

NATIONAL WEATHER SERVICE INSTRUCTION 10-1607

December 18, 2017

**Operations and Services
Performance, NWSPD 10-16
OFFICE EVALUATION**

NOTICE: This publication is available at: <http://www.nws.noaa.gov/directives/>.

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SUMMARY OF REVISIONS: This directive supersedes National Weather Service Instruction (NWSI) 10-1607, *Office Evaluation*, dated July 14, 2016. Changes made to reflect the NWS Headquarters reorganization effective April 1, 2015.

_____/Signed/_____
John D. Murphy
Chief Operating Officer

December 4, 2017
Date

Office Evaluation

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1. Objective. The effective operation of National Weather Service (NWS) field offices is critical to the success of the Agency’s mission. The office evaluation program is a part of the overall NWS effort to provide quality products and services. This program enables field offices to compare their operations with national and regional standards to ensure consistency and quality of services. Additionally, it allows the NWS regional headquarters (RH) and National Centers for Environmental Prediction (NCEP) to track the effectiveness of subordinate operations.

2. Program Requirements. Field offices should conduct a self-evaluation within 6 months after the arrival of a new Meteorologist in Charge (MIC)/Hydrologist in Charge (HIC) and every 3 years thereafter. RHs may set a regional requirement for field offices to conduct a self-evaluation on a more frequent basis. NWS RH offices and NCEP are responsible for the oversight of field office operations. As part of this oversight, RH and NCEP personnel should strive to conduct field office visits or field office program reviews. Budget permitting such visits or reviews should be conducted once every 3 years and should assess the effectiveness of the office’s programs and services and the operational integrity, including compliance with policies, internal controls, information technology, facilities, and human and other resource management. RHs/NCEP may wish to identify a coordinator to guide the process.

3. Field Office Checklist. Appendix A, “Field Office Evaluation Checklist,” should be used as a checklist to cover national standards or requirements. It contains questions designed to evaluate the effectiveness of operations at most NWS field offices. Each RH and NCEP office is encouraged to develop Regional or NCEP programmatic checklists.

4. On-Site Evaluation Process. An evaluation schedule should be developed at the beginning of every fiscal year and provided to field offices as soon as the schedule is finalized. RHs/NCEP may develop their own methods of an on-site evaluation process or use the process below.

- a. Field office completes the applicable section of the evaluation checklist before the Evaluation Team arrives on-site.
- b. Evaluation Team delivers on-site agenda.
 - (1) Formal office overview from MIC or HIC
 - (2) Office-In-Brief presented to the team
 - (3) Field Office Self Evaluation Checklist presented to the team.
- c. The Evaluation Team will evaluate a subset or all aspects of office operations.
 - (1) Evaluation Teams are strongly encouraged to speak one-on-one with as many office personnel as possible.
 - (2) The team should observe all shifts during their evaluation.
- d. Out briefing by the Evaluation Team.

- (1) Team Leader discusses preliminary findings with the MIC/HIC.
 - (2) Evaluation Team Leader and MIC/HIC agree on preliminary action item wording and estimated due dates.
- e. Team Leader submits report to the RH/NCEP Coordinator within four weeks of the formal evaluation.
 - f. RH/NCEP Coordinator tracks findings and recommendations to completion. Findings, recommendations, and best practices are circulated to other offices to aid in their evaluation efforts.

5. Field Office Self Evaluation Process. Field offices should conduct self-evaluations annually. They may use the national level “Field Office Evaluation Checklist” alone, or in tandem with region/NCEP checklists, or local interest items.

- a. Each field office submits a completed “Field Office Evaluation Checklist” to the Director or Coordinator as directed by the RH/NCEP Director.
- b. The RH/NCEP Coordinator reviews the checklist with RH/NCEP subject matter experts.
- c. RH/NCEPs personnel discuss findings, recommendations, and best practices with the field office manager.
- d. Within a time limit set by the Director, RH/NCEP personnel will present an action plan addressing findings, recommendations, and best practices to the Director and senior management.
- e. The RH/NCEP Coordinator tracks recommendations to completion. Findings, recommendations, and best practices are circulated to other offices to aid their office evaluation efforts.

APPENDIX A - Field Office Evaluation Checklist

Purpose: The “Field Office Evaluation Checklist” is designed to help offices to evaluate the effectiveness of office programs, services, and operational integrity, including compliance with policies, internal controls, information technology, facilities, and human and other resource management. RH Senior Staff should design, review annually, and update the checklist as needed.

Instructions: This checklist is intended to cover all aspects of operations from a national perspective, but is not “one size fits all.” Region, NCEP, or local specific questions are not included to keep the checklists to a manageable length, but may be added at RH/NCEP, or local office discretion. References are shown at the head of each checklist segment. The checklist is designed to be sub-divided into subject areas, or topics, and completed in segments.

The checklist is in table format, with four columns. Column 1 – Evaluation Criteria/Questions, is composed of questions requiring “Yes/No” answers or an explanation of how the office performs particular tasks. The answer should be entered into column 2. Any “No” response requires an explanation in column 3. If the question does not apply to an office, N/A (not applicable) should be entered in column 2. Please use column 3 for responses to “how” questions or other responses requiring explanation. Column 4 allows an estimated date when a correction of the finding should be completed.

This checklist can be used in electronic or hard copy form. After completing the checklist, please send a copy to the appropriate RH/NCEP point of contact.

