Geophysical Research Abstracts
Vol. 19, EGU2017-16915, 2017
EGU General Assembly 2017
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Information needed for decision support - not just pure data (Experiences with forecasting in direct contact to decision maker)

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State of the art for warning systems is to show a lot of data and time series and give an impression of the situation in maps with predefined warning levels. With different products and the range of resulting forecasts (all with the same arithmetical probability) the problem of choosing the proper decision is getting complicated for the responsible authority. A warning level has to be chosen from the whole range of predictions coming from different forecast products and hydrological scenarios.
The process and the boundary conditions leading to a forecast (including the expert's knowledge) is mostly missing. Information on the general weather situation has to be checked somewhere else and is not joint to the description of the hydrological situation.
Therefor the understanding for the progress of the actual situation and the possible consequence of specific decisions are not adequate communicated.
We want to show how we combine and supplement data to information and how we try to improve the knowledge about the predictive uncertainties and the upcoming boundary conditions in our forecast and warning system. We want to show what kind of experiences lead us to our handling of the challenges.