

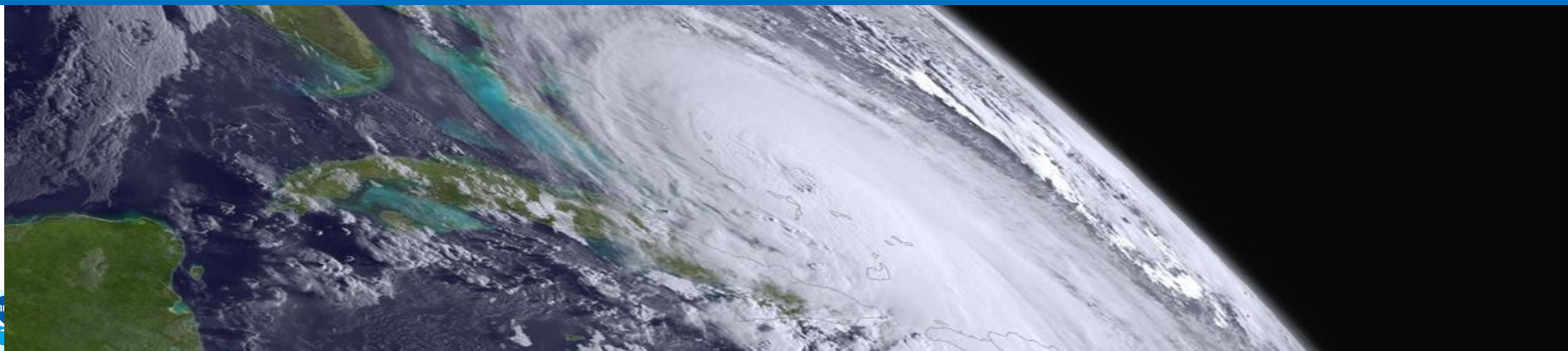


**NATIONAL
WEATHER
SERVICE**

NWS Partners Summer Webinar Series

A Change in the Weather: Managing Operational Risk and the Supply Chain

August 11, 2020



Today's Webinar Agenda

- Welcome and logistics
- Panel Introductions and Remarks
- Open discussion
- Wrap-up



Peyton Robertson
Director
Office of Organizational
Excellence
National Weather Service



Andrea Bleistein
Partner Engagement Lead
Office of Organizational
Excellence
National Weather Service



Webinar Logistics: How to join the discussion!



- If using the phone for audio, please be sure to enter your audio pin. If you did not do it when you called in, type #PIN# into your phone now.



- All lines will remain muted until the open discussion.



- We are recording the webinar for posting later.



Welcome to our Panelists



John Murphy
Chief Operating Officer
National Weather Service



Anthony Bush
Director
Civil Space and Weather
Raytheon



Alicia Wasula
President
Shade Tree Meteorology

NWS Partners Webinar Series

A Change in the Weather
August 11, 2020



Alicia C. Wasula, PhD, CCM
Shade Tree Meteorology, LLC

Who We Are

- **Alicia**

- BS, MS, PhD: University at Albany
- Severe Weather Research
- Certified Consulting Meteorologist
- President, Shade Tree Meteorology
- Higher Education

- **Kelly**

- BS: University of South Alabama
- MS: Plymouth State University, Thesis: Impacts of Extreme Weather on Health
- Snow and Ice Analyst, USNIC
- Consulting Meteorologist, STM
- Renewable Energy Analyst, UL

