



## Severe weather warnings and professional users' needs

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Professional users' experiences of the usefulness of severe weather warnings, issued by MET Norway, were examined by conducting qualitative telephone interviews. In total, twelve interviews were conducted with a range of professional users including representatives from the County Governor, the Police and the Coastal Administration, among others. In these interviews, the informants were asked their opinion about the quality and clarity of the information provided in the warnings, as well as their own information needs and possible improvements.

One aim of the explorative study was to find out whether today's warnings meet the professional users' actual needs, and to understand what their needs are. A typical response was that today's warnings were clear and they received the information they needed. However, a number of the informants also pointed out a need or a desire for more precise warnings, with respect to for example the timing and the position of an event. Precise information can be time-saving in a critical event. Additionally, all users had diverging needs regarding format (text only or supplementing the text with graphical representations such as maps, figures and videos), lead-time (a warning one day ahead was enough for some, others wanted the warning several days ahead) and communication channels (some preferred telephone, others chat or video conference, for example). Another aim of the study was to explore and discuss possible improvements of the warnings to better suit their needs. The informants were asked whether they would like to receive a low-probability severe weather warning several days ahead. Again, their answers were diverse, but majority were positive. The answers to the telephone interviews in this study indicate that professional users have a variety of needs and desires. Some of their needs are met through today's warnings, for other needs a more extensive service is required to serve the professional users with usable weather information.

Finally, the informants were asked whether possible consequences of the forecast weather should be described in the warnings, such as risk of power outage, closed roads or cancelled public transport. Now, the typical response was that the professional users have a very good overview of potential consequences of severe weather, probably better than what the forecast providers have. This indicates that forecast providers can learn about consequences through a dialog with professional users, and rather communicate consequences of the weather to the public.