



Met Office



Service evaluation

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Friday 23rd November 2012



Monitor the quality of our Public Weather Service

Through the Public Weather Service
Customer Group (PWSCG)



Assessing quality

What is the PWSCG?

- PWSCG is a group of people who represent the customers of the Met Office Public Weather Service
- PWSCG is responsible for setting the requirement and specifying the outputs of PWS, supporting research and development to meet future requirements, meeting international commitments on behalf of UK Government, providing underpinning data for stakeholders and authorising payment for the PWS from Government.



Assessing quality PWSCG responsibilities

- Agreeing outputs and targets including quality targets
- Consulting public users and professional partners on their needs
- Checking the efficiency and value-for-money
- Ensuring international commitments are met within the PWS
- Maintaining a high level of communication with the Met Office Executive



Who are the PWSCG? members

- Independent Chair Person
 - Independent Member
- } General Public

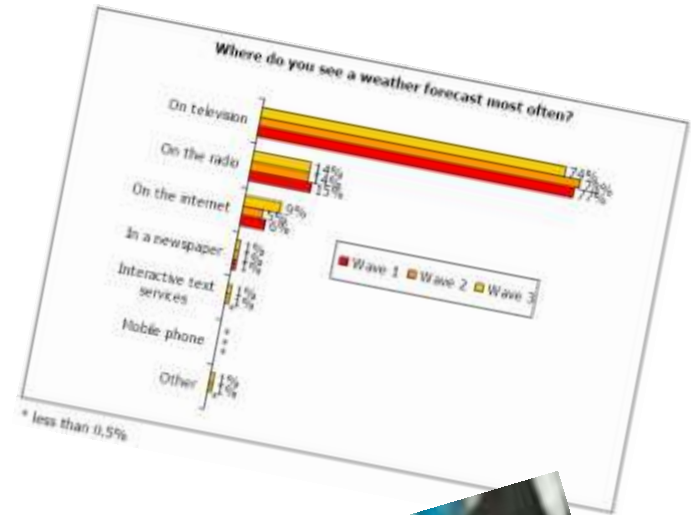


SCOTTISH EXECUTIVE



Assessing quality of PWS

- Observations
- Market Research
- Customer Feedback





WARNINGS

Warning types

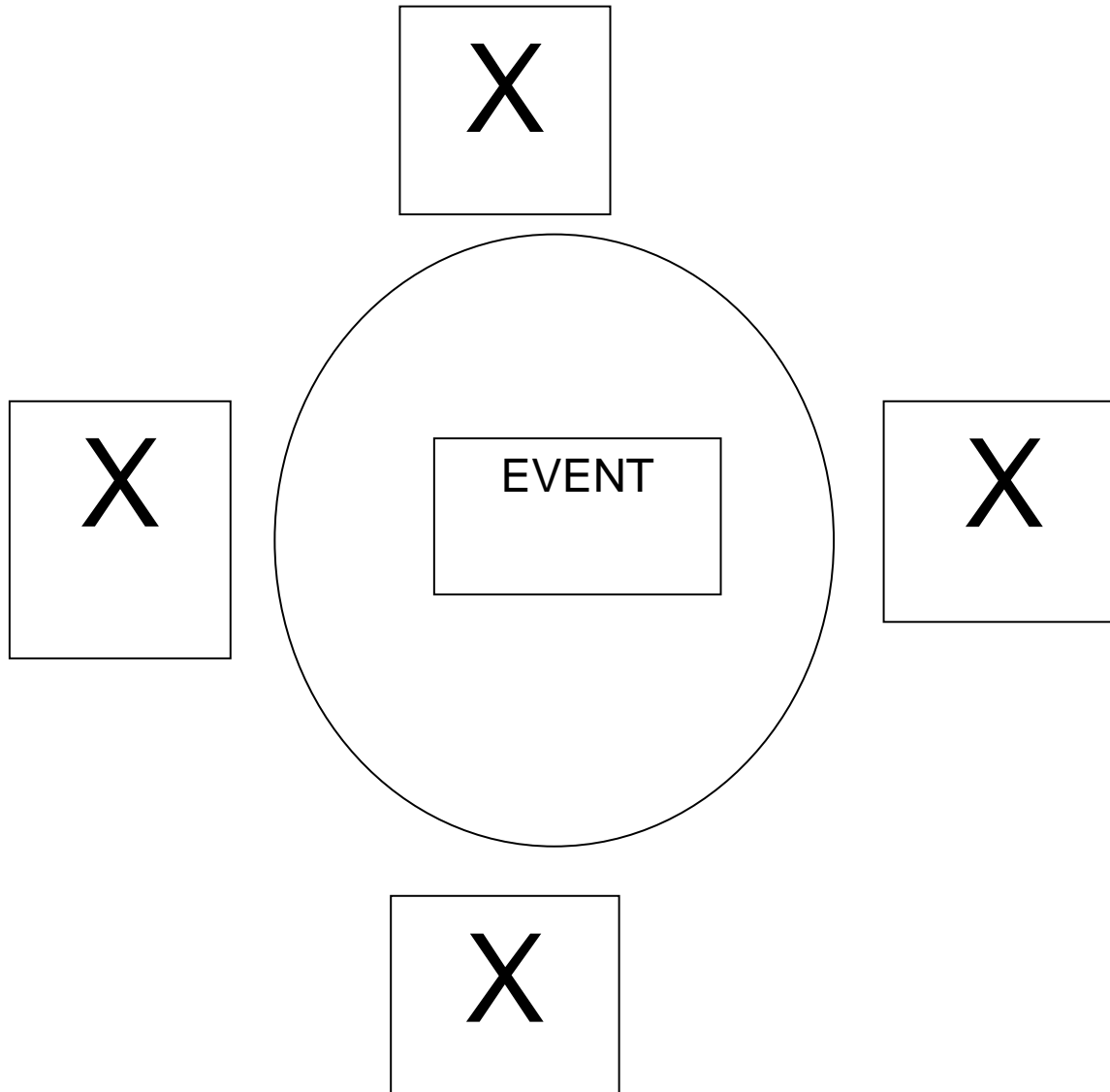
Objective

- **Thresholds**
- 20mmhr
- 30mmhr
- 40mmhr
- 10mm24hr
- 50mm24hr
- 50mph gusts
- 60 mph gusts
- 2m tidal surge

Subjective

- **Impacts**
- Saturated ground/Large puddles
- Flooding of agricultural land from rainfall/ from river bursting banks/coastal
- Flooding of road networks from rainfall/ river bursting banks/coastal
- Flooding of towns/cities from rainfall/ river bursting banks/coastal
- Trees blown down/boats overturned/ power cables brought down

Objective verification



Subjective verification



