

## Julie Roberts - NOAA Federal

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**From:** Julie Roberts - NOAA Federal  
**Sent:** Tuesday, September 3, 2019 6:08 PM  
**To:** Mary Erickson - NOAA Federal  
**Subject:** RE: Assistance with Ops Reports

This storm is interesting to say the least. I will always try to point out when things are going well. The positive is we have a lot of people using our products for briefings.

Kindest regards,  
Julie Kay Roberts, CEM  
Deputy Chief of Staff  
National Oceanic and Atmospheric Administration

“You can tell a lot about a fellow’s character by his way of eating jelly beans.” President Ronald Reagan

**From:** Mary Erickson - NOAA Federal <[mary.erickson@noaa.gov](mailto:mary.erickson@noaa.gov)>  
**Sent:** Tuesday, September 3, 2019 6:06 PM  
**To:** Julie Roberts - NOAA Federal <[julie.roberts@noaa.gov](mailto:julie.roberts@noaa.gov)>  
**Subject:** Re: Assistance with Ops Reports

Thanks, Julie... unfortunately, we are getting a lot of practice!

I genuinely appreciate you taking the time to send your note.

Best,  
Mary

On Tue, Sep 3, 2019 at 6:04 PM Julie Roberts - NOAA Federal <[julie.roberts@noaa.gov](mailto:julie.roberts@noaa.gov)> wrote:

Just to follow-up. I have seen a big difference the last twenty four hours. The updates are early or right on time and the formatting is consistent. Thank you for helping improve the process.

Kindest regards,  
Julie Kay Roberts, CEM  
Deputy Chief of Staff  
National Oceanic and Atmospheric Administration

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**From:** Mary Erickson - NOAA Federal <[mary.erickson@noaa.gov](mailto:mary.erickson@noaa.gov)>  
**Sent:** Monday, September 2, 2019 12:23 PM  
**To:** Julie Roberts - NOAA Federal <[julie.roberts@noaa.gov](mailto:julie.roberts@noaa.gov)>  
**Subject:** Re: Assistance with Ops Reports

Sorry about that ! Hit send too soon. I will check again on this one, I see what you mean, and see that this is not the same as NHC’s. Whatever anomaly caused that we will fix.

Best,  
Mary

On Mon, Sep 2, 2019 at 12:20 PM Mary Erickson - NOAA Federal <[mary.erickson@noaa.gov](mailto:mary.erickson@noaa.gov)> wrote:

On Mon, Sep 2, 2019 at 12:15 PM Julie Roberts - NOAA Federal <[julie.roberts@noaa.gov](mailto:julie.roberts@noaa.gov)> wrote:

Mary

Just as I've attached the two advisories I am discussing. The 11am Advisory today is the same sections in the same order as the rest of the ones I have seen the last couple years. The advisory from Sunday at 5pm is different, you will see it starts with the Discussion and Outlook. My point is simple to maintain the sections in the same order because that is what people come to expect. When there is no change with the advisory it has always said No Change, that is not the concern.

I pay really close attention to the information going out so we can answer questions from leadership. I notice the changes and so will the ones I send the information to.

Kindest regards,  
Julie Kay Roberts, CEM  
Deputy Chief of Staff  
National Oceanic and Atmospheric Administration

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**From:** Mary Erickson - NOAA Federal <[mary.erickson@noaa.gov](mailto:mary.erickson@noaa.gov)>  
**Sent:** Monday, September 2, 2019 11:56 AM  
**To:** Julie Roberts - NOAA Federal <[julie.roberts@noaa.gov](mailto:julie.roberts@noaa.gov)>  
**Cc:** Andrew Stern - NOAA Federal <[andrew.stern@noaa.gov](mailto:andrew.stern@noaa.gov)>; John Murphy - NOAA Federal <[john.d.murphy@noaa.gov](mailto:john.d.murphy@noaa.gov)>  
**Subject:** Re: Assistance with Ops Reports

Got it — we will check that for future releases... if no changes to the advisory, we can list - NONE.

Best,  
Mary

On Mon, Sep 2, 2019 at 11:44 AM Julie Roberts - NOAA Federal <[julie.roberts@noaa.gov](mailto:julie.roberts@noaa.gov)> wrote:

Mary

I should have clarified the issues with the 5pm yesterday was not the IDSS support, that is actually beneficial for me to send to the larger group. What I noticed yesterday is that the 5pm didn't have the changes to the advisory at the top. For the most part the messages are the same, which is how I noticed the change yesterday. Happy to discuss after this event a better process to coordinate the message formatting.

