

Department of Commerce · National Oceanic & Atmospheric Administration · National Weather Service

***NATIONAL WEATHER SERVICE POLICY DIRECTIVE 10-16
OCTOBER 15, 2009***

Operations and Services

PERFORMANCE

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OPR: OS5 (C.Woods)

Certified by: OS (D. Caldwell)

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SUMMARY OF REVISIONS: This directive supersedes NWS Policy Directive 10-16, "Performance", dated January 6, 2003. Changes include:

- (1) replacement of "customers" and "constituents" with "users." (Section 1);
- (2) replacement of "customer satisfaction" with "user satisfaction." (Section 2);
- (3) enhanced the language to focus specifically on how the NWS verification effectiveness will be measured (Section 4);
- (4) adding NWSI 10-1608 to the attachment;
- (5) added another regional responsibility to include "provide input to national policy" (Section 3.3);
- (6) changed the wording in Section 3.4.2 to clarify responsibilities;
- (7) added the responsibility for aviation programs to comply with the Quality Management System requirements mandated by the International Civil Aviation Organization (ICAO) (Section 3.4.3).

1. This directive establishes the policy governing the National Weather Service (NWS) performance program. NWS partners and users deserve quality and responsive products and services.

2. The objectives of the performance programs are to measure service quality and product accuracy, assess user satisfaction, collect data on significant events, communicate performance information to senior government officials, determine required service improvements, and assess field office operational effectiveness. Verification scores will not be used to establish criteria for rating the forecasting and warning element of an individual's performance plan.

3. This directive establishes the following authorities and responsibilities:

3.1 The Office of Climate, Water, and Weather Services (OCWWS) establishes policy and procedural directives for warning and forecast verification, service and office evaluation,

significant event reporting, post-storm data acquisition, storm data preparation, and service assessments.

3.2 The Office of Science and Technology provides scientific and technical support.

3.3 NWS regional headquarters will ensure field office compliance with established policies and procedures, develop supplements to procedural directives, ensure supplements are compatible across regional boundaries, provide technical assistance to field offices, establish a capability to monitor performance during significant events, provide input to national policy, and communicate significant event information to OCWWS.

3.4 Field offices, National Centers for Environmental Prediction (NCEP), Weather Forecast Offices (WFOs), River Forecast Centers (RFCs), and Center Weather Service Units (CWSUs) are responsible for implementing verification and evaluation programs.

3.4.1 Each NCEP service center, WFO, RFC, and CWSU will analyze verification data for their area of responsibility and provide an analysis to the NCEP Director and/or Regional Directors. Verification analyses will describe trends, patterns, deficiencies, and lessons learned. Objective verification statistics should be combined with a subjective evaluation of the overall effectiveness of the full suite of warning, forecast, guidance, and outlook products.

3.4.2 WFOs will conduct post-storm data acquisition activities. WFOs will recommend to their region whether a national-level or regional-level post-storm damage service assessment should be conducted. WFOs will prepare storm data for their county warning and forecast area (CWFA) and coordinate with adjacent WFOs when events encompass multiple CWFAs.

3.4.3 The International Civil Aviation Organization (ICAO) mandates each member state to develop and use a Quality Management System (QMS) for aviation weather. The ICAO is an international body composed of countries that belong to the organization. Each participating country is known as a member state. WFOs, CWSUs, and the Aviation Weather Center of NCEP will ensure product quality and provide the Regional Directors and/or the NCEP Director with performance analyses of human and human/machine-produced aviation products. Objective verification statistics should be combined with a subjective evaluation of the overall effectiveness of the aviation product suite by describing trends, patterns, deficiencies, and lessons learned.

4. NWS verification effectiveness will be measured through periodic Department of Commerce (DOC) Verification and Validation (V & V) of performance measures as required by the Government Performance and Results Act (GPRA) of 1993, as amended, and through NWS reviews of office procedures. Service evaluation effectiveness will be measured by objective and subjective user feedback. Service assessment effectiveness will be measured through conformance to deadlines and the tracking of service assessment recommendations. Office operational effectiveness will be gaged through review of regional and self evaluation checklists.

5. This policy directive is supported by the references in Attachment 1.

<u>Signed</u>	<u>October 1, 2009</u>
John L. Hayes	Date
Assistant Administrator	
for Weather Services	

Attachment 1

REFERENCES

References

NWS Instruction 10-1601, *Verification Procedures*
NWS Instruction 10-1602, *Service Evaluation*
NWS Instruction 10-1603, *Significant Event Report*
NWS Instruction 10-1604, *Post-Storm Data Acquisition*
NWS Instruction 10-1605, *Storm Data Preparation*
NWS Instruction 10-1606, *Service Assessment*
NWS Instruction 10-1607, *Office Evaluation*
NWS Instruction 10-1608, *Station Duty Manual*