

***NATIONAL WEATHER SERVICE ALASKA REGION SUPPLEMENT 01-2006
APPLICABLE TO NWSI 10-1608***

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***Operations and Services
Performance, NWSPD 10-16
Station Duty Manual, NWSI 10-1608***

ALASKA REGION WEATHER SERVICE OFFICE SERVICE INTEGRATION PLAN

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SUMMARY OF REVISIONS: This supplement supersedes Alaska Region Supplement (ARS) 01-2006, Alaska Region Weather Service Office (WSO) Service Integration Plan, dated May 22, 2006, applicable to National Weather Service Instruction (NWSI) 10-1608. This supplement changes the term Concept of Operations to Service Integration Plan.

Signed
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June 11, 2007
Date

Alaska Region Weather Service Office Service Integration Plan

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1. Introduction. Because of many operational and service changes implemented in the National Weather Service (NWS) Weather Forecast Offices (WFO), it is necessary to refine and update the service integration plan at the Weather Service Offices (WSO) in the Alaska Region (AR). Workload constraints associated with the implementation of the Interactive Forecast Preparation System at the WFOs have affected their ability to maintain a thorough and continuous weather watch, which is a key component of a successful warning program. The outreach responsibilities of the WFOs have also grown exponentially due to a number of important service-related developments. An agency-wide emphasis on grass-roots warning preparedness programs, StormReady and TsunamiReady, and the growth of volunteer observing networks in Alaska (Co-op/Hydro, Storm Spotter, Marine Reporting/Volunteer Observing Ship (MAREP/VOS) programs) are vitally important programs that require a great deal of staff time to promote and maintain.

2. WSO Mission Statement. The AR vision for the modernized WSO is an office that serves as a seamless extension of the WFO, providing their customers and partners with a high level of service and supporting the short term forecast and warning operations of the WFO through collaboration, coordination, and outreach. The following WSO Mission Statement defines this concept:

“The Alaska Region WSOs provide expert hydro-meteorological data in support of local, regional, national, and global weather, hydrologic, and climatic forecast and warning programs, in accordance with the NWS mission. The WSOs also support the mission of the NWS through value-added public service, education, and outreach.”

2.1 WSO Functional Areas. The service integration plan for the modernized WSO is broken down into three categories: Products, Services, and Support Functions. Many of the tasks that fall under these categories are not new; they merely need to be standardized or enhanced. This document does define some new tasks, primarily to create a standardized baseline of routine products that all WSOs will provide. These new tasks require training and, in some cases, new Information Technology (IT) resources.

2.2 Basic Level of WSO Operations. Table 1 describes the standardized basic level of products, services, and support functions that each WSO will provide. Wherever possible, each WSO will collaborate with their associated WFO to enhance the basic products, services, and support functions listed in the table.

2.3 Standard Operating Procedures. A Standard Operating Procedure (SOP) will describe the basic requirement and process used to provide each product, service, and support function. The SOP will serve as the official guidance defining how the WSO will provide the product, service, or support function. The baseline SOPs for each WSO product, service, and support function will be maintained in each WSO Station Duty Manual.

All WSOs will provide a uniform basic level of operations, as described in the SOP. Each WSO, in coordination with their WFO, can enhance these basic operations by modifying the SOP with details specific to their office. No office can decrease the level of operations without prior coordination and approval from the Chief of the Environmental and Scientific Services Division. Tracking the performance of each product, service and support function will be accomplished through a set of performance measures that will be described in a regional concept of operations performance plan.

Appendix A contains sample SOP templates.

PRODUCTS	SERVICES	SUPPORT FUNCTIONS
Upper Air Observations	Outreach (e.g., Schools, Media, Emergency Management Coordination, General Aviation)	Systems Monitoring (e.g., NWR, AWIL, WSONet, FX-Net)
ASOS Augmentation		Met-Watch
Ship Observations	Mic-in-Hand	Verification/Performance Assessment
Sea Ice Observations		Damage Survey
Short Term Forecasts	Marine Broadcasts (live)	Co-op/Hydro Observation Program
Special Weather Statements	Ship Visits	Comms Back-up for ASOS
Public Information Statements	Telephone Briefings	Quality Control for Cross Product Consistency (e.g., Public Zones/Marine Zones/NOWs/TAFs)
Climate Products (e.g., Record Event Reports, Daily Climate Summary, Monthly Climate Summary, Supplemental Climate Data)	Climate Services	Local Studies
State Weather Summary (Valdez only)	NOAA Weather Radio-All Hazards Programming (Kodiak, Nome, Yakutat only)	
Local Storm Reports	Spotter Training and Recruiting	
Regional Temperature and Precipitation Tables		
Short Term Area Forecast Discussion (internal)		