COMMUNICATIONS	REFERENCES: NWSI 1-404;		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Does the office hold general staff meetings? How often? (Include date of last meeting.)			
Does the staff provide agenda items for the meeting?			
Is a meeting agenda distributed prior to the meeting?			
Are meeting notes/minutes distributed to the staff?			
List other methods used to communicate with the staff.			
Who is on your office management team?			
How often does the office management team hold management meetings? (Include date of last management meeting.)			
Is a list of focal points and associated duties available to the staff? When was the list last updated?			
Is there a list of office teams and team members? When was the list last updated?			

HUMAN RESOURCES – PERFORMANCE PLANS AND APPRAISALS	REFERENCES: DAO 202-430; NAO 202-430; http://www.wfm.noaa.gov ; NWSPD 50-11; NWSPD 50-51		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Do all employees have current signed and dated performance plans?			
Are required elements included in the plans (e.g., safety, environmental, customer service, leadership, property management)?			
Does the supervisor (MIC/HIC/OPL/ESA) discuss performance with employees at least twice a year and document on appraisal form?			
Is there a current annual performance appraisal on record for every employee?			
Does the office maintain a current copy of employee positions descriptions?			
Does the office review the UPR at least annually?			

HUMAN RESOURCES - PERSONNEL	REFERENCES: NAO 202-430; NWSI 1-701; https://secure.wfm.noaa.gov/noaa_only/bulletins/; http://www.wfm.noaa.gov		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are Employee Performance Files (EPF) maintained and kept current? (Office file should include performance plans, ratings of records (4 years), and supporting documentation used by rating officials, (e.g., CD326 (awards), training, letters of appreciation).			
Are EPFs securely maintained in a secure cabinet or password protected computer file? (Keys to the cabinet should be secured and the file locked when not in use).			
Is the Regional Office involved in providing guidance, support, and/or proposed solutions to the personnel issues on station?			
Does the office have a formal orientation process for new employees?			
Is the Entrance on Duty (EOD) checklist used for incoming personnel?			
Are copies maintained of EOD paperwork submitted to WFMO?			
Are all actions on the EOD checklist completed (i.e., CLC, ID card, e-OPF, training, etc.)?			
Is proper documentation maintained for employees requiring telework agreements (ESA/ET/ITO)?			
Does the office have any employees participating in the Health Club and Wellness Service Fees Reimbursement Program? If so, is proper documentation maintained?			
Is the Separation Clearance Process being completed upon employee departure?			

Are copies maintained of submitted Separation Clearance documents?			
Are leave audits and lump sum leave form being submitted?			

HUMAN RESOURCES - LABOR / MANAGEMENT	REFERENCES: NWSEO CBA; Section 7114(a)(3), 5 United States Code, Part III, Subpart F		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is a copy of the Collective Bargaining Agreement (CBA) accessible and available to all employees?			
Who is the office Union Steward? If none, who would normally represent bargaining unit members in your office?			
Are meetings conducted with your local union steward as directed in Article 8, Section 2, of the CBA?			
Is the Annual Notice of Representational Rights (Weingarten Notice) posted in the office?			

HUMAN RESOURCES - AWARDS	REFERENCES: NAO 202-451; NWSM 1-401; http://www.wfm.noaa.gov/ ; http://www.wfm.noaa.gov/awards/allnoaaawards_portal.html		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Does the office use Cash-In-Your- Account (CIYA) awards ? If so, is there a tracking system to ensure that the \$2,000 yearly maximum limit is not exceeded?			
Are the CIYA award amounts not greater than \$1000 for each occurrence?			
Does the office participate in the On-The-Spot (OTS) Awards Program? If so, is there an office plan written and available?			
Is the office complying with the OTS annual reporting requirements?			
Are copies of the OTS report maintained?			
Does the office use the Time Off (TO) Award Program ? If so, is there a tracking system to ensure that the 80 hour yearly limit is not exceeded?			
Are TO awards given in hourly increments with a minimum of 4 hours?			
Are the hours of the TO award not greater than 40 hours for each occurrence?			
Are TO awards greater than 8 hours approved by the next higher manager?			
Are TO awards used within 1 year of the award effective date?			
Are copies of CD-326s maintained in the EPF?			

HUMAN RESOURCES - EQUAL EMPLOYMENT	REFERENCES: http://www.wfm.noaa.gov/		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Has the No FEAR Act Training been completed by staff members?			
Have new employees taken the NO FEAR Act training within 3 months of arriving on-station?			
Identify the office EEO/Diversity focal point.			
Describe recruitment (outreach) efforts done during the past year.			
Describe office interaction with Minority Serving Institutions (MSIs) during the past year.			
Have any reasonable accommodations been requested and/or approved for an employee?			
If so, please describe the accommodations.			
Is notice of the rights, benefits, and obligations under Uniformed Services Employment and Reemployment Rights Act (USERRA) posted where employee notices are			

HUMAN RESOURCES - TIME AND ATTENDANCE REPORTS	REFERENCES: T&A Manual; NWSI 1-702; NWSI 1-705; NWSI 1-707; http://www.wfm.noaa.gov/		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
<p>Are the following handbooks accessible and available to the timekeeper as well as all other employees within the office?:</p> <ul style="list-style-type: none"> -Time and Attendance Handbook -Handbook on Leave Administration -Pay Handbook, Part II, Premium Pay 			
<p>Are dated requests for leave and approved absence on file in WebTA, for all leave taken with supporting documentation?</p>			
<p>Are OPM-71 leave requests attached to the certified copies of the T&As? (Valid only if NOT using WebTA.)</p>			
<p>Is supporting documentation (such as CD-81) on file, or in WebTA, for all employee duty time performed as overtime, compensatory time for work, and compensatory time for travel?</p>			
<p>Do certified T&As, OPM-71s if used, and annotated shift schedules reflect consistent information?</p>			
<p>Are shift schedules annotated with all changes and filed with T&A records?</p>			
<p>Are T&As prepared with appropriate entitlements (e.g., holiday pay, night and Sunday differentials) to include, if applicable, night differential on paid leave and Sunday differential for part-time employees (Pathways Program)?</p>			
<p>Are T&A files maintained in a secure file? (Recommend a locking file cabinet dedicated to T&A records; with files retained for 6 years.)</p>			

