

Rob Webb

From: Michael Logan
Sent: Saturday, 17 November 2012 11:27 AM
To: Andrew Treloar; Barry Hanstrum; Rob Webb; Richard Wardle
Subject: FW: FW: MEDIA RELEASE: East Coast primed for dangerous thunderstorms [SEC=UNCLASSIFIED]
Attachments: image003.jpg; MEDIA RELEASE East Coast primed for dangerous thunderstorms.doc

Hi all,

You may already be aware of the attached media release by the Weather Channel. The release went out on the Thursday (16th). From a NSW perspective this caused additional questions from the NSW SES and some minor interest in the media.

It is a tricky one for the operational team to handle as questions were asked regarding how the Bureau viewed the story.

NSW messaging was to focus the area of interest closer to the QLD border and into SE QLD, and to ensure that the headline of the release did not create an impression that the Sydney/Newcastle/Wollongong area was under risk.

Thanks,
 Mick

Michael Logan
 Manager
 NSW Weather Services
 Australian Bureau of Meteorology | New South Wales
 PO Box 413 Darlinghurst NSW 1300
 T [REDACTED] | M [REDACTED] | F [REDACTED]
 [REDACTED]@bom.gov.au | <http://www.bom.gov.au/>

From: Esther Han [mailto:ehan@fairfaxmedia.com.au]
Sent: Saturday, 17 November 2012 11:32 AM
To: Michael Logan
Subject: FW: FW: MEDIA RELEASE: East Coast primed for dangerous thunderstorms

From: Liam Phillips [mailto:[REDACTED]]
Sent: Saturday, 17 November 2012 10:56 AM
To: Esther Han
Subject: Fwd: FW: MEDIA RELEASE: East Coast primed for dangerous thunderstorms

News have also written on this: <http://www.heraldsun.com.au/news/national/superstorm-looms-over-unstable-east/story-fncynkc6-1226518409171>

--
 Liam Phillips
 AM News Director
 The Sydney Morning Herald
 --

Level 4, 1 Darling Island Road, Pyrmont NSW 2009
 T [REDACTED] | M [REDACTED]
 [REDACTED] | www.smh.com.au

smh.com.au
 The Sydney Morning Herald

5/12/2012



**THE
WEATHER
CHANNEL™**
CHANNEL 603

MEDIA RELEASE

Issued: November 16, 2012

East Coast primed for dangerous thunderstorms

Australia's East Coast could be in for a stormy weekend with the threat of supercell thunderstorms likely to produce severe weather.

"Supercell thunderstorms are likely across north-east New South Wales and south-east Queensland this weekend and have the potential to cause flash flooding, damaging winds and large hail," says Tom Saunders, Senior Meteorologist at The Weather Channel on Foxtel.

"Supercells are the most dangerous type of storm and develop where wind shear is present through a very unstable atmosphere. The wind shear leads to rotation within the storm and a longer lifespan. Supercells often cause very heavy rain and flash flooding, large hail, damaging winds gusts and occasionally tornadoes," he continues.

"The main inhibitors for storm development will be cloud through the morning, which prevents air rising from the surface and onshore winds which keep temperatures down and reduce instability," says Saunders.

"For Brisbane, storm potential on Saturday depends on the timing of a cool, south-easterly change. If the change arrives too early in the day then storms are less likely. There is a greater chance of storms on Sunday, with northerly winds likely for the majority of the day," Saunders continues.

"The more intense thunderstorms this weekend have the potential to cause around 50mm of rain but most of north-east New South Wales and south-east Queensland should receive at least 20mm."

"The chance of severe storms will reduce by Monday as the trough moves offshore," he concludes.

November marks *Severe Weather Month* on The Weather Channel, tune in as we take a detailed look at Australia's weather extremes on channel 603, only on Foxtel.

The Weather Channel experts are available for interview on 02 9813 7007

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<http://twitter.com/weatheraus>

Rob Webb

From: Rob Webb
Sent: Saturday, 17 November 2012 5:13 PM
To: Ray Canterford; Danita Matusch
Cc: Meredith Schier; David Perry; BoM Media
Subject: Re: Media enquiry - Queensland Floods Commission of Inquiry (storm spotters network)
 [SEC=DLM-ONLY:For-Official-Use-Only]

Attachments: Media enquiry - weekend thunderstorms (Brisbane) [SEC=UNCLASSIFIED]; EMQ Helicopter Medivac [SEC=UNCLASSIFIED]; IMG_9861[1].jpg



Media enquiry - weekend thunde... EMQ Helicopter Medivac [SEC=UN... IMG_9861[1].jpg (658 KB)

Thanks Ray

Interesting events here in Brisbane today. A storm moved over and there's a fair amount of negative press about the BoM that was triggered by a newspaper reading our Facebook site where people had begun posting.

The reaction is partly due to a community who were waiting the the end of the world because of some reporting yesterday. In the scheme of things, the storm looks to be at the lower end and I can only find 70 requests for assistance. No doubt it will grow.

Also, you may already be aware EMQ have sent a helicopter out to airlift a BoM staffer (I think) off a Tsunami trip. The helicopter refuelled at Willis en route. ADO is across it as are OHS. I don't have any more details than this but it might make the news. An email and a couple of photos from the island are attached.

Rob

On 17/11/12 4:55 PM, "Ray Canterford" <[REDACTED]> wrote:

>Thanks Danita... we have a response for this one which goes along the
 >lines of increasing our storm spotter network...this was done prior to
 >the season by about 40. I can give you the standard response (used in
 >the Com Govt response to the QGCOI and Senate Estimates if this comes
 >on earlier than Monday).

>
 >Cheers, Ray
 >
 >-----Original Message-----
 >From: Danita Matusch
 >Sent: Saturday, 17 November 2012 2:41 PM
 >To: Ray Canterford
 >Cc: Rob Webb; Meredith Schier; David Perry; BoM Media
 >Subject: FW: Media enquiry - Queensland Floods Commission of Inquiry (storm spotters network) [SEC=UNCLASSIFIED]

>
 >Hi Ray,
 >One for Monday, see below...

>
 >Cheers,
 >Danita

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> _____

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Rob Webb

From: Rob Webb
Sent: Saturday, 17 November 2012 1:04 PM
To: Danita Matusch
Cc: Jonty Hall; Richard Wardle
Subject: Severe Thunderstorm in Brisbane

Hi Danita

A few points to give some background that can be wired into a statement. I can talk to the journo if you'd like but I'm also happy to have a statement sent to them.

- It's early days and we'll get a bit more information in the next few hours
- The Bureau of Meteorology doesn't aim to issue warnings for every storm but uses thresholds of expected winds of 90km/h or more, hailstones \geq 2cm in diameter, very heavy rainfall (heavy enough to cause flash flooding) and/or a tornado to issue a warning.
- Media reports indicate some damage but it's difficult to get a feel for the actual severity of the storm. One of the Moreton Bay sites reported 49 knots (90km/hr). This is at the very low end of our severe thresholds. There also seems to be some media reports of local road flooding though I'm not aware of any rainfall rates that would reach our warning thresholds.
- The team in the RFC had been watching this situation closely and have been forecasting storms for many days. Severe storms had been mentioned in the Bureau's SE Qld forecast since Thursday morning. This level of lead-time is unusual and would have allowed people additional time to prepare for the weekend weather.
- As the storm approached the CBD it started to show some severe characteristics and forecasters issued warnings. The first warning was issued at 10:50 am
- The fact that the storm happened relatively early would have meant the overall severity was reduced. The threat from severe storms has not passed and there is further development possible later this afternoon. The Bureau will be monitoring the environment over SE Qld and issue warnings as required.
- Brisbane gets many storm and severe storms. There will always be events around borders of our warning thresholds. The event is a timely reminder of the fact that we are still yet to reach the peak of our storm season.
- Storms can change their structure and it's important for people to use a combination of the Bureau's forecasts, warnings and observations to help them make the best-informed decisions.

