
Automated Surface Observing System (ASOS) 2.0

ASOS Issue Report Form Governance



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REVISION RECORD			
REVISION	DESCRIPTION	DATE	ENTERED BY
Draft	Initial Release	08/22/2024	Raymond Nelson
Draft	Updated AOMC Manager as first triage	08/30/2024	Raymond Nelson
Draft	Updated to Google Form	09/26/2024	Raymond Nelson

DRAFT

Approval Signature Page

I certify that this document has been properly reviewed and approved by the appropriate personnel at the National Weather Service Headquarters.

Approved

Date:

Jonathan Adams, AOMC Chief

Approved

Date:

Kenneth Boutin, ASOS National Program Manager

Approved

Date:

Joseph Devost, ASOS Maintenance Manager

Approved

Date:

Dr. Thomas Day, ASOS System Owner

Approved

Date:

Carl Diaz, ASOS Chief Engineer

Glossary

- ASOS - AUTOMATED SURFACE OBSERVING SYSTEM
- ASOS EGR or AEGR - ASOS ENGINEERING TEAM
- ASOS O&M - ASOS OPERATIONS AND MAINTENANCE
- ASOS PMO - ASOS PROGRAM MANAGEMENT OFFICE
- AOMC - AOMC MONITORING CENTER
- CM - CONFIGURATION MANAGEMENT
- CSI - CAMPBELL SCIENTIFIC, INC.
- EB – EVALUATIONS BRANCH (OBS33)
- NWSTC - NATIONAL WEATHER SERVICE TRAINING CENTER
- PMO – PROGRAM MANAGEMENT ORGANIZATION
- SME – SUBJECT MATTER EXPERT