<p>Is the T&A cabinet locked when not in use, and the keys secured? As a minimum, MIC/HIC should have a set of keys.</p>			
<p>Is supporting documentation (i.e., proposal and approval of plan) maintained for all AWS (compressed and flexible) agreements?</p>			
<p>Who are the delegated timekeepers? How often do delegated timekeepers perform T&A duties to remain proficient? (Recommend quarterly)</p>			
<p>Who are the delegated certifying officials? How often do delegated certifying officials perform T&A duties to remain proficient? (Recommend quarterly)</p>			

HUMAN RESOURCES, BUDGET - TRAVEL	REFERENCES: FTR 301; NARA, General Records Schedule 9, Travel and Transportation Records; NWSI 1-704; http://www.corporateservices.noaa.gov/~finance/		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are travel authorizations approved prior to travel?			
Are travel vouchers submitted within 5 days after travel is completed?			
Are copies of travel orders/authorizations, vouchers, and supporting documentation maintained on file?			
Are cost comparisons developed to compare the price of common carrier air and rental car travel before payment of POV is authorized?			
Do all employees required to travel on official business 6 or more times per year have government travels cards?			
Do all employees with travel cards have signed Employee Acknowledgment Agreements on file in the office?			
Have all cardholders completed the GSA SmartPay2 travel card training (required every three years)?			
Are copies of current certificates of GSA SmartPay2 travel card training completion on file?			
Are enough time and travel funds provided to meet the COOP program requirements?			

TRAINING	REFERENCES: DOC Training Policy (DAO 202-410); NWSI 20-101; NWSI 20-103; NWSI 20-104; NWSI 20-105; NWSI 10-803; NWSI 10-815; NWSI 10-1801		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Describe new employee training activities.			
Do all employees have a current Individual Development Plan (IDP)? This includes all WFO, CWSU, or RFC staff members such as Meteorologists, Hydrologists, HMTs, and ETs, as well as other staff members.			
Are approvals obtained before funds for training are obligated and classes taken?			
Are copies of SF-182s and training certificates kept in the EPF?			
Is the government bankcard the primary method for training payment?			
Is training appropriate and related to current official job duties of each employee? For example, Supervisory training only for supervisors, and Advanced EEO training only for EEO focal points.			
Describe any active University Assignment Program (UAP).			
Does the office SOO report reflect all training related items?			
Describe the office training plan for the current fiscal year.			
Is office Aviation Competency confirmation sent to the appropriate offices annually?			
Are required aviation training courses completed?			
If applicable, list training initiatives with the CWSU for the past 12 months.			
Have new CWSU meteorologists completed CWSU training requirements?			
List training done for climate services.			

List all drills conducted in the past 12 months to exercise proficiency in office procedures.			
List all seminars conducted or attended by office personnel in the last 12 months.			
List Service Assessments reviewed by all forecasters/HMTs in the past 12 months.			
Describe WES training activities and the scenarios used.			
Describe how forecast reference information is shared/communicated in the office (local studies, techniques, etc.).			
Describe decision support services training activities. For example, fire weather training.			
Is the appropriate specialized or seasonal training conducted for the forecasters and HMTs? Examples are aviation, severe weather, hydrology, marine and coastal, public, fire weather, climate, and decision support.			

MISCELLANEOUS	REFERENCES: Title 18 U.S. Code; NOAA Mail User's Guide; NWS Policy and Directives		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Does the office have a current Office In-Brief Presentation? Format may be locally derived.			
Does the office have designated backups for performing routine administrative functions, e.g., travel, bankcard reconciliation, invoice certification, etc.?			
Does the office have an updated administrative desk guide?			
Are office files and file plans current?			
Is the postage meter secured and password protected when not in use?			
Is the NWS mission statement prominently displayed?			
Is the general appearance of the office clean and neat?			
Are bulletin boards organized and current?			
Is the supply room orderly, and with supplies easy to retrieve?			
Is there a coffee/soda/snack fund in the office?			
If so, has a charter been developed and locally maintained that accurately outlines its purpose, describes how it operates, and outlines how the proceeds are used?			
Does the fund account for all monies collected and spent?			
Has local administrative approval been granted for the fund to exist?			
Does an employee association or an individual run the fund?			
What are the proceeds used for?			
How much cash is maintained in the fund?			
Do entry doors have signage, "U.S. Government Facility – No			

Soliciting”?			
Is “Weapons Prohibited” signage displayed at all entry doors?			
Are procedures in place to ensure personnel review new and updated Directives, Supplements, and Policies?			
Does the office have a procedure for disseminating various safety rules (e.g., PNS, NWR)?			

