

# ESSA

# NEWS

U. S. DEPARTMENT OF COMMERCE • Environmental Science Services Administration

VOLUME 2, NUMBER 2

January 27 1966

## Office of User Affairs

The President of the United States has recently emphasized the need for continuing review and improvement of Governmental services to users. Newer management trends in both business and Government have emphasized analyses of customers' requirements, review of product and service lines, effectiveness evaluations, and clientele relations. Similar reasons led to the establishment of ESSA's Office of User Affairs.

To quote from the Department Order, "The Office of User Affairs provides leadership in identifying and proposing means for improved services to users other than aviation services; maintains continuing liaison with such user groups; and operates the Environmental Hazards Warning Information Center."

Headed by Paul H. Kutschenreuter, the Office was set up as a focal point of all information concerning ESSA's services for the benefit of user groups. These groups include the general public, agriculture, forestry, marine, industrial, engineering, military, Federal, State and local government, to name a few. The office represents these user groups to ESSA while at the same time informs users of ESSA's service programs. The Director of User Affairs makes recommendations to the Administrator on ESSA's policies related to these services. Aviation users are not included -- these are serviced by the Office of Aviation Affairs.

Weather Bureau user liaison became centralized April 1964 in the Bureau's Office of Service Programs. The positions of Regional User Service Representative and State User Service Representative were established at that time and these representatives, as well as Meteorologists in Charge, have carried the liaison effort to regional, State, and local areas. The formation of the Environmental Science Services Administration provides new and even broader opportunities to evaluate the total environmental science service needs of various user groups.

Responsibilities of the Office of User Affairs are many. Assisting Kutschenreuter in this user service task are L. L. Means, Deputy Director and General Public Service Coordinator; L. C. Raniere, Agricultural Service Coordinator; John A. Mirabito, Marine Service Coordinator and Robert W. Craig, Chief, Environmental Hazards Warning Information Center.

The Office of User Affairs team evaluates requirements or need for service and sets up objectives for user service goals. In addition, the Office recommends service policy guidelines, reviews program plans, and endeavors to maintain proper balance between program areas and objectives. Also, the Office assures that no user groups are overlooked and that all user service requirements are

satisfied within the limitations of the state-of-the-art and the resources that are available to ESSA.

What about consulting with user groups?

The Director and his staff meet with groups representing various user categories. At these meetings unsatisfied service requirements are identified and complaints evaluated. Also, information is given to users concerning the availability and usefulness -- as well as the limitations -- of services. Subsequently, changes are recommended -- or new services added -- to meet identified and valid user requirements.

Maintaining reliable sources of informative feedback, which are independent of operations, is essential for top management if it is to get an objective evaluation of service products. To do this, the Office studies services furnished, from the user's viewpoint, so that management can make the necessary changes to improve the system.

As an example, the Office conducts surveys following major natural disasters to find weak or strong points of natural hazard warning services. In some cases contracts will be made with outside groups to get the viewpoints of professional survey organizations. This evaluation function will emphasize the simultaneous identification of:

- service program areas
- users and end uses
- distribution of information
- content and format
- timeliness

Poor performance may be caused by any imbalance in the above.

Deficiencies in the services are not all that are sought. The Director and his staff also will identify excellent services. Information about service excellence will be spread across both regional and service program boundaries so that other users also may benefit through new ideas for service improvement. Awards will be recommended for outstanding service. Also the recognition of specific service areas in which ESSA excels assists planning efforts to meet future requirements. Too, it involves placing in better perspective those specialized user service requirements that should be referred to professional private consulting environmental science specialists.

The Office of User Affairs also will operate the Environmental Hazards Warning Information Center. The Center channels a flow of current information to top ESSA management concerning warnings and occurrence of natural environmental hazards and other major environmental events.

The Director acts as senior advisor to ESSA service program directors concerning the office's service programs and provides coordination.



