
 9. Energy/Utilities (**skip to Q7**)
 10. Environmental Resource Management (e.g., water resource, wildlife, estuaries, park service) (**skip to Q6**)
 11. Fire Weather (**skip to Q6**)
 12. Health Care Services (**skip to Q7**)
 13. Internet Provider (**skip to Q7**)
 14. Marine (e.g., commercial transport, commercial fishing, harbor management, search and rescue) (**skip to Q7**)
 15. NWS Data Provider (e.g., storm spotter, co-op observer) (**skip to Q7**)
 16. Personal (**skip to Q7**)
 17. Recreation (e.g., boating, flying, fishing and hunting, beachgoer, etc.) (**skip to Q7**)
 18. Research (applied and basic) (**skip to Q7**)
 19. Other (please specify) (**skip to Q7**) (**Capture**)
- 5) (**only if Q4=2**) For what type of Aviation do you use NWS information?
1. Dispatcher
 2. Commercial Freight
 3. Commercial Passenger
 4. Private Aircraft for Business
 5. Private Aircraft for Pleasure
- 6) What is the primary scope of your responsibility?
1. National
 2. Regional (all or parts of multiple states)
 3. Single state
 4. All or parts of multiple counties, parishes or boroughs
 5. Large city/urban area
 6. Small city/township/suburban
 7. Rural
 8. Other (please specify) (**Capture**)
- 7) By which means of communication do you obtain weather, water, and climate information? (Select all that apply)
1. NWS Web Sources
 2. Non-NWS Web Sources
 3. Mobile devices (e.g, PDA, Phone, Smart Phone)
 4. Social Media (e.g., Facebook, Twitter)
- NOAA Dissemination Services:
5. NOAA Weather Radio/All Hazards
 6. NOAA Weather Wire

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- 7. Family of Services (FOS)
- 8. Emergency Managers Weather Information Network (EMWIN)
- 9. NOAAPort

Aviation Weather Services:

- 10. World Area Forecast System (WAFS)
- 11. Direct User Access Terminal Service (DUATS)
- 12. Flight Services

Media:

- 13. Local or cable TV
- 14. Commercial Radio
- 15. Satellite radio
- 16. Satellite TV
- 17. Newspaper

Marine Broadcasts:

- 18. U.S. Coast Guard Broadcasts (HF/MF/VHF/NBDP)
- 19. NAVTEX receiver
- 20. Immarsat-C SafetyNET
- 21. Radiofacsimile

- 22. Other (please specify) (**Capture**)

- 8) As technology evolves, what sources will you most likely use to get NWS information in the next one to five years? (Select all that apply)
- 1. Desktop/laptop computer
 - 2. Mobile Device (e.g, PDA, Phone, Smart Phone)
 - 3. Social Media (e.g., Facebook, Twitter)
 - 4. Direct Interaction with NWS Staff (e.g., in-person, telephone, NWSChat)
 - 5. NOAA Weather Radio All-Hazards
 - 6. File transfer services (e.g., map services, RSS feeds, FTP)
 - 7. Other (please specify) (**Capture open-ended**)

General Satisfaction with the NWS

Hazardous Services

The NWS issues outlooks, watches, warnings, and advisories of hazardous, weather-related events for the protection of life and property.

Referring specifically to hazardous, weather-related warnings provided by the NWS, on a 10-point scale, where 1 means "Poor" and 10 means "Excellent," please rate each of the hazardous weather warnings on the following.

	Ease of Understanding	Timeliness	Accuracy
9) Tornado			

NWS Overall Customer Satisfaction Survey 2011

	Warnings			
10)	Severe Thunderstorm Warnings			
11)	Winter Storm Warnings			
12)	Hurricane Warnings			
13)	Flash Flood Warnings			
14)	River Flood Warnings			
15)	High Surf Warnings			
16)	Tsunami Warnings			
17)	Extreme Cold Warnings			
18)	Extreme Heat Warnings			

Some of the most important products the NWS issues are *Watches*, *Warnings*, and *Advisories*. In previous surveys, the NWS has noted some confusion regarding the definitions of these products. Here are generalized definitions for *Watch*, *Warning* and *Advisory*:

Watch:

A Watch is issued when the risk of hazardous weather has increased, but its occurrence, location, and/or timing is still uncertain.

Warning:

A Warning is issued when hazardous weather is imminent, occurring or has a high probability of occurrence.

Advisory:

An Advisory is issued for conditions that are less serious than a warning, may cause significant inconvenience, but could also threaten life and/or property if caution is not exercised.

We are investigating ways to make the clarity and understandability of NWS's hazard products to enhance users' reactions to these important messages. We have developed two alternative proposals to the current "Watch, Warning and Advisory" paradigm for consideration. Please indicate if you prefer to retain the current paradigm (Option A), or believe Options B or C would present our hazard information more clearly.

1. Below are possible options NWS could use to express expected weather hazards. Winter weather is used as an example:

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Option A (No change) - Retain Watch, Warning and Advisory terms as they are presently. Enhance education efforts to increase understanding of these terms.

“The NWS has issued a Winter Weather Advisory for an expected light to moderate snowfall starting late this afternoon”. Slippery road conditions and snow accumulations of 1-3 inches are expected.”

Option B - Retain the Watch and Warning terms, but remove the term Advisory entirely.

Option C - Retain the Warning term to highlight the most significant impacts from weather conditions, but remove the Watch and Advisory terms entirely. Use a new phrase, such as “*Winter Weather Statement*” to describe both Watch and Advisory level information. An example of how such a “Statement” would be worded is provided below:

“The NWS has issued a Winter Weather Statement for the possibility of snow on Thursday. There is uncertainty with accumulation, but total snow amounts may exceed 6 inches.”

Which of the three options do you prefer (A, B, C)?

2. What, if any, additional hazard information would be beneficial to you/useful to you in your decision-making? (Capture Open Ended).

3. Please provide any comments on how the NWS can improve the clarity and usefulness of its existing hazard products. (Capture Open Ended).

Routine Climate, Water and Weather Services

- 19) Which of the following routine weather, water or climate forecast elements have you used within the past year:
1. Temperature (Max/Min) forecasts
 2. Chance (Probability) of Precipitation forecasts
 3. Cloud Cover forecasts
 4. Wind (Direction, Speed) forecasts
 5. Dew Point forecasts
 6. River Heights/Flow forecasts
 7. Ultraviolet (UV) Index forecasts
 8. Air Quality forecasts
 9. Wave Height forecasts
 10. 1 to 4-Week National Outlooks for Temperature and Precipitation
 11. 3-Month National Outlooks for Temperature and Precipitation
 12. El Niño/La Niña Outlooks
 13. 3-Month Drought Outlooks
 14. 3-Month Local Temperature Outlooks
 15. Climate Hazard Assessments

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(Respondents will only rate elements selected in Q19) Referring specifically to elements found in routine weather, water, or climate forecasts provided by the NWS, on a 10-point scale, where 1 means Poor and 10 means Excellent, please rate each of the elements below on the following.

	Meets my needs	Ease of Understanding
20) Temperature (Max/Min) forecasts		
21) Chance (Probability) of Precipitation forecasts		
22) Cloud Cover forecasts		
23) Wind (Direction, Speed) forecasts		
24) Dew Point forecasts		
25) River Heights/Flow forecasts		
26) Ultraviolet (UV) Index forecasts		
27) Air Quality forecasts		
28) Wave Height forecasts		
29) 1 to 4-Week National Outlooks for Temperature and Precipitation		
30) 3-Month National Outlooks for Temperature and Precipitation		
31) El Niño/La Niña outlooks		
32) 3-Month Drought Outlooks		
33) 3-Month Local Temperature Outlooks		
34) Climate Hazard Assessments		

NWS public weather forecasts are available for up to 7 days into the future. This means that a 1-day forecast is for the weather 1 day (24 hours) from now, that a 3-day forecast is for the weather 3 days (72 hours) from now, and so on. Using a scale from 1 to 10 where 1 means Not at all Confident and 10 is Very Confident, how confident are you in **max/min temperature** forecasts for the times listed below?

- 35) 1 day from now
- 36) 3 days from now
- 37) 7 days from now

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Forecasts issued by the NWS routinely include a probability of precipitation (PoP) statement, which is often expressed as the "chance of rain" or "chance of precipitation". The PoP, expressed in percent, describes the chance of measurable precipitation (at least 0.01 inch) occurring during a specified 12-hour period.

Using a scale from 1 to 10 where 1 is Not at all Confident and 10 is Very Confident, how confident are you in **probability of precipitation** forecasts for the times listed below?

- 38) 1 day from now
- 39) 3 days from now
- 40) 7 days from now

Using a scale from 1 to 10 where 1 is Not at all Confident and 10 is Very Confident. How confident are you in amount of **precipitation** in forecasts for the times listed below?

- 41) Less than 1 day from now
- 42) 1 day from now
- 43) 3 days from now

User Support Services

- 44) Do you identify yourself as someone whose job it is to make decisions based on weather-related information? **(If the answer is "NO" go to Customer Service. If the answer is "YES" proceed with the paragraph below.)**

A goal of the NWS is to create a weather-ready Nation through the provision of superior Impact-based Decision Support Services (IDSS). These services will be realized through the NWS's unique relationship with Emergency Management.

- 45) During the last six months, how many times did you interact with NWS staff to interpret weather information related to a decision you had to make for your work?
 - 1. 0 times (**skip to Customer Support Services**)
 - 2. 1-5 times
 - 3. 5-10 times
 - 4. More than 10 times
- 46) During a typical interaction, approximately how much time did you spend discussing forecast, warning, and/or other information with NWS staff?
 - 1. Less than 5 minutes
 - 2. 5 to 15 minutes
 - 3. 16 to 30 minutes
 - 4. More than 30 minutes
- 47) Has NWS staff ever served on-site at an incident providing decision support to your organization?
 - 1. Yes and please list the incident type.
 - 2. No

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Please rate your interaction with the NWS for decision support (IDSS) on each of the following using a 10 point scale, where 1 means Poor and 10 means Excellent:

- 48) Accessibility. If the score is less than 7, please explain.
- 49) Responsiveness. If the score is less than 7, please explain.
- 50) Knowledge. If the score is less than 7, please explain.
- 51) Professionalism. If the score is less than 7, please explain.
- 52) Assisting in the interpretation of weather-related information to help you make a decision. If the score is less than 7, please explain.
- 53) Resolving a complaint. If the score is less than 7, please explain.
- 54) Please list any weather-related threshold(s) which, if met or exceeded, would trigger an action on your part (e.g., rainfall exceeds 3" in 6-hours, temperatures fall below freezing, winds above 60 mph).

Skip to last question in this section dealing with forecaster uncertainty.

Customer Support Services

- 55) During the last six months, approximately how many times did you contact NWS staff to discuss forecast, warning, and/or other information?
 - 1. 0 times (**skip to Dissemination Services**)
 - 2. 1-10 times
 - 3. 11-25 times
 - 4. More than 25 times

Considering your interaction with a NWS office, please rate the NWS staff on each of the following using a 10 point scale on which 1 means Poor and 10 means Excellent:

- 56) Accessibility. If the score is less than 7, please explain.
- 57) Responsiveness. If the score is less than 7, please explain.
- 58) Knowledge. If the score is less than 7, please explain.
- 59) Professionalism. If the score is less than 7, please explain.
- 60) Resolving a complaint. If the score is less than 7, please explain.

There are several reasons you may have directly contacted an NWS forecaster in the past six months about forecast, warning, or other information. Using a 1 to 10 scale where 1 means "Not at all Valuable" and 10 means "Very Valuable," please rate the value of each of the following possible services provided by an NWS forecaster. Value is defined here as economically beneficial or an improvement to quality of life.

- 61) Clarification of weather-related information
- 62) Forecaster uncertainty (Forecaster level of confidence in his/her own forecast)

Dissemination Services

The NWS strives to use the latest technologies available to disseminate climate, water, and weather information in gridded, graphical, image, and text form to meet the needs of its users.

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- 63) Using a 1 to 10 scale, where 1 means Poor and 10 means Excellent, please rate the reliability of satellite data available through the NWS web sites. **(11=don't use)**
- 64) Using a 1 to 10 scale, where 1 means Poor and 10 means Excellent, please rate the reliability of radar data available through the NWS web sites. **(11=don't use)**
- 65) **(only if Q63 and 64<>11)** Please provide any suggestions on how the NWS can further improve its satellite or radar data. **(capture open-ended)**

Referring specifically to NWS information on the Web, on a 10-point scale, where 1 means Poor and 10 means Excellent, please rate the NWS Web pages on the following:

- 66) Ease of accessing/finding information
- 67) Ease of understanding information
- 68) Information is up-to-date
- 69) Is a NWS Web page (e.g., www.weather.gov) your primary source of weather information? If your answer is "no," please explain why not. **(capture open-ended)**
- 70) If you could make an improvement to any NWS Web page, what would it be? Please include the URL in your response. **(capture open-end)**
- 71) Do you identify yourself as one who generally requires specific products for commercial or research purposes and has automated methods (e.g., NOMADS, FTPPRD, NOAAport, RSS feeds, Family of Services, EMWIN) for ingesting data?
1. Yes
 2. No **(skip to Outreach and Weather Education section)**

Using a 1 to 10 scale where 1 means Poor and 10 means Excellent, please rate..

- 72) The ease of locating data on NWS dissemination servers
- 73) The ease of requesting that additional data be added to NWS dissemination streams or servers
- 74) The ease of providing input into the decision making process for the development of new NWS products.

