Dr. Elizabeth Marold

Research Scientist,

University of Oklahoma

Competitive Division - Academic

EM Insider Knowledge about the National Weather Service to Strengthen Integrated Warning Teams

Emergency Managers (EMs) play a crucial role in decisions made by local and state officials before, during, and after hazardous weather conditions, making them part of what is called an integrated warning team (IWT) with the National Weather Service (NWS). This ad hoc team aims to function as a high-reliability team, where outcomes of failure can be life or death. Such teams require high levels of trust between members to ensure clear and efficient communication. Team members' knowledge about each other and knowing what each partner's role is related to the IWT, are key components of team-member trust. In this study, we examine these dimensions of trust through interviews with NWS meteorologists. We asked NWS meteorologists questions about how NWS meteorologists perceive EM and other core partners' understanding of: a) what we (NWS meteorologists) actually do, and b) weather science. Additional follow-up questions related to why this understanding is important were asked during the interviews. These interviews were conducted across three NOAA-funded studies and included meteorologists from 12 weather forecast offices. This study focuses on dimensions of trust and relational dynamics discussed by NWS meteorologists when talking about EMs and other members of the IWT. Practical recommendations will be provided for how the EM community

benefits from insider knowledge of the NWS, and how that knowledge may be critical in building trust within the IWT.

Presentation Theme: Research on the Role of Emergency Managers in Hazardous Weather Integrated Warning Teams & Strengthening Local Integrated Warning Teams.

Collaborators, Advisor(s) and Department(s) that assisted with this research: Daphne LaDue, Ph.D., University of Oklahoma, Center for the Analysis and Prediction of Storms; Michelle Saunders, Ph.D., Mississippi State University; Alex Marmo, M.S., University of Oklahoma, Center for the Analysis and Prediction of Storms.