Regards

Rob

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Rob Webb

From: Rob Webb
Sent: Sunday, 18 November 2012 7:41 PM
To: Ray Canterford
Cc: Alasdair Hainsworth; John Bally; Ray Canterford
Subject: Re: Severe TS over weekend [SEC=DLM-ONLY:For-Official-Use-Only]

OK Ray

S.34(3)
S47c

[REDACTED] I think the events today may work to drown out a bit of press. We've just had a big supercell cross the city with large hail and flash flooding and tidy it up first thing.

Rob

On 18/11/2012, at 18:58, "Ray Canterford" <[REDACTED]> wrote

Hi Rob et al

[REDACTED]

S.34(3)
S.47c

Give me a call when you get in (I am usually in around 7:30 Meib time.)

Cheers, Ray

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Rob Webb

From: Rob Webb
Sent: Monday, 19 November 2012 9:22 AM
To: Ray Canterford
Cc: Richard Wardle
Subject: Forecast [SEC=UNCLASSIFIED]

Ray

This is the early morning forecast for the SE Coast Forecast which Brisbane is a part. The Brisbane forecast didn't go as hard.

Rob

IDQ10090
Australian Government Bureau of Meteorology
Queensland

Southeast Coast District Forecast
Issued at 4:55 am EST on Saturday 17 November 2012

Warning Summary at issue time

For the latest warning information please check the Bureau's web site
www.bom.gov.au/qld

Southeast Coast District
Forecast for Saturday
Isolated showers early this morning. A scattered showers and thunderstorms developing through the day from the west with possible severe cells. Thunderstorms merging to thundery rain this evening. Moderate to fresh SE to NE winds. Fire Danger: High to Very High.

UV Alert from 7:40 am to 3:30 pm, UV Index predicted to reach 12 [Extreme]

Sunday Early rain areas, afternoon showers and thunderstorms.

Monday Late showers or thunderstorms near southern border.

Tuesday Isolated coastal showers clearing.

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Rob Webb

From: Rob Webb
Sent: Monday, 19 November 2012 4:48 PM
To: Ray Canterford
Subject: Warning times [SEC=DLM-ONLY:For-Official-Use-Only]

Hi Ray

The big super on Saturday had a warning issued for the areas at about 3pm.

On Sunday, warnings were issued at about 11:35 am.

Regards

Rob

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Richard Wardle

From: Richard Wardle
Sent: Monday, 19 November 2012 11:31 AM
To: Anthony Auden; Rob Webb
Cc: Tony Wedd
Subject: RE: Radar images [SEC=UNCLASSIFIED]

Nice work!

Richard Wardle | Manager, Weather Services (Qld)

Bureau of Meteorology
PO Box 413 Brisbane Qld 4001
T: [REDACTED] | M: [REDACTED]
[REDACTED] | www.bom.gov.au

From: Anthony Auden
Sent: Monday, 19 November 2012 10:42 AM
To: Rob Webb; Richard Wardle
Cc: Tony Wedd
Subject: Radar images [SEC=UNCLASSIFIED]

Hi All,

I've extracted the web radar data in 128km and 256km for the morning of the 17th and into early the 18th into S:\Queensland\SevWx\Event_Archive\2012\November\17-18 Severe Storms SE QLD\Web Radar. If you open it into a Windows Picture and Fax viewer window you can get a nice fast loop of events, or step through one at a time.

Unfortunately data from 00Z on the 18th isn't available internally yet. I could probably get some individual images from an external site, and crop the non-bureau bits, if that suits? This won't be an option for getting all the images to loop as it will be time consuming.

regards,

Tony Auden | Meteorologist
Queensland Regional Office
Bureau of Meteorology, Brisbane
Tel: [REDACTED]
[REDACTED] | www.bom.gov.au

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Richard Wardle

From: Richard Wardle
Sent: Monday, 19 November 2012 2:24 PM
To: 'Neller, Ken'
Subject: RE: Severe Thunderstorm Warning - SE Qld 1 [SEC=UNCLASSIFIED]

Hi Ken

Thanks for taking the time to report this to us. We have become aware of an issue with the delay in emailed warnings and we currently have our Bureau IT staff working to identify and resolve any issues.

Happy to discuss further.
 Regards
 Richard

Richard Wardle | Manager, Weather Services (Qld)

Bureau of Meteorology
 PO Box 413 Brisbane Qld 4001
 T: [REDACTED] | M: [REDACTED]
 [REDACTED] | www.bom.gov.au

-----Original Message-----

From: Neller, Ken [mailto:KenNeller@logan.qld.gov.au]
Sent: Monday, 19 November 2012 1:38 PM
To: QLD RFC; cmop
Subject: FW: Severe Thunderstorm Warning - SE Qld 1 [SEC=UNCLASSIFIED]

good afternoon,
 I note that yesterday logan Council hardly received any storm warnings but they started to come through late last night and continue to come through today. Do you know when this issue will be resolved? The message below was rec'd a short time ago.

Regards,

Ken Neller | Disaster Management Program Leader | Disaster Management & Specialist Engineering Support Branch | Logan City Council
 Phone: [REDACTED] | Mobile: [REDACTED] | PO Box 3226 Logan City DC Qld 4114
 | [REDACTED] www.logan.qld.gov.au |
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Logan: a city of opportunities for families, lifestyle and business.

-----Original Message-----

From: Comms Operational User [mailto:[REDACTED]]
Sent: Sunday, 18 November 2012 5:14 PM
To: Disaster Management
Subject: BOM: Severe Thunderstorm Warning - SE Qld 1 [SEC=UNCLASSIFIED]

IDQ20038
 Bureau of Meteorology
 Queensland Regional Office

TOP PRIORITY FOR IMMEDIATE BROADCAST

SEVERE THUNDERSTORM WARNING - SOUTHEAST QUEENSLAND for DESTRUCTIVE WIND, HEAVY RAINFALL and LARGE HAILSTONES For people in the BRISBANE CITY, IPSWICH CITY and parts of the LOGAN CITY, GYMPIE, MORETON BAY, SUNSHINE COAST, SCENIC RIM and SOMERSET Council Areas.

Issued at 5:13 pm Sunday, 18 November 2012.

The Bureau of Meteorology warns that, at 5:20 pm, very dangerous thunderstorms were detected on weather radar near Bundamba Lagoon. Thunderstorms are moving towards the north. Very dangerous thunderstorms are forecast to affect Ipswich, Lake Manchester and Upper Brookfield by 5:50 pm and Strathpine, Lake Samsonvale and Dayboro by 6:20 pm.

Destructive winds, heavy rainfall that may lead to flash flooding and large hailstones are likely.

A 90 km/hr wind gust was recorded at Double Island Point at 3:35pm.
3-4cm hail reported near Beerburrum at 2:40pm.
3cm hail was reported at Caboolture at 2:20pm.
6cm hail reported at Biggenden at 2:00pm.
4cm hail was reported at Jandowae at 1:50pm.
2-3cm hail was reported at Yamanto at 1:10pm.

Emergency Management Queensland advises that people should:

- * Move your car under cover or away from trees.
- * Secure loose outdoor items.
- * Avoid driving, walking or riding through flood waters.
- * Seek shelter, preferably indoors and never under trees.
- * Avoid using the telephone during a thunderstorm.
- * Beware of fallen trees and powerlines.
- * For emergency assistance contact the SES on 132 500.

The next warning is due to be issued by 6:15 pm.

A more general severe thunderstorm warning is also current for the Wide Bay and Burnett, Southeast Coast and parts of the Central Highlands and Coalfields, Capricornia and Darling Downs and Granite Belt districts.