PAUL H. KUTSCHENREUTER

Paul H. Kutschenreuter brings a variety of Government experience to his present position as ESSA's Director of User Affairs. He joined the Weather Bureau at Houston in 1926 and subsequently served at Montgomery, Ala., Washington, again at Houston as Meteorologist in Charge (MIC), Fort Worth, Tex., Billings, Mont., at Miami as MIC, and as head of the Bureau organization at Boston. From 1950 to 1955, he was Regional Director at New York, N. Y. When he was assigned to the Weather Bureau Central Office in Washington, Kutschenreuter was assistant to the chief for Forecasting Services until 1960, when he became assistant chief of Bureau for Technical Services. He was named Deputy Director for Service Programs in 1964.

He has represented the United States at many meetings of the World Meteorological Organization and from 1958 to 1962 was president of its Commission for Synoptic Meteorology. Also, he was head of the U. S. Delegation to the Commission for Maritime Meteorology meeting held in Utrecht, Netherlands, in 1960.

A professional member of the American Meteorological Society and the author of scientific publications, Kutschenreuter has a master's degree in meteorology from Rutgers University and also has attended Houston Junior College, Rice Institute, Massachusetts Institute of Technology, and George Washington University.

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WORK STARTS ON NEW SURVEY SHIP. Vice Admiral H. Arnold Karo represented ESSA at keel-laying ceremonies held last week at Jacksonville, Fla., for a new \$4-million hydrographic survey ship, the Rainier. The 231-foot, 1,627-ton vessel is designed for charting United States coastal waters to help provide safe navigation for commercial shipping and recreational boating; it will be equipped with the latest electronic, depth recording and positioning equipment. Scheduled for completion in the summer of 1967, the Rainier is the third ship of its kind currently under construction; her sister ships, the Mt. Mitchell and Fairweather, will be completed in late 1966 and early 1967, respectively.

GLACIER NAMED FOR METEOROLOGIST. The U. S. Board of Geographic Names recently named a glacier in Victoria Land, Antarctica, after a Weather Bureau meteorologist currently working at the Bureau Research Station at Fort Huachuca, Ariz. "Harlin Glacier" is named for Ben W. Harlin, who spent two tours of duty in the Antarctic -- one from 1956 to 1958 and the other from 1960 to 1962.

OCEAN STUDIES DISCUSSED. Dr. Harris B. Stewart, Jr., Acting Director of the Institute for Oceanography, and Jerome Namias, Assistant Director of the National Meteorological Center for Extended Forecasting, presented papers at a symposium on "wide-scale studies of the ocean." Part of the annual conference of the California Cooperative Oceanic Fisheries Investigations, the meeting was held recently at the Scripps Institution of Oceanography at La Jolla, Calif. Stewart discussed the needs and plans for wide-scale studies of the ocean and atmosphere and Namias spoke about long-range forecasting of the atmosphere and its oceanic boundary.

RIVER FORECASTING SEMINAR SCHEDULED. A river forecasting seminar is planned for early February at Augusta, Ga., to be attended by the Weather Bureau's Southern Regional Hydrologist and representatives from Weather Bureau Airport Stations at Charleston and Columbia, S. C., and Raleigh, N. C. Other government agencies and several private power companies also may send representatives; active participation is expected from some Eastern Regional stations.

ESSA TO PINPOINT SATELLITE STATIONS. Coast and Geodetic Survey personnel will pinpoint the location of satellite control stations in the North Atlantic. This program, sponsored by the Department of Defense and the Department of Commerce, will provide a tie between the North American and European datums and precedes the worldwide satellite triangulation program scheduled to get under way soon. Personnel from the Satellite Triangulation Division are presently performing reconnaissance in Greenland, Iceland, Norway, and other points in the North Atlantic to expedite work of the astronomic and satellite field parties expected in that area in the near future.

ICAO SEEKS METEOROLOGIST. The International Civil Aviation Organization is accepting applications for the position of chief, Meteorological Section, to be located in Montreal. Applicants should have a university degree or equivalent plus extensive executive-level meteorological experience. Interested persons may obtain details from all ESSA personnel offices.

CORRESPONDENCE COURSE REVISED. Hydrodynamics of the Atmosphere, a Pennsylvania State University correspondence course (Meteorology 452), has been completely rewritten and is now available. The course includes two new features: (1) Students are provided guidance in the solution of problems, where previously they were given no such guidelines; and (2) the student can immediately correct much of his own work without corresponding with the university, since 75 percent of the new course is self-evaluating. For further information write to Pennsylvania State University Continuing Education, Correspondence Study Department, 201 Engineering Unit C, University Park, Pa.