The screenshot shows the BBC News website for York & North Yorkshire. The main headline is "Severe weather in York and North Yorkshire". Below the headline, there are sub-headlines: "River levels peak in York", "School closures", "Travel news", and "Weather". A video player shows emergency services wading across floodwaters. The article text describes the flooding, clean-up operations, and the impact on the A1 road. On the right, there are sections for "Top Stories", "Features & Analysis", "Related Stories", and "Most Popular".

Severe weather in York and North Yorkshire

27 September 2012 Last updated at 21:20

River levels peak in York | School closures | Travel news | Weather

Emergency services wade across to an elderly care home where residents have been stranded by flood waters

Clean-up operations are under way in North Yorkshire after the county's flood defences were tested to the limit by rising rivers.

In York properties flooded when the Ouse reached a near-record level of 5.07m (16ft 8ins) on Thursday morning.

Thousands of sandbags were deployed by the army and local authorities and rescuers helped stranded residents.

A 40-mile stretch of the A1 northbound, closed after it was flooded on Tuesday, has reopened. One lane remains closed.

The Highways Agency said water was still being pumped from the other lane.

Yorkshire Water said the level of the River Ouse in York had stabilised

Top Stories

New BBC head vows to 'get a grip'

Abu Qatada wins deportation case

Eurozone mulls finance for Greece

Falklands governor Rex Hunt dies

Equal pay deal will cost £757m

Features & Analysis

Disaster area
Cuba reels in the aftermath of deadly Hurricane Sandy

Going 'fishing'
Why honesty is not always the best policy in Japan

Living with cholera
Pictures reveal why Freetown slum will never be free of disease

Disappearing act
How long until we get our invisibility cloaks?