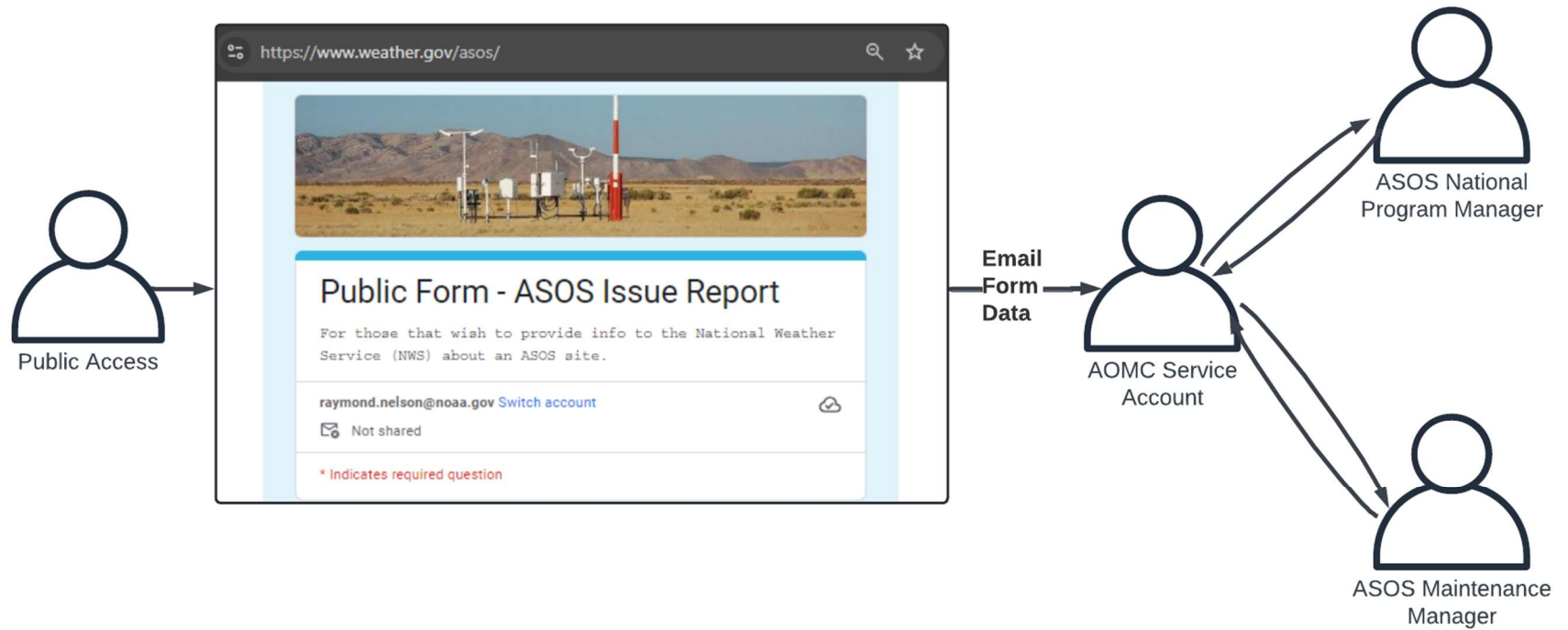


Figure 1 – Information flow diagram for ASOS Issue Report Form

Executive Summary

Currently, the only means for the public (e.g., university researchers, Navy air traffic controllers, meteorologist, etc.) to communicate issues with an Automated Surface Observing Systems (ASOS) site is to email the National ASOS Program Manager (PM). This method of communication is rather cumbersome and has the potential to overload the inbox of the PM. In addition, helpful details about the ASOS site are typically missing in the initial report such as the affected ASOS site ID, the impact on airport operations, and when the issue was first detected.

The new ASOS Issue Reporting form documented here attempts to improve issue reporting by providing a reporting structure and configurable workflow automation to handle data management and dissemination. The issue reporting form has the following benefits:

- The **structure of the form provides a logical and succinct means of capturing the necessary information** to adjudicate the reported issue, thus reducing the likelihood of a follow-up correspondence
- The **field validation of the form provides a means of fundamental information vetting** (e.g., site ID validation)
- The **automation of the form handling provides a means of scalability**

The primary objective of this document is to formally state the operation of the form, describe the flow of information, and declare the roles and responsibilities.

ASOS Issue Report Form Operation & Information Flow

- 1) The ASOS Issue Report form will be presented to the public through the National Weather Service ASOS site: <https://www.weather.gov/asos/>.
 - a) Prominent labeling and a short description of what the form does will:
 - i) orient the new user to determine if the form is appropriate to use, and
 - ii) identify the hyperlink and/or image to access the form.
- 2) Upon opening the form, the public user will enter the relevant information into the form.
- 3) As information is being populated into the form, validation rules will be applied to ensure a certain level of information quality (e.g., email address has valid formatting).
- 4) When satisfied, the public user will submit the form by clicking the submit button.
 - a) Immediately after submitting the form, a confirmation message will be displayed stating:
 - i) “Thank you for your ASOS issue report submission. We take your concern seriously and will be looking into it as soon as we can. If you require a direct follow up please contact the AOMC Help Desk at +1 (800) 242-8895.”
- 5) The form submission will be emailed to the ASOS Operations and Monitoring Center (AOMC) Service Account team for triaging.
- 6) The AOMC Service Account team then connects with the ASOS Maintenance Manager and ASOS National Program Manager to prioritize and coordinate issue resolution actions.

