

Washington Volcanic Ash Advisory Center Products and Services Customer Survey

The Washington Volcanic Ash Advisory Center (VAAC) issues real-time products about airborne volcanic ash for the aviation community. As defined by the International Civil Aviation Organization (ICAO), the Washington VAAC has a responsibility to monitor volcanoes capable of producing ash clouds in its airspace. Advisory products are disseminated when a volcano produces airborne ash likely to impact aviation.

NOAA's Satellite Analysis Branch, a component of the VAAC, issues text Volcanic Ash Advisories (VAA), with accompanying graphics. To assess the utility of these products, the VAAC is asking its customers to provide feedback based on the following questions. This customer input will be instrumental in ensuring quality products and services, and will enable the VAAC to add value to its operations and possibly additional requests. **This is a voluntary survey.**

Washington VAAC Text Products (please see example on page 6)

In answering the questions below, please note that all references to the VAA pertain only to those VAA produced by the Washington VAAC, and not those issued by other VAACs throughout the world.

1. How often do you receive the VAA?

- Very Often
- Often
- Occasionally
- Rarely
- Never

If you have never received a VAA, then please go to Question #16.

2. What communication interfaces do you use to access our VAA (e.g., internet, WAFS, GTS, listserv, etc)?

3. Is the VAA critical to your operational capability (e.g., would your operations be compromised if you did not have access to this information)?

- Yes – It’s critical
- No – It’s not critical but still very useful
- No – It has little or no impact

4. How often do you use the information in the VAA to support your operations?

- Always
- Always when the VAA pertains to our area of interest.
- Frequently
- Rarely
- Never

5. How would you rank the timeliness of the VAA?

- Very timely (provides excellent notice)
- Timely (a small delay is noted)
- Acceptable
- Poor (significant delay resulting in little or no added value)

6. How would you rate the general content of the VAA (you may choose more than one)?

- | | |
|---|--|
| <input type="checkbox"/> Too technical | <input type="checkbox"/> Ambiguous/Vague |
| <input type="checkbox"/> Acceptable | <input type="checkbox"/> Confusing |
| <input type="checkbox"/> Not technical enough | <input type="checkbox"/> Contradictory |
| <input type="checkbox"/> Too descriptive | <input type="checkbox"/> Incomplete |
| <input type="checkbox"/> Inaccurate | <input type="checkbox"/> Other _____ |

7. What important pieces of information, if any, would you like to see added to the VAA?

Would you like anything removed? _____

8. For ongoing volcanic events where ash is present, do you find that there are too many VAA being issued or not enough to cover the evolution of the ash event?

- Too many
- Not enough
- There is enough

If there are not enough, please indicate how often you would like to see a VAA issued to

cover an event. _____

9. How useful do you find each of the following components of the VAA:

	<u>Very useful</u>	<u>Useful</u>	<u>Slightly Useful</u>	<u>Not Useful</u>
Observed ash analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 hr. ash forecast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 hr. ash forecast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18 hr. ash forecast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Are there any other comments or suggestions that you have regarding the content, timeliness, and usefulness of the VAA? _____

Washington VAAC Graphical Product (see example on page 6)

11. Does the current graphic that accompanies the VAA (currently available on the Internet and soon to be available by ftp) assist your operations?

Yes Slightly No

If you answered "no", please explain why: _____

*******If you answered NO to #11, please skip to question #16*******

12. What specific communication systems (e.g. WAFS) do you have installed or will be installing to receive graphical products? _____

13. What information would you want added to the graphic (e.g., ash, velocity, summit locations, etc.)? _____

14. How many hours would you prefer to see forecasted on the graphic (ex. 6, 12, 18, 24)? _____

Operational VAA Format

FVXX21 KNES 281232
VOLCANIC ASH ADVISORY
ISSUED: 20070728/1231Z VAAC: WASHINGTON

VOLCANO: TUNGURAHUA 1502-08
LOCATION: S0128 W07826 AREA: ECUADOR

SUMMIT ELEVATION: 16480 FT (5023 M)

ADVISORY NUMBER: 2007/458

INFORMATION SOURCE: GUAYAQUIL MWO. GOES-12. GFS
WINDS. GEOPHYSICAL INST. PILOT REPORT.

ERUPTION DETAILS: ONGOING EMISSION OF GASES AND
ASH

OBS ASH DATE/TIME: 28/1145Z

OBS ASH CLOUD: SFC/FL280 S0105 W08026 - S0128
W07825 - S0147 W07831 - S0140 W07943 - S0105
W08026 MOVING W -SW 10-20 KNOTS.