Outreach and Weather Education

- 75) If you were to visit an NWS booth at an outreach event (e.g., fair, show, open house), please select from the list below your most preferred formats to obtain weather-related awareness and safety information (select all that apply):
1. Paper (e.g., brochures, bookmarks, business cards, posters, fact sheets)
 2. Promotional items (e.g., refrigerator magnets, key chains, pens, rulers)

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3. DVDs
 4. List of Internet Links
 5. Other (**capture open-ended response**)
- 76) What do you perceive as the top hazardous weather-related threats in your local area. Please select up to three.
1. Tornado
 2. Severe Thunderstorm
 3. Flash Flood
 4. River Flood
 5. Winter Storm
 6. Hurricane (including storm surge)
 7. Heat Wave
 8. Wildfire
 9. Drought
 10. Coastal Storm (high wind/storm surge)
 11. Tsunami
 12. Extreme Cold
 13. Air Quality
 14. Other, please specify (**capture open-ended response**)
- 77) Are you familiar with NWS, Annual, Weather Awareness Weeks (e.g., severe weather, hurricane/typhoon, lightning, flooding) (If answer is “no,” skip the next question.)
- 78) Using a 1 to 10 scale, where 1 means Very Dissatisfied and 10 means Very Satisfied, please rate how satisfied you are with NWS, Annual, Weather Awareness Weeks. If your score is less than 7, please explain.

Customer Satisfaction Index

Now, please think about your overall satisfaction with the NWS.

- 79) First, please consider all of your experiences with the NWS. Using a 10-point scale on which 1 means Very Dissatisfied and 10 means Very Satisfied, how satisfied are you with the NWS?
- 80) Using a 10-point scale on which 1 now means Falls Short of your Expectations and 10 means Exceeds your Expectations, to what extent has the NWS fallen short of, or exceeded your expectations?
- 81) Now, imagine what an ideal organization providing weather information would be like. How well do you think the NWS compares with that ideal organization you just imagined? Please use a 10-point scale on which 1 means Not Very Close to the Ideal, and 10 means Very Close to the Ideal.

NWS Overall

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Desired Outcomes

- 82) Using a 10-point scale where 1 means Not at all Likely and 10 means Very Likely, how likely would you be to take action based on the information you receive from the NWS?
- 83) Using a 10-point scale, on which 1 means Not at all Likely and 10 means Very Likely, how likely are you to use the NWS as a source of weather information in the future?
- 84) Using a 10-point scale on which 1 means Not at all likely and 10 means Very likely, how likely are you to recommend the NWS to a colleague or friend?
- 85) How can the NWS improve its products and services, today or in the future, to better meet your needs? (**Capture open ended**)

Demographics (not required)

- 86) What is your age? (**capture**)
- 87) What is your gender?
 - 1. Male
 - 2. Female
- 88) What is the highest degree or level of school you have completed?
 - 1. Did not complete high school
 - 2. High school diploma or equivalent
 - 3. Some college, two-year college, or technical school (e.g., AA, AS)
 - 4. Four year College graduate (e.g., BA, BS)
 - 5. Master's degree (e.g., MA, MS, MBA)
 - 6. Professional degree or doctorate (e.g., MD, DDS, PhD, EdD)

Optional Sections

- 89) This is the end of part one of the survey. To allow the NWS to expand and improve services we would greatly appreciate additional feedback from you on the topics identified below. If you wish to continue, please select the area(s) you are most interested in:
 - 1. Climate Services
 - 2. Fire Weather Services
 - 3. Hydrologic Services
 - 4. Tsunami

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5. I do not wish to continue

(only if optional section question=1) Climate Services

- 2.1 Which specific CPC climate products do you use? Please select all that apply.
- a. Extended range (6-10 day or 8-14 day forecasts)
 - b. Long range (Monthly or seasonal forecasts)
 - c. Hazards (US or Global)
 - d. ENSO (El Nino and La Nina)
 - e. Drought (Monitor or Outlook)
 - f. Other
- 2.2 Please state CPC products you use that were not listed: Open text answer
- 2.3 How frequently do you use these CPC products?
- a. Infrequently, but I have used it.
 - b. Occasionally
 - c. Frequently
 - d. Very frequently, but not always
 - e. Nearly every time it is released
- 2.4 On a scale from 1 to 10, where 1 is Poor and 10 is Excellent, how would you rate these CPC products
- a. Clarity
 - b. Presentation
 - c. Provided information
- 2.5 Using a 1 to 10 scale, where 1 means Not Likely and 10 means Very Likely, how likely are you to make or change a decision based on the information in these CPC products?

Extended range (6-10 day or 8-14 day forecasts)

- 2.6 Please select all individual Extended Range products that you use:
- a. 6-10 day forecasts
 - b. 8-14 day forecasts
 - c. Temperature graphic
 - d. Precipitation graphic
 - e. Official height graphic
 - f. Text discussion
 - g. Automated Wind chill or Heat index graphics (as shown above)
- 2.7 What do you need in Extended Range forecast products that is currently missing from CPC products? Open text answer
- 2.8 On a scale from 1 to 10, where 1 is Poor and 10 is Excellent, how would you rate Extended Range products listed in question 2.6
- a. Clarity
 - b. Presentation
 - c. Provided information
- 2.9 On a scale from 1 to 10, where 1 is Poor and 10 is Excellent, how would you rate Long Range products (Monthly or 3-Month Temperature and Precipitation Outlooks)
- a. Clarity

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- b. Presentation
- c. Provided information

2.10 On a scale from 1 to 10, where 1 is Poor and 10 is Excellent, how would you rate Hazards products (3-14 Day Hazards Assessment, Graphics, Text Discussion)

- a. Clarity
- b. Presentation
- c. Provided information

ENSO

2.11 On a scale from 1 to 10, where 1 is Poor and 10 is Excellent, how would you rate ENSO products (Monthly ENSO Diagnostics Discussion, Weekly ENSO Update)

- a. Clarity
- b. Presentation
- c. Provided information

Overall evaluation of Climate Prediction Center (CPC) climate services

2.12 To help us develop our decision support capabilities, please tell us what decisions you make based on CPC products. (open-ended question)

NWS local climate products

Observed Weather Reports

1. Product »

- Daily Climate Report (CLI)
- Preliminary Monthly Climate Data (CF6)
- Record Event Report (RER)
- Monthly Weather Summary (CLM)
- Regional Summary (RTP)

Storm Event Database (SPC)
Storm Data (NCDC)

2. Location »

Reagan National

Baltimore
Dulles
Charlottesville
Martinsburg
Hagerstown
MD Science Center

3. Timeframe »

Most Recent

Archived Data:

January 2009
December 2008
November 2008
October 2008
September 2008
August 2008

4. View »

Go

Product Description:

PRELIMINARY CLIMATOLOGY DATA (CF6) - updated frequently:
Daily weather statistics for the month, including temperatures, precipitation, degree days, wind and sky cover. In addition, monthly statistics such as average temperatures and departures from normal, degree days, and rainfall are also included. This product is available for up to 5 years.

3.1 The image above shows the National Weather Service NWS Local Climate Data Products available under the "Observed Weather" tab. On a scale from 1 to 5, where 1 is Never and 5 is Very Often, please indicate how frequently you use this interface to access and download climate data from each of the products available through NOWData.

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- Daily Climate Report (CLI)
- Preliminary Monthly Climate data (CF6)
- Record Event Report (RER)
- Monthly Weather Summary (CLM)
- Regional Summary (RTP)

3.2. On a 10 point scale, where 1 means Poor and 10 means Excellent, please rate the NWS Local Climate Data Products available under the "Observed Weather" tab on the following:

- Easy to understand
- Easy to use
- Eye-appealing
- Clarity
- Timeliness
- Usefulness
- Organization of information
- Location selection
- Variable selection
- Length of data record
- Meets my needs

NOWData

Observed Weather	Climate Locations	Climate Prediction	Climate Resources	Local Data/Records	Astronomical	NOWData
NOWData - NOAA Online Weather Data						
1. Product » <input type="radio"/> Daily data for a month <input type="radio"/> Daily almanac <input checked="" type="radio"/> Monthly avgs/totals <input type="radio"/> Monthly occurrences <input type="radio"/> Monthly extremes <input type="radio"/> Daily extremes <input type="radio"/> Daily/monthly normals <input type="radio"/> Record extremes <input type="radio"/> First/last dates	2. Location » <div style="border: 1px solid #ccc; padding: 2px;"> Baltimore Area Washington Area Sterling-Dulles Area Martinsburg E Wv, WV Moorefield 1 Sse, WV Romney 1 Sw, WV Wardensville Rm, WV Charlottesville, VA Dale Enterprise, VA Luray 5 E, VA </div>	3. Variable » <input checked="" type="radio"/> Max Temperature <input type="radio"/> Min Temperature <input type="radio"/> Avg Temperature <input type="radio"/> Precipitation <input type="radio"/> Snow fall <input type="radio"/> Snow Depth <input type="radio"/> Heating Degree Days <input type="radio"/> Cooling Degree Days <input type="radio"/> Growing Degree Days	4. Year » <input checked="" type="radio"/> Current year <input type="radio"/> Last year <input type="radio"/> 1971-2000	5. View » <input type="button" value="Go"/>		
Product Description: <div style="background-color: #ffffcc; padding: 5px;"> <p>MONTHLY AVERAGES/TOTALS - calculates averages or totals, as appropriate, for the selected variable for each month of the year. This product is available for the current year, the previous year, or an average of the years 1971 through 2000. Additional stations and years of data are available from the Regional Climate Centers and the National Climatic Data Center.</p> </div>						- NCDC Map Services - - Common questions - - Submit a question/comment - <div style="text-align: center; margin-top: 10px;">  </div>
The Applied Climate Information System (ACIS) is a joint project of the Regional Climate Centers, the National Climatic Data Center and the National Weather Service. Official data and data for additional locations and years are available from the Regional Climate Centers and the National Climatic Data Center.						

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3.3. The image above shows the National Weather Service NOWData, an online tool that allows users to access recent climate data summaries and statistics. First, on a scale from 1 to 5 where 1 is Never and 5 is Very Often, please indicate how frequently you use this interface to access and download climate data from each of the products available through NOWData. Second, from the choices available below, please indicate your primary reason(s) for accessing climate data through NOWData. **Programming Note: Both questions to be asked within one table.**

NOWData Products

- a. Daily data for a month _____
- b. Daily almanac _____
- c. Monthly avgs/totals _____
- d. Monthly occurrences _____
- e. Monthly extremes _____
- f. Daily extremes _____
- g. Daily/monthly normals _____
- h. Record extremes _____
- i. First/last dates _____

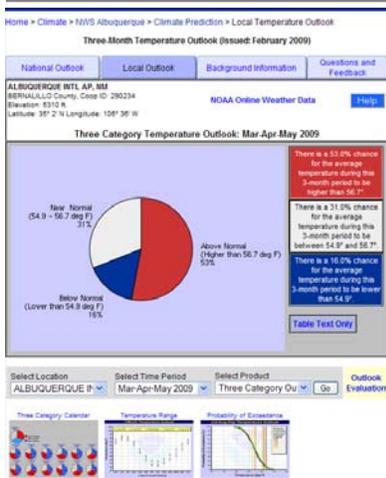
3.4. Please rate **NOWData**. On a 10 point scale, where 1 means Poor and 10 means Excellent, please rate the following:

- Easy to understand
- Easy to use
- Eye-appealing
- Clarity
- Timeliness
- Usefulness
- Organization of information
- Location selection
- Variable selection
- Length of data record
- Meets my needs

3.5 Using a 1 to 10 scale, where 1 means Not Very Likely and 10 means Very Likely, how likely are you to make or change a decision based on information from **NWS Observed Weather or NOWData** products?

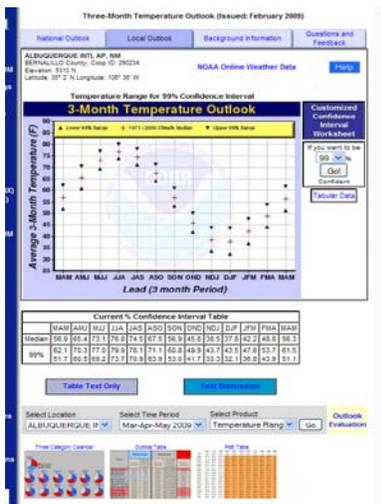
3.6 Please comment on how you think the NWS can improve the overall climate data services program to better serve your needs. **(open-ended response)**

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3.7 Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate the above graphic of the Local 3-Month Temperature Outlook on the following Information and Content Characteristics:

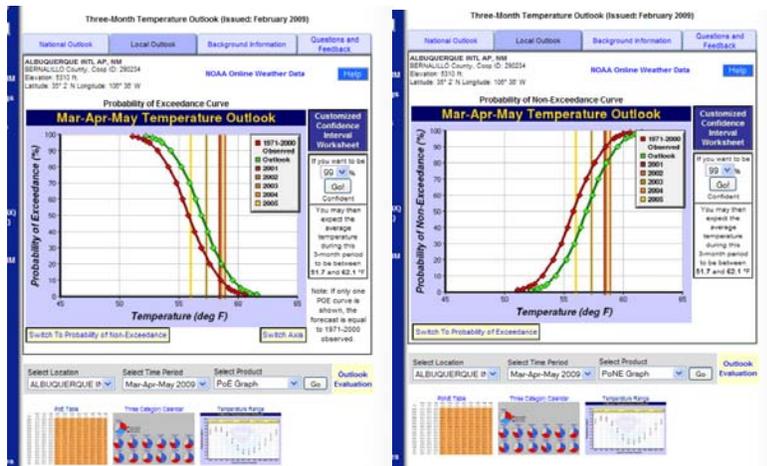
- Easy to understand
- Easy to use
- Eye-appealing
- Clarity
- Timeliness
- Usefulness
- Organization of information
- Location selection
- Variable selection
- Length of data record
- Meets my needs



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3.8 Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate the above graphic on the following Information and Content Characteristics:

- Easy to understand
- Easy to use
- Eye-appealing
- Clarity
- Timeliness
- Usefulness
- Organization of information
- Location selection
- Variable selection
- Length of data record
- Meets my needs



3.9 Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate the above graphic on the following Information and Content Characteristics:

- Easy to understand
- Easy to use
- Eye-appealing
- Clarity
- Timeliness
- Usefulness
- Organization of information
- Location selection
- Variable selection
- Length of data record
- Meets my needs

3.10 To help us develop NWS climate-sensitive decision support capabilities, please tell us what climate information you need for your decisions. (open-ended question)

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(only if optional section question=2) Fire Weather Services

Dissemination

1. Which of the following methods do you use to receive or further disseminate your fire weather products? (Please select all that apply):

- a. Internet Subscriber Service
- b. Web Site
- c. Voice over Internet Protocol
- d. Satellite
- e. IP Addressing (Signals to specific PC)
- f. Cable television
- g. Broadcast television
- h. Satellite television
- i. Home/Work Phone
- j. Dedicated Phone line
- k. Cell Phone or Smart Phone
- l. Pager
- m. AM/FM radio
- n. Dedicated Short Range Radio Communications
- o. Satellite (e.g., XM, Sirius)
- p. NOAA Weather Radio

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Local/Federal Interaction

2. Please think about the interactions you have had with Local, Regional or National NWS Fire Weather staff in the last year. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

- a. Availability
- b. Knowledge
- c. Timeliness of responses
- d. Helpfulness of information provided

3. How important is the decision support information you receive from the National Weather Service Fire Weather program in helping you determine an appropriate course of action? Please use a scale of 1 to 10 where 1 means “not at all important” and 10 means “very important.”

