***Forecaster Performance Criterion 5.2: Portfolio***

***C5.2 Provide Marine Weather Briefings as necessary, and provide consultation to meet specific user needs***

***Performance Criterion Description:***

Weather briefings and direct consultation with customers are provided to meet specific user weather information needs.

**Scenario**:

Forecasters produce a report on weather briefings with customers that have occurred, documenting questions asks by specific customers, and responses made that met their needs. The report might summarize knowledge gained about decisions specific customers must make based on weather information.

The forecaster (or team of forecasters) can be asked to conduct a customer needs survey, such as the one required during the Marine Services Course, Lesson 4. The survey might include questions to gather the following information:

1. Professional/recreational operations and activities that require marine meteorology forecasts
2. Geographic areas of concern
3. Warning and forecast product needs
4. Timeliness of warnings and forecasts. What operations are most in need of forecasts well in advance?
5. Communication channels required for delivering/receiving warnings and forecasts (this includes understanding both the communication channels within and from the NMHS in addition to othercommunication pathways to reach the end-user, such as through National Disaster Management Agencies)
6. An example of a critical event involving the use of forecast products by the customer

The forecaster (or team of forecasters) can be asked to document a list of current and potential customers of marine weather information (including points of contact), including a brief description of their marine-related activities This could be done in the form of a spreadsheet, such as the one required during the Marine Services Course, Lesson 4. Categories of customers may include the following, or others identified by your organization:

1. SOLAS vessels
2. Non-SOLAS vessels
3. Fishery operations
4. Recreational boating
5. Dynamically supported craft
6. Offshore oil-drilling and mining operations
7. Coastal community activities
8. Pollution of the sea
9. Power generators and industrial plant cooling systems
10. Long-term planning and design information
11. Fisheries management
12. Ports
13. Search and rescue