RESOURCE MANAGEMENT, BUDGET - FINANCIAL RECORDS	REFERENCES: NAO 203-31; NOAA Disposition Handbook; http://www.corporateservices.noaa.gov/~finance/		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is the office's local budget tracking system effective in monitoring office allocations and expenditures?			
Is the office budget authorization available and on file? (This is the fiscal year budget allocation from RH/NCEP.)			
Does the office have a spending plan in place to effectively use available financial resources?			
Are procedures in place to verify/validate accounting code information prior to submission or reconciliation for: -travel authorizations -purchase cards -CD435 requisitions?			
Are regular reconciliations of office budget files performed against CBD/MARS data and resource report documents?			
Are purchase order balances verified to ensure that funding is available for billed expenses prior to submission of receiving reports to the NOAA Finance Office?			
Are corrections or adjustments coordinated with RH/NCEP staff and/or NOAA Finance Office?			
Are procedures in place to verify that all recurring bills (utilities, comms, etc.) are received, and that all invoices, receiving reports, etc., are properly completed or certified and submitted to the NOAA Finance Office within 5 days of invoice receipt/acceptance?			
Are copies of financial records kept for 2 years?			

RESOURCE MANAGEMENT - VEHICLES	REFERENCES: GSA Mileage Express User Guide; DOC Personal Property Management Manual; http://www.osec.doc.gov/oas/Documents/OCS/Final_DOC_PPM_M.pdf ; NWSM 50-1115		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are the office vehicle mileage reports submitted to GSA monthly or via GORP? (Electronic submission preferred but not required.)			
Are all vehicle changes coordinated in advance?			
Are accident report forms and first aid kits accessible in each government vehicle?			
Are monthly inspections being performed on each government vehicle?			
Are vehicle keys and Fleet Wright Express (gas) cards maintained in a relatively secure area, accessible to NWS staff but not in public view?			
Does the office periodically analyze vehicle use to ensure that: -they are being used in an appropriate manner -there is a demonstrated need for the current number of vehicles?			
When was the last time this analysis was done?			
Who performs this analysis, and how is it done?			
Do office files contain copies of GSA vehicle mileage reports, maintenance documentation, vehicle usage logs, and monthly inspections?			
Are all vehicles adequately maintained and equipped with cage if used to carry COOP or other equipment?			

RESOURCE MANAGEMENT – PURCHASE CARDS/PROCUREMENT	REFERENCES: CAM 1313.301; Section 508 (U.S. Code 29 794d); DOC OIG Report No. 12661; NWSI 1-704		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Have all cardholders and Approving Officials (AOs) completed required training? -GSA SmartPay -Section 508 Compliance -Ethics for Procurement Officials -FSSI Office Supply Blanket Purchase Agreement -FAI – FAC 018, Green Purchasing for Civilian Agencies -Commerce Procurement Commercial System (CPCS) -DOC Review of Vendor Terms and Agreements When Purchasing Goods and Services			
Are copies of training certificates submitted with new applications, and maintained on file in the office?			
Have all Cardholders and AOs completed the annual refresher training?			
Have all purchase card holders and approving officials certified in writing that they have read and understood the policies and procedures outlined in CAM 1313.301?			
Does the number of cardholders/limits conform to the established RH/NCEP standard with any approved deviations?			
Are written procedures in place for prior MIC/HIC approval of employee purchases, i.e., funding certification memo or pre-approval authorization?			
Are purchase card order logs maintained by all cardholders? Do they contain a detailed description of every transaction (e.g., pens, copy paper, and			

staplers rather than office supplies)?			
Are correct object class codes being assigned to purchases made with the bankcard?			
Does the office maintain the <u>original</u> purchase card statements, purchase card logs, and original receipts in secure files? (Reconciliation files should be maintained for 3 years from final payment.)			
Are all transactions reconciled and approved in CPCD before the end of the reconciliation period?			
Were any purchases split to avoid the micro-purchase threshold or the cardholder's single purchase limit?			<i>This is a non-conforming action. Report the nonconformance, and correction taken.</i>
Is there a supporting Sunflower Property Transaction Request completed for each item of accountable property purchased via purchase card? (The Sunflower print should be attached to the statement.)			
Are purchase cards kept in a secure place? (Cardholders cannot carry purchase cards on their person unless conducting an "over the counter" transaction unless an exception has been granted.)			
Are sales tax exemptions requested and/or sales tax refunds requested when sales taxes charges?			
Are Federal Strategic Sourcing Initiative (FSSI) BPAs being used for the purchase of office supplies?			
Is a justification waiver form submitted for approval by the HCO prior to purchase of covered supplies from a non-FSSI vendor?			
For purchases other than office supplies, are the priority order of			

mandatory sources of supply/services being followed?			
Is the RH/NCEP form used to document purchases not made from priority sources?			
Were accounts closed immediately after a cardholder or approving official transferred, retired, or separated from the organization?			
Are there any purchase cards that have never been used or have not been used during the last 18 months?			
Were all required external approvals obtained and documented (e.g., advertisements, clothing/PPE, bottled water, food)?			
Were all Electronic and Information Technology (EIT) purchases documented with a properly completed EIT Procurement Checklist for Section 508 Compliance?			
Are periodic inspections performed to ensure that service contractors are performing in accordance with the contract specifications?			
How frequently are they performed?			

RESOURCE MANAGEMENT – PROPERTY	REFERENCES: DOC Personal Property Management Manual; http://www.osec.doc.gov/oas/Documents/OCS/Final_DOC_PPM_M.pdf ; CAM 1313.301; http://www.pps.noaa.gov/personal_property_policies_procedures/		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Does the office have a procedure in place to track property transfers, acquisitions, disposals, or other changes?			
Is accountable property barcoded and added to the inventory in the Sunflower Asset System within 15 days of payment?			
Are all items of accountable property included in the office inventory?			
Can all personal property items listed on the inventory be located?			
Are excess property items identified and disposed of in accordance with agency property procedures?			
Are current users assigned and recorded in the Sunflower Assets System?			
Have employees that are assigned as current users signed a NOAA Form 37-40 Hand Receipt for all personal property entrusted in their care?			
Are all sensitive or “high theft” items such as smartphones, laptop computers, digital cameras, etc., properly accounted for?			
Are “high theft” items maintained in a secure cabinet when not in use?			