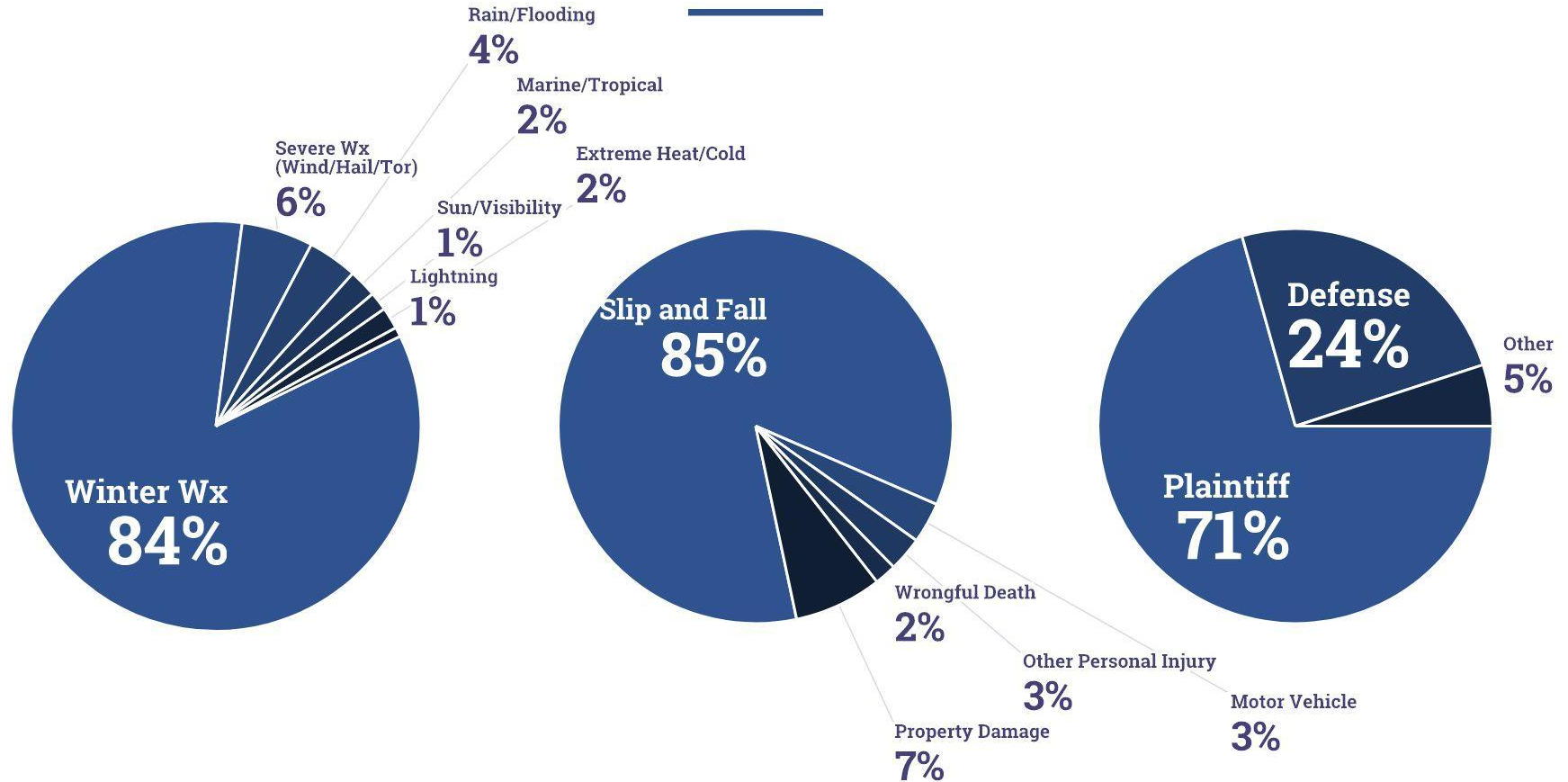


Alicia Wasula



Kelly Neugent

Our Clients and Cases



Typical Workflow

New case intake

Online form or phone/email



Internal review and discussion

Zoom



Draft report or affidavit

Now, electronic notarization
Need certified records: NCEI



Meteorological Research

Data sources: NCEI, NYS
Mesonet, etc.