Warnings are also available through TV and Radio broadcasts, the Bureau's website at www.bom.gov.au or call 1300 659 219. The Bureau and Emergency Management Queensland would appreciate warnings being broadcast regularly.

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Richard Wardle

From: Richard Wardle
Sent: Monday, 19 November 2012 2:20 PM
To: BoM Media
Subject: FW: Delayed email weather warnings [SEC=UNCLASSIFIED]

Hi Danita

This is being looked at...

Richard Wardle | Manager, Weather Services (Qld)

Bureau of Meteorology
PO Box 413 Brisbane Qld 4001
T: [REDACTED] | M: [REDACTED]
[REDACTED] www.bom.gov.au

From: Graham Buis
Sent: Monday, 19 November 2012 12:53 PM
To: QLD Executive
Cc: QLD RFC SPOCs; QLD Hydrology Hydrologists
Subject: Delayed email weather warnings [SEC=UNCLASSIFIED]

For info.

Due to a technical problem, weather warnings issued last night were queued by BOM email servers and only delivered mid morning today. Delays of 12-14 hours have occurred. BOM IT staff are investigating.

Regards,
Graham Buis | Regional Computing Manager
Queensland Region
Tel: [REDACTED]

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Doc 35

Richard Wardle

From: Richard Wardle
Sent: Sunday, 18 November 2012 11:10 AM
To: Rob Webb; Danita Matusch; QLD RFC SPOCs; QLD Severe Weather
Subject: Qld Talking Points [SEC=UNCLASSIFIED]

Hi All

I've put the Talking Points on the wiki at

<http://qld-aifs-wiki.bom.gov.au/bin/view/QLD/ForecastingTalkingPoints>

The latest update will always be at the top.

Cheers
Richard

Richard Wardle | Manager, Weather Services (Qld)

Bureau of Meteorology
PO Box 413 Brisbane Qld 4001
T: [REDACTED] | M: [REDACTED]
[REDACTED] | www.bom.gov.au

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Updated 10.56am Sunday 18 November (Richard Wardle & David Grant)

Analysis Position:

- At 10am AEST Sunday, a trough extends from the northwest of the state down into inland parts of southeast Queensland (approximately from Century Mine to Longreach to St George).
- The trough is expected to slowly move eastwards today and extend approximately Century Mine to near Charters Towers to Emerald to Brisbane by 10pm tonight.
- Thunderstorms are expected to develop ahead of the trough, with potentially severe thunderstorms about parts of southeast and central Queensland during this afternoon and evening.
- Districts that may be affected by severe thunderstorms include the Capricornia, Central Highlands and Coalfields, Wide Bay and Burnett, Darling Downs and Granite Belt and Southeast Coast districts. This also includes Brisbane.

Forecast

- The trough is expected to extend from Century Mine to Hughenden to Emerald to Tewantin on Monday and become fairly slow moving.
- Thunderstorms will once again be possible ahead of the trough on Monday, with potentially severe thunderstorms about parts of central and southeast Queensland.
- Districts that may be affected by severe thunderstorms include the Central Coast and Whitsundays, Capricornia, Central Highlands and Coalfields and Wide Bay and Burnett and districts.

Hazards

- Severe thunderstorms with the potential to cause damaging winds in excess of 90 km/h, heavy rainfall potentially leading to flash flooding and large hailstones greater than 2cm are all possible in the districts highlighted above today and on Monday.
- Very dangerous thunderstorms with the potential to cause destructive winds in excess of 125 km/h and large hailstones greater than 4cm can also not be ruled out.

Summary of Saturday

- A thunderstorm developed near Toowoomba during the morning and rapidly intensified into a squall line over the inner western suburbs of Brisbane.
- 90 km/h wind gust recorded at Inner Beacon (Moreton Bay) at 11:24am.
- 84 km/h wind gust recorded at Brisbane Airport at 11:11am.
- 70 km/h wind gust recorded at Brisbane City at 10:54am.
- Various reports of wind damage across Brisbane City and also flooding in Bowen Hills due to a combination of higher than normal tides and heavy rainfall associated with the thunderstorms. However, rainfall totals were generally only in the order of 30-35mm in a 30 minute period.
- An intense supercell thunderstorm developed near Millmerran (southern parts of the Darling Downs during the afternoon and moved in a northeasterly direction towards Oakey and Blackbutt into the evening.
- 4cm hail was reported near Millmerran by a storm spotter at 4:40pm.
- Standard Emergency Warning Signal was applied to the Severe Thunderstorm Warning for this thunderstorm at 5:26pm, primarily for the potential of giant hail and destructive winds.
- Cricket ball size hail (approx. 6cm) reported at Brookstead by a storm spotter at 5:30pm.
- Softball size hail (approx 9-10cm) reported to the north of Pittsworth by a storm spotter at 5:35pm.
- Golf ball size hail (approx 4cm) reported at Goombangee by an EMQ staff member at 8:15pm.

- Severe thunderstorms then developed around the Southeast Coast district in the evening. A supercell formed near the Lockyer Valley, which then slowly moved eastwards towards Wivenhoe Dam and the western suburbs of Brisbane during the night. These thunderstorms then spread out to thundery rain later in the night.
- Heavy rainfall was recorded at various gauges in the Lockyer Valley and towards Wivenhoe Dam, with rainfall totals in the order of 40-50mm recorded in 30 minutes.

Updated 10.33am Sunday 18 November (Richard Wardle)

Outlook

- A surface trough stretches from NW QLD to the SE interior, and down to a low over NSW.
- Moisture ahead of the trough over eastern QLD to produce more strong storms over the SE [possibly severe].
- The instability associated with the trough will extend to northern QLD too, with the NE coast even a chance of seeing storms steer off the Tablelands.
- Dry and sunny through the west and southern interior.

Saturday 17 November

- Saturday morning: Severe thunderstorms can be quite localised and develop quite quickly. This is what happened yesterday morning.
- Typically storms develop before they reach Brisbane, but yesterday's storm developed rapidly over the western suburbs.
- Severe TS warnings are usually issued without much lead-time before the event and this was exacerbated yesterday due to the rapid development.
- To try and issue warnings with a greater lead-time would lead to a flood of false alarms, thus rendering the service ineffective.

Severe TS

- A Severe Thunderstorm Warning is issued when a severe thunderstorm is reported, or there is strong evidence of a severe thunderstorm, and it is expected to persist.
- Also, Severe Thunderstorm Warning is issued when existing thunderstorms are likely to develop into a severe thunderstorm.

A severe thunderstorm is defined as one which produces:

- hail, diameter of 2 cm or more (\$2 coin size); or
- wind gusts of 90 km/h or greater; or
- flash floods; or
- tornadoes, or any combination of these.

-- AnthonyAuden - 2012-11-22

Topic revision: r1 - 2012-11-22 - [AnthonyAuden](#)

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Doc 36

Richard Wardle

From: Michelle Berry
Sent: Friday, 16 November 2012 1:45 AM
To: QLD Brisbane Airport
Cc: Shaun Fitzsimon; Rod Harrison; QLD RFC Forecasters
Subject: Request 11Z YBBN sonde Friday 16th & Saturday 17th November [SEC=UNCLASSIFIED]

Hi Brisbane airport team,

Due to a greatly unstable environment developing and the possibility of severe storms I would like to request **11Z YBBN** sondes for **tonight (Friday the 16th of November)** and also **Saturday the 17th of November**.

Thanks for your help.

Cheers,
Michelle

Michelle Berry | Senior Forecaster
Regional Forecasting Centre
Queensland Regional Office

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Richard Wardle

From: Michelle Berry
Sent: Sunday, 18 November 2012 10:32 AM
To: Richard Wardle
Subject: Support [SEC=UNCLASSIFIED]

Hi there Richard,

I understand you're heading in today to support the rfc team. If you need any other assistance please let me know.