BELLING THE CAT. The creation of an interagency committee, the National Committee for Clear Air Turbulence, to coordinate Government research efforts in the field of clear air turbulence was announced by ESSA last week. Clear air turbulence (CAT) has been the cause of a number of aircraft incidents. Because it occurs without visible warning, CAT poses a difficult problem in aircraft operations and will be of particular concern for supersonic transports flying at altitudes from 40,000 to 100,000 feet. At present there are no adequate methods for CAT detection. The new body is responsible for developing a comprehensive Federal CAT research and forecasting program. Committee members include the Department of Defense, the Federal Aviation Agency, the National Aeronautics and Space Administration, the Department of State, the Department of Agriculture, and ESSA. Major General Jack J. Catton, Director of Operations Requirements and Development Plans, Hq., USAF, will serve as chairman.

SOLAR ECLIPSE PLANS UNDER WAY. To assist in the coordination of national plans for observations of the 1966 Southern Hemisphere solar eclipse, Martin E. Nason of ESSA's Institute for Telecommunication Sciences and Aeronomy, has been assigned a three-month detail to the National Science Foundation. The November 12 eclipse will be visible on a path extending from beyond the coast of Peru to the South Atlantic. At the NSF, Nason, a specialist in radio propagation forecasting, will assist Dr. Robert Fleischer of the NSF Environmental Sciences Division in coordinating the activities of more than twelve institutions which have plans for scientific expeditions in the eclipse zone.

NEW SHIP GETS NEW EXEC. Commander Pentti A. Stark has been named Executive Officer of the new oceanographic survey ship Discoverer, which is scheduled for delivery next spring. Presently head of the Coast and Geodetic Survey's Portland, Ore., office, Stark has an engineering degree from Rhode Island State University.

ESSAites BONE UP ON SATELLITE CONTROL. Over 60 ESSA employees are taking four and eight-week training courses in preparation for control of operational weather satellites. Taught by RCA electronics personnel, the classes are being held at the National Environmental Satellite Center, at readout stations in Gilmore Creek and Wallops Station, and at the RCA plant at Princeton, N. J. ESSA will assume physical control of environmental satellites beginning with ESSA II.

TWO AGRICULTURAL METEOROLOGISTS APPOINTED. Doyle Cook and Walter L. Stirm have been named advisory agricultural meteorologists and will report for duty at Weather Bureau Agricultural Service Offices this month, Cook to the University of Kentucky and Stirm to Purdue University. An Air Force veteran, Cook holds a B.A. degree from Union College and has taken graduate courses at the University of Washington and the University of Louisville. He joined the Weather Bureau in 1956, transferring a year later to Louisville, his most recent assignment. Stirm has a B.S. degree from Iowa State University and served with the Air Force and the Navy Hydrographic Office before joining the Weather Bureau in 1957. Before his new appointment, Stirm was stationed at Kearneysville, W. Va.

SAVINGS BONDS TO BE AVERAGE-DATED. The Treasury Department has announced that all Savings Bonds above the \$25 denomination bought by Federal agency and military payroll savers will now be "average dated". In other words, \$50 and higher denomination bonds will be dated as of the first of the month in which half of the purchase price is accumulated, regardless of the total number of payroll deductions required to buy the bond.

EASTERN REGION GETS NEW MICs. Three new Meteorologists in Charge (MICs) have been appointed recently to head Weather Bureau Airport Stations in the Eastern Region. Fred A. Davis, Jr., most recently a forecaster at Richmond, Va. is the new MIC at Toledo, Ohio; Ralph Roy Simpson, MIC at Pomona, Calif., will be MIC at Beckley, W. Va.; and Carl Boethling, a forecaster at Newark, N. J., is assuming MIC duties at that station. In another position appointment, Carl Relyea was named Hydrologist in Charge (HIC) at the River Forecast Center in Cincinnati, where he formerly was assistant HIC.

TALK ON AIR POLLUTION SLATED. Donald H. Pack, Deputy Director of the Air Resources Laboratory, Institute for Atmospheric Sciences, will speak this week on "Air Pollution: Where and When" at a meeting of the New York Academy of Sciences. He will describe meteorological features which contribute to air pollution and will discuss results of two recent experiments when radar was used to track constant volume balloons in New York and Los Angeles.