Current Products

4. Please describe the frequency with which you use the following NWS fire weather services during the peak fire season for your area: **(all products are hyperlinked to examples)**

	Multiple Times Each Day	Once Per Day	Once Per Week	Once Per Month	Never / Don't Know
a. Fire Weather Planning Forecast (FWF)					
b. Graphics and other web-based decision support tools such as point forecasts, hourly weather graph etc.					
c. Site-Specific (spot) forecasts					
d. Fire Weather Activity					

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Planner					
e. Storm Prediction Center Fire Weather Outlooks					
f. Hazard Services (ex. Red Flag Warnings, Fire Weather Watches)					
g. Live and/or recorded weather briefings from your local NWS office.					

Note: Respondents will only receive questions for the products that they use.

Here are two examples of a Fire Weather Planning Forecast (FWF) product.

WESTERN EXAMPLE FIRE WEATHER FORECAST:

FIRE WEATHER PLANNING FORECAST
NATIONAL WEATHER SERVICE

...COOLER TODAY UNDER PARTLY CLOUDY SKIES...
...SUNNY AND WARMER FOR THE WEEKEND...

.DISCUSSION...

A WEAK WEATHER DISTURBANCE IS CROSSING THE DISTRICT THIS MORNING WITH SCATTERED TO BROKEN CLOUDS BUT LITTLE IN THE WAY OF PRECIPITATION. A FEW SPRINKLES OR SHOWERS ARE POSSIBLE HOWEVER OVER NORTHERN PARTS OF THE DISTRICT THIS MORNING. HIGH PRESSURE REBUILDS OVER THE AREA LATER TODAY.

IDZ401>404-210015-
WESTERN PAYETTE NATIONAL FOREST-EASTERN PAYETTE NATIONAL FOREST-
NORTHERN BOISE NATIONAL FOREST-SOUTHERN BOISE NATIONAL FOREST-

.TODAY...

SKY/WEATHER.....MOSTLY CLOUDY. SCATTERED RAIN SHOWERS...MAINLY
IN THE MORNING. CHANCE OF SHOWERS 30 PERCENT.
MAX TEMPERATURE.....49 TO 62.
24 HR TREND.....ON AVERAGE...UNCHANGED.

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MIN HUMIDITY.....37 TO 52 PERCENT.
24 HR TREND.....ON AVERAGE...4 PERCENT WETTER.
20-FOOT WINDS.....
VALLEYS.....LIGHT UPSLOPE WINDS LESS THAN 8 MPH IN THE
MORNING...BECOMING WEST 8 TO 12 MPH IN THE
AFTERNOON.
RIDGES.....NORTHWEST 8 TO 12 MPH.
HAINES INDEX.....2 VERY LOW.
LAL.....1.
CWR /0.10 INCH/.....0 PERCENT.
SMOKE DISPERSAL:
MIXING HEIGHT.....4000-6000 FT AGL.
TRANSPORT WINDS....NORTHWEST 5 TO 10 MPH.

.TONIGHT...
SKY/WEATHER.....MOSTLY CLEAR.
MIN TEMPERATURE.....28 TO 37.
24 HR TREND.....ON AVERAGE...3 DEGREES COOLER.
MAX HUMIDITY.....73 TO 97 PERCENT.
24 HR TREND.....ON AVERAGE...UNCHANGED.
20-FOOT WINDS.....
VALLEYS.....LIGHT DOWNSLOPE WINDS LESS THAN 8 MPH.
RIDGES.....LIGHT WINDS LESS THAN 8 MPH IN THE
EVENING...BECOMING SOUTH AROUND 8 MPH AFTER
MIDNIGHT.
HAINES INDEX.....2 VERY LOW.
LAL.....1.
CWR /0.10 INCH/.....0 PERCENT.
SMOKE DISPERSAL:
MIXING HEIGHT.....0-100 FT AGL.
TRANSPORT WINDS....EAST 5 TO 10 MPH.

.FORECAST DAYS 3 THROUGH 7...

.SATURDAY...MOSTLY CLEAR. LOWS IN THE 20S TO UPPER 30S. HIGHS IN
THE 60S TO LOWER 70S. LIGHT WINDS LESS THAN 10 MPH.
.SUNDAY...MOSTLY CLEAR. LOWS IN THE UPPER 20S TO LOWER 40S. HIGHS
IN THE UPPER 50S TO LOWER 70S. LIGHT WINDS LESS THAN 10 MPH.
.MONDAY...MOSTLY CLEAR. LOWS IN THE 30S TO LOWER 40S. HIGHS IN
THE MID 50S TO UPPER 60S. SOUTH WINDS UP TO 10 MPH.
.TUESDAY...PARTLY CLOUDY. LOWS IN THE 20S TO UPPER 30S. HIGHS IN
THE 50S TO MID 60S.
.WEDNESDAY...PARTLY CLOUDY. LOWS IN THE 20S TO MID 30S. HIGHS IN
THE 50S TO LOWER 60S.

EASTERN EXAMPLE FIRE WEATHER FORECAST:

FIRE WEATHER PLANNING FORECAST
NATIONAL WEATHER SERVICE

.DISCUSSION...

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A BACK DOOR FRONT WILL AFFECT THE FORECAST AREA BY TONIGHT WITH A CHANCE OF THUNDERSTORMS IN THE SOUTHWEST VIRGINIA AND SOUTHEAST WEST VIRGINIA MOUNTAINS. THE FRONT WILL DRIFT SOUTHWEST THROUGH MUCH OF THE AREA BY FRIDAY MORNING. MEANWHILE LOW PRESSURE WILL STRENGTHEN AS IT MOVES INTO THE CENTRAL APPALACHIANS BY FRIDAY AFTERNOON

WVZ045-210345-
GREENBRIER-
INCLUDING THE CITY OF...LEWISBURG

	TODAY	TONIGHT	FRI
CLOUD COVER	PCLDY	MCLDY	MCLDY
PRECIP TYPE	TSTMS	TSTMS	SHOWERS
CHANCE PRECIP (%)	20	40	40
TEMP	70	46	62
RH %	67	100	70
WND20FT2MIN/EARLY(MPH) LGT/VAR		LGT/VAR	LGT/VAR
WND20FT2MIN/LATE(MPH)	W 6	LGT/VAR	SE 5
PRECIP AMOUNT	0.09	0.18	0.07
PRECIP DURATION	1	2	2
PRECIP BEGIN	11 AM	CONTINUING	CONTINUING
PRECIP END	CONTINUING	CONTINUING	CONTINUING
MIXING HGT(FT-AGL)	4380		1060
TRANSPORT WND (MPH)	SW 16		SW 17
VENT RATE (KT-FT)	61320		15900
DISPERSION (EVENING)		VERY POOR	
LAL	3	3	1
HAINES INDEX	5	3	3

REMARKS...NONE.

.FORECAST FOR DAYS 3 THROUGH 7...

.FRIDAY NIGHT AND SATURDAY...CLOUDY WITH RAIN SHOWERS LIKELY. LOWS IN THE MID 40S. HIGHS IN THE MID 50S. MINIMUM RH 89 PERCENT. WEST WINDS 5 TO 10 MPH.

.SATURDAY NIGHT AND SUNDAY...MOSTLY CLOUDY WITH CHANCE OF RAIN SHOWERS. LOWS IN THE UPPER 30S. HIGHS IN THE LOWER 50S. MINIMUM RH 66 PERCENT. NORTHWEST WINDS 15 TO 20 MPH.

.SUNDAY NIGHT AND MONDAY...PARTLY CLOUDY. CHANCE OF RAIN SHOWERS. LOWS IN THE MID 30S. HIGHS IN THE UPPER 40S. MINIMUM RH 59 PERCENT. NORTHWEST WINDS 15 TO 20 MPH.

.MONDAY NIGHT AND TUESDAY...PARTLY CLOUDY WITH CHANCE OF RAIN SHOWERS. LOWS IN THE MID 30S. HIGHS AROUND 50. MINIMUM RH 66 PERCENT. SOUTHWEST WINDS 5 TO 10 MPH.

.TUESDAY NIGHT AND WEDNESDAY...PARTLY CLOUDY. LOWS IN THE LOWER 30S. HIGHS IN THE LOWER 50S. MINIMUM RH 58 PERCENT. SOUTHWEST WINDS 5 TO 10 MPH.

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4-a. Please think about the last time you used a **Fire Weather Planning Forecast (FWF)**. Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate the FWF on the following:

- a. Helpfulness of information (1 to 10)
- b. Timeliness of information (1 to 10)
- c. Format is easy to understand (1 to 10)
- d. Degree to which it meets my needs (1 to 10)
- e. How do you use the Fire Weather Planning Forecast? (e.g., decision-making, other aspects of your daily work, etc.) (fill in the blank)

Here's an example of a NWS Fire Weather Point Forecast product.

FIRE WEATHER POINT FORECAST MATRICES																						
NATIONAL WEATHER SERVICE																						
GAZ072-202115-																						
PIEDMONT NWR NORTH-JONES GA																						
33.13N 83.71W ELEV. 500 FT																						
1011 AM EST THU JAN 20 2011																						
DATE	THU 01/20/11						FRI 01/21/11						SAT 01/22/11									
UTC 3HRLY	09	12	15	18	21	00	03	06	09	12	15	18	21	00	03	06	09	12	15	18	21	00
EST 3HRLY	04	07	10	13	16	19	22	01	04	07	10	13	16	19	22	01	04	07	10	13	16	19
MAX/MIN	58						36						49									
TEMP	55	58	47	43	39	37	36	41	48	48	36	31	27	25	23	34	46	49	37			
DEWPT	33	35	37	37	34	30	26	20	14	11	13	16	15	15	16	14	12	11	11			
MIN/MAX RH	40						82						21									
RH	43	42	67	80	80	74	66	43	26	21	38	53	59	64	72	43	25	22	33			
WIND DIR	S	SW	SW	W	NW	NW	NW	NW	NW	NW	NW	NW	NW	NW	NW	NW	W	W	W			
WIND DIR DEG	20	23	24	27	30	30	31	31	31	31	30	30	30	30	32	31	29	29	29			
WIND SPD	4	6	3	6	10	12	13	13	13	13	4	3	3	3	2	4	5	5	3			
WIND CHILL	32						29						26									
CLOUDS	B1	B1	B2	B2	OV	OV	FW	FW	FW	FW	FW	FW	FW	FW	FW	FW	FW	FW	FW			
CLOUDS (%)	52	52	71	71	89	89	10	10	6	6	19	19	23	23	12	12	19	19	18			
POP 12HR	0						30						5									
QPF 12HR	0						0						0									
RAIN							C						C									
SNOW							C															
LAL	1						1						1									
MIX HGT	2900						300						500									
T WIND DIR	SW						SW						NW									
T WIND SPD	9						9						14									
DISPERSION	29						10						14									
MAX LVORI	2						4						4									
DATE	SUN 01/23/11				MON 01/24/11				TUE 01/25/11				WED 01/26/11									
UTC 6HRLY	06	12	18	00	06	12	18	00	06	12	18	00	06	12	18	00						
EST 6HRLY	01	07	13	19	01	07	13	19	01	07	13	19	01	07	13	19						
MIN/MAX	25				53				29				44									
TEMP	28	25	50	41	33	29	43	38	34	32	45	40	34	32	47	39						
DEWPT	15	19	22	24	23	24	28	32	32	30	30	30	29	28	26	24						
MAX/MIN RH	58				80				56				78									
RH	58	80	34	49	68	80	56	78	90	90	54	67	81	85	44	56						
PWIND DIR	NW				SW				SE				NE									
WIND CHAR	<15				<15				<15				<15									
AVG CLOUDS	FW	FW	FW	FW	B1	B1	OV	OV	B2	B2	B1	B1	B1	B1	SC	SC						

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POP 12HR	5	10	10	40	40	30	10	10
RAIN			C C C C C C					

4-b. Please think about the last time you used a **NWS fire weather point forecast**. Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate the product on the following:

- a. Helpfulness of information (1 to 10)
- b. Timeliness of information (1 to 10)
- c. Format is easy to understand (1 to 10)
- d. Degree to which it meets my needs (1 to 10)
- e. How do you use the fire weather point forecast? (e.g., decision-making, other aspects of your daily work, etc.) (fill in the blank)

Here's an example of a Site-Specific (spot) Forecast product.