Kindest regards,  
Julie Kay Roberts, CEM

Deputy Chief of Staff  
National Oceanic and Atmospheric Administration

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**From:** Mary Erickson - NOAA Federal <[mary.erickson@noaa.gov](mailto:mary.erickson@noaa.gov)>  
**Sent:** Monday, September 2, 2019 9:13 AM  
**To:** Julie Roberts - NOAA Federal <[julie.roberts@noaa.gov](mailto:julie.roberts@noaa.gov)>  
**Cc:** Andy Stern <[andrew.stern@noaa.gov](mailto:andrew.stern@noaa.gov)>; John Murphy - NOAA Federal <[john.d.murphy@noaa.gov](mailto:john.d.murphy@noaa.gov)>; Louis Uccellini - NOAA Federal <[louis.uccellini@noaa.gov](mailto:louis.uccellini@noaa.gov)>; Neil Jacobs - NOAA Federal <[neil.jacobs@noaa.gov](mailto:neil.jacobs@noaa.gov)>  
**Subject:** Re: Assistance with Ops Reports

Hi Julie,

Thanks to you and Neil for the tremendous visibility you are gaining for NOAA (b)(5) We understand that putting smart and clear information forward is key. A few items, and a proposal.

In speaking with our team there are two principles that are creating the “inconsistency” you mention - but are in place for a reason.

First - the NOC does not change the NHC forecast issuance... if they decide to reorder threats, the NOC assumes that is for a reason, and doesn’t second guess the decision. This is important so that everyone who sees the NHC information, recognizes it is all from the same source.

Second, it has long been the NOC SOP to include key IDSS items only once a day in the 5pm issuance. The Hill in particular wants to see the updates about interagency coordination.

It occurs to me that neither of these SOP’s may add value for your purposes, Julie, so I propose that as we go forward, a Comms or NOAA front office staffer be assigned to get the formatting you want. I understand from John Murphy that there used to be a communications person assigned to augment the NOC in the past during major events. This would also speed up delivery time for you, as your document could be worked in parallel.

Regarding the fonts and spacing - we will take a look at that and ensure the best tools are being used. One other thought is that Leg Affairs also simplifies a little in their issuance to the Hill. Perhaps that communication would be a better starting point for you?

Finally — regarding the Alabama WFO item — in addition to sending out a reminder of our protocol, we spoke to the MIC... the office was receiving a large volume of anxious and panicked questions and calls regarding the potential impacts in Alabama from both citizens and core partners. They did not know what created the escalation, but thought a message would be the best way to reach a large audience quickly. With the active tornado and flooding the state has had this past season, they knew that Alabama and Gulf Coast citizens were very on edge. Our teams are working to provide forecast information quickly and accurately, so we may need to consider how best to let them know if there is a sensitive situation they may not be aware of.

Best,

Mary

On Sun, Sep 1, 2019 at 5:32 PM Julie Roberts - NOAA Federal <[julie.roberts@noaa.gov](mailto:julie.roberts@noaa.gov)> wrote:

Good evening

I know it is a very busy time during this storm. The last two years I started sending out the NWS Ops messages to the DOC political team and [REDACTED] (b)(5)

[REDACTED] Currently I take the reports and clean up the formatting to make them consistent and remove contact information for the person sending the report. I don't mind taking the time to do this but I could use your assistance with consistency. Most of the time the messages are the same format, I noticed tonight's 5pm update seemed different in the fact that it did not identify the changes with the advisory and the sections were in a different order.

[REDACTED] (b)(5)

[REDACTED] Consistency will be very important. Would there be away to provide guidance to those putting it together, or identify one or two people who would be responsible for the updates? I have also noticed the fonts and spacing are different throughout so I found myself taking the time to clean this up before sending it. Any way to reduce the time it takes me to turn around would be appreciated.

I know the team is working hard to send to me in a timely manner but we are still seeing sometimes 15-30 minutes after the update from the NHC. Today for example [REDACTED]

[REDACTED] (b)(5)

I wasn't able to send until 11:20. [REDACTED]

[REDACTED] (b)(5)

and this morning it was close to 5:30am before it was sent.

Before you inquire, we do not want to add to the distribution list. Neil and I prefer the personal touch, which I don't mind doing. For large events like this [REDACTED] (b)(5) and are building credibility which will pay-off in the long run. Anything you can do to help with the process is greatly appreciated.

Kindest regards,  
Julie Kay Roberts, CEM  
Deputy Chief of Staff  
National Oceanic and Atmospheric Administration

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NOAA's National Weather Service  
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