GEMINI V WEATHER EXPERIMENTS REPORTED. Kenneth M. Nagler, chief of the Space Operations Support Division, reported on "S-6 Synoptic Weather Photography" (co-authored with Stanley D. Soules of the National Environmental Satellite Center) at the Gemini V postflight interim report on space experiments, Jan. 6 at NASA headquarters. Another paper, on "S-7 Cloud Top Spectrometer", was presented by Dr. Faud Saiedy of the University of Maryland in cooperation with David Q. Wark and William A. Morgan, both of NESc. These papers will be published in the Gemini V final report.

SNOW FUN IN COLLEGE. ESSAites who've grumbled about the freezing weather and dab of snow in the Washington area would have cause to sing the blues if they were stationed with their fellow employees in College, Alaska. John B. Townshend, Director, College Magnetic and Seismological Observatory, reports they had a near record snow depth of 36 inches last Dec. 27-28. Townshend added that since snow won't melt there in the winter, it sometimes presents a removal problem. Anyone for College?

RESEARCH SHIP RETIRES FROM DUTY. ESSA's oceanographic research ship, the Pioneer, is being retired from service after 23 years afloat. One of four ocean survey ships operated by Coast and Geodetic Survey, the Pioneer began her career as a U. S. Navy torpedo boat tender and was transferred to C&GS in 1946. Recently, the ship has engaged in oceanographic research in the North Pacific. Two new ships, the Oceanographer and Discoverer, the largest and most automated oceanographic research ships built in this country, are scheduled for commissioning this year.

ESSA EMPLOYEE ELECTED MAYOR. Mr. Robert W. Knecht, the Director of the Space Disturbances Laboratory, ESSA, Boulder, Colorado, has been elected Mayor of the City of Boulder, (Pop. 50,000). Bob Knecht has been an elected member of the unpaid, nonpartisan Boulder City Council for four years. The mayor is elected for a two-year term by the city council to preside at council meetings and to represent the city on ceremonial occasions.

ARGENTINIAN VISITS C&GS. Professor Pastor Justino Sierra of the National Observatory of La Plata, Argentina, arrived at Coast and Geodetic Survey last week to begin a special study program in seismology. A well-known seismologist, Professor Sierra will spend a year studying analytical and research techniques to become familiar with the ESSA operational seismological program.

COMMERCE PHOTOGRAPHIC CONTEST ANNOUNCED. A new Department of Commerce photographic contest is planned, and entries will be accepted between March 21 and April 15. The contest is open to employees of the Department of Commerce, their spouses, and retired personnel and their spouses. For a copy of the contest rules, interested employees should contact Bernard Rochlin at the Weather Bureau, 24th and M Streets, Washington, D. C., or Wallace Heinbaugh at the Coast and Geodetic Survey, Room 013, Bldg. 2, WSC.

ESSAite TO CIRCLE GLOBE. Coast and Geodetic Survey geophysicist Kendall L. Svendsen is scheduled to visit over 40 geomagnetic observatories and their sponsoring organizations during an around-the-world trip next month. Svendsen will exchange views on data processing methods, quality of calibrating procedures, techniques used in data analysis, and set up additional contacts with scientific personnel. The observatories have been supplying data to C&GS and to the United States' branch of the World Data Center. C&GS is currently processing and analyzing these records, in cooperation with the National Aeronautics and Space Administration, for correlation with data from geophysical satellites.

EASTERN REGION HOLDS FORECASTING SEMINAR. The Scientific Services Division of the Weather Bureau's Eastern Regional Headquarters conducted a seminar for 20 local forecasters recently in New York. Subjects included probability forecasting, verification, and analysis and prediction of subsynoptic scale phenomena. Edwin B. Fawcett of the National Meteorological Center (NMC) was guest speaker at the seminar, talking on the preparation and use of NMC's guidance material.

Material for ESSA NEWS should be sent to: Office of Public Information, ESSA, Room 1021, Building 5, W.S.C., Rockville, Maryland. Phone: 301-496-8193.

# **National Oceanic and Atmospheric Administration**

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July 23, 2010