Required Elements in RED (*)

<div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; text-align: center;">PROJECT NAME</div> <p>(*)Project Name: <input style="width: 100%;" type="text"/></p> <p> <input type="radio"/> Wildfire <input type="radio"/> HAZMAT <input checked="" type="radio"/> Prescribed Fire <input type="radio"/> SAR </p> <p>Ignition Time: <input style="width: 50%;" type="text" value="1325"/> <input checked="" type="radio"/> Eastern Local Time</p> <p>Date: <input style="width: 50%;" type="text" value="1/20/11"/></p>	<div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; text-align: center;">REQUESTING AGENCY</div> <p>(*)Requesting Agency: <input style="width: 100%;" type="text" value="On-site Met."/></p> <p>(*)Requesting Official: <input style="width: 100%;" type="text" value="NWS"/></p> <p>(*)Phone Number: <input style="width: 50%;" type="text" value="(251) 605-7584"/> Ext. <input style="width: 20%;" type="text"/></p> <p>FAX Number: <input style="width: 100%;" type="text"/></p> <p>Contact Person: <input style="width: 100%;" type="text" value="Dan Darbe"/></p>																																				
<div style="background-color: #008000; color: white; padding: 2px; font-weight: bold;">REASON FOR SPOT FORECAST REQUEST</div> <p style="color: red; font-weight: bold;">(*)Must choose either Wildfire or one of the Non-Wildfire reasons</p>																																					
<p><input type="radio"/> Wildfire</p> <p>For NWS Spot forecast policy, see section 4.0 in NWS Instruction 10-401 at http://www.nws.noaa.gov/directives/010/010.htm</p>	<p><input type="radio"/> Non-Wildfire</p> <p><input type="radio"/> Under the Interagency Agreement for Meteorological Services (USFS, BLM, NPS, USFWS, BIA).</p> <p><input type="radio"/> State, tribal or local fire agency working in coordination with a federal participant in the Interagency Agreement for Meteorological Services.</p> <p><input type="radio"/> Essential to public safety, e.g. due to the proximity of population centers or critical infrastructure.</p>																																				
<div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; text-align: center;">LOCATION</div> <p>(*)Lat: <input style="width: 100%;" type="text"/></p> <p>(*)Elevation: <input style="width: 50%;" type="text"/> Top <input style="width: 50%;" type="text"/> Bottom</p> <p>(*)Lon: <input style="width: 100%;" type="text"/></p> <p>7.5' Quad: <input style="width: 100%;" type="text"/></p> <p>(*)Aspect: <input style="width: 100%;" type="text"/></p> <p>Size: <input style="width: 50%;" type="text"/> (Acres)</p> <p><small>*Enter Lat/Lon (WGS84/NAD83 preferred)</small></p>	<div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; text-align: center;">FUEL</div> <p>Type: <input style="width: 100%;" type="text"/></p> <p><input type="radio"/> Sheltering</p> <p><input type="radio"/> Full</p> <p><input type="radio"/> Partial</p> <p><input type="radio"/> Unsheltered</p>																																				
<div style="background-color: #008000; color: white; padding: 2px; font-weight: bold;">OBSERVATIONS</div> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 12.5%;">Place</th> <th style="width: 12.5%;">Elev</th> <th style="width: 12.5%;">Time</th> <th style="width: 12.5%;">Wind</th> <th style="width: 12.5%;">Temp</th> <th style="width: 12.5%;">Wetbulb</th> <th style="width: 12.5%;">RH</th> <th style="width: 12.5%;">Dewpt.</th> <th style="width: 12.5%;">Sky/Weather</th> </tr> </thead> <tbody> <tr><td><input style="width: 100%;" type="text"/></td><td><input style="width: 100%;" type="text"/></td></tr> <tr><td><input style="width: 100%;" type="text"/></td><td><input style="width: 100%;" type="text"/></td></tr> <tr><td><input style="width: 100%;" type="text"/></td><td><input style="width: 100%;" type="text"/></td></tr> </tbody> </table>		Place	Elev	Time	Wind	Temp	Wetbulb	RH	Dewpt.	Sky/Weather	<input style="width: 100%;" type="text"/>																										
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<div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; text-align: center;">PRIMARY FORECAST ELEMENTS</div> <p>TDA TNT TMR (Today, Tonight, Tomorrow)</p> <p> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Sky / Weather <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Temperature <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Relative Humidity <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 20 Foot Wind <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Chance of Wetting Rain <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Lightning Activity Level <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Smoke Dispersion </p>	<div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; text-align: center;">REMARKS</div> <div style="border: 1px solid gray; height: 100px; width: 100%;"></div>																																				
<p> <input type="button" value="Submit Request"/> <input type="button" value="Cancel Request"/> <input type="button" value="Clear Form"/> </p>																																					

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4-c. Now, please think about the last time you used **Site-Specific (spot) forecasts**. Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate the spot forecasts on the following:

- a. Helpfulness of information (1 to 10)
- b. Timeliness of information (1 to 10)
- c. Format is easy to understand (1 to 10)
- d. Degree to which it meets my needs (1 to 10)
- e. How do you use site-specific spot forecasts? (e.g., decision-making, other aspects of your daily work, etc.) (fill in the blank)

Here's an example of a Weather Activity Planner product.

Weather Activity Planner

Welcome to the **Weather Activity Planner**. Please enter the range of weather parameters required for your activity. Then, either click the approximate location on the map below, or enter the specific latitude and longitude and hit submit. This will query the forecast grids to find when your weather requirements will be met at the nearest grid point over the next 7 days. Public **comments and suggestions** are encouraged.

This application generates products from a digital forecast data base. It is intended to allow a user to define and produce a forecast for general planning purposes only. As any weather or hydrologic event evolves, updated forecasts and warnings are issued by the NWS. Customers are urged to obtain the latest official forecast information prior to engaging in any weather sensitive activity, and to monitor forecasts for updates during such activities.

The **Weather Activity Planner** is NOT meant to replace a spot forecast request. **Weather Activity Planner** surface winds are a gridded representation of projected, local surface winds at a 5km or 2.5km resolution. The surface winds returned do NOT account for fuel type, sheltering or slope aspect. Users can select either surface wind speeds or 20 foot winds (if the 20 foot wind grid is available). If precise wind forecasts are needed, please submit a spot forecast request to your servicing Weather Forecast Office.

[\[English Units - Click to Change\]](#)

Element	Min	to	Max	Element	Min	to	Max
Temperature (°F) <input type="text"/>	<input type="text"/>	to	<input type="text"/>	Surface Wind Direction <input type="text"/>	<input type="text"/>	to	<input type="text"/>
Relative Humidity <input type="text"/>	<input type="text"/>	to	<input type="text"/>	Sky Cover <input type="text"/>	<input type="text"/>	to	<input type="text"/>
Surface Wind Speed (mph) <input type="text"/>	<input type="text"/>	to	<input type="text"/>	Precipitation Potential <input type="text"/>	<input type="text"/>	to	<input type="text"/>

[Read watches, warnings & advisories](#) Zoom Out

Winter Weather Advisory

Special Weather Statement

Hazardous Weather Outlook

Hydrologic Outlook

Latitude/Longitude Entry
decimal degrees (i.e. 42.134) or deg min sec (i.e. 42 23 34)

Latitude:

Longitude:

Use "-" (negative sign) in longitude for locations in Western Hemisphere

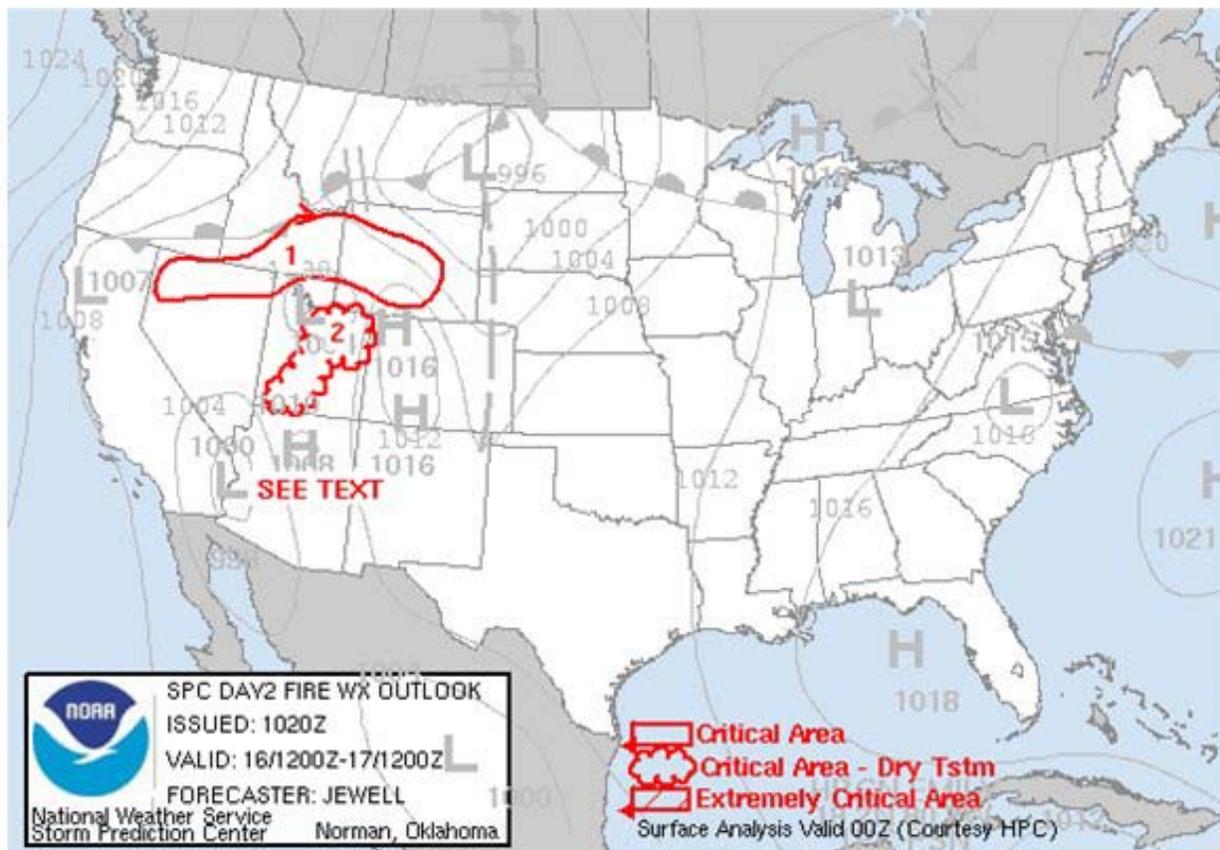
NWS Overall

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4-d. Please think about the last time you used a **Weather Activity Planner** for fire weather. Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate the Weather Planner on the following:

- Helpfulness of information (1 to 10)
- Timeliness of information (1 to 10)
- Format is easy to understand (1 to 10)
- Degree to which it meets my needs (1 to 10)
- How do you use the Weather Activity Planner? (e.g., decision-making, other aspects of your daily work, etc.) (fill in the blank)

Here's an example of a Storm Prediction Center Outlook product.



NWS Overall Customer Satisfaction Survey 2011

DAY 2 FIRE WEATHER OUTLOOK
NWS STORM PREDICTION CENTER NORMAN OK
0519 AM CDT FRI JUL 15 2005

...CRITICAL FIRE WEATHER AREA FOR NRN NV / ERN ID / CENTRAL WY...
...CRITICAL FIRE WEATHER AREA FOR CENTRAL UT...

...SYNOPSIS...

A STRONG UPPER LEVEL SHORTWAVE TROUGH WILL MOVE SEWD INTO THE NRN ROCKIES...AND WILL CAUSE VERY WINDY CONDITIONS TO DEVELOP.

...CRITICAL FIRE WEATHER AREA 1 - NRN NV / ERN ID / CENTRAL WY...

PRIMARY CONDITIONS: STRONG WINDS / LOW RH

STRONG SHORTWAVE TROUGH WILL DIVE SEWD INTO ID / MT / WY ON SATURDAY...AND WILL CAUSE VERY WINDY CONDITIONS TO DEVELOP WITH GUSTS OF 30-50 MPH OVER ID...MT AND WY. CONFIDENCE IN RH FORECAST IS LOW AT THIS TIME...WITH MANY MODELS SHOWING MIN RH ABOVE 20 PERCENT OVER ERN ID AND WRN WY.

...CRITICAL FIRE WEATHER AREA 2 - CENTRAL UT...

PRIMARY CONDITIONS: SCATTERED DRY LIGHTNING

WIDELY SCATTERED THUNDERSTORMS ARE EXPECTED ALONG THE WASATCH AND SOUTH CENTRAL MTNS OF UT ON SATURDAY. IT WILL REMAIN VERY HOT WITH A HIGH HAINES. ENOUGH MOISTURE AND WEAK WLY UPSLOPE WILL PROVIDE AN ENVIRONMENT FAVORABLE FOR DRY THUNDERSTORM FORMATION.

4-e. Please think about the last time you used a Storm Prediction Center Outlook (available at <http://www.spc.noaa.gov/fire/>). Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate Fire Weather Outlooks on the following:

- a. Helpfulness of information (1 to 10)
- b. Timeliness of information (1 to 10)
- c. Format is easy to understand (1 to 10)
- d. Degree to which it meets my needs (1 to 10)
- e. How do you use the Storm Prediction Center Outlooks? (e.g., decision-making, other aspects of your daily work, etc.) (fill in the blank)

Red Flag Warning Program

The intent of the NWS Red Flag Warning and Fire Weather Watch Program is to provide land management agencies with appropriate notification of the likelihood that weather conditions will produce widespread new fire ignitions or result in control problems with existing fires.