SERVICES – WFO WARNING OPERATIONS/DECISION SUPPORT	REFERENCES: NWSI 10-511; NWSI 10-513; NWSI 10-515; AWOC Best Practices		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are short fused warning checklists used? If yes, please list.			
Are long fused watch/warning checklists used? If yes, please list.			
Are spotter/river observer contact numbers and maps readily accessible in the operations area?			
Is the AWIPS LSR feature, or something similar, used to build a spotter database?			
Are amateur radio operators (HAMS), Emergency Managers (EMs), spotters, etc., notified or activated prior to a severe weather or flood event?			
How are these people notified?			
Is NWS-Chat used to coordinate with partners when practical before and/or during significant events?			
How are social media outlets used for coordination or notification?			
Does the WFO have a Convective Weather Operations Plan?			
When was the plan last updated?			
Does the plan have a section for flash flooding?			
Does the WFO use a flash flood analyst?			
Is Mesoscale Precipitation Discussion alarmed or alerted at AWIPS workstations?			
Are FFMP, MPE, and Site Specific regularly monitored and used during precipitation events?			
What procedures are in place to alert EAS sites in the event of NWR failure?			
Is there a listing of LP1 and LP2 EAS entry points and their phone numbers in the operations area?			
Are NAWAS warning (not tests) contacts logged?			

As time and resources permit, is the WFO webpage updated with significant storm event information?			
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SERVICES – RFC GUIDANCE OPERATIONS/DECISION SUPPORT	REFERENCES: NWSI 10-911; NWSI 10-912; NWSI 10-913; NWSI 10-914		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are short fused guidance checklists used? If yes, please list.			
Are long fused guidance checklists used? If yes, please list.			
Are river maps readily accessible in the operations area?			
Are QPE data quality issues coordinated with the WFOs for possible corrections to observations or radar configurations or calibrations?			
Are QPE quality issues coordinated with other RFCs and WPC to produce the best multi-regional and national service to support verification procedures?			
Does your office have established operations for dam break support to WFOs?			
Does your RFC update Gridded Flash Flood Guidance 3x/day (12, 18, and 00Z), and overnight (06Z) if staffed for extended hours during significant events, to ensure the GFFG is properly updated during changing hydromet conditions?			
Does your office utilize all of these communication methods: RVF, RVF comments, telephone, NWSChat, HMD and HCM to alert WFO(s) of significant changes in hydrologic conditions that could threaten lives and property?			
If you use other communication methods, please list them.			
What are the guidelines for extending hours of service?			
As time and resources permit, is the RFC webpage updated with significant event information?			

SERVICES - OPERATIONS	REFERENCES: NWSI 10-1710; NWSI 10-813; NWSI 10-501; NWSI 10-503; NWS Directives System; NWSH COOP web page; NWSTC web page		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is there a record of annual staff review of the Station Duty Manual?			
Are shift logs generated for each operational shift?			
Are shift logs archived?			
Is an equipment status “board” or similar tool easily accessible to the operations area?			
Does the staff know where and how to access appropriate directives, instructions, and manuals?			
Are NWR tone and SAME features tested weekly?			
Is there a log of NWR operator proficiency tests with at least quarterly practice or real-time NWR/EAS warning issuance on the NWR broadcast systems?			
Does the log include Emergency Override, Back-up Live with an NWR-SAME Encoder, and Weather Message creation entries with dates of these tests?			
Are all operational personnel proficient in issuing hydro products and warnings?			
Are supplemental precipitation reports transmitted to the RFC in SHEF code?			
What procedures are in place to ensure TAFs are amended on a timely basis to give lead time to the onset of adverse flight conditions?			
Are TAFs issued as required?			
Does the office staff understand how to log and submit notifications and reports for significant events?			

Is the phone number for NCF easily accessible in the operations area?			
Is the office familiar with, and prepared to brief the public on monthly and seasonal climate products?			
What is the date on the current version of the Continuity of Operations Plan?			
Does the office review the results from the national NWS Customer Satisfaction Survey?			
What improvements to operations or services has the office undertaken based on analysis of the Customer Satisfaction Survey results?			

SERVICES – COLLABORATION	REFERENCES: NWSI 10-901; NWSI 10-911; NWSI 10-921; NWSI 10-925		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Does the office have established meteorological and hydrologic coordination procedures with appropriate neighboring WFOs, RFCs, SPC, WPC, etc.; external parties, including core partners (e.g., EMs), and public/general partners, and users in the SDM and HSM?			
Is the HCM alarm/alerted for all supporting RFCs on all AWIPS workstations?			
Does the WFO review WPC QPF and discuss significant differences with WPC and/or the RFC with respect to impacts on river forecasts?			

OPERATIONS – BACKUP OPERATIONS	REFERENCE: NWSI 10-2201		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Have current climate and hydrologic reference materials, (including WHFS databases) for backup operations been exchanged with neighboring offices?			
When was the last time your WFO provided primary, secondary, and tertiary service backup, if applicable, in either a test or operational mode?			
Do you report service backup to the RH/NCEP, and maintain a log of the service backup?			
Are hydrologic operations included in the service backup?			

