

Sterling Field Support Center (SFSC)

The SFSC has been a critical component of the Cooperative Observer Program's modernization effort. The SFSC plays a major role in assisting the field when technical and logistics issues arise among the Observations Program Leaders (OPL) who work to sustain COOP operations. The facility has created a contact center and should be the first point of contact made by NWS WFO's if there are questions or issues with the COOP program activities. The second point of contact should be the Regional Cooperative Program Manager (RCPM) with an email to inform the RCPM of the issue. If the SFSC is unable to determine the correction for the issue, the SFSC will elevate it to NWS Headquarter level.

The contact center is open Monday through Friday 8:00 AM to 5:00 PM Eastern Time. The SFSC is closed for all Federal holidays.

SFSC Contact Center Information:

Main Line: 703-661-1268

Back-up Line: 703-661-1293

Email: nws.sfsc@noaa.gov

All emails and phone calls received during the hours of operation will be responded to in a timely manner. Emails received during non-operation hours will be returned in the order they are received on the following day in which the facility is open.

Background: The Sterling Field Support Center (SFSC) is located approximately 30 miles west of Washington, DC, in Sterling, Virginia. The SFSC operates as an extension of National Weather Service (NWS) Headquarters to provide operational support to field personnel through a combination of sensor testing, sensor system analysis, and contact center support. Sterling provides a critical service to the NWS field community by using their years of knowledge and experience gained through extensive sensor/system testing and maintenance in assisting the field with sensor and system failures. When these failures arise in the field, the SFSC is there to provide assistance and help solve these problems.