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

_____Signed_____7/9/04_
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Appendices

1.   Description: This procedural directive provides the 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 that documents and describes how operations, emergency procedures, managerial and administrative matters, including the office's assigned programs, are to be accomplished. It 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 of the following offices will maintain an SDM; Weather Forecast Offices, Weather Service Offices, Data Collection Offices, River Forecast Centers, Center Weather Service Units, Tsunami Warning Centers, and National Centers for Environmental Prediction service centers.

2.2   Responsibility: It is the responsibility of each Meteorologist in Charge/ Hydrologist in Charge, (MIC/HIC) or Office Manager to ensure that 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(s).

2.3   Content of the Station Duty Manual (SDM): The SDM will vary in content due to the size, scope, and number of station programs. Only those programs, functions, and items pertinent to the particular office will be contained in that office's SDM. The SDM's content and organization should be standardized. This will allow for a rapid familiarization of office

procedures by new employees and enhance locating seldom-used procedures during stress situations. The SDM will have the following attributes:

  a.   Be maintained on the office Intranet with an optional hard copy retained on station.   It will be posted on the regional server to allow those offices who provide backup to have immediate access to office instructions and procedures for backup purposes.

  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 (WFO only) or to perform on site or off site backup (RFC 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 used, 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: Appendix A and B provides a recommended structure to the SDM, which separates the Manual into two parts/volumes.

2.7   Changes to the SDM: Needed changes in 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. The staff will be notified whenever a change is made. When a page/section is superseded and removed, a record will be kept (paper version will be marked with the date it was removed and kept on file for a period of 5 years, or electronic record kept for same period). An office need not keep both a hard copy and an electronic copy of superseded sections. One or the other mediums will suffice.

2.8   New Instructions or Information: New instructions or information received by the station must be incorporated into the appropriate sections of the SDM. The staff must be kept fully informed of all SDM changes. This can be accomplished by either providing hard copies of all new instructions or information in a separate binder, clipboard, or bulletin board, or providing it to all station personnel via e-mail. If the material is provided in hard copy format, a record sheet signifying that the material has been reviewed should be provided for station personnel to initial and date. If the material is provided to station personnel via e-mail, the e-mail will be sent by the MIC/HIC, or his/her designee, with the "Returned Receipt" option to document that all station personnel have received and seen the change. Like hard copy SDM review record sheets, the "Return Receipt" must be 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, field offices must have a review record. Field offices can either have station personnel initial and date a hard copy SDM review record sheet or require station personnel to send an e-mail notifying the MIC/HIC, or his/her designee, that the SDM review has been completed. Like hard copy SDM review record sheets, all SDM review notification e-mails must be archived and maintained as part of the official SDM review record. In addition, persons joining the staff will 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)
(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 Backup 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)
(Date)

VOLUME II - ROUTINE OPERATIONS AND ADMINISTRATION

Part l   - Office Programs

   Section 1.1 Public Forecasts
   Section 1.2 ...
   Section 1.3 ...

Part 2   - Office Operations

   Section 2.1 Hours of Operation
   Section 2.4 Shift Duties
   Section 2.3 ...

Part 3   - Local Office Instructions and Area Instructions

   Section 3.1 ...Email/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 CENTERS

(RFC)
(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 Backup 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 l - Office Programs

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

Part 2 - Office Operations