Myself and my team went very strong with the message of the high likelihood of severe storms on Saturday on the forecasts & ABC broadcasts Thursday and Friday mornings. That included encouraging people to prepare and clean debris from their yards etc. I think the forecasting team did a great job highlighting this event in the days prior and perhaps we can get some support from ABC to highlight this?

Cheers and best of luck for today.

Michelle

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DOC 38

Richard Wardle

From: David Grant
Sent: Sunday, 18 November 2012 10:51 AM
To: QLD Weather Services Manager
Subject: Talking Points [SEC=UNCLASSIFIED]
Attachments: Talking Points.doc

Hi Richard,

Rough talking points. May be good to add some rainfall totals.

Cheers,

David Grant | Meteorologist



Australian Government
Bureau of Meteorology

Queensland Severe Weather Section
Bureau of Meteorology
GPO Box 413 Brisbane QLD 4001
Level 21, 69 Ann Street, Brisbane QLD 4000
Tel: + [REDACTED]
www.bom.gov.au

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Analysis**Position:**

At 10am AEST Sunday, a trough extends from the northwest of the state down into inland parts of southeast Queensland (approximately from Century Mine to Longreach to St George). The trough is expected to slowly move eastwards today and extend approximately Century Mine to near Charters Towers to Emerald to Brisbane by 10pm tonight.

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Hazards

Severe thunderstorms with the potential to cause damaging winds in excess of 90 km/hr, heavy rainfall potentially leading to flash flooding and large hailstones greater than 2cm are all possible in the districts highlighted above today and on Monday.

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- Heavy rainfall was recorded at various gauges in the Lockyer Valley and towards Wivenhoe Dam, with rainfall totals in the order of 40-50mm recorded in 30 minutes.

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DOC 39

Richard Wardle

From: David Grant
Sent: Sunday, 18 November 2012 7:28 PM
To: QLD Media_and_Community_Relations_MACR; QLD Severe Weather Manager; QLD Weather Services Manager; QLD Computing Manager
Cc: QLD Severe Weather; QLD RFC SPOCs
Subject: Severe Thunderstorm Warning Dissemination Issues [SEC=UNCLASSIFIED]

Hello everyone,

Sorry about the broad net I have thrown out with this email, but I was not sure who to hit up about this issue I encountered over the weekend (and have also come across at other times). EMQ and QFRS rang to advise that they were receiving our Severe Thunderstorm Warnings by fax, but said they were not getting them by email. I have come across this issue in the past, but apparently it has been quite bad over the weekend, especially from sometime on Saturday night.

I could not offer them any ideas on a fix, but thought one of you may be able to help out.

Cheers,

David Grant | Meteorologist



Australian Government
Bureau of Meteorology

Queensland Severe Weather Section
Bureau of Meteorology
GPO Box 413 Brisbane QLD 4001
Level 21, 69 Ann Street, Brisbane QLD 4000
Tel: +61 7 3204 1111
www.bom.gov.au

Released under FOI

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Doc 40

Richard Wardle

From: Peter Otto
Sent: Sunday, 18 November 2012 8:19 PM
To: QLD Severe Weather; Geoffrey Doueal
Subject: 65 knot report at Airport on Saturday [SEC=UNCLASSIFIED]

Hi,

I was told that 65(?) knots was reported at Brisbane Airport on one of their airfield AWS (not ours). Thought I'd let you know in case you want to chase it up, cheers, Peter.



Australian Government
Bureau of Meteorology

Peter Otto
Shift Supervisor
Regional Forecasting and Tropical Cyclone Warning Centres
Australian Bureau of Meteorology
GPO Box 413, Brisbane, Australia, QLD 4001
ph [REDACTED]

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Released under FOI

Michelle Berry

From: Michelle Berry
 Sent: Sunday, 18 November 2012 11:42
 To: Jonty Hall
 Subject: RE: Support [SEC=UNCLASSIFIED]

Ha ha - no worries Jonty. Just wanted to offer my support as I know only too well how crazy the SPOC role is when you have a litany of things going on at once.

S47F

[REDACTED]

Yes the media has gripped on to this with all they've got - I've told Richard we should garner some support from ABC as they were fully briefed on the likelihood days before.

Best of luck for today and I hope [REDACTED]

S47F

Cheers,
 Michelle

From: Jonty Hall
 Sent: Sunday, 18 November 2012 11:40 AM
 To: Michelle Berry
 Subject: RE: Support [SEC=UNCLASSIFIED]

Hey! You're on leave ;) Thank you for the offer. I have Richard here today to help out so we should be okay. Going okay today so far. He would have been useful yesterday though -- damn we got a caning about yesterday! Still trying to put out spotfires about late warning etc. It was a crazy day on many fronts. Some amazing pics from the supercell over the eastern Downs last evening -- Great Plains stuff (in mirror image). Starting to convect again now, so here we go.

Thanks again, have a good break!

Cheers,
 Jonty.

> -----Original Message-----
 > From: Michelle Berry
 > Sent: Sunday, 18 November 2012 11:17
 > To: Jonty Hall
 > Subject: Support [SEC=UNCLASSIFIED]
 >
 > Hey Jonty,
 >
 > How are you travelling? If you need any additional support with the
 > media or products today let me know.
 >
 > Cheers,
 >
 > Michelle

- BLANK -

Released under FOI

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-321-300'
Name = 'Chris'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Fri Nov 16 20:53:25 GMT 2012

Feedback regarding to: Forecasts and Current Weather

Chris wrote:-

A early shower, a few showers and a afternoon thunderstorm developing

From this morning's SE Coast forecast

The person who wrote this should study the use of 'and'. Very disappointing and unprofessional.

Cheers and sunshine

Chris

Reference ID = 'REF2012-322-11'
Name = 'Deanne'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 00:27:37 GMT 2012

Feedback regarding to: Severe Weather (current) of type- Storm

Deanne wrote:-

I hve been tracking a storm on the bom site since 0844 now it is 1025. there is huge black and red storm coming over ipswich and me very shortly. Why has no storm warning being issued?

Reference ID = 'REF2012-322-16'
Name = 'Lynne Shepherd'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = 0733543312
Sat Nov 17 00:32:15 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Lynne Shepherd wrote:-

Absolutely NO STORM warning today - 17 November here in South East Qld. Perhaps you are understaffed, but my concern goes out to the people of Toowoomba and the Lockyer valley who had no warning of this storm. Thunder, lightning and yellow red & brown in the radar - SHAME ON YOU! Pass this onto the relevant minister too!

Reference ID = 'REF2012-322-17'
Name = 'Paul Harrison'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 00:33:34 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Paul Harrison wrote:-

Just wondering why a severe storm warning was NOT issued this morning (17/11/12) for SE Qld when it was obvious on the radar that one was approaching? It is just not good enough. Regards, Paul.

Reference ID = 'REF2012-322-22'
Name = 'Elizabeth Sully'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number
Sat Nov 17 00:55:29 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Elizabeth Sully wrote:-

Huge storm over brisbane now and the warning comes out at 10.50???? Why on earth not way way before?? Storm pretty well passed now!! Very obvious on the radar!

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-322-23'
Name = 'F Davis'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 00:58:19 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Bushfire

F Davis wrote:-

Very disappointed in the slow delivery of your severe
thunderstorm warning for Brisbane today. Usually your
warnings are more timely. At 10:50 the storm had already hit
15 mins earlier.

Reference ID = 'REF2012-322-24'
Name = 'Carolyn'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 01:00:35 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Carolyn wrote:-

Disappointed in BOM site not providing a warning on Storm
17/11/2012 at 10am near Marburg. No warning until 10:55 and
the storm existed well before this over Ipswich around
10am. and building up prior to this

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-322-29'
Name = 'Gregg Howard'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 01:21:22 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Gregg Howard wrote:-

Was BOM in Brisbane asleep at the wheel this morning? You

S47F

finally issued a storm weather warning at 10.50 am (although strangely it refers to the position of the storm at 10.55 am) even though by this time the worst of the storm had passed over most of western Brisbane. This storm included hail, strong winds, lightning and heavy rain in my location at [REDACTED]. It had been clearly evident on radar since at least 9.00 am moving east towards Brisbane. Why bother issuing a warning when it is already passing out of the Brisbane area? Is this just to cover yourselves?

