

Christopher Vaccaro - NOAA Federal

From: Christopher Vaccaro - NOAA Federal
Sent: Thursday, September 5, 2019 12:51 PM
To: Chris Darden - NOAA Federal
Cc: Steven Cooper
Subject: Re: Followup to Today's Social Media/Public Inquiries

Hi Chris-

Thanks for the heads up. Did they leave a specific message or are we to assume it's about Dorian and Alabama?

-Chris

On Thu, Sep 5, 2019 at 12:32 PM Chris Darden - NOAA Federal <chris.darden@noaa.gov> wrote:

Chris,

fyi...

We just got a call from the CNN New Day program wanting us to do an on camera or phone interview. The desk number is 646-467-1742.

I let it go to voicemail.

Chris

----- Forwarded message -----

From: Chris Darden - NOAA Federal <chris.darden@noaa.gov>

Date: Sun, Sep 1, 2019 at 8:41 PM

Subject: Followup to Today's Social Media/Public Inquiries

To: _NWS SR BMX <sr-bmx.all@noaa.gov>

Cc: Mike Coyne <mike.coyne@noaa.gov>, Jose Garcia <Jose.Garcia@noaa.gov>, Susan Buchanan - NOAA Federal <susan.buchanan@noaa.gov>

Everyone,

First off, I hope everyone is having a great holiday weekend.

Earlier today, the BMX office started receiving an inordinate number of questions concerning Dorian and potential impacts in Alabama. The day shift did not know what precipitated this escalation in calls/social media questions, but deemed it prudent to provide some type of clarification on official social media channels.

Thus, the attached tweet and FB post (screen captures) were posted. These were shared/retweeted by numerous sources including local media and eventually regional/national outlets. It was later learned that

the uptick in calls/concern regarding Alabama may have been related to a White House tweet earlier in the day.

Some in media assumed, understandably so, that our social media posts were a direct response to the WH post. In fact, they were not as we were not even aware of them at the time. It was directly in response to the increase in calls from anxious and panicked citizens and core partners. The state of Alabama and the Gulf Coast has been through a tremendous amount in the past 12 months, and it's understandable that folks are on edge.

Our job is to provide forecasts and weather information in ways that supports core partners and benefits the lives and safety of the US citizenry. That is clearly what we are doing, and kudos to the day shift for reacting to a need quickly. I did ask that we remove the term "WE" from our social media posts (after coordination with SR) and that was done for the editable FB post. Of course the tweet had already been picked up by many media outlets and deleting it would cause more confusion.

If we get any calls or questions about this, please forward them to me. I have cc'd SRH and also Susan Buchanan for their awareness.

Thanks!

Chis

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