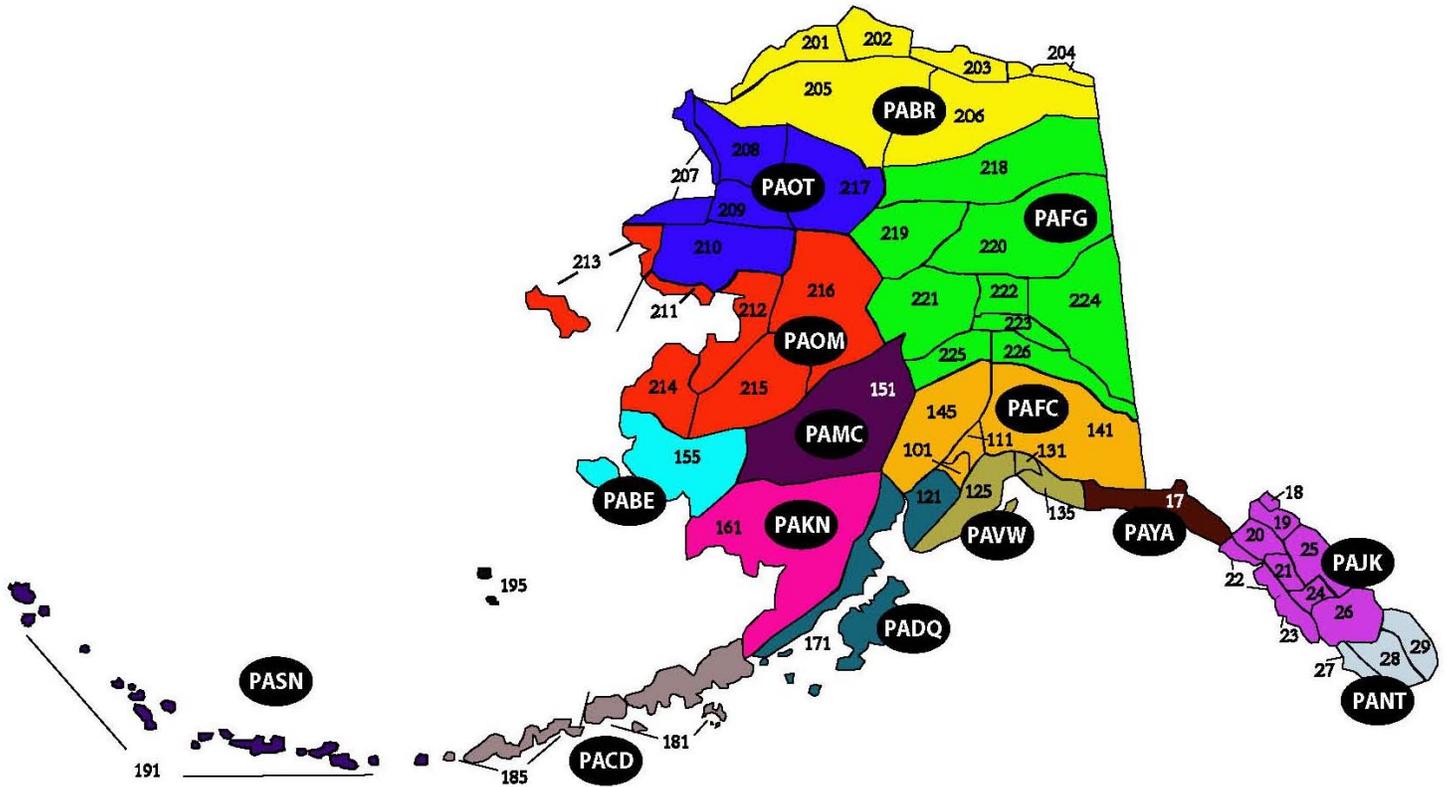
Table 1 - Standardized baseline of WSO products, services, and support functions.

Appendix A – Sample Standard Operating Procedures Templates

1. WSO Product
 - A. Product Description
 - B. Purpose
 - C. Audience/Customer
 - D. Format and Specifications
 - E. Product Availability
 - F. Feedback Method
 - G. Link to supporting policy
 - H. Local Enhancements (optional)

2. Service or Support Function
 - A. Policy Reference (if applicable).
 - B. Purpose/Mission Connection.
 - C. Brief listing of procedures for providing the service or support function. List should be presented in chronological order and address the following:
 1. Identify needs/circumstances under which support/service is provided.
 2. Steps for providing support/service.
 3. Coordination with WFO.
 4. Method for soliciting feedback on support/service.
 5. Local Requirements.
 - D. Expand on any of the above steps which may need greater explanation, resource references, examples, or tips.

Appendix B – Areas of Responsibility for the Service Integration Plan



Legend: numbers reflect public zone numbers; colors reflect MetWatch areas of responsibility for offices; 4-letter identifiers represent responsible offices (defined below).

- PABE = WSO Bethel
- PABR = WSO Barrow
- PACD = WSO Cold Bay
- PADQ = WSO Kodiak
- PAFC = WFO Anchorage
- PAFG = WFO Fairbanks
- PAJK = WFO Juneau
- PAKN = WSO King Salmon
- PAMC = WSO McGrath
- PANT = WSO Annette
- PAOM = WSO Nome
- PAOT = WSO Kotzebue
- PASN = WSO St Paul
- PAWD = WSO Valdez
- PAYA = WSO Yakutat