***** NO RESPONSE REQUIRED BY CLIENT *****

Reference ID = 'REF2012-322-30'
Name = 'Peter Healy'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 01:24:46 GMT 2012

Feedback regarding to: Severe Weather (current) of type-Storm

Peter Healy wrote:-

Appalling slowness of storm warning on 17/11. Storm had reached the Brisbane eastern suburbs before warning was issued on this website.

Browser/OS Details:

Reference ID = 'REF2012-322-55'
Name 'Lynette Nunn'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 03:08:50 GMT 2012

Feedback regarding to: Severe Weather (current) of type-Storm

Lynette Nunn wrote:-

After issuing a pre severe thunderstorm warning for SE Qld BOM failed to issue an actual storm warning for Brisbane until it was upon us. Where was everyone? Why wasn't it issued sooner? It wasn't just a run of the mill storm. Various volunteer storm chasers have been giving warning for days and BOM has come up with 'gusty Storms' - whatever they are. The storm we had this

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morning didn't just develop out of the blue. Very disappointed in BOM's service. I use the EWN and they were unable to issue warnings until it was too late as the storm was already upon us, due to BOM's tardiness. EWN is a fantastic service but it isn't when BOM's isn't.

Reference ID = 'REF2012-322-63'

Name = 'Matt'

State/Territory = 'qld'

email address = [REDACTED]

Phone Number =

Sat Nov 17 03:38:45 GMT 2012

Feedback regarding to: Severe Weather (current) of type-Storm

Matt wrote:-

What on earth happened to your severe weather warning for SE Qld this morning? The sky was black, lightning was striking and the web page said 'no warnings current' for Qld!

Browser/OS Details:

Mozilla/5.0 (Windows NT 5.1; rv:16.0) Gecko/20100101
Firefox/16.0, cookies: true

-----Original Message-----

From: [REDACTED]

[mailto:[REDACTED]]

Sent: Saturday, 17 November 2012 3:10 PM

To: webops

Subject: Weather warnings.

Hello,

I did not see and/or receive any weather warnings for south east QLD this morning.

?

Tony Grebert

[REDACTED]

Sat Nov 17 09:13:25 GMT 2012

Feedback regarding to: Severe Weather (current) of type-Storm

joe wrote:-

what a joke! severe thunder storm warnings issued at 10.50am 17/11/12 as the storm hit brisbane at 11am NO WARNING prior other than a storm may hit. warning issued when you guys stuck your head out the window

Reference ID = 'REF2012-322-149'
Name = 'John Higgins '
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = [REDACTED]
Sat Nov 17 09:36:43 GMT 2012

Feedback regarding to: web_page

URL with problem: (<http://www.bom.gov.au/>)

John Higgins wrote:-

See above

Browser/OS Details

Why the hell aren't your severe weather warnings duplicated on the marine weather forecast. There is nothing on your Morton Bay forecast. How hard is it, it's downright dangerous when these cells come thru and all you say is isolated thunderstorms.

Reference ID = 'REF2012-322-185'
Name = 'vanessa mcneil'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 12:22:15 GMT 2012

Feedback regarding to: Severe Weather (current) of type-Storm

vanessa mcneil wrote:-

I live in [REDACTED] and was astonished when I realised that your severe thunderstorm warnings and depictions of storm paths were lacking in

S47F

predictive accuracy. I have been observing the storm cells on BOM radar on my phone since late this afternoon. I checked your warnings regularly and then watched as the most southern cell started rotating south-eastward which was then easily predicted to put us in its direct path (going onto Greenbank) which is exactly what transpired. At no time was our area in the 'immediate threat' zone. Surely if I can see the changing direction of a storm and its future trajectory, you professionals should have more accuracy where severe weather warnings are concerned.
Thanks, Vanessa

Reference ID = 'REF2012-322-203'
Name = 'robert'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = [REDACTED]
Sat Nov 17 13:33:03 GMT 2012

Feedback regarding to: Radar

robert wrote:-

tonight 17/11/2012, I'm uncertain if i was reading the wind direction correctly? it seemed to me that the wind direction arrows are 180deg out of I've been making the error.
thankyou robert.

***** NO RESPONSE REQUIRED BY CLIENT *****

Reference ID = 'REF2012-322-254'
Name = 'Mike'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 17:04:23 GMT 2012

Feedback regarding to: Forecasts and Current Weather

Mike wrote:-

Suggest you change coast outline colours as last nights SE Qld storm cell made it impossible to ascertain position - locality names are almost the same - Hidden.

Browser/OS Details:

Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 5.1;
Trident/4.0; .NET CLR 1.1.4322; .NET4.0C), cookies: true

Reference ID = 'REF2012-322-322'

Name = 'Scott Wall'

State/Territory = 'qld'

email address = [REDACTED]

Phone Number = [REDACTED]

Sat Nov 17 22:23:26 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Scott Wall wrote:-

Dear sirs,

I live in the [REDACTED] district and was visiting my
son's unit in [REDACTED], Brisbane yesterday morning
17th November 2012.

I was doing work on his unit and had my iPad on to monitor
any pending storms.

At approx 10.15 am we encountered a very severe storm and at
no time did the BOM provide any data or warnings to enable
us to carry out preventive action.

Your refusal or failure to provide this promised and
expected service to the public is a breach of the
promised service from the BOM. This could and can cause
serious injury or death to persons not aware of the
approaching severe storm.

Please provide me with your intended corrective action so as
to ensure that this incompetent failure to provide
essential warning cannot happen again with dire results to
public health and property.

Your duty to provide such information has not been met or
adhered to and I await your further advice.

Scott Wall

[REDACTED], Queensland

Reference ID = 'REF2012-323-16'

Name = 'rosemary '

State/Territory = 'qld'

email address = [REDACTED]

Phone Number = none

Sun Nov 18 00:52:39 GMT 2012

Feedback regarding to: Forecasts and Current Weather

rosemary wrote:-

please pass on to qld staff that they do a great job. the
warnings issued are specific and are appreciated. I think

the courier mail is wrong to say people are unhappy with the warnings. if you live in qld you need to be prepared for weather events. thanks for your hard work. please pass on to all staff.

Reference ID = 'REF2012-323-82'
Name = 'Graeme Casey'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = [REDACTED]
Sun Nov 18 05:47:18 GMT 2012

Feedback regarding to: Radar

Graeme Casey wrote:-

The Meteorologist
Sir,

With the present storm activity I was thinking about an interaction with the radar images that you provide I would like to be able to set my position on the radar map to ascertain if a storm cell will hit me, or divert either side of my residential address

547F [REDACTED]
My present coordinates are [REDACTED] and [REDACTED]
I was thinking if you had a button on the page (near the degree box) and I could move until I reach those coordinates in the display box, then hit enter, and insert a symbol on the map
A cross hair maybe in thick black so it would not be obliterated by the storm cell

Just a suggestion, then I would know of my storm status was to be or not to panic

Thanking You
Graeme Casey

Reference ID = 'REF2012-323-114'
Name = 'Ron'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sun Nov 18 08:02:17 GMT 2012

Feedback regarding to: Radar

Ron wrote:-

Your new layout for the radar screens is not good for a laptop 16:9 ratio. The pointer information is too low on the page and cannot be seen while pointing at the radar image. Thus is it useless. Suggestion move the adds for weather services down and the pointer data level with the radar image.