5. Do you have a well established fuels input into the Red Flag Program?

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- a. Yes
- b. No (ask 5a)
- c. Not Sure

5a. If no, why not?

6. Fire Weather Watches are issued to alert fire and land management agencies to the possibility of red flag conditions, generally 24 to 72 hours in advance of the expected conditions.

Please think about the last time you used a Fire Weather Watch to prepare for a period of critical fire weather. Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate the following:

- a. The usefulness of the watch information
- b. The amount of time you had to act
- c. How clearly the watch information described the conditions to expect

7. Did you know what action to take when you saw the Fire Weather Watch?

- a. Yes
- b. No, if no, why?
- c. Please describe actions usually taken

8. How often do you take action based on a Fire Weather Watch?

- a. Always
- b. Usually
- c. Sometimes
- d. Rarely
- e. Never (skip to #10)

9. When a Fire Weather Watch is issued, at what timescale do you typically take action?

- a. At the Watch issuance
- b. 36-48 hours before the event
- c. 24 hours before the event
- d. 12 hours before the event

10. A Red Flag Warning is used to alert fire and land management agencies that red flag conditions exist or are imminent.

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Please think about the last time you used a Red Flag Warning to prepare for a period of critical fire weather. Using a 10 point scale where 1 means Poor and 10 means Excellent, please rate the following:

- a. The usefulness of the warning information
- b. The amount of time you had to act
- c. How clearly the warning information described the conditions to expect

11. Did you know what action to take when you saw the Red Flag Warning?

- a. Yes
- b. No, if no, why?
- c. Please describe actions usually taken

12. How often do you take action based on a Red Flag Warning?

- a. Always
- b. Usually
- c. Sometimes
- d. Rarely
- e. Never

13. Do you have procedures that are automatically invoked upon the issuance of a NWS Fire Weather Watch or Red Flag Warning?

- a. Yes
- b. No - **why not?** (fill in the blank) (skip to 16)

14. When a Red Flag Warning is issued, at what timescale do you typically take action?

- a. At the Warning issuance
- b. 24 hours before the event
- c. 12 hours before the event
- d. At event onset

15. Which of the following do the automatic procedures involve? (Select all that apply)

- a. Bringing on extra staff
- b. Moving or pre-positioning firefighting resources
- c. Adjusting planning levels
- d. Extending normal operating hours
- e. Limiting or restricting land usage
- f. Other (please specify)

16. Please comment on how you think the NWS can improve its Red Flag Warning and Fire Weather Watch Program to better serve your needs.

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17. Please provide any helpful comments on how you utilize your favorite/most helpful NWS products. Please name the product and briefly describe the way(s) you use the fire weather decision support service.

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(only if Q89=3) Hydrologic Services

Current Services

Referring specially to hydrologic-related text products provided by the NWS, on a 10-point scale, where 1 means “Poor” and 10 means “Excellent”, please rate each of the hydrologic-related text products on the following: **(11=“Not familiar with this text product”)**

	Ease of Understanding	Usefulness
1) Flood Watches (Mouse over Flood Watches displays Flood Watch example shown in the Appendix.)		
2) Flash Flood Watches (Mouse over Flash Flood Watches displays Flash Flood Watch example shown in the Appendix.)		
3) Flood Warnings (Mouse over Flood Warnings displays Flood Warning example shown in the Appendix.)		
4) Flash Flood Warnings (Mouse over Flash Flood Warnings displays Flash Flood Warning example shown in the Appendix.)		
5) Flood Advisories (Mouse over Flood Advisories displays Flood Advisory example shown in the Appendix.)		
6) Hydrologic Statements (Mouse over Hydrologic Statements displays Hydrologic Statement example shown in the Appendix.)		
7) Short-term Hydrologic Outlooks (Mouse over Short-Term Hydrologic Outlooks displays Short-term Hydrologic Outlook example shown in the Appendix.)		

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Appendix.)		
8) Long-term Hydrologic Outlooks (Mouse over Long-Term Hydrologic Outlooks displays Long-Term Hydrologic Outlook example shown in the Appendix.)		
9) River and Lake Forecast Products (Mouse over River and Lake Forecast Products displays River and Lake Forecast Product example shown in the Appendix.)		
10) Hydrometeorological Data Products and Summaries (Mouse over Hydrometeorological Data Products and Summaries displays Hydrometeorological Data Product and Summary example shown in the Appendix.)		

11) A **flood warning** is issued by the National Weather Service to provide advance notice of flooding. This gives users time to initiate life-saving and mitigation actions such as evacuation and removal of goods and belongings. A **flash flood warning** is issued to provide advance notice of dangerous, short-fused flood events which require immediate mitigation actions such as evacuation to higher ground. On a 10 point scale where 1 means Not Important at all and 10 means Very Important, please rate the importance of the distinction between a **flood warning** and a **flash flood warning**.

12) The NWS currently issues Hydrologic Outlooks, Flood Watches, and Flash Flood Watches to give users lead time to consider response options and execute mitigation activities and Flood Advisories to communicate elevated river/stream flow or ponding of water requiring less drastic action to protect life and property. Which of the following actions would most meet your needs?

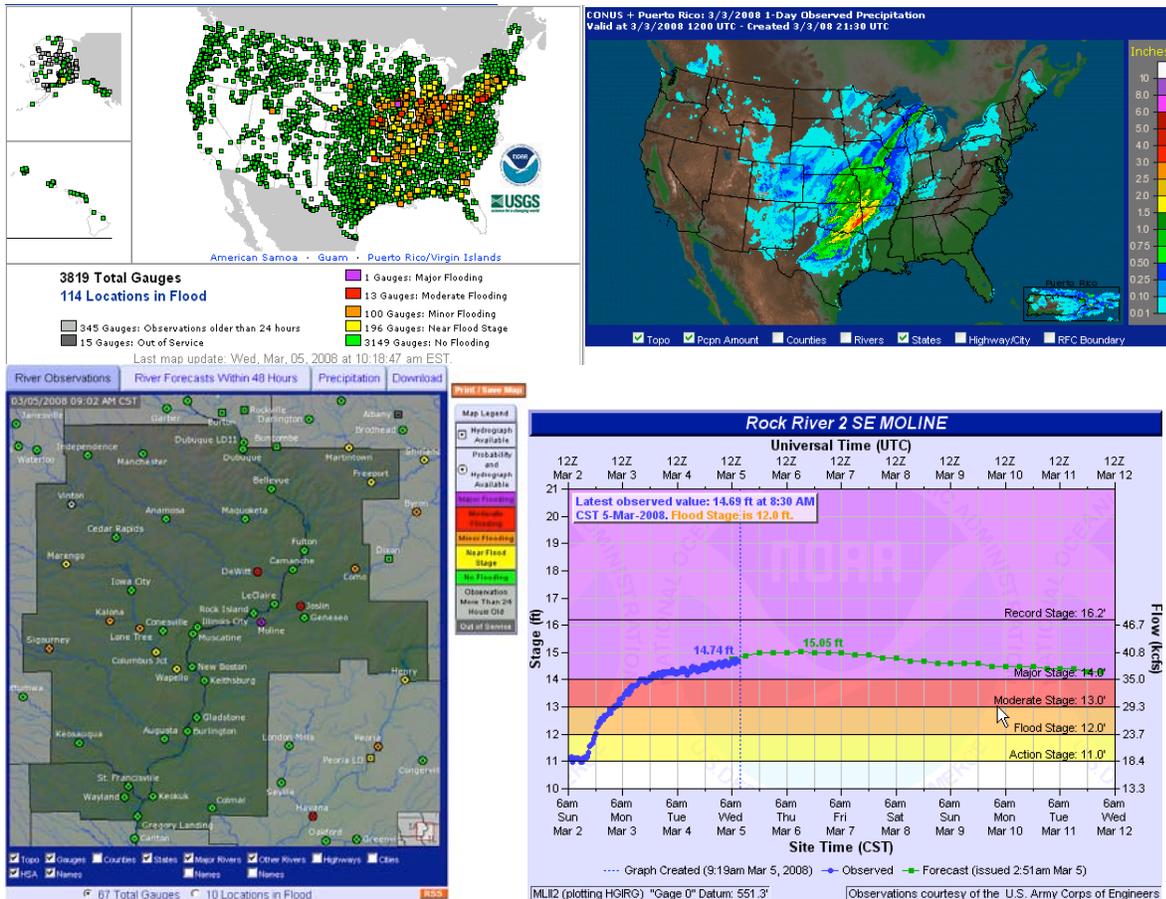
1. **Simplify product suite.** Instead of issuing Hydrologic Outlooks, Flood Watches, Flash Flood Watches, and Flood Advisories, the NWS would issue one product, a Hydrologic/High Water Alert, for all of these types of events. Specific information on the type of high water event that is possible or occurring would be included in the Hydrologic/High Water Alert. The NWS would continue issuing

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Flood and Flash Flood Warnings to provide advance notice of more dangerous flood events

2. **Maintain current product suite.** The NWS continues to issue Hydrologic Outlooks, Flood Watches, Flash Flood Watches, Flood Advisories, Flood Warnings, and Flash Flood Warnings using current definitions and methodologies.

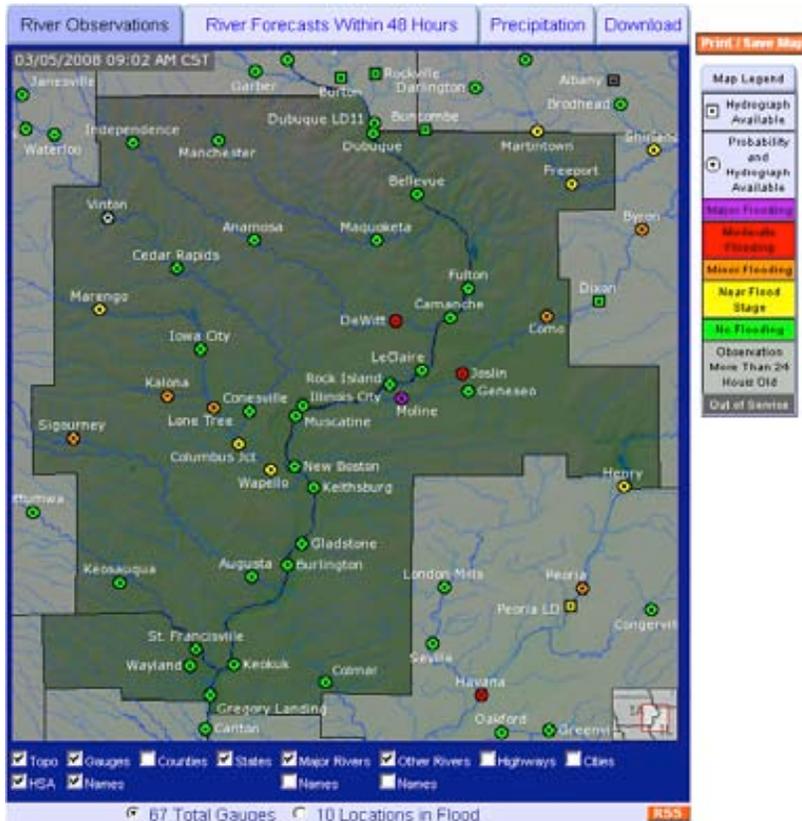


13) The National Weather Service provides a suite of hydrologic information on the Internet, as represented by the above images, primarily in graphical format as part of its Advanced Hydrologic Prediction Service (AHPS). How frequently do you visit these web pages?

1. Several times per day
2. Once per day
3. Once per week
4. Once per month
5. Do not use (exit Hydrologic Services portion of survey)
6. Not familiar with this information (exit Hydrologic Services portion of survey)

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14) How easy is it to find the information you are looking for on the AHPS web pages? On a 10-point scale where 1 means Very Difficult and 10 means Very Easy, please rate how easy it is for you to find information on the AHPS web pages.