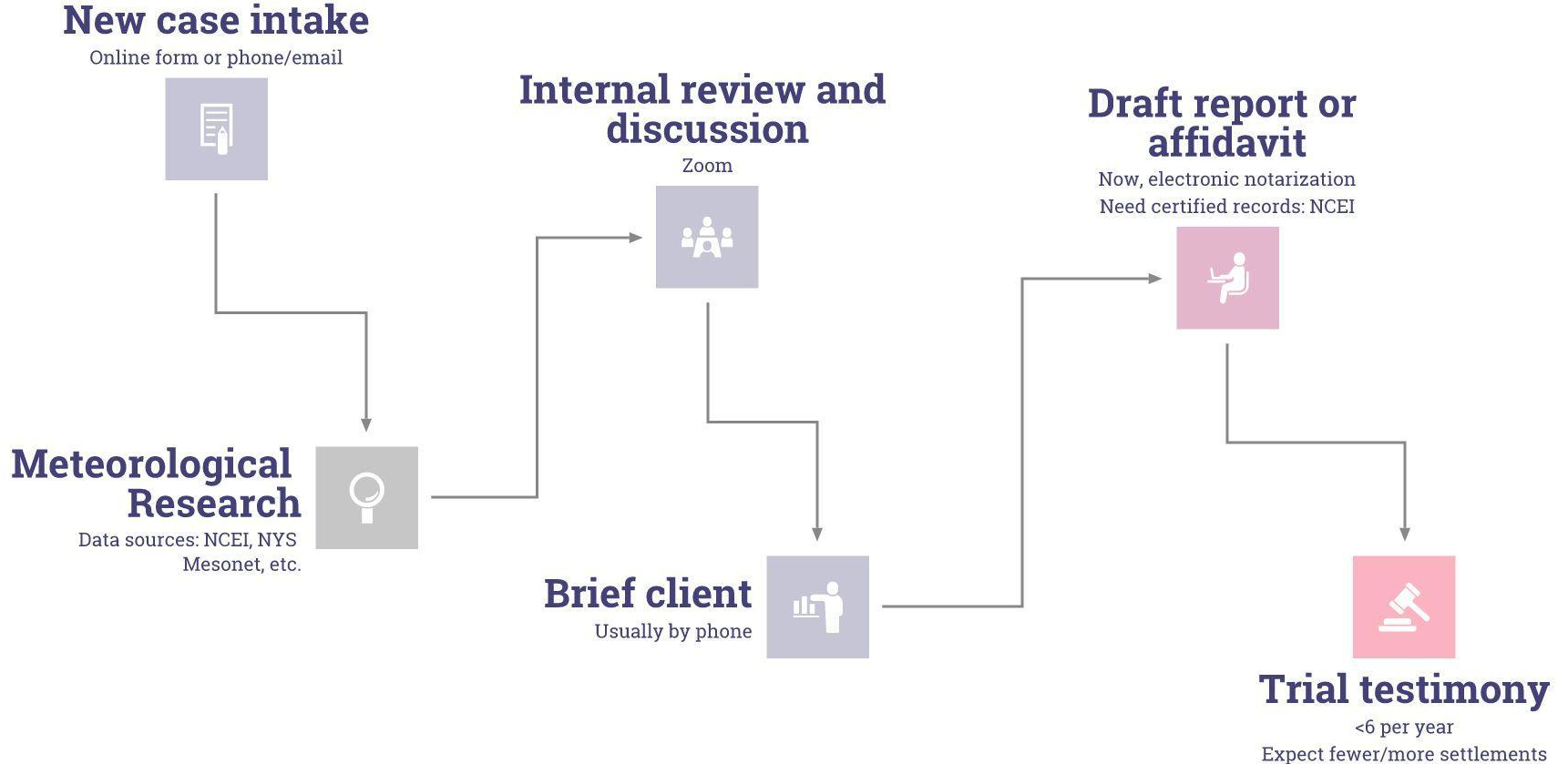
Brief client

Usually by phone



Trial testimony

<6 per year
Expect fewer/more settlements



Issues Over Last Five Months

- **Courts closed (NY and elsewhere)**

- No motions were allowed to be filed for a period
- Mostly open now except jury trials: large backlog exists
- Electronic notarization now permitted

- **Our clients**

- Transition to work-at-home setups slowed down normal rate of workflow AND payment of invoices
- NYC/Long Island clients largely unavailable Mar/Apr

- **Budget**

- 4-6 week period of no new case requests
- Planning for slow times even more important than usual
- Unpredictable workload

- **Employee**

- Navigating through PPP/EIDL procedures, making decisions about applying

- **NCEI/Certified Records**

- Rush shipping not available
- Orders shipped by 1st class mail: no tracking

Best Practices/Lessons Learned

- **Continue to maintain functional, up-to-date infrastructure to allow remote collaboration/home-based work**
- **Continue fiscally conservative budgeting, plan for unpredictable workload**

- **Maintain and update front-facing materials (e.g. website, online forms, templates, etc.)**

Most new clients will now find us by referral or online

- **Must be prompt, receptive to client needs**

Format reports in way that is easiest for them with their current setup

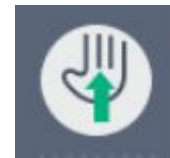
Constant communication re: status if delays occur (e.g. records orders, outages, etc.)

Ongoing issues Q4 2020 into 2021:

Marketing/new client outreach-in person not possible
Travel (or not!) for trial testimony

Open Discussion

Please use the **question box** or **hand-raise option**.



If we don't get to you, enter your comment in the "Questions" box or email andrea.bleistein@noaa.gov after the webinar



Wrap Up - What's coming

- NWS Summer Webinar Series Dates:
 - August 18, 2020: Research and Undergraduate Learning
 - August 25, 2020: Trends and Themes for the Workforce
- Partner calls with NWS Deputy Director

THANK YOU!!

weather.gov/wrn/calendar