



On different perspectives of measuring success of regional climate services - A case study in Northern Germany

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Regional climate services enable interaction between science and regional stakeholders regarding climate change in a specific region. Such services combine consolidated research results with stakeholder needs and requirements. In science, various indices exist, counting the number of published articles and their citation frequency to measure the success of a researcher. For regional climate services, however, common measures for quality and success do not exist. In order to develop suited methods or criteria for evaluating climate services it is suggested to analyze at least three different perspectives of climate services. 1) External drivers: The potential usefulness of a service is predefined by external drivers influencing the scientific bases, the stakeholders and the service itself. In this context, political requirements, the role of the media, and the objectives of the service are crucial factors. 2) Potential user perspective: The mission of all regional climate services is to serve the users. It is therefore self-evident to consult potential users regarding their general expectations and requirements in terms of climate information and services. Here, the general user demand, the perceived role of a regional climate service, and desired characteristics of service providers are analyzed. 3) Regional climate service perspective: After several years of practice in stakeholder dialogues, different communication forms have been developed by the Northern German Climate Office. They are used by various stakeholder groups. Here, the process of acquiring the provided information and its integration in everyday life and specific working environments provides insights on the utility of a particular communication form or information product.

In this contribution, first results will be presented addressing the three perspectives described above. The bases of these results are expert interviews, a survey and a media analyses. Also, pitfalls of potential quantitative measures are discussed.