FCST ASH CLOUD +6H: 28/1800Z SFC/FL280 S0100
W08028 - S0128 W07825 - S0211 W07845 - S0153
W07954 - S0100 W08028

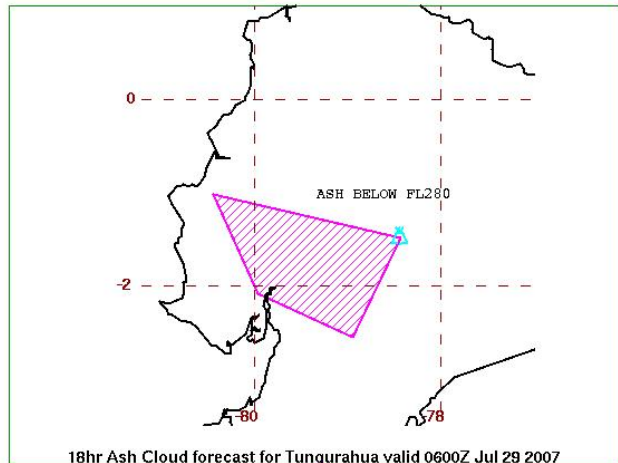
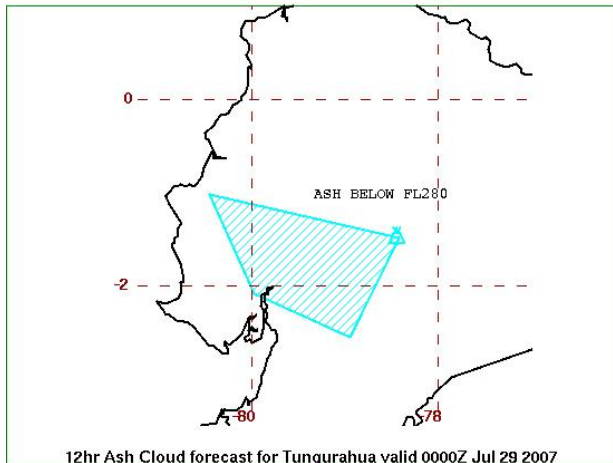
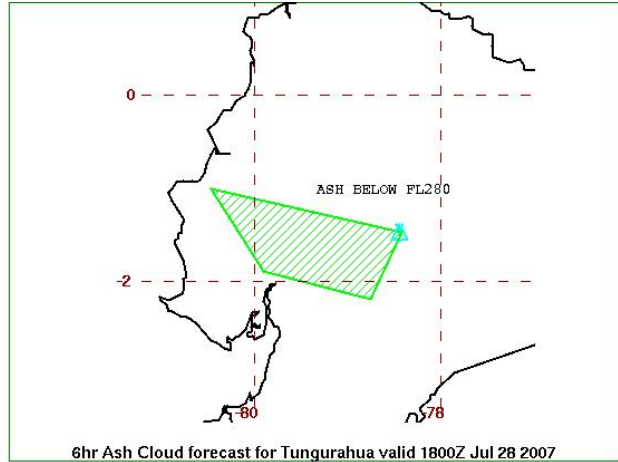
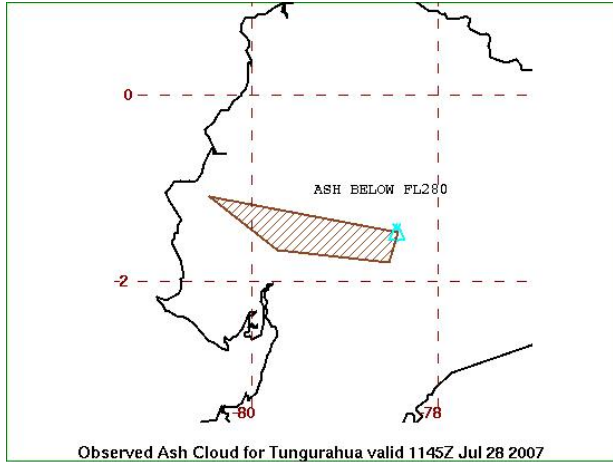
FCST ASH CLOUD +12H: 29/0000Z SFC/FL280 S0101
W08027 - S0129 W07825 - S0232 W07856 - S0205
W07958 - S0101 W08027

FCST ASH CLOUD +18H: 29/0600Z SFC/FL280 S0101
W08026 - S0129 W07825 - S0233 W07856 - S0205
W07958 - S0101 W08026

REMARKS: A SERIES OF EMISSIONS CAN BE SEEN IN
IMAGERY WITH THE FARTHEST SMALL FAINT PUFF
ROUGHLY 97 NM WEST OF THE SUMMIT. WINDS ARE
SLIGHTLY VARIABLE SO THE PUFFS OF ASH ARE FANNING
TO THE WEST AND SOUTHWEST AND DISSIPATING.
MORNING PIREPS HAVE REPORTED ASH TO FL230 HOWEVER
THE ENERGY OF THE EMISSIONS FLUCTUATE SO HEIGHTS
MAY VARY. ...SWANSON

NEXT ADVISORY: WILL BE ISSUED BY 20070728/1830Z

Operational VAA Graphic



The Washington VAAC appreciates your time devoted to filling out the survey. We thank you for providing this essential information that will be used in improving VAAC products and services.

Please send your responses by Date To Be Announced to the following address:

Postal Mail:

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United States of America

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If you have any further questions or comments about the Washington VAAC program, please send them to Davida Streett at the address: Davida.Streett@noaa.gov.

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