Thanks ... Ron

Reference ID = 'REF2012-323-133'

Name = 'Miriam Noval'

State/Territory = 'qld'

email address = [REDACTED]

Phone Number = none

Sun Nov 18 09:25:51 GMT 2012

Feedback regarding to: Other

Miriam Noval wrote:-

Just a short note to thank you and encouraged you for the information, very usefull.

Kind regards

Miriam

Browser/OS Details:

Just a short note to thank and encouraged you for the information, very usefull.

Kind regards

Miriam

***** NO RESPONSE REQUIRED BY CLIENT *****

Reference ID = 'REF2012-323-148'

Name = 'kevin steinberger'

State/Territory = 'qld'

email address = [REDACTED]

Phone Number = none

Sun Nov 18 10:06:34 GMT 2012

Feedback regarding to: Public and Media Services

kevin steinberger wrote:-

Regarding public criticism of BOM forecast of SE Qld storms on 17-18 November. I believe the criticism is unwarranted and disingenuous. BOM informed the media in the week before that a supercell of storms would be threatening Brisbane and the SE over the weekend. The Courier-Mail and TV news gave

the prediction prominent coverage. We thus expected and did incur storms. If BOM did not forecast the Saturday storm to the minute, it certainly made clear a general prediction on which sensible people would have made preparations for the likely chance of severe storms. Further to personal preparations for a storm, a glance at the sky on Saturday would have confirmed BOM's general prediction and the imminence of a certain storm event. The fact remains that, like cyclone tracking, we knew we were very likely going to suffer storms this weekend; sensible people made ready in case, complacent people complained after the event. That is how it will always be, unfortunately. Meanwhile, BOM serves all of us well.

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-323-161'
Name = 'Steve Py'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sun Nov 18 11:09:41 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Steve Py wrote:-

With the warning maps you produce for severe thunderstorms, can you please consider adding indicators to the maps where reports of hail and/or severe winds have been reported? You list suburb/region names, but having only lived here a short time I have no idea where most of the places mentioned actually are. It would be good to have some indication that hail is enroute to secure items that might be damaged by it.

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-323-313'
Name = 'Russ Nelson'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = [REDACTED]
Sun Nov 18 21:21:59 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Russ Nelson wrote:-

Please ignore the comments in the Courier-Mail about the quality of your service re Storms in Brisbane 17 / 18 Nov 2012. I think the BOM does a great job.

Reference ID = 'REF2012-323-316'
Name = 'Colin Jennings'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sun Nov 18 21:35:36 GMT 2012

Feedback regarding to: Other

Colin Jennings wrote:-

Hello Bureau of Meteorology, I would first like to Thank you for the Early warning system your radar was able to give me. I would further like to thank you for making it simple an easy to operate, No this is no sarcasm i have a [REDACTED] we live in [REDACTED] and it was good to keep an eye on what was going on while the storm was coming, to assure that we indeed had nothing to worry about. Further more I find your service to be Excellent and Convenient I however am not an Australian, I'm a [REDACTED] let it be known that i find your system to be more accurate then what we have back home.

I DO NOT agree with any of these people who are accuse you of being in-accurate or not giving enough warning, They are how the french Canadians would say 'le incompetence'. Weather can be unpredictable but if I and high-school educated Foreigner can keep clear of a storm, then those who live here and know storms like this are indeed seasonal and occur often around the same time of the year. There is no Excuse in the world as to why the blame you.

In conclusion, I commend the job you are all doing, I do not agree with the Average populace of people who deem they should be catered to. I think it's their responsibility to be informed, the information was there. They're either to stupid or to dumb to gather it accordingly.

Keep up the GOOD WORK!

Sincerely Colin!

P.S: Have a safe summer you guys!

S47F

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-324-26'
Name = 'Carole Hamilton'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = [REDACTED]
Mon Nov 19 01:29:02 GMT 2012

Feedback regarding to: Forecasts and Current Weather

Carole Hamilton wrote:-

Thank you very much for the wonderful service provided by BOM.

I totally disagree with the criticism expressed by some politicians and some members of the public over the weekend. Most people have smart phones that they could use to refer to BOM's site if they are concerned about the weather.

We need to take some responsibility for our own actions and not rely on BOM to provide weather warnings to their phones, especially when storm warnings were given on TV before and during the weekend.

The public needs to be educated on how to read weather information, but I daresay Queensland BOM staff have also suffered staff cuts under this government.

Thank you once again
Carole

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-324-31'
Name = 'Maree Atkinson'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Mon Nov 19 01:40:15 GMT 2012

Feedback regarding to: Forecasts and Current Weather

Maree Atkinson wrote:-

Hi there,

I have seen all through the media this morning the stories about the BOM coming under fire for the lack of warning over the weekend storms in SE QLD and I felt compelled to let you know that your efforts are fantastic!

My guess is it's just the media stirring things up as I received plenty of warning from Thursday and Friday about the potential destructiveness of the storms and also received SMS and emails from you all weekend advising of at risk areas etc.

There is no excuse for anyone to not be prepared as it has been well advertised that large storms were on their way and looking at reader comments on the Courier Mail the general public agrees with me.

Have a great week and keep up your awesome work!

Maree

Reference ID = 'REF2012-324-37'
Name = 'Chris Berry'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = [REDACTED]
Mon Nov 19 01:56:39 GMT 2012

Feedback regarding to: Public and Media Services

Chris Berry wrote:-

Dear BOM

I truly hope this message gets to the troops, I wanted to say THANKYOU for a job well done. I am sick of whinging minorities looking for someone to blame for their idiocy. Goodness me how much warning do they need? Great work everyone and I thankyou for it. If you would like to know how much support you have just read the comments in the Courier Mail. 95% say you are doing a damn find job!!! Keep up the good work and dont listen to the whinging minority. Stay Safe All Chris Berry [REDACTED]

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-324-71'
Name = 'Simon English'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = [REDACTED]
Mon Nov 19 03:58:14 GMT 2012

Feedback regarding to: Severe Weather (current) of type-

Storm

Simon English wrote:-

Dear BoM, I just wanted to take the time to thank you for your weather alerts, radar images etc. Your early warnings of severe weather in Brisbane on Sat allowed me to prepare and although we weren't directly affected on the Sat storms (just rain), your alert on Sunday late afternoon allowed me time to get cars under cover, find flashlights and have tape and towels handy. This was timely as we were right in the path of the hail and were prepared. Although we had some property damage, your warnings meant that it was minimised. Thank you for what what is a very valuable service.

From: SPIERINGS Anthony (Energex) [mailto: [REDACTED]]
Sent: Monday, 19 November 2012 3:05 PM
To: webops
Subject: Delays in BoM email Thunderstorm Warnings (IDQ20038)

Hi WebOps,

There appears to be a significant delay (somewhere in the delivery chain) of BoM thunderstorm warning emails. We are still receiving emails from yesterday, with an approximate 18-hour delay.

My reading of the email headers indicates that the problem is between these two servers;

===

Received: from [REDACTED] ([REDACTED]) by [REDACTED] with ESMTTP; 19 Nov 2012 13:56:54 +1100

Received: from [REDACTED] ([REDACTED]) by [REDACTED] with Microsoft SMTP Server (TLS) id 8.3.279.1; Sun, 18 Nov 2012 17:46:50 +1100

===

Samples of messages are attached for your diagnostics.

