# 8. Experimental Boundary Layer Wind Profiler Products in the Operational Environment: Real-Time Access, Training, and Feedback

*L. B. Nance[1,2], A. N. Keane[2], D. J. Gottas[1,2], W. R. Schneider[3], and F. M. Ralph[2]*

[1]*Cooperative Institute for Research in Environmental Sciences, University of Colorado, Boulder, CO*
[2]*NOAA/Environmental Technology Laboratory, Boulder, CO*
[3]*NOAA/National Weather Service, Portland, OR*

Interactions between a research team and the National Weather Service (NWS) forecast offices in California as part of the California Land-falling Jets Experiment (Jan-Mar 1998) suggested that real-time availability of experimental data could be of substantial benefit to local forecasting in coastal regions, particularly the NWS Watch-Warning program. Based on this experience, the Regional Weather and Climate Applications Division of NOAA/ETL has actively pursued opportunities to provide NWS forecasters on both the West and East Coasts of the United States with real-time access to experimental boundary layer wind profiler products during subsequent field experiments. Through our experiences, we have discovered that simply providing real-time access to experimental products is not sufficient. For the operational community to make effective use of experimental products, training on how to access the data and potential forecast applications needs to be provided. Two types of training have been utilized: teletraining and office visits. While teletraining provides an inexpensive means of reaching a number of forecast offices, visiting the office and interacting with the forecasters face-to-face appears to be the most effective means of motivating forecasters to incorporate experimental products into their forecast process. In addition to training, NOAA/ETL put into place mechanisms to collect feedback from the forecasters in order to assess the impact of the experimental products on the forecast process. Given the constraints of the operational environment, these mechanisms were designed to collect feedback in real-time while having a minimal impact on a forecaster's workload. Three strategies for collecting feedback were tested during recent field experiments: web-based forms, feedback via Area Forecast Discussions, and a special email address. A web-based form that appears with the experimental product proved to be the most effective means of gathering feedback from operational forecasters (example shown below). This form uses a simple point and click methodology with an option to provide additional comments. Information on which office submitted the comments, which product the comments are related to, and the date and time of the entry are automatically logged when the feedback is submitted. The reaction of the operational community to this important interaction between research and operations has been very positive.