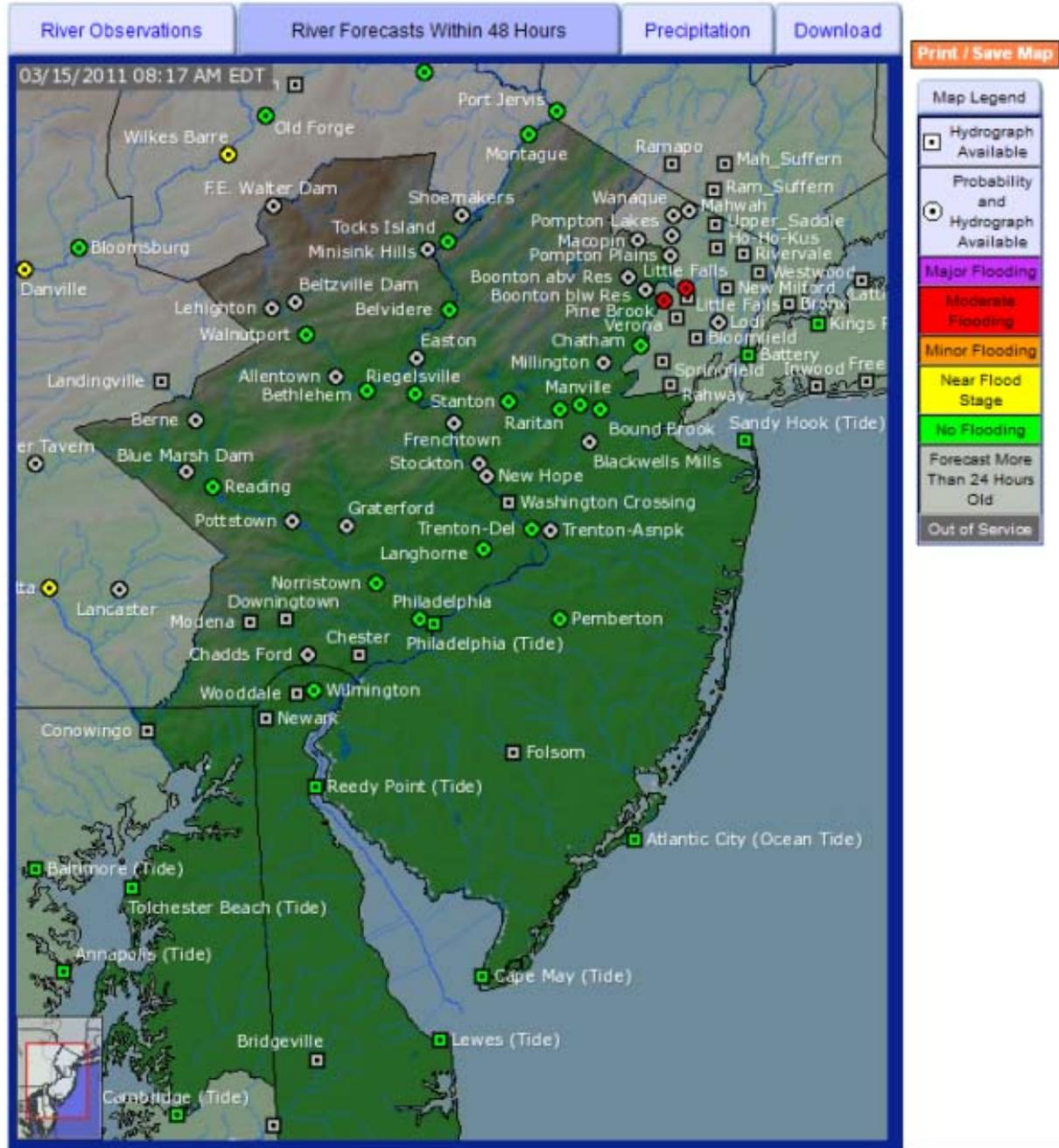
The map above shows the flood status at all river forecast locations in the Quad Cities Weather Forecast Office's Hydrologic Service Area. On a 10-point scale where 1 means Not at all Useful and 10 means Very Useful, please rate the usefulness of being able to overlay the following observations, analyses, and forecasts on the map.

- 15) Flood Watches
- 16) Flood Warnings
- 17) Radar
- 18) Satellite
- 19) Observed precipitation
- 20) Forecast precipitation
- 21) Snow depth
- 22) Snow water equivalent
- 23) River ice
- 24) Soil moisture
- 25) Evapotranspiration
- 26) Water quality

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- 27) Runoff
- 28) Groundwater
- 29) Flash flood guidance
- 30) Drought conditions

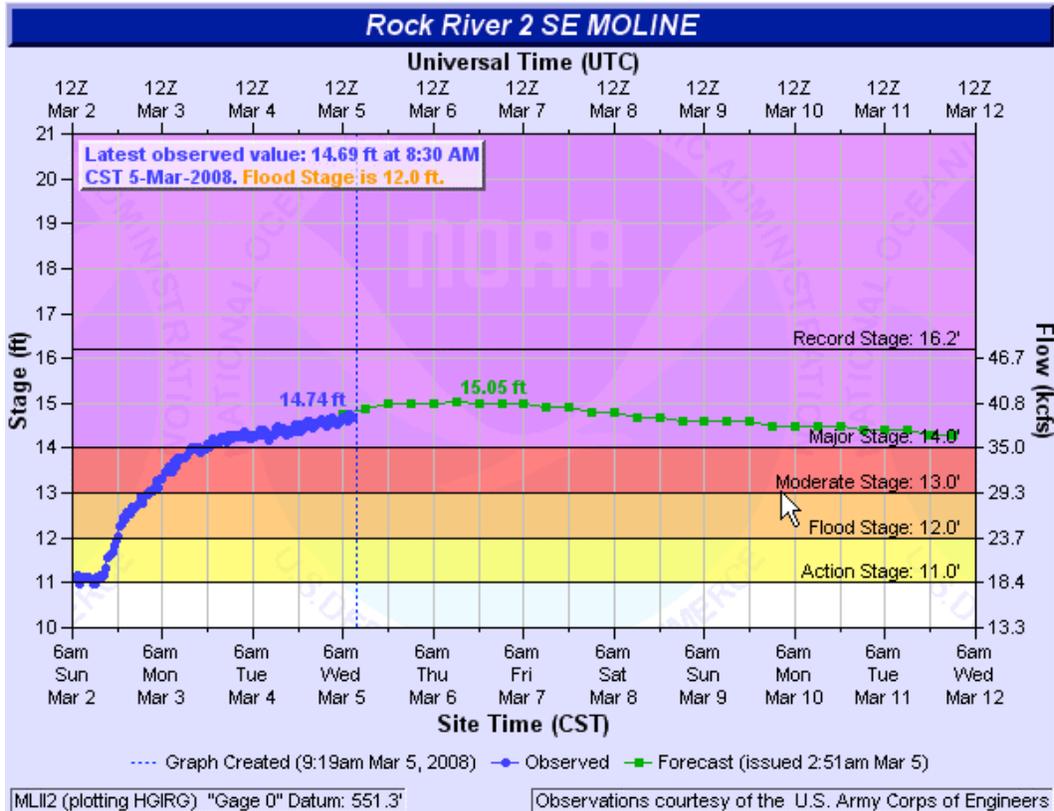
Weather Forecast Office Philadelphia/Mount Holly, NJ



31) The map above depicts the maximum stage/flow the rivers across the Philadelphia/Mount Holly, NJ hydrologic service area are forecast to reach over the next 48 hours. On a 10-point scale where 1 means Not at all Useful and 10 means Very Useful, how useful

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would it be for you to have the ability to display the maximum stage/flow forecasts within the entire forecast period (7 days in some cases) and within 24, 72, 96, 120, and 144 hours.



The hydrograph above shows observed and forecast stage/flow observations for the Rock River at Moline. On a 10-point scale where 1 means Not at all Useful and 10 means Very Useful, please rate the usefulness of being able to overlay the following observations and statistics on the hydrograph.

- 32) Record low flow, stage, or pool for a specified period of record
- 33) Normal daily flow, stage, or pool for a specified period of record
- 34) Seven-day minimum flow with a recurrence interval of 10 years (Mouse over this question to display seven-day minimum flow with a recurrence interval of 10 years plotted on a hydrograph. This hydrograph appears in the Appendix.)
- 35) The discharge that has been exceeded 10 percent of the time for a designated period (Mouse over this question to display discharge that has been exceeded 10 percent of the time for a designated period plotted on a hydrograph. This hydrograph appears in the Appendix.)
- 36) The discharge that has been exceeded 25 percent of the time for a designated period (Mouse over this question to display discharge that has been exceeded 25 percent of the time for a designated period plotted on a hydrograph. This hydrograph appears in the Appendix.)

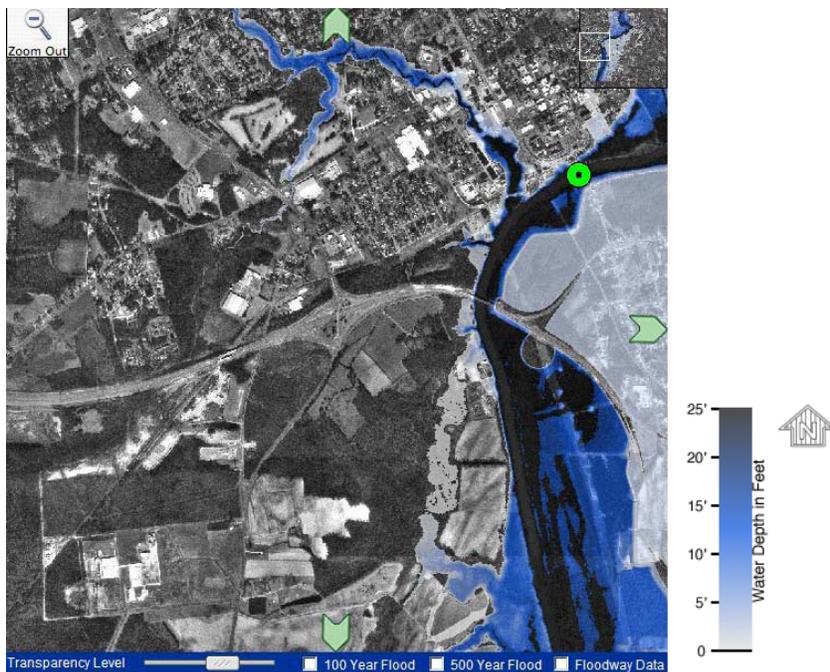
NWS Overall

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- 37) The discharge that has been exceeded 75 percent of the time for a designated period (Mouse over this question to display discharge that has been exceeded 75 percent of the time for a designated period plotted on a hydrograph. This hydrograph appears in the Appendix.)
- 38) The discharge that has been exceeded 90 percent of the time for a designated period (Mouse over this question to display discharge that has been exceeded 90 percent of the time for a designated period plotted on a hydrograph. This hydrograph appears in the Appendix.)

Inundation Mapping and Uncertainty

Inundation where river is 18 feet above flood



- 39) The map above shows the areal extent and depth of floodwaters when the stage (river level) at Tarboro, NC on the Tar River is 18 ft above flood level. This is a new service not available everywhere. Using a 10-point scale where 1 means Not at all Useful and 10 means Very Useful, please rate the usefulness of this information in your decision making processes.

Integrated Water Resources Science and Services (IWRSS)

- 40) The National Oceanic and Atmospheric Administration (NOAA) is developing the IWRSS (Integrated Water Resources Science and Services) consortium – an innovative partnership of federal agencies with complementary operational missions in water science, observation, prediction, and management. The IWRSS consortium, which initially consists of NOAA, the U.S. Army Corps of Engineers, and the U.S. Geological Survey, may eventually include as many as 20 federal agencies and create a single web

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portal where one could access water information from all of the participating federal agencies. Using a 10-point scale where 1 means Not at all Useful and 10 means Very Useful, please rate the usefulness of having a single web portal for water information.

Appendix

Flood Watch

WGUS61 KRNK 270652
FFARNK

URGENT - IMMEDIATE BROADCAST REQUESTED
FLOOD WATCH
NATIONAL WEATHER SERVICE BLACKSBURG VA
252 AM EDT TUE MAY 27 2003

NCZ003>006-019-020-VAZ022>024-032>035-043>047-058-059-271300-
/O.NEW.KRNK.FA.A.0002.030527T1400Z-030528T0800Z/
/00000.0.ER.000000T0000Z.000000T0000Z.000000T0000Z.OO/
AMHERST-APPOMATTOX-BEDFORD-BOTETOURT-BUCKINGHAM-CAMPBELL-CASWELL-
CHARLOTTE-FRANKLIN-HALIFAX-HENRY-PATRICK-PITTSYLVANIA-ROANOKE-
ROCKBRIDGE-ROCKINGHAM-STOKES-SUNNY-WILKES-YADKIN-
252 AM EDT TUE MAY 27 2003

...FLOOD WATCH IN EFFECT FROM 10 AM THIS MORNING THROUGH WEDNESDAY MORNING...

THE NATIONAL WEATHER SERVICE IN BLACKSBURG HAS ISSUED A

* FLOOD WATCH FOR PORTIONS OF SOUTHWESTERN VIRGINIA AND NORTHWEST
NORTH CAROLINA...INCLUDING THE FOLLOWING COUNTIES IN VIRGINIA...
AMHERST...APPOMATTOX...BEDFORD...BOTETOURT...BUCKINGHAM...CAMPBELL...
CHARLOTTE...FRANKLIN...HALIFAX...HENRY...PATRICK...PITTSYLVANIA...
ROANOKE AND ROCKBRIDGE.
IN NORTH CAROLINA...CASWELL...ROCKINGHAM...STOKES...SURRY...WILKES
AND YADKIN.

* FROM 10 AM THIS MORNING THROUGH WEDNESDAY MORNING.

* LOW PRESSURE IS EXPECTED TO STRENGTHEN OVER THE CAROLINAS AND MOVE EAST THIS
AFTERNOON AS A POTENT UPPER DISTURBANCE OVER KENTUCKY MOVES OVER THE SOUTHERN
APPALACHIANS. AS A RESULT RAIN IS EXPECTED TO REDEVELOP AND BECOME HEAVY AT
TIMES ALONG AND EAST OF THE BLUE RIDGE LATER THIS MORNING AND THIS AFTERNOON.

* LOWER PORTIONS OF THE DAN AND ROANOKE RIVERS ARE ALREADY IN OR NEAR FLOOD
DUE TO HEAVY RAINFALL SUNDAY...AND ADDITIONAL RAINFALL COULD EASILY CAUSE
SHARP RISES ON THESE RIVERS. AREA CREEKS AND STREAMS ARE ALSO RUNNING HIGH AND
COULD FLOOD WITH MORE HEAVY RAIN.
PRECAUTIONARY/PREPAREDNESS ACTIONS...
REMEMBER...A FLOOD WATCH MEANS THAT FLOODING IS POSSIBLE BUT NOT IMMINENT IN
THE WATCH AREA.

