

NATIONAL WEATHER SERVICE POLICY DIRECTIVE 10-16
September 1, 2016

Operations and Services

PERFORMANCE

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Certified by: W/COO (J. Murphy)

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SUMMARY OF REVISIONS: This directive supersedes NWS Policy Directive 10-16, “*Performance*,” dated May 1, 2014.

The following changes were made:

1. Cover sheet updated to reflect the NWS Headquarters reorganization effective April 1, 2015
2. Headquarters offices within document changed to reflect the NWS Headquarters reorganization effective April 1, 2015
3. Added section 3.2 for Analyze, Forecast, and Support Office
4. Added the Office of Water Prediction to sections 3.5 and 3.5.1 requiring the implementation of a performance and evaluation program
5. Replaced “objective” and “subjective” with “qualitative” and “quantitative”
6. Corrected the names of directives in Appendix A *References*
7. Other minor wording changes and corrections

/Signed/

August 18, 2016

Louis W. Uccellini

Date

Assistant Administrator for Weather Services

1. This directive establishes the policy governing the National Weather Service (NWS) performance program. NWS partners and users depend upon the NWS to provide 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 Chief Operating Officer (OCOO) 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 Analyze, Forecast, & Support Office (AFSO) monitors and analyzes service area performance trends, provides scientific expertise on NWS performance, coordinates with OCOO on performance trends and targets, and ensures alignment of Government Performance and Results Act (GPRA) Modernization Act of 2010 targets with NWS science and technology investments.
 - 3.3 The Office of Science and Technology Integration (OSTI) provides scientific and technical support.
 - 3.4 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 OCOO.
 - 3.5 Weather Forecast Offices (WFOs), Service Centers under National Centers for Environmental Prediction (NCEP), River Forecast Centers (RFCs), Center Weather Service Units (CWSUs), and the Office of Water Prediction (OWP) are responsible for implementing performance and evaluation programs.
 - 3.5.1 Each NCEP service center, WFO, RFC, CWSU, and the OWP will analyze performance data for their area of responsibility and provide an analysis to the Chief Operating Officer, NCEP Director, NWC Director, and/or Regional Directors as appropriate. The analysis of performance will describe trends, patterns, deficiencies, and lessons learned. Quantitative performance statistics should be combined with a qualitative evaluation of the overall effectiveness of the full suite of warning, forecast, guidance, and outlook products.
 - 3.5.2 WFOs will conduct post-storm data acquisition activities. WFOs will recommend to

their region whether a national-level or regional-level post-storm damage 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.

3.5.3 The International Civil Aviation Organization (ICAO) mandates each member state to develop and use a Quality Management System (QMS) for aviation weather services. 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, Alaska Aviation Weather Unit (AAWU), 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. Quantitative performance statistics should be combined with a qualitative evaluation of the overall effectiveness of the aviation product suite by describing trends, patterns, deficiencies, and lessons learned.

4. NWS performance effectiveness will be measured through periodic Department of Commerce (DOC) Verification and Validation (V & V) of performance measures as required by the GPRA Modernization Act of 2010, and through NWS reviews of office procedures. Service evaluation effectiveness will be measured by quantitative and qualitative user feedback. Service assessment effectiveness will be measured through conformance to policy 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 Appendix A.

APPENDIX A

References

NWS Instruction 10-1601, *Verification*
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*