Further, these emails are being sent to an individual's email account [REDACTED]. Would it be possible to have this changed to our generic email address for inbound BoM warnings? The preferred address is [REDACTED]

Regards,

Tony S

--
Anthony Spierings
Manager Incentives Delivery, Network Operations Group
CI-ENERGEX, L2, 26 Reddacliff Street, Newstead
GPO Box 1481, Brisbane, 4001
Work [REDACTED] Mobile [REDACTED]

Reference ID = 'REF2012-324-98'

Name = 'Ruth Huckstepp'

State/Territory = 'qld'

email address = [REDACTED]

Phone Number = none

Mon Nov 19 05:49:19 GMT 2012

Feedback regarding to: Other

Ruth Huckstepp wrote:-

Hi

Is there any chance you could put the time next to the Severe Weather Warnings just to make it easier so we know if there have been updates.

eg - Severe Thunderstorm Warning (QLD) 2.30pm

Severe Thunderstorm Warning (QLD) 8.30pm

Browser/OS Details:

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-324-99'

Name = 'Paul Keefe'

State/Territory = 'qld'

email address = [REDACTED]

Phone Number = none

Mon Nov 19 05:57:26 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Paul Keefe wrote:-

I am a regular user of the BOM website and follow weather details on the evening news, in the newspapers and radio news throughout the day. The severe weather warnings issued by the BOM late last week for SE Qld were more than adequate for what ensured on the weekend (16-17-18 November). Perhaps we country folk are more in tune with nature, and the forces of nature, than the city folk, because it was obvious from the skies what to do and what not to do over the course of the weekend. Any criticism levelled against BOM for insufficient warnings is totally unwarranted. Apart from needing their hands held very tightly and closely during storm weather, city folk have well and truly lost the

ability to live in their own country. Keep up the good work.

***** NO RESPONSE REQUIRED BY CLIENT *****

Reference ID = 'REF2012-324-123'
Name = 'Paul Sheriff'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = [REDACTED]
Mon Nov 19 07:18:13 GMT 2012

Feedback regarding to: Severe Weather (current) of type-Storm

Paul Sheriff wrote:-

Dear friends at BoM,
Despite what's been said in the media lately, I think you people provide an excellent service.
Some people in the community seem to think that BoM makes the weather, but I think people need to have a greater awareness of what's going on by looking outside too. I was in the big '70's hailstorm in [REDACTED] as a child- we saw that coming without the warnings!

As a boatie, I rely on the information you provide, but not to the extent that it over-rules common sense observations of developing conditions in the local area. The radar images provide excellent and up to date support to what I can see happening around me and as far as I'm concerned, any warnings you provide are a bonus.

I hope you continue your excellent service and that the whineys learn to be more aware. Keep up the excellent work.

Kind regards,
Paul Sheriff,

S47F [REDACTED]

***** NO RESPONSE REQUIRED BY CLIENT *****

Reference ID = 'REF2012-324-144'
Name = 'Adrian Morrison'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none

Mon Nov 19 09:08:36 GMT 2012

Feedback regarding to: Forecasts and Current Weather

Adrian Morrison wrote:-

Well done on forecasting the storms in the Brisbane area on Saturday. I was well informed, and recall having a conversation with a colleague on Thursday on the possibility of extreme weather over the weekend so really had a lot of time to be prepared, and also kept an eye on the radar. Thank you for the great service. I really don't know where the knockers are coming from.

Reference ID = 'REF2012-324-160'

Name = 'Anthony Leighton'

State/Territory = 'qld'

email address = [REDACTED]

Phone Number = none

Mon Nov 19 09:59:20 GMT 2012

Feedback regarding to: Forecasts and Current Weather

Anthony Leighton wrote:-

547F Hi, my name is Anthony Leighton and I am a resident of [REDACTED] which is a suburb of [REDACTED] Brisbane.

I have been hearing and reading some stories in the media over the last couple of days, criticizing BOM's performance with respect to issuing weather warnings last weekend and I felt compelled to write to you to provide my opinion on your performance.

From about Wed or Thur last week I began to hear on the radio specific warnings regarding the possibility of severe storms on the weekend. Specific references were made to "the Gap" storm of four years ago which certainly got my attention and planted a small seed in my head to be alert.

On Thursday morning my daughter contacted me to ask if she could leave her car at our place over the weekend and if I could drop her off at the airport at 5.00 on Saturday morning because she was going to [REDACTED]

547F [REDACTED] Despite her arriving at our home after dark on Friday night, in reliance on your weather warnings, I insisted that we take her brand new car to a shed on a property we own about 15 minutes from our house rather than leave it at our place because we could not fit it under cover.

Because of the effort our son saw us go to with his sisters car he decided to park his car under cover at our local shopping centre for his part time (uni) shift on Sunday.

On Sunday afternoon my wife came to me in our study and said

she had just received a weather warning from BOM on her phone and the weather wasn't looking good and she wanted to go down to where our son was working and move his car undercover if it wasn't already (we couldn't get him on the phone).

I immediately bought up your radar service looked at what was coming and then went outside and looked at the sky. I said to my wife that we would not have time to get down to the shops and back to move our sons car undercover and we would just have to hope that he parked it undercover himself.

I moved my new car into our garage in the spot that our sons car normally occupies and not ten seconds later hailstones ranging from golf ball size to tennis ball size started raining down like bombs. I have lived in Brisbane all my life and this was the largest hail I have ever experienced. If it was not for your services, our daughters brand new car would have been destroyed, our son would not have parked his car undercover at work and his car would have been destroyed and if my wife did not receive the weather warning on her phone my new car would have also been a write off because once hail of that size started it would have been deadly to go out and try to move my car undercover.

In total I believe your services saved RACQ insurance over **549F** [redacted] from our household alone, and saved us much disruption.

Thank you, you do a great job.

In addition, although Saturday mornings storms were a bit of a surprise to me, I think you made the right call in not issuing warnings until you were sure they were severe enough to warrant them. If you issue storm warnings everytime there is the small possibility of a storm they will soon lose their effectiveness. You had clearly warned of an unusual weather pattern that would cause thunderstorms all weekend. To my mind that was enough.

I only wish our politicians had acted on your la Nina warnings in late 2010!!!!.

Regards,

Anthony Leighton

***** NO RESPONSE REQUIRED BY CLIENT *****

Reference ID = 'REF2012-324-180'

Name = 'Terry Liddelow'

State/Territory = 'qld'

email address = [redacted]

Phone Number = none

Mon Nov 19 11:22:11 GMT 2012

Feedback regarding to: Public and Media Services

Terry Liddelow wrote:-

Hello to the BOM department.

I am listening to the reports that you were not fast enough in warning people of the storms over the weekend. Please accept my condolences for you not being able to tell the certain people the correct things you should be saying in this politically correct world we live in. I for one watched and utilised your service over the weekend and as always found them to be of a high standard.

Good Job Keep it up.

Terry

Released under FOI

Good afternoon Deane,
Thank you for your email regarding Thunderstorm Warnings.
The Bureau issues warning for thunderstorms which are
observed or assessed to have severe characteristics. It
would be impossible to issue warnings for all thunderstorms
that occur in Queensland.
For more information on Severe Thunderstorms see
<http://www.bom.gov.au/catalogue/warnings/GSTW/graphicalproductsqld.shtml>
We hope you find this information helpful.
Regards

Senior Meteorologist | Weather Services Branch
Bureau of Meteorology
GPO Box 413 Brisbane QLD 4001
69 Ann Street, Brisbane, Qld 4001
Tel: [REDACTED] | www.bom.gov.au

From: [REDACTED]
Sent: Saturday, 17 November 2012 10:27 AM
To: QLD PubMarine
Subject: General Public/Criticism/qld/Severe Weather
(current) of type-Storm - [SEC-UNCLASSIFIED]

Reference ID = 'REF2012-322-11'
Name = 'Deanne'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 00:27:37 GMT 2012

Feedback regarding to: Severe Weather (current) of type-Storm

Deanne wrote:

I have been tracking a storm on the bom site since 0844 now it is 1025. there is huge black and red storm coming over ipswich and me very shortly. Why has no storm warning being issued?

Good afternoon Lynne,
Thank you for your feedback regarding thunderstorm warnings.