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Flash Flood Watch

WGUS63 KFGF 190900
FFASGF

URGENT - IMMEDIATE BROADCAST REQUESTED
FLOOD WATCH
NATIONAL WEATHER SERVICE SPRINGFIELD MO
300 AM CST WED MAR 19 2003

MOZ066-077-088-093-094-101-102-191500-
/O.NEW.KSGF.FF.A.0002.030319T1500Z-030320T2200Z/
/00000.0.ER.000000T0000Z.000000T0000Z.000000T0000Z.OO/
BARRY-BARTON-JASPER-LAWRENCE-MCDONALD-NEWTON-VERNON-
300 AM CST WED MAR 19 2003

...FLASH FLOOD WATCH IN EFFECT FROM 9 AM THIS MORNING THROUGH
THURSDAY AFTERNOON...

THE NATIONAL WEATHER SERVICE IN SPRINGFIELD HAS ISSUED A

* FLASH FLOOD WATCH FOR A PORTION OF SOUTHWESTERN MISSOURI...
INCLUDING THE FOLLOWING COUNTIES...BARRY...BARTON...JASPER...
LAWRENCE...MCDONALD...NEWTON AND VERNON.

* FROM 9 AM THIS MORNING THROUGH THURSDAY AFTERNOON.

* A STRONG STORM SYSTEM MOVING NORTHEAST ACROSS THE CENTRAL PLAINS WILL
CONTINUE TO PUMP MOISTURE NORTHWARD FROM THE GULF OF MEXICO. A LARGE BAND OF
RAIN AND THUNDERSTORMS WILL CONTINUE TO ROTATE NORTHWESTWARD AROUND THIS UPPER
LOW. MODERATE TO HEAVY RAIN AND OCCASIONAL THUNDERSTORMS ASSOCIATED WITH THIS
BAND WILL CONTINUE OVER THE WATCH AREA MUCH OF TODAY. WIDESPREAD RAINFALL
AMOUNTS OF 1 TO 2 INCHES ARE LIKELY IN THE WATCH AREA TODAY...WITH LOCALLY
HEAVIER AMOUNTS OF 3 OR MORE INCHES POSSIBLE.

PRECAUTIONARY/PREPAREDNESS ACTIONS...

REMEMBER...A FLASH FLOOD WATCH MEANS THAT FLOODING IS POSSIBLE BUT NOT
IMMINENT IN THE WATCH AREA. PERSONS IN SOUTHWESTERN MISSOURI SHOULD BE AWARE
OF THE POSSIBILITY FOR HEAVY RAINFALL AND FLASH FLOODING... CHECK YOUR
PREPAREDNESS REQUIREMENTS...ESPECIALLY IF YOU HAVE INTERESTS ALONG RIVERS IN
THE AREA. KEEP INFORMED...AND BE READY FOR ACTION IF FLOODING IS OBSERVED OR
IF A FLASH FLOOD WARNING IS ISSUED. STAY TUNED TO NOAA WEATHER
RADIO...COMMERCIAL MEDIA OR YOUR CABLE TELEVISION PROVIDER FOR WATCH UPDATES
AND POSSIBLE WARNINGS.

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Flood Warning

WGUS41 KILN 241202
FLWILN

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BULLETIN - IMMEDIATE BROADCAST REQUESTED
FLOOD WARNING
NATIONAL WEATHER SERVICE WILMINGTON OH
802 AM EDT THU AUG 24 2000

-241800- /O.NEW.KILN.FA.W.0011.000824T1202Z-000825T0000Z/
/00000.0.ER.000000T0000Z.000000T0000Z.000000T0000Z.OO/
ADAMS OH-
802 AM EDT THU AUG 24 2000

THE NATIONAL WEATHER SERVICE IN WILMINGTON HAS ISSUED A

* FLOOD WARNING FOR SMALL STREAMS IN...
ADAMS COUNTY IN SOUTHERN OHIO...

* UNTIL 800 PM THIS EVENING

* AT 800 AM EDT...WEATHER SERVICE DOPPLER RADAR INDICATED THAT OVER 3 INCHES OF RAIN HAD FALLEN OVER PARTS OF THE COUNTY. AN ADDITIONAL ONE OR TWO INCHES ARE POSSIBLE THROUGHOUT THE DAY. AS A RESULT... HIGH WATER LEVELS CAN BE EXPECTED INTO THE EVENING HOURS. SOME LOCATIONS IN THE WARNING AREA INCLUDE WEST UNION AND BLUE CREEK.

PRECAUTIONARY/PREPAREDNESS ACTIONS...

A FLOOD WARNING MEANS THAT FLOODING IS IMMINENT OR HAS BEEN REPORTED. IF FLOODING IS OBSERVED...ACT QUICKLY. DO NOT STAY IN AREAS SUBJECT TO FLOODING WHEN WATER BEGINS RISING. NEVER DRIVE CARS...TRUCKS OR SPORT UTILITY VEHICLES THROUGH FLOODED AREAS. THE WATER MAY BE TOO DEEP TO ALLOW FOR SAFE PASSAGE.

&&

LAT...LON 3900 8327 3904 8330 3905 8338 3901 8360 3901 8368 3863 8370 3869
8365 3866 8362 3868 8352 3866 8345 3864 8337 3863 8332 3858 8328 3860 8327

\$\$

Flash Flood Warning

WGUS51 KOKX 141655
FFWOKX
NYC103-142000-
/O.NEW.KOKX.FF.W.0005.000814T1655Z-000814T2000Z/
/00000.0.ER.000000T0000Z.000000T0000Z.000000T0000Z.OO/

BULLETIN - EAS ACTIVATION REQUESTED
FLASH FLOOD WARNING
NATIONAL WEATHER SERVICE NEW YORK NY
1255 PM EDT MON AUG 14 2000

THE NATIONAL WEATHER SERVICE IN UPTON HAS ISSUED A

* FLASH FLOOD WARNING FOR...

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SOUTHWEST SUFFOLK COUNTY IN SOUTHEASTERN NEW YORK STATE...

* UNTIL 400 PM EDT

* AT 1254 PM NATIONAL WEATHER SERVICE DOPPLER RADAR INDICATED THUNDERSTORMS MOVING NORTHWEST TOWARD THE WARNED AREA. RAINFALL RATES FROM 2 TO 3 INCHES PER HOUR WILL CAUSE FLASH FLOODING OF LOW LYING AND POOR DRAINAGE AREAS. THE HEAVY RAINS SHOULD END BY 200 PM EDT AND IT WILL TAKE ANOTHER HOUR OR TWO FOR THE FLOODING TO DISSIPATE.

PRECAUTIONARY/PREPAREDNESS ACTIONS...

DO NOT DRIVE YOUR VEHICLE INTO AREAS WHERE THE WATER COVERS THE ROADWAY. MOVE TO HIGHER GROUND IMMEDIATELY.

REPORT SEVERE WEATHER TO THE NEAREST LAW ENFORCEMENT AGENCY. THEY WILL RELAY YOUR REPORT TO THE NATIONAL WEATHER SERVICE FORECAST OFFICE IN UPTON.

&&

LAT...LON 4153 7264 4131 7255 4138 7190 4159 7198

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Flood Advisory

WGUS84 KSJT 281256
FLSSJT

FLOOD ADVISORY
NATIONAL WEATHER SERVICE SAN ANGELO TX
755 AM CDT TUE MAY 28 2002

TXC441-281500-
/O.NEW.KSJT.FA.Y.0005.020528T1255Z-020528T1500Z/
/00000.N.ER.000000T0000Z.000000T0000Z.000000T0000Z.OO/
TAYLOR TX-
755 AM CDT TUE MAY 28 2002

THE NATIONAL WEATHER SERVICE IN SAN ANGELO HAS ISSUED AN

* URBAN AND SMALL STREAM FLOOD ADVISORY FOR...
TAYLOR COUNTY IN CENTRAL TEXAS...

* UNTIL 1000 AM CDT TUESDAY

* AT 750 AM CDT...WEATHER SERVICE RADAR INDICATED THUNDERSTORMS WITH LOCALLY HEAVY RAINFALL ACROSS CENTRAL AND NORTHERN TAYLOR COUNTY. RAINFALL BETWEEN 1 TO 2 INCHES HAS FALLEN IN ABILENE SINCE 700 AM WITH ANOTHER ONE HALF INCH POSSIBLE THROUGH MID MORNING.

* LOW LYING AND POOR DRAINAGE AREAS ACROSS THE CITY OF ABILENE MAY BECOME FLOODED AND IMPASSABLE.

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PRECAUTIONARY/PREPAREDNESS ACTIONS...

MOTORISTS ACROSS ABILENE SHOULD USE EXTREME CAUTION WHEN TRAVELING ACROSS THE CITY. DO NOT ATTEMPT TO CROSS AREAS WHERE WATER OF UNKNOWN DEPTH COVERS THE ROAD.

&&

LAT...LON 3253 10014 3208 10014 3208 9960 3253 9960

\$\$

Hydrologic Statement

FGUS84 KFWD 110117
RVSFWD
TXC119-223-120100-

HYDROLOGIC STATEMENT
NATIONAL WEATHER SERVICE FORT WORTH TX
817 PM CDT WED APR 10 2002

THIS STATEMENT UPDATES INFORMATION FOR THE FOLLOWING LOCATIONS ON THE SULPHUR RIVER...COOPER

FOR THE SOUTH SULPHUR RIVER NEAR COOPER...THE STAGE AT 715 PM WEDNESDAY WAS 15.7 FEET. FLOOD STAGE IS 16.0 FEET. THE RIVER IS FORECAST TO HOLD AROUND 15.7 FEET...JUST BELOW FLOOD STAGE FOR THE NEXT SEVERAL DAYS. IF THE RIVER REACHES OR EXCEEDS 16.0 FEET...MINOR OUT OF BANK FLOODING WILL OCCUR AND A FEW RURAL ROADS WILL BEGIN TO FLOOD. MINOR FLOODING WILL ALSO OCCUR TO FARM AND RANCH LAND ADJACENT TO THE RIVER.

&&

LOCATION	FLD	OBSERVED	FORECAST 7 PM
	STG	STG DAY TIME	THU FRI SAT
SULPHUR RIVER COOPER	16	15.7 WED 7 PM	15.7 15.6 15.5

\$\$

Short-term Hydrologic Outlook

FGUS73 KSGF 102135
ESFSGF
MOC055-056-058-060>062-110400-

HYDROLOGIC OUTLOOK
NATIONAL WEATHER SERVICE SPRINGFIELD MO
335 PM CST FRI DEC 10 1999

...ANOTHER HEAVY RAINMAKER TO HIT THE OZARKS COULD PRODUCE FLOODING EARLY NEXT WEEK...

OVER THE PAST COUPLE OF WEEKS...SIGNIFICANT RAINFALL HAS FALLEN ACROSS THE OZARKS. AS A RESULT...MOST OF SOUTHWEST MISSOURI IS ALMOST BACK TO NORMAL

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RAINFALL...AND IN SOME CASES ABOVE NORMAL. THROUGH DECEMBER 10...SPRINGFIELD HAS RECEIVED 6.84 INCHES AND MANY AREAS OF THE OZARKS HAVE RECEIVED MORE THAN EIGHT INCHES. THE NORMAL RAINFALL FOR SPRINGFIELD IN DECEMBER IS 3.16 INCHES.

BEGINNING MONDAY AND EARLY TUESDAY...THE OZARKS WILL RECEIVE ANOTHER SOAKING RAIN. CURRENT WEATHER MODELS INDICATE A STORM TRACK ACROSS NORTHERN ARKANSAS AND SOUTHERN MISSOURI...BASICALLY THE SAME TRACK TAKEN BY THE RECENT STORMS. THIS MEANS ABUNDANT GULF MOISTURE WILL BE PULLED INTO THE STORM AND DEPOSIT UPWARDS OF ONE TO TWO INCHES ACROSS MOST SECTIONS OF SOUTHERN MISSOURI.

FLOODING MAY OCCUR BECAUSE THE GROUND IS SATURATED FROM RECENT RAINS. LOW WATER CROSSINGS AND SMALL STREAMS COULD SWELL TO SMALL RAGING STREAMS OF WATER. RIVERS...MAINLY ACROSS SOUTHERN MISSOURI... COULD RISE CLOSE TO OR ABOVE FLOOD STAGE BY NEXT TUESDAY.

THE HAZARDOUS WEATHER OUTLOOK PRODUCT WILL BE UPDATED WITH THE LATEST INFORMATION THROUGHOUT THE WEEKEND. ANOTHER SOURCE OF CURRENT WEATHER INFORMATION FOR SOUTHERN MISSOURI IS THROUGH OUR WEB PAGE AT:
WWW.CRH.NOAA.GOV/SGF/.

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Long-term Hydrologic Outlook

FGUS74 KHGX 171636
ESFHGX
180436-
PROBABILISTIC HYDROLOGIC OUTLOOK
NATIONAL WEATHER SERVICE HOUSTON/GALVESTON, TX
1136 AM CDT THU MAR 17 2011

...ADVANCED HYDROLOGIC PREDICTION SERVICE (AHPS) LONG RANGE PROBABILISTIC OUTLOOK FOR THE COLORADO RIVER BASIN IN SOUTHEAST TEXAS...

THE HOUSTON/GALVESTON NATIONAL WEATHER SERVICE OFFICE HAS IMPLEMENTED ADVANCED HYDROLOGIC PREDICTION SERVICE (AHPS) FOR THE COLORADO RIVER BASIN IN SOUTHEAST TEXAS. AHPS ENABLES THE NATIONAL WEATHER SERVICE TO PROVIDE LONG-RANGE PROBABILISTIC OUTLOOKS. THIS SERVICE IS ALSO AVAILABLE ON THE INTERNET.

IN THE TABLE BELOW...THE 90 THROUGH 10 PERCENT COLUMNS INDICATE THE CHANCE THE RIVER COULD RISE ABOVE THE LISTED STAGE LEVELS IN THE NEXT 90 DAYS. EXAMPLE: THE COLORADO RIVER AT WHARTON HAS A FLOOD STAGE OF 39 FEET. THERE IS A 50 PERCENT CHANCE THE WHARTON FORECAST POINT WILL RISE ABOVE 16.9 FEET DURING THE NEXT 90 DAYS.