Roles & Responsibilities

- ASOS Operations and Monitoring Center (AOMC) Service Account – aomc@noaa.gov
 - Monitoring the data quality across all ASOS sites
 - **Triaging and adjudication of first reported** ASOS issues by public users
 - Members Include:
 - Lead AOMC System Admin - eugene.nolen@noaa.gov
 - AOMC System Admin - steven.thompson@noaa.gov
- ASOS Operations and Monitoring Center (AOMC) Chief – jonathan.adams@noaa.gov
 - Director of AOMC maintenance information retrieval and dissemination
- ASOS National Program Manager – kenneth.boutin@noaa.gov
 - Director of ASOS programmatic agenda
 - **Assisting in the planning and coordination** of ASOS remediation actions
- ASOS Maintenance Manager – joseph.devost@noaa.gov
 - Subject matter expert on ASOS maintenance
 - **Execution of remediation actions** on ASOS sites
- ASOS Webmaster – taylor.fortune@noaa.gov
 - **Administration of ASOS Website** and Issue Reporting infrastructure

APPENDIX A: ASOS Issue Reporting Form Fields

Fields	Note	Example	Validation	Required
Please select the two letter State ID for the ASOS site.	A unique letter identifier for the ASOS station (site)	KIAD	Dropdown	True
Issue Title	A short title distinguishing issue (e.g., Cloud heights reporting higher than actual)	Cloud heights reporting higher than actual	None	True
Issue Description	A detailed account of the ASOS issue including any relevant technical information (e.g., "Ceilometer is reporting cloud heights 10k feet higher than actual")	Ceilometer is reporting cloud heights 10k feet higher than actual	None	True
Issue First Detected Date	The date on which the ASOS issue was first detected	08/17/2024	Date Selection	False
Issue First Detected Time	PLEASE NOTE: Please enter time in the time zone for the ASOS site location being reported.	5:23 AM	Time Selection	False
Impact to Airport Operations Description	A detailed account of any impact to airport operations including any relevant technical information	Airport control tower is using a land observer to enter corrected cloud height SPECI reports	None	False
Would you like to provide contact information?	The information will only be used to contact you for additional information, clarification of information or for the NWS to provide feedback to you on this subject. Either way we thank you for the time you have taken to reach out to us.	Yes	None	True
First Name	Your first name	Jane	None	False
Last Name	Your last name	Smith	None	False
Email	A contact email address	example@email.com	Email	False
Phone Number	A contact phone number	+1 999-999-9999	Phone Number	False

APPENDIX B: ASOS Issue Reporting Form



Public Form - ASOS Issue Report

For those that wish to provide info to the National Weather Service (NWS) about an ASOS site.

raymond.nelson@noaa.gov [Switch account](#)

Not shared


* Indicates required question

Please follow the form to find the site you would like to discuss. At the end of the form we will provide a spot to provide contact information. Due to workload concerns we are not able to reach out to everyone who submits information. If you provide info we may reach out for further information or to provide feedback when possible.

Please select the two letter State ID for the ASOS site. *

VA | Virginia

[Next](#) [Clear form](#)



Public Form - ASOS Issue Report

Thank you for your ASOS issue report submission. We take your concern seriously and will be looking into it as soon as we can. If you require a direct follow up please contact the AOMC Help Desk at +1 (800) 242-8895.

[Submit another response](#)

This form was created inside of National Oceanic and Atmospheric Administration. [Report Abuse](#)

Google Forms

APPENDIX C: Example Form Data Sent to AOMC Service Account

New 'Public Form - ASOS Issue Report' response. Inbox x

raymond.nelson@noaa.gov

Thu, Sep 26, 9:02 AM

to me ▾



NATIONAL WEATHER SERVICE
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

New Public Form Response

Please select the two letter State ID for the ASOS site.: VA | Virginia

Please select your ASOS site.: WASHINGTON DULLES INTL AP | VA LOUDOUN

Issue Title: Wind Sensor Not Reporting

Issue Description: The Vaisala WMT702 sensor on the OID is showing WIND DIR/SPD field with a value of (M/M)

Issue First Detected Date: 2024-09-26

Issue First Detected Time*: 05:30

Impact to Airport Operations Description: Surface observers are using anemometers and generating SPECI reports

Would you like to provide contact information?: Yes

First Name: Charlie

Last Name: Brown

Email: charlie.brown@gmail.com

Phone Number: 012-345-6789

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