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Public Information Statement 20-37  
National Weather Service Headquarters Silver Spring MD  
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To:           Subscribers:  
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              Other NWS Partners and Employees

From:         Allison Allen, Chief  
              NWS Marine, Tropical, and Tsunami Services Branch

Subject: NWS is Soliciting Feedback from Specified  
Partner Sectors on their Use of NWS Tropical Products and  
Services through June 30, 2021

The NWS Tropical Services Program is accepting comments from specified partner sectors through June 30, 2021, on their use of NWS tropical products and services. Tropical products are used by a variety of users including broadcast media, emergency management/public safety officials, and software/web/app developers. The NWS is now seeking feedback specifically from these users on how tropical products and services are accessed and used during high-impact events.

There are three specific target sectors for this survey:

Users who communicate the information from NWS tropical products directly to the public;

Emergency management officials that use information from NWS tropical products to make and message public safety decisions, and

Those who repackage the information from the NWS tropical products primarily through parsing (i.e., the use of software or other tools to automatically process products to extract all or parts of the product).

The survey is available at the following link and will remain open until June 30, 2021:

<https://www.surveymonkey.com/r/NWSTropicalProducts>

The NWS Hurricane Harvey Service Assessment Finding 2 stated "...local tropical products were not widely used by the media and other core partners during Hurricane Harvey." The assessment goes on to recommend that "Local offices, Regional Headquarters, and the NWS Tropical Program should determine whether partners' lack of use of local tropical products was peculiar to Hurricane Harvey or represents a broader condition affecting other coastal areas." The Hurricane Harvey NWS Service Assessment can be found here:

<https://www.weather.gov/media/publications/assessments/harvey6-18.pdf>

The results of this survey will be used to gain a general understanding of how specific partner sectors use and access NWS tropical products, and to make an informed decision on specific changes that may be needed to ensure the products are effective and meeting partners' needs. Proposed changes to NWS products/services will be open for broader public comment before implementation.

The NWS Tropical Services Program provides programmatic leadership for the nation's tropical weather program, which includes operations at the National Hurricane Center (NHC), the Central Pacific Hurricane Center (CPHC), and NWS Weather Forecast Offices (WFOs). Please send comments and questions regarding this survey to the Tropical Services Program at: [Tropical.Program@noaa.gov](mailto:Tropical.Program@noaa.gov)

National Public Information Statements are online at:

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