OPERATIONS – OUTREACH	REFERENCE: NWS PD 10-18		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
How many staff members participate in climate, water, and weather outreach activities?			
How frequently does your office meet with the EMs in your area of responsibility?			
Do these meetings include all three primary programs (climate, water, and weather)?			
List some of the core partners you met with to discuss hydrologic services in the past year.			
List some of the core partners you met with to discuss climate services in the past year.			
List some of the core partners you met with to discuss aviation services in the past year.			
List some of the core partners you met with to discuss decision support services in the past year.			
List some of the core partners you met with to discuss all hazards programs/services in the past year.			
List some of the core partners you met with to discuss marine services in the past year.			
List some of the core partners you met with to discuss fire weather/land management services in the past year.			
Have you met, or spoken to, the State Climatologist, either at their office, or yours in the past year?			
Have you visited your servicing RFC in the past year?			
If not, when was the last visit?			
What does the office do to foster good relationships with its users and partners?			
Please describe what you do to promote special campaigns such			

as TADD, Severe Weather Awareness, Boat Safety, etc., with local media.			
What are you doing to bring in new Storm Ready sites, and renew existing sites before they expire?			
Is the WCM or other focal point routinely entering outreach events into the NWS Outreach and Education Event (NOEES)?			

OPERATIONS – QUALITY ASSURANCE/QUALITY CONTROL	REFERENCES: NWSI 10-1305; NWSI 10-1601; NWSI 10-813; NWSI 10-814		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
How does the office routinely assess customer service?			
When was the last time this was done?			
How is TAF Quality Assurance done?			
What procedure(s) is used to ensure meteorological consistency between NDFD forecast elements (e.g., no dew point is greater than temperature)?			
How are text products reviewed for format, grammar, etc. if they are not created by automated formatters?			
Is a QC process in place in your office to quality control data in near real-time?			
Are QA/QC and Situational Awareness processes in place to quality control Rivers and Lakes/AHPS web page information (http://www.water.weather.gov/ahps)?			
What QC methods are used to handle poor precipitation reports from ASOS gages to make sure they are not sent via the RTP or as an RR3?			
Is the office meeting the national GPRA scores? <ul style="list-style-type: none"> - Aviation - Public - Marine - Hydrology 			
How is verification used to improve aviation forecasts and warnings?			
How is verification used to improve severe weather forecasts and warnings?			
How is verification used to improve fire weather forecasts			

and warnings?			
How is verification used to improve winter and high wind forecasts and warnings?			
How is verification used to improve general public forecasts and warnings?			
How is verification used to improve daily weather forecasts/NDFD grids?			
If the office has a CWSU within its area of responsibility, when was the last formal CWSU Evaluation conducted?			
Are CWSUs and their relationship to the FAA ARTCC reviewed at least annually using the CWSU Evaluation checklists found in NWSI 10-814?			
Is there a list of phone numbers for quality control points of contact for each ASOS site?			
Are ASOS quality control procedures clearly defined and readily available?			
Describe local plans or procedures designed to evaluate the quality of products and services, track service trends, local assessments, etc.			

SCIENCE – RESEARCH AND DEVELOPMENT	REFERENCE: NWSI 10-1604		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Have post-event analyses been performed during the past 12 months?			
Briefly describe the process and list events.			
Has the SOO documentation been updated within the past 3 months?			
Does the SOO documentation cover the past 12 months?			
List collaborative research with universities or COMET® within the last year.			
List any new research-to-operations initiatives in the last year. (Examples are local research, other office, published research, etc.).			
List any local modeling activities including model initialization and configuration information.			
Describe the local research and development activities.			

HYDROLOGY - INSTRUCTIONS AND PROCEDURES	REFERENCES: NWSI 10-921; NWSI 10-924; NWSI 10-925		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is the HSM organized in accordance with NWSI 10-925?			
Is the HSM readily accessible to the operations area, either electronically or in hard copy?			
Have E-19 and other hydrologic impact information been updated following significant changes and at least every 5 years.			
Does the WFO use a hydrology team?			
For WFOs with only a Hydrologic Focal Point: Is the remote SH able to meet all supporting responsibilities?			
For WFOs with a SH supporting a remote office: Are all supporting functions met?			

OBSERVING PROGRAM – STATION DOCUMENTATION	REFERENCES: None		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is the WFO documentation (A-1, A-3, A-5a, etc.) complete and up-to-date?			
Are required forms completed for all stations within the CWA as required? (A-1, A-3, A-5a, etc.).			
Is station documentation transmitted and distributed appropriately?			
Are certification examinations secured and properly proctored?			
Are answer sheets completed, signed, with originals sent to the RH?			
Are examinations in a Series equally given?			
Is there a local method to track and report discrepancies with observing certificates?			
Are station inspections completed and recorded on WS B-33 form for all second-order stations, including upper air contract offices within the CWA?			
Are follow-up procedures followed for unsatisfactory ratings?			
Are QC procedures in place for both manual and automated sites?			
Are required weather sensors (MMTS, shelter, precipitation equipment, snow boards, etc.) available, functioning, and properly sited?			
Does the staff properly measure, identify, and report elements?			
Are all climate information products displayed correctly on the standardized climate internet page?			
Does the office have procedures for data quality control or quality			