CHANCE OF EXCEEDING STAGES AT SPECIFIC LOCATIONS
VALID [3/17/2011 - 6/15/2011]

LOCATION	FS(FT)	90%	80%	70%	60%	50%	40%	30%	20%	10%

COLORADO RIVER										
COLUMBUS	17.0	10.8	12.2	13.6	15.6	16.6	17.4	20.4	23.5	30.4
WHARTON	18.0	9.8	12.0	13.9	15.8	16.9	18.4	21.3	24.0	31.8
BAY CITY	16.0	4.8	7.4	9.6	11.0	13.0	14.6	18.3	21.0	25.2

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THIS LONG-RANGE PROBABILISTIC OUTLOOK CONTAINS NUMBERS THAT ARE CALCULATED USING MULTIPLE SCENARIOS FROM 50 YEARS OF HISTORICAL CLIMATOLOGICAL AND STREAM FLOW DATA. THESE NUMBERS ALSO TAKE INTO ACCOUNT CURRENT CONDITIONS OF THE RIVER AND SOIL MOISTURE. BY PROVIDING THE COMPLETE RANGE OF PROBABILISTIC NUMBERS...THE LEVEL OF RISK ASSOCIATED WITH LONG-RANGE PLANNING DECISIONS CAN BE DETERMINED.

ADDITIONAL SUPPORTIVE DATA AND EXPLANATION ARE AVAILABLE ON THE INTERNET AT: WWW.SRH.WEATHER.GOV/CGI-BIN/AHPS.CGI?HGX (INTERNET ADDRESS IS ALL LOWER CASE).

LONG-RANGE PROBABILISTIC OUTLOOKS ARE ISSUED AROUND THE THIRD THURSDAY OF EVERY MONTH.
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River and Lake Forecast Product

FGUS51 KLWX 011706
RVDLWX
MDC001>002-009-DCC001-021700-

DAILY RIVER AND LAKE SUMMARY
NATIONAL WEATHER SERVICE BALTIMORE MD/WASHINGTON DC
1206 PM EST THU MAR 01 2001

.B WBC 0301 DC01030112
DH12/HG/DRH+24/HGIF/DRH+48/HGIF/DRH+72/HGIF
: STATION FLOOD 7AM 24-HR 7AM
: ID NAME STAGE STAGE CHANGE FORECASTS
: FRI SAT SUN
:POTOMAC RIVER
HPFW2 :HARPERS FERRY 18.0 : 11.44/: 0.22: 11.40 /11.32 /9.75/
LITM2 :LITTLE FALLS 10.0 : 3.71/: 0.04: 3.70 / 3.60 /M /
:
.END

.B WBC 0301 DH12/HP
: FULL WATER OBSERVED 24-HR
:ID LAKE NAME POOL ELEV. DAY TIME CHANGE
KERV2: JOHN H. KERR 320 : 295.6 : THU 7 AM -0.2
:
.END

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Hydrometeorological Data Product and Summary

CSUS46 KMTR 051725
HYMMTR
CAC053-055-069-075-085-087-097-061800-

MONTHLY HYDROMETEOROLOGICAL DATA SUMMARY
NATIONAL WEATHER SERVICE SAN FRANCISCO CA
925 AM PST FRI APR 5 2002

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.B MTR 0331 P DH24/PPM
:
: MONTHLY PRECIPITATION FOR SF BAY AREA AND CENTRAL COAST
:
ANGC1 3.69 :ANGWIN PACIFIC UNION COLLEGE
BISC1 4.62 :BIG SUR STATE PARK
FORC1 3.32 :FORT ROSS
HLDC1 3.46 :HEALDSBURG FIRE DEPT
KICC1 0.58 :KING CITY
MHMC1 3.86 :MOUNT HAMILTON
NSHC1 2.63 :NAPA STATE HOSPITAL
PANC1 0.90 :PANOCHES 2W
PRSC1 0.80 :PRIEST VALLEY
SFOC1 2.27 :SAN FRANCISCO DOWNTOWN
SCRC1 3.52 :SANTA CRUZ
STSC1 2.43 :SANTA ROSA
WVIC1 1.51 :WATSONVILLE WATERWORKS
.END

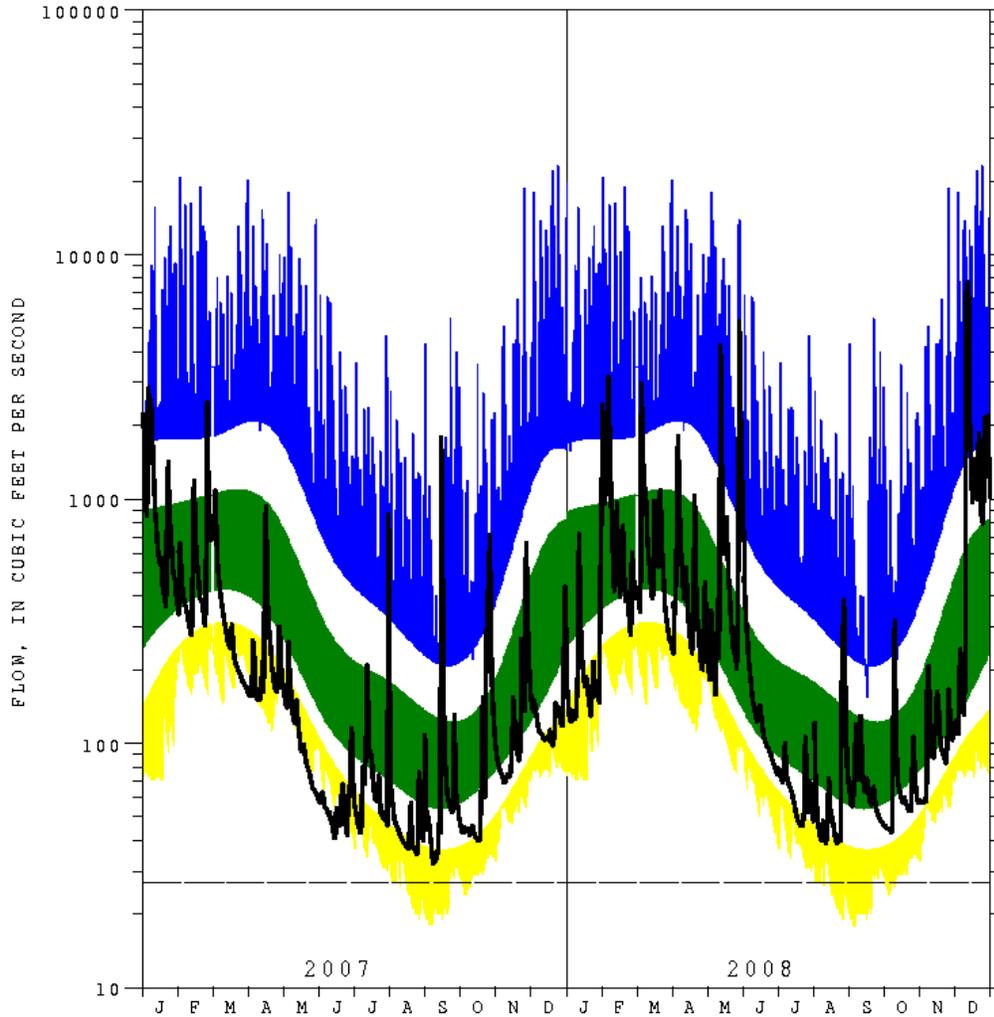
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Hydrograph

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STATION 02438000, BUTTAHATCHEE RIVER BELOW HAMILTON, AL

US GEOLOGICAL SURVEY PROVISIONAL DATA - SUBJECT TO CHANGE
UNREGULATED FLOW
DRAINAGE AREA = 277 SQUARE MILES
NUMBER OF YEARS=58.0 DATE OF PLOT=04/19/11 7Q10=27.0



SOLID LINE = CURRENT DAILY VALUE FLOW
DASHED LINE = 7-DAY MINIMUM FLOW WITH A RECURRENCE INTERVAL OF 10 YEARS

BLUE (UPPER) BAND = 90- TO 100-PERCENTILE FLOWS (VERY WET CONDITIONS)
GREEN (MIDDLE) BAND = 25- TO 75-PERCENTILE FLOWS (NORMAL CONDITIONS)
YELLOW (LOWER) BAND = 0- TO 10-PERCENTILE FLOWS (VERY DRY CONDITIONS)

Daily flows less than or equal to zero are set to 0.01 cubic feet per second.
The 10- to 90-percentiles are smoothed.

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(re-ask optional section question)

(only if optional section question=4) Tsunami Services

- 1) What is your experience with tsunamis?
 - a. I have experienced a damaging tsunami.
 - b. I have been in a location that has been placed in a tsunami warning, and a destructive tsunami occurred.
 - c. I have been in a location that has been placed in a tsunami warning, and no destructive tsunami occurred.
 - d. I have been in a location that has been placed in a tsunami advisory that resulted in damage to harbors, beaches, or other locations.
 - e. I have been in a location that has been placed in a tsunami advisory that did not result in damage to harbors, beaches, or other locations.
 - f. I have been in a location that has been placed in a tsunami watch.
 - g. I have not experienced a tsunami.

- 2) Where do you get your tsunami products from?
 - a. Commercial weather vendors? (CNN, Weather Channel, Radio, etc.)
 - b. PDA or other mobile device?
 - c. Tsunami Warning Center text/email/web-based products?
 - d. National Weather Service Forecast Office
 - e. NOAA Weather Radio
 - f. Emergency Alert System
 - g. Media (television, radio)
 - h. U.S. Coast Guard broadcasts
 - i. Local notification systems (sirens, reverse 911, etc.)
 - j. Other

- 3) If you answered yes to 1a, 1b, 1c, 1d, 1e, and/or 1f, did you know how to respond to the tsunami message?
 - a. Yes.
 - b. No.
 - c. Maybe.
 - d. I did not receive a tsunami message.

- 4) If you answered yes to 2a, 2b, 2c, 2d, 2e, and/or 2f, did you receive further instructions on how to respond to the tsunami message?
 - a. Yes.
 - b. No.
 - c. Maybe.

- 5) If you answered yes to Q4, how did you receive your instructions?
 - a. Local Emergency Management
 - b. State/Commonwealth/Territorial Emergency Management
 - c. Tsunami Warning Center email, text, or web-based product

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- d. Local National Weather Service Forecast Office
 - e. NOAA Weather Radio
 - f. Media (local television or radio station)
 - g. Friends or Family
 - h. Other
- 6) If you answered yes to 1a, 1b, 1c, 1d, 1e, and/or 1f, was there confusion on your behalf in regards to how to respond to the tsunami message?
- a. Yes.
 - b. No.
- 7) If you answered yes to Q6, please explain how you were confused.
- 8) Please indicate your familiarity with each of the following NOAA Tsunami Products on a scale of 1 to 10 where 1 means “not at all familiar” and 10 means “very familiar”.
- a. Tsunami Warning
 - b. Tsunami Advisory
 - c. Tsunami Watch
 - d. Tsunami Information Statement
- 9) Of the NOAA Tsunami information you have received, using a scale of 1 to 10 where 1 means “Poor” and 10 means “Excellent”, how would you rate the:
- a. Ease of understanding tsunami products
 - b. Usefulness of tsunami products
 - c. Improvements to tsunami products and forecast over the last five years
 - d. Overall quality of tsunami products and services
- 10) A tsunami warning means (please select one of the following):
- a. A warning is issued when a destructive tsunami is not expected and does not warrant immediate action.
 - b. A warning is issued when a tsunami is expected that will only result in minor flooding or damage to harbors and beaches, and may require immediate action to protect life and property
 - c. A warning is issued when a destructive tsunami with significant flooding is expected for the warned area and requires immediate action to protect life and property.
 - d. I don't know.
 - e. Other.
- 11) A tsunami advisory means (please select one of the following):
- a. A tsunami advisory is issued when significant flooding from a tsunami is not expected, but dangerous currents and potential flooding warrant immediate action to protect life and property in harbors, on beaches, and other low-lying areas.

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- b. A tsunami advisory is issued when a destructive tsunami with significant flooding is expected for the advised area and requires immediate action to protect life and property.
 - c. A tsunami advisory means another part of the ocean basin is expected to be impacted by a tsunami and the advised location will not be impacted by a tsunami, so no immediate action is required to protect life and property.
 - d. Don't know.
 - e. Other.
- 12) In what geographical location do you reside?
- a. Alaska
 - b. Hawaii
 - c. U.S. or Canadian West Coast
 - d. U.S. or Canadian East Coast
 - e. U.S. Gulf of Mexico Coast
 - f. U.S. Pacific Islands
 - g. U.S.V.I or Puerto Rico
 - h. Other
- 13) Would tsunami forecasts that include expected flooding estimates be of value to you?
- a. Yes
 - b. No
 - c. Maybe
 - d. Don't know
- 14) Would tsunami forecasts that include expected water current estimates be of value to you?
- a. Yes
 - b. No
 - c. Maybe
 - d. Don't know
- 15) Would you like to see tsunami products include predicted impacts if flooding is forecasted (e.g., at 1 to 2 feet of tsunami inundation at X location, Highway 101 will be flooded)?
- a. Yes
 - b. No
 - c. Maybe
 - d. Don't know
 - e.
- 16) What is the best way to show uncertainty in tsunami forecasts?
- a. Provide a range of expected values
 - b. Provide a single value with a percentage of error
 - c. Provide a single best guess value with no indication of potential error
 - d. Don't know

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- 17) Do you have any suggestions to improve tsunami products?
- a. Yes, please indicate: _____
 - b. No.