Let us assure you that the Bureau closely monitors all thunderstorms. We issue thunderstorm warnings when a thunderstorm is assessed to be severe or has the potential to become severe or severe weather has been observed associated with a particular thunderstorm.

A warning for the Saturday morning storm was issued by the Bureau when it quickly gain severe thunderstorm characteristics.

The expectations for thunderstorms for the weekend was mentioned in the forecasts and various media interviews from Thursday onwards.

Please be aware that this is the peak Thunderstorm season in Qld and ordinary storms can develop severe characteristics within 10 minutes to half an hour. Warnings issued in such situations will not reach people in time. It is better to be prepared in advance if thunderstorms are mentioned in the forecasts for that day.

For more information on Severe Thunderstorms see <http://www.bom.gov.au/catalogue/warnings/GSTW/graphicalproductsqld.shtml>

Regards

Senior Meteorologist | Weather Services Branch
Bureau of Meteorology
GPO Box 413 Brisbane QLD 4001
69 Ann Street, Brisbane, Qld 4001
Tel: [REDACTED] | [REDACTED] | www.bom.gov.au

From: [REDACTED]
Sent: Saturday, 17 November 2012 10:32 AM
To: QLD PubMarine
Subject: General Public/Criticism/qld/Severe Weather (current) of type-Storm - [SEC=UNCLASSIFIED]

Reference ID = 'REF2012-322-16'
Name = 'Lynne Shepherd'
State/Territory = 'qld'
Email address = [REDACTED]
Phone Number = [REDACTED]
Sat Nov 17 00:32:15 GMT 2012

Feedback regarding to: Severe Weather (current) of type-Storm

Lynne Shepherd wrote:-

Absolutely NO STORM warning today - 17 November here in South East Qld. Perhaps you are understaffed, but my concern goes out to the people of Toowoomba and the Lockyer valley who had no warning of this storm. Thunder, lightning and yellow red & brown in the radar - SHAME ON YOU! Pass this onto the relevant minister too!

Good afternoon Paul,
Thank you for your feedback regarding thunderstorm warnings. Let us assure you that the Bureau closely monitors all thunderstorms. We issue thunderstorm warnings when it is assessed to be severe or has the potential to become severe or severe weather has been observed associated with a particular thunderstorm.

A warning for the Saturday morning storm was issued by the Bureau when it quickly gain severe thunderstorm characteristics.

The expectations for thunderstorms for the weekend was mentioned in the forecasts and various media interviews from Thursday onwards.

Please be aware that this is the peak Thunderstorm season in Qld and ordinary storms can develop severe characteristics within 10 minutes to half an hour. Warnings issued in such situations will not reach people in time. It is better to be prepared in advance if thunderstorms are mentioned in the forecasts for that day.

For more information on Severe Thunderstorms see <http://www.bom.gov.au/catalogue/warnings/ESTW/graphicalproducts/qld.shtml>

Regards

Senior Meteorologist | Weather Services Branch
Bureau of Meteorology

GPO Box 413 Brisbane QLD 4001

69 Ann Street, Brisbane, Qld 4001

Tel: [REDACTED] | www.bom.gov.au

From: [REDACTED]
Sent: Saturday, 17 November 2012 10:33 AM
To: QLD PubMarine
Subject: General Public/Criticism/qld/Severe Weather (current) of type-Storm - [SEC=UNCLASSIFIED]

Reference ID = 'REF2012-322-17'

Name = 'Paul Harrison'

State/Territory = 'qld'

email address = [REDACTED]

Phone Number = none

Sat Nov 17 00:33:34 GMT 2012

Feedback regarding to: Severe Weather (current) of type-Storm

Paul Harrison wrote:-

Just wondering why a severe storm warning was NOT issued this morning (17/11/12) for SE Qld when it was obvious on the radar that one was approaching? It is just not good enough.
Regards, Paul.

Good afternoon Elizabeth,
Thank you for your feedback regarding thunderstorm warnings.
Let us assure you that the Bureau closely monitors all
thunderstorms. We issue thunderstorm warnings when it is
assessed to be severe or has the potential to become severe
or severe weather has been observed associated with a
particular thunderstorm.

A warning for the Saturday morning storm was issued by the
Bureau when it quickly gain severe thunderstorm
characteristics.

The expectations for thunderstorms for the weekend was
mentioned in the forecasts and various media interviews from
Thursday onwards.

Please be aware that this is the peak Thunderstorm season in
Qld and ordinary storms can develop severe characteristics
within 10 minutes to half an hour. Warnings issued in such
situations will not reach people in time. It is better to be
prepared in advance if thunderstorms are mentioned in the
forecasts for that day.

For more information on Severe Thunderstorms see
[http://www.bom.gov.au/catalogue/warnings/ESTW/graphicalprodu
ctsqld.shtml](http://www.bom.gov.au/catalogue/warnings/ESTW/graphicalproductsqld.shtml)

Regards

Senior Meteorologist | Weather Services Branch
Bureau of Meteorology
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69 Ann Street, Brisbane, Qld 4001
Tel: [REDACTED] | www.bom.gov.au

From: [REDACTED]
[REDACTED]
Sent: Saturday, 17 November 2012 10:55 AM
To: QLD PubMarine
Subject: General Public/Criticism/qld/Severe Weather
(current) of type-Storm - [SEC=UNCLASSIFIED]

Reference ID = 'REF2012-322-22'

Name = 'Elizabeth Sully'

State/Territory = 'qld'

email address = [REDACTED]

Phone Number = [REDACTED]

Sat Nov 17 00:55:29 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Storm

Elizabeth Sully wrote:-

Huge storm over brisbane now and the warning comes out at
10.50???? Why on earth not way way before?? Storm pretty
well passed now!! Very obvious on the radar!

Good afternoon,
Thank you for your feedback regarding thunderstorm warnings.
Let us assure you that the Bureau closely monitors all
thunderstorms. We issue thunderstorm warnings when it is
assessed to be severe or has the potential to become severe
or severe weather has been observed associated with a
particular thunderstorm.

A warning for the Saturday morning storm was issued by the
Bureau when it quickly gain severe thunderstorm
characteristics. Observations suggest that this storm was
marginal in severity.

The expectations for thunderstorms for the weekend was
mentioned in the forecasts and various media interviews from
Thursday onwards.

Please be aware that this is the peak Thunderstorm season in
Qld and ordinary storms can develop severe characteristics
within 10 minutes to half an hour. Warnings issued in such
situations will not reach people in time. It is better to be
prepared in advance if thunderstorms are mentioned in the
forecasts for that day.

For more information on Severe Thunderstorms see
[http://www.bom.gov.au/catalogue/warnings/CSTM/graphicalprodu
ctsqld.shtml](http://www.bom.gov.au/catalogue/warnings/CSTM/graphicalprodu
ctsqld.shtml)

Regards

Senior Meteorologist | Weather Services Branch
Bureau of Meteorology
GPO Box 413 Brisbane QLD 4001
69 Ann Street, Brisbane QLD 4001
Tel: [REDACTED] | www.bom.gov.au

From: [REDACTED]
Sent: Saturday, 17 November 2012 10:58 AM
To: QLD PubMarine
Subject: General Public/Criticism/qld/Severe Weather
(current) of type-Bushfire - [SEC=UNCLASSIFIED]

***** NO RESPONSE REQUIRED BY CLIENT

Reference ID = 'REF2012-322-23'
Name = 'F Davis'
State/Territory = 'qld'
email address = [REDACTED]
Phone Number = none
Sat Nov 17 00:58:19 GMT 2012

Feedback regarding to: Severe Weather (current) of type-
Bushfire

F Davis wrote:-

Very disappointed in the slow delivery of your severe

thunderstorm warning for Brisbane today. Usually your warnings are more timely. At 10:50 the storm had already hit 15 mins earlier.

Released under FOI

BLANK.

Released under FOI