

NATIONAL WEATHER SERVICE INSTRUCTION 10-1608

NOVEMBER 10, 2009

*Operations and Services
Performance, NWSPD 10-16*

STATION DUTY MANUAL

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

OPR: W/OS52 (D. Young)

Certified by: W/OS5 (C. Woods)

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SUMMARY OF REVISIONS: This instruction supersedes National Weather Service Instruction 10-1608, “Station Duty Manual,” dated October 25, 2007. Changes are as follows:

- Certifying official and approving authority updated.
- Section 2.1—Modified wording and format.
- Section 2.3—Removed mention of “will” and replaced with “should” or alternative language.
- Section 2.3a—Expanded where/how the SDM should be maintained to include the option of using “collaborative software.” Also, updated wording to remove exclusive need for an on-station paper copy backup and allow for any option as long as it is a safe and readily available alternative. Added “Continuity of Operations” as another viable reason for an archived SDM.
- Section 2.7—Reworded/streamlined and replaced “will” with “should” or alternative language.
- Section 2.8—Reworded/streamlined, replaced “must” with “will,” “should,” or alternative language, and provided greater flexibility with regard to maintaining records of staff familiarity of new SDM instructions and information.
- Section 2.9— Reworded to replace “must” and “will” with “should,” or alternative language.

signed
David B. Caldwell
Director, Office of Climate,
Water, and Weather Services

October 27, 2009
Date

Station Duty Manual

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1. Description. This procedural directive provides general guidance for the content, organization, preparation, and maintenance of the station duty manual (SDM).

2. Format and Procedures.

2.1 General. The SDM is a set of local office instructions for documenting and describing how operations, emergency procedures, managerial and administrative matters (e.g., assigned office programs), are to be accomplished. The SDM should be an easy-to-read general reference source with cross references to detailed instructions where appropriate. Each page of the SDM should include the date of its preparation. Each NWS office will maintain a SDM.

2.2 Responsibility. It is the responsibility of each meteorologist-in-charge/hydrologist-in-charge (MIC/HIC) or office manager to ensure the SDM is complete and current. Changes to the SDM are to be made only by the MIC/HIC/office manager or his/her designee.

2.3 Content of the Station Duty Manual. The SDM varies in content due to the size, scope, and number of station programs. Only those programs, functions, and items pertinent to the particular office should be contained in their SDM. The content and organization should be standardized so new employees can quickly familiarize themselves with office processes and procedures. Standardization will allow for a rapid familiarization of office procedures by new employees, and minimize the time necessary to locate seldom-used procedures during high-impact situations. The SDM will have the following attributes:

- a. Be maintained using collaborative software (e.g., SharePoint) or an office Intranet, and posted on the regional server to allow those offices who provide backup to have immediate access to office instructions and procedures. Offices

should also maintain an archived SDM in a safe and readily accessible location where it would not be affected by a catastrophic communications or electronic systems failure. This would ensure documentation is on hand to maintain Continuity of Operations capability, and to protect the legal and financial rights of the Government and of persons directly affected by the NWS's activities.

- b. Document office programs (program operations, instructions, etc.) and operations (hours of operation, shift hours, shift duties, etc.) or provide reference to where documentation resides.
- c. Provide instructions, guidance, and references in dealing with administrative actions pertinent and/or routine to the office (second order station management, designation of timekeepers, handling of administrative matters in the absence of the MIC/HIC, office manager, etc.).
- d. Provide instructions, guidance, or references for actions to take for weather and non-weather related emergencies (fire, building damage, injury, illness, etc.).
- e. Provide instructions or references for actions to take in the event of power/communications/systems failures. This includes back up sources and back up procedures.
- f. Provide instructions and/or references for procedures necessary to back up another office (weather forecast office only) or to perform on-site or off-site backup (river forecast center only).
- g. Provide instructions and/or references for the criteria and procedures for locally issuing warnings, watches, and weather statements, or other non-routine operational products.

2.4 Reference to National Instructions and System Operating Instructions. While the SDM may cite pertinent portions of national instructions and system manuals, in many cases it is appropriate to direct the reader to the specific chapter, section, and paragraphs of the reference document(s) for the detailed instructions. The SDM should not be a redundant elaboration of national or regional instructions.

2.5 Program/System Ready Reference Notebooks. Locally-developed ready reference notebooks or web pages for individual forecast/service programs or systems operations are not required as part of the SDM (MIC/office manager option). If local program/system ready reference notebooks/web pages are maintained, the SDM will contain a cross-reference to these stating their location and the person(s)/position(s) responsible for them.

2.6 Organization of the SDM. Appendices A and B provide a recommended structure to the SDM, which separates the Manual into two parts/volumes.