assurance (met, hydro, and climate) you would like to share with other offices or RH?			
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OBSERVING PROGRAM – COOPERATIVE PROGRAM MANAGEMENT	REFERENCES: NWSI 10-1307; NWSI 10-1309; NWSI 10-1313; NWSI 30-1204; http://www.ncdc.noaa.gov/oa/hofn/usinsitu.html		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Does the office have a good understanding of the importance of coop station metadata, and how to properly document metadata?			
Are metadata and other coop station information updated as required and in a timely manner?			
Does the office understand the process for requesting new coop stations?			
If the cost of operations and maintenance of a coop station is reimbursed by other government agencies, does the office have a good understanding of the reimbursable process?			
Do you have procedures to obtain, quality control, and send COOP observer data to NCDC for processing and archival?			
Are deserving and worthy COOP observers nominated for Jefferson and Holm Awards?			
Are National and Length of Service Awards presented in a suitable and timely manner?			
Do you have ideas to share about COOP Program management?			
Is broken equipment sent to NRC for repair, and credit returned, before it is placed on the LRU list?			
Are COOP stations visited as required, including virtual visits?			
Are B-44s up-to-date as travel and budget restrictions will allow?			
Explain any B-44 on hold in your transaction file?			
Are there procedures in place for disposing hazardous waste from weighing precipitation gages?			
Does the office have a properly			

working GPS unit?			
Has the office used the GPS to verify COOP site Lat/Lon?			
Is the COOP Program adequately supported from the local office?			
Does the office use mapping software? One example is Google Earth Pro, but other programs may be used.			
Does the staff have a good understanding of the CSSA and NWSLI programs?			
Do staff members know what information available from NCDC may be useful, and how to retrieve it?			
Does the office use the NCDC Health of the Network site at least monthly for quality control purposes? If not, please explain why?			
Does the office have a good understanding of WxCoder III?			
Does the region adequately support the COOP Program?			
Is the office able to meet the COOP Program requirements?			
If visiting a random COOP Site: Was it properly: -sited -equipped -documented -in good repair?			
Was the observer satisfied with the WFO support?			

OBSERVING PROGRAM – UPPER AIR PROGRAM MANAGEMENT	REFERENCE: NWSI 10-1401		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Does the region adequately support the upper air program?			
Does the office meet documentation deadlines? -B-48 (annual) -H-6 (quarterly) -B-29 (monthly) -B-85 (monthly)			

IT SECURITY PROGRAM – MANAGEMENT CONTROLS	REFERENCE: NWSI 60-702		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are local risk assessments done for new IT systems or technology before placement on the RH/NCEP WAN/LAN?			
Are emergency phone numbers (i.e., telco service number, N-CIRT number, etc.) available to staff to report circuit problems/outages/emergencies?			
Ask a staff member to provide a number for a simulated failed NWR transmitter and/or N-CIRT incident, or unable to access the internet or other NOAA sites. (For failed internet the staff should call 1-888-NOAANET or the regional designee).			
Does the office have any IT connections to the LAN and/or any separate office networks (i.e., unidata LDM connections for image products, HAM/EOC separate networks, etc.)?			
Have these connections been approved by RH/NCEP or the system owner?			

IT SECURITY PROGRAM – OPERATIONAL CONTROLS	REFERENCES: NWSI 60-702; NOAA8881 IT Contingency Plan		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are IT actions completed for personnel termination or transfer (i.e., account deactivation/transfer, CD-126 completed and signed)?			
Does the office have properly functioning physical access controls?			
Does the office access log comply with DOC policy?			
Are building security cameras and card readers working properly?			
Do Contingency Plan (CP) members know their roles and responsibilities?			
Do CP members review NOAA8881 IT Contingency Plan at least annually?			
Has the office tested its IT CP?			
What is the date of the latest test?			
How often are system backups, using appropriate media, done?			
Are the backup data/materials stored appropriately?			
Has the office tested the backup data/materials for reliability, integrity, and restoration techniques?			
Spot check one or two configuration items (CIs) that are under national or regional configuration management (i.e., RRS, O/S)?			
Are mobile devices, such as iPhones and tablets, checked for compliance with NOAA IT policy?			
Is IT device configuration documentation and related checklist available?			
Does the office follow the “least privileged” concept?			
Are all admin privileges associated			

with assigned job duties?			
Are standard users barred from: -download or install of programs -modifying security logs -access to disk management tools?			
Does the office use the approved standard enterprise maintenance tools (hardware and software) for scanning, cleaning, etc.? List the tools used.			
Does the office identify, track, and mitigate system flaws such as patch and/or document flaws?			
Are all computing devices taken on foreign travel properly documented and scanned?			
Is obsolete excess IT media sanitized and disposed of properly?			
Is the staff familiar with reporting IT Security incidents?			
Does the staff complete the annual NOAA IT Security Awareness Course?			

IT SECURITY PROGRAM – TECHNICAL CONTROLS	REFERENCE: NWSI 60-702		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is there a process to safeguard authentication information for the system, such as passwords and keys?			
Does the office have wireless access points (WAP)?			
Is the WAP documented with a purpose/usage memo, statement of use, and WAP checklist?			
Is any personally-owned equipment (i.e., laptops, thumb drives, media, smartphones) connected to, and used on the WAN/LAN?			
Has the personally-owned equipment been approved by the System Owner?			
Are systems, especially Linux or other non-AD computers, configured to capture and log auditable events?			
Does the office perform audit monitoring, analysis, and record its auditing activities in EMRS?			
Are modems restricted to manual connection (i.e., configured to not allow remote activation) from untrusted sources?			
Do modem connections terminate at the end of each session, or after 30 minutes of inactivity?			
Does the office have any collaborative computing devices (i.e., PC camera, microphone, headsets) which can be activated remotely?			

ELECTRONIC PROGRAM – GENERAL	REFERNCES: NWSI 30-1301; NWSI 30-2101		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is there a current work assignment plan?			
Is routine maintenance performed following Technical Orders and contract maintenance schedules?			
Is corrective maintenance performed following engineering procedures?			
Is the Equipment Population List up-to-date?			
Are entries in the NWR Generator Database current?			
Are type and quantity of on-site spares on-hand as authorized by Initial Spares Support Lists (ISSL), and other program guidance for WSR-88D or ASOS?			