Related Stories

City counts the cost of floods

A town divided 'is a town united'
In pictures: Tackling York floods

Most Popular

Shared Read Video/Audio

Supersymmetry theory dealt a blow	1
Learning to lie in Japan	2
Abu Qatada will not be deported	3



On a monthly basis the evidence is then presented to the PWSCG.

We must have a hit rate of 60%
or more

Increasing to 80% in the next few
years



Responder satisfaction

Conduct surveys once in a two year period asking the question:

“ Overall how satisfied or dissatisfied are you with the service provided to your organisation in the last 12 months? “

Overall satisfaction should be 80% or more



- A series of responder workshops to be held next year plus
 - Conduct around six short in depth interviews with selected emergency responders seeking additional feedback on the new NSWWS service.



Other things we measure

- Day one: Wind and temperature forecast accuracy
- Day one: Three hourly weather and temperature forecast accuracy.
 - Day 2: Wind and temperature forecast accuracy
 - Days 3, 4 and 5 temperature forecast accuracy



Temperature is accurate to within 2C
but 4C for days 3, 4 and 5.

Wind speed within 5 kts and

Direction to within 45 deg

All to within 80% of the time over a 36
month period



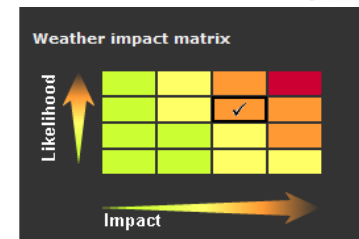
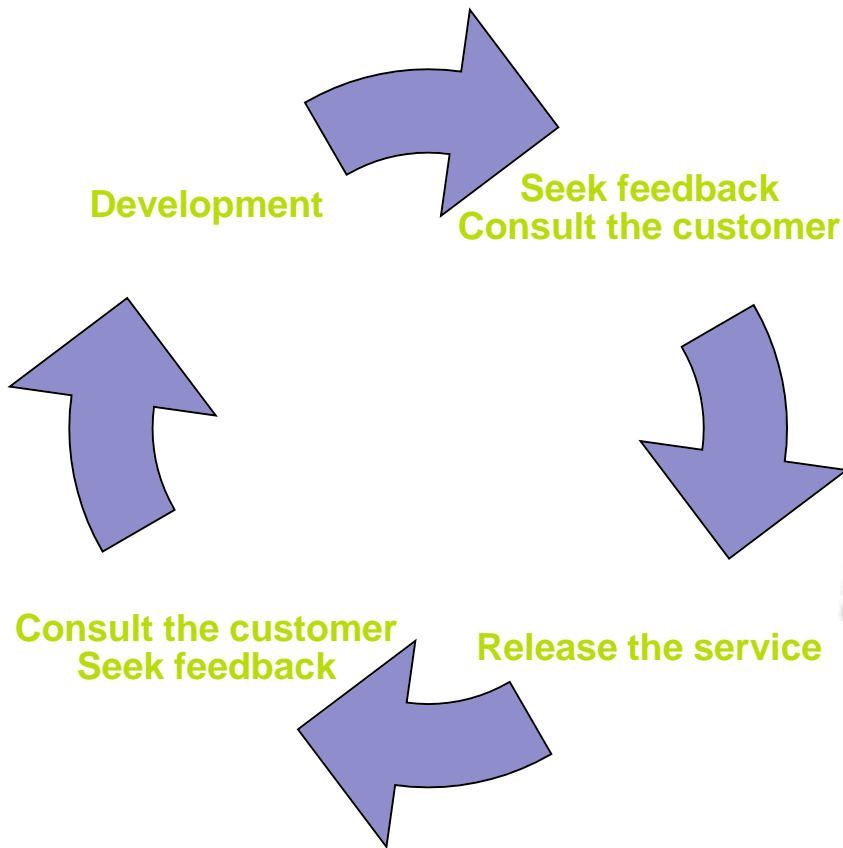
Public Value

Carry out surveys asking some of these the questions:

- “Overall how useful would you have said the severe weather warning was?” Useful or above must be 80%
- “ Overall how useful would you say weather forecasts are these days?” Useful or above must be 80%
 - “ Generally speaking how accurate or inaccurate do you think most weather forecasts are?” Accurate or above must be 75% or more
- “ Did you change your plans at all as a result of the severe weather warning?”



Overall aim





Questions and answers