2.7 Changes to the SDM. Necessary changes to the SDM should be brought to the attention of the MIC/HIC/office manager, or his/her designee, for corrective action. Changes will not be made without the authorization of the MIC/HIC/office manager. The staff should be notified whenever a change is made. When a hardcopy or electronic page/section is superseded and removed, the date of removal is recorded and copies of the superseded pages are retained for a period of five years. An office need only keep either a hard copy or electronic version of the superseded pages.

2.8 New Instructions or Information. New instructions or information received by the station should be incorporated into the appropriate sections of the SDM. The staff should be kept fully informed of all SDM changes. This notification may be accomplished by providing

the new instructions in a hard copy or electronic format. The MIC/HIC, or his/her designee, will keep a hard copy or electronic record documenting all personnel have received, reviewed, and understand the new instructions or information. The documentation is archived and maintained as part of the official SDM review record.

2.9 Review of the SDM. All station personnel will review the SDM at least annually. To confirm completion of the annual review, offices should maintain a review record containing the dates of review and name or initials of each staff member. The review record should be archived and maintained as part of the official SDM. In addition, persons joining the staff should review the SDM within one month after reporting on station. The SDM will be reviewed for adequacy and currency on station during visits by regional headquarters staff.

**APPENDIX A
STATION DUTY MANUAL
[Weather Forecast Offices, Center Weather Service Units, and Alaska Aviation Weather
Unit, as appropriate]**

<Station Name>

<Date>

**Volume I - EMERGENCY OPERATIONS, WATCHES, WARNINGS, AND WEATHER
STATEMENTS**

Part 1 General SDM Organization and Maintenance

Section 1.1 Table of Contents Volume I and Volume II

Section 1.2 Review Record

Part 2 Non-routine or Emergency Operations

Section 2.1 Aircraft Accidents

Section 2.2 Oil/Hazardous Substance Spill

Section 2.3

Part 3 Operational Emergency Procedures

Section 3.1 Power and/or Equipment Failures

Section 3.2 Communications Failures

Section 3.3 Back-up Operations/Procedures

Section 3.4 ...

Part 4 Non-operational Emergencies

Section 4.1 Fire or Building Damage

Section 4.2 Personnel Injury or Illness

Section 4.3 Bomb Threats

Part 5 Watches, Warnings, and Weather Statements

Section 5.1 Severe Weather—Thunderstorm/Tornado Warnings, Watches, and
Statements

Section 5.2 Flash Flood Warnings, Watches, Statements

Section 5.3 Special Weather Statements

Section 5.4 ...

Part 6 ... (Local Option)

STATION DUTY MANUAL

<Station Name>

<Date>

VOLUME II - ROUTINE OPERATIONS AND ADMINISTRATION

Part 1 Office Programs

Section 1.1 Public Forecasts

Section 1.2 ...

Section 1.3 ...

Part 2 Office Operations

Section 2.1 Hours of Operation

Section 2.2 Shift Duties

Section 2.3 ...

Part 3 Local Office Instructions and Area Instructions

Section 3.1 ...E-mail/Internet Policy

Section 3.2 ...

Section 3.3 ...

Part 4 Administration

Section 4.1 ...IT Security

Section 4.2 ...

Section 4.3 ...

Part 5 Special Personnel Assignments

Section 5.1 ...

Section 5.2 ...

Part 6 ... (Local Option) ...

APPENDIX B

STATION DUTY MANUAL [River Forecast Center]

<Station Name>

<Date>

Volume I - EMERGENCY OPERATIONS

Part 1 General SDM Organization and Maintenance

Section 1.1 Table of Contents Volume I and Volume II

Section 1.2 Review Record

Part 2 Non-routine or Emergency Operations

Section 2.1 Guidelines for changing hours of operations

Section 2.2 Issuance criteria for non-routine products

Section 2.3

Part 3 Operational Emergency Procedures

Section 3.1 Power and/or Equipment Failures

Section 3.2 Communications Failures

Section 3.3 Back-up Operations/Procedures

Section 3.4 ...

Part 4 Non-operational Emergencies

Section 4.1 Fire or Building Damage

Section 4.2 Personnel Injury or Illness

Section 4.3 ...

Part 5 ... (Local Option) ...

VOLUME II - ROUTINE OPERATIONS AND ADMINISTRATION

Part 1 Office Programs

- Section 1.1 ...
- Section 1.2 ...
- Section 1.3 ...

Part 2 Office Operations

- Section 2.1 Hours of Operation
- Section 2.2 Shift Duties
- Section 2.3

Part 3 Local Office Instructions and Area Instructions

- Section 3.1 ...
- Section 3.2 ...
- Section 3.3 ...

Part 4 Administration

- Section 4.1 ...
- Section 4.2 ...
- Section 4.3 ...

Part 5 Special Personnel Assignments

- Section 5.1 ...
- Section 5.2 ...

Part 6 ... (Local Option) ...