

Louisa Koch - NOAA Federal

From: Louisa Koch - NOAA Federal
Sent: Monday, September 9, 2019 2:11 PM
To: Ben Friedman; Stuart Levenbach - NOAA Federal
Subject: Fwd: Office of Education receiving messages about NOAA statement
Attachments: OutreachEmailInboxSept9.PNG

FYI

----- Forwarded message -----

From: **Kayla Docouto - NOAA Affiliate** <kayla.docouto@noaa.gov>
Date: Mon, Sep 9, 2019 at 12:38 PM
Subject: Office of Education receiving messages about NOAA statement
To: David P Miller - NOAA Federal <david.p.miller@noaa.gov>
Cc: Genevieve Contey - NOAA Federal <genevieve.contey@noaa.gov>, Bekkah Lampe <bekkah.lampe@noaa.gov>, Louisa Koch <louisa.koch@noaa.gov>, Jeannine Montgomery - NOAA Federal <jeannine.montgomery@noaa.gov>

Hi David,

Thanks for your help last week with advice on responding to messages about Hurricane Dorian.

I work in the Outreach Center, and our contact information is available on the [NOAA.gov contact us page](#). As one of the only offices with a publicly listed phone number, we receive many inquiries from the public on a daily basis.

Since the release of the Friday, September 6 statement on Hurricane Dorian, the Outreach Center has received 35 emails and 10 voicemails (and counting!) voicing their anger with the statement. I've attached a screen shot of the outreach@noaa.gov email account, showing subjects and the beginning of these emails.

Does NOAA Communications have any guidance on if or how we should respond to these messages?

Thank you for your help,
Kayla

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