ELECTRONIC PROGRAM – MAINTENANCE REPORTING	REFERENCES: NWSI 30-2112; NWSI 30-2104		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are USOS Reports submitted accurately and in a timely manner?			
Is EMRS reporting completed in a timely manner?			
Does the EMRS data present an accurate account of all equipment maintenance being performed?			

ELECTRONIC PROGRAM – ELECTRONICS SYSTEMS MAINTENANCE: WSR-88D	REFERENCES: NWSI 30-1301; EHB-6; MOA for Interagency Operations of the WSR-88D		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is a logbook maintained at the RDA with entries for each site visit (i.e., PMIs and Corrective Actions)?			
Are system alignments and calibrations being performed on time?			
Does the ESA or designated ET attend Unit Radar Committee (URC) meetings?			
Are URC minutes provided to the ESA and ET staff?			

ELECTRONIC PROGRAM – ELECTRONICS SYSTEMS MAINTENANCE: ASOS	REFERENCE: NWSI 30-1301		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is a list of priority response times maintained for ASOS outages?			
Is a list of phone numbers maintained for each assigned ASOS site?			
Do forecasters and HMTs know who to notify when ASOS Operations and Monitoring Center (AOMC) calls?			

ELECTRONIC PROGRAM – ELECTRONICS SYSTEM MAINTENANCE: HYDROLOGIC SYSTEMS	REFERENCE: NWSI 30-1301		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is a list of priority response times maintained?			
Is list of phone numbers maintained for each assigned site?			
Is the site location list current?			

ELECTRONIC PROGRAM – ELECTRONICS SYSTEMS MAINTENANCE: NWSR/CRS	REFERENCES: NWSI 30-2107; EHB -7; CRS Maintenance Manual		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is there a program to evaluate quality and area of coverage for NWR transmitters?			
Is the CRS output level checked before the NWR contractor performs NWR preventative transmitter maintenance?			
Is an end-to-end alignment done annually?			
Are all NWR sites inspected at least annually to insure NWR network health?			
Are CRS passwords changed every 90 days?			
Are multiple backups of the CRS database maintained?			
Are CES diagnostic disks available for both MPs and FEPs?			

ELECTRONIC PROGRAM – ELECTRONICS SYSTEMS MAINTENANCE: TEST EQUIPMENT	REFERENCE: NWSI 30-1301		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is test equipment calibration tracked on site?			
What was the date of the last calibration?			
Is obsolete/unneeded test equipment disposed of properly?			

ELECTRONIC PROGRAM – ELECTRONICS SYSTEM MAINTENANCE: SITE WALKTHROUGH	REFERENCES: NWSI 30-1301		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is the overall appearance of electronic systems neat and clean?			
Are all covers, doors, and system hardware in place?			
Are equipment areas free of clutter and trash?			

FACILITIES –GENERAL	REFERENCE: NWSI 30-4104		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Is preventative maintenance (PM) performed on all generators in the CW?			
Are PMs and repairs to generators documented in a log kept near the generator?			
Is monthly testing done for WFO or RDA generators?			
Is PM done on WFO and RDA HVAC systems?			
Are PMs and repairs to HVAC systems documented in a log kept with the system?			
Is the facility space (i.e., comms, electrical, generator rooms) free from clutter and trash?			

FACILITIES – PHYSICAL SECURITY	REFERENCE: DOC Phased Facility Security Program Development Handbook; http://www.osec.doc.gov/osv		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Does the WFO have a phased security plan related to the Homeland Security Alert Levels?			
Do staff members know the plan?			
Is there an updated emergency phone contact list?			
Is the physical security system maintained in proper working condition?			

OCCUPATIONAL SAFETY AND HEALTH – SAFETY	REFERENCES: NWSPD 50-11; NWSM 50-1115; http://www.ops1.nws.noaa.gov/SAFETY/Safety_manual.htm		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are all checklists in NWSM 50-1115 completed and compliance certified annually?			

OCCUPATIONAL SAFETY AND HEALTH – ENVIRONMENTAL	REFERENCES: NWSPD 50-11; NWSM 50-1116; http://www.ops1.nws.noaa.gov/SAFETY/Safety_manual.htm		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE
Are all checklists in NWSM 50-1116 completed and compliance certified annually?			

<i>Checklist Title</i>	REFERENCES:		
EVALUATION QUESTIONS	Y/N/NA	EXPLANATION	IF NO, DUE DATE FOR CONFORMANCE

APPENDIX B - Glossary of Terms

Customer Satisfaction Index (CSI) - A uniform measure of users' experience with NWS products, information, and services. The CSI tracks trends in user satisfaction and allows the NWS to continually improve its service programs.

Office Evaluation - Review of field office integrity, including compliance with policies, internal controls, information technology, facilities, and human and fiscal resource management.

Partner - Companies, corporations, vendors, agencies, universities, etc., that associate with the NWS in the distribution of weather information and services.

Core Partner – Government entities such as Emergency Managers (EMs) or related federal, state, or local agencies.

Public - The people of a parish, county, commonwealth, state, territory, region, or nation.

Qualitative Feedback - The value of products and services to partners and users in the form of subjective data (e.g., comments, compliments, complaints).

Quantitative Feedback - The utility of products and services to partners and users in the form of objective data (e.g., timeliness, clarity, ease of use).

Service Evaluation - The process of determining how users value NWS products and services. The determination is made by qualitative and quantitative feedback from partners and users.