

Gregory Hammer - NOAA Federal

From: Gregory Hammer - NOAA Federal
Sent: Monday, September 9, 2019 4:43 PM
To: John Leslie - NOAA Federal
Cc: Michael J Brewer - NOAA Federal; Scott Stephens; Andy Allegra; Katy Matthews - NOAA Federal; Derek Arndt
Subject: Re: NCEI receiving calls and emails

Hi,

Currently NCEI has received in excess of 600 tweets and more are coming in, albeit at a slower pace.

Most are asking, in some form, "How can we trust NOAA? or stating that "NOAA has lost its credibility".

-Greg

On Mon, Sep 9, 2019 at 3:51 PM Gregory Hammer - NOAA Federal <gregory.r.hammer@noaa.gov> wrote:
Thanks!

So far, NCEI has received more than 250 tweets on our Climate Twitter account about the issue. We have hundreds more tweets to review and I'll provide final count later. We review each tweet/comment to ensure there is not a data request/legitimate question nor is there any (major) profanity nor misuse of the social media platform.

No media inquiries so far.

Thanks,
-Greg

On Mon, Sep 9, 2019 at 3:41 PM John Leslie - NOAA Federal <john.leslie@noaa.gov> wrote:
Mike, Greg -- Thank you very much for this feedback.

On Mon, Sep 9, 2019 at 3:40 PM Michael J Brewer - NOAA Federal <michael.j.brewer@noaa.gov> wrote:
Greg, John,

Just FYI nearing the end of the day. I believe my folks passed one person up the line to NOAA. By noon, we had 9 other phone contacts who mostly just called to vent or to rib us about this issue. They all identified themselves as private households, not media, so we just documented them in Salesforce and moved on. I do not have an email total but it appears to have slowed a bit this afternoon.

Mike

On Mon, Sep 9, 2019 at 10:17 AM Gregory Hammer - NOAA Federal <gregory.r.hammer@noaa.gov> wrote:

Hi John,

We are compiling the comments from our Climate Twitter account. I'll forward these to you. It's been comparatively quiet on our Climate Facebook account.

Thanks,

-Greg

On Mon, Sep 9, 2019 at 10:00 AM John Leslie - NOAA Federal <john.leslie@noaa.gov> wrote:

Hi Greg and thanks for getting this process started. If media inquiries come in about this issue, please have them send emails to both: Julie.Roberts@noaa.gov and Scott.Smullen@noaa.gov at NOAA HQ Communications.

On Mon, Sep 9, 2019 at 9:44 AM Gregory Hammer - NOAA Federal <gregory.r.hammer@noaa.gov> wrote:

Hi John and Scott,

Scott, thanks for bringing this to my attention. I spoke with John and he asks if you could send a brief email summarizing the nature/wording of calls and emails. He will present this to NESDIS management.

Also, John, if we get media inquiries, who do we forward them to?

Katy is in or en route to Boulder for meetings or I would have looped her in as well. I did send her a text.

Thanks to you both,

-Greg

--

John Leslie

NOAA's Office of Communications for Satellites

Follow us on Twitter: @NOAASatellitePA

Cell: (b)(6)

Desk: 301-713-0214

--

Michael J Brewer, PhD

Chief, Customer Engagement

NOAA's National Centers for Environmental Information (NCEI)

Center for Weather and Climate (CWC)

151 Patton Ave Asheville, NC 28801

Michael.J.Brewer@noaa.gov

Phone: 828-271-4479 Fax: 828-271-4876

Customer Support: 828-271-4800 or <https://www.ncdc.noaa.gov/contact>

Connect with us on Facebook for [climate](#) and [ocean and geophysics](#) information, and follow us on Twitter at [@NOAANCEIclimate](#) and [@NOAANCEIocngeo](#).

--

John Leslie

NOAA's Office of Communications for Satellites

Follow us on Twitter: @NOAASatellitePA

Cell: (b)(6)

Desk: 301-713-0214