

We are writing with the support of NWS leadership to address the ongoing challenges that many of you have encountered with the transition to the upgraded Spot Forecast page. We understand that this process caused considerable frustration and inconvenience to some.

First and foremost, we want to extend our sincere apologies for these challenges. The objective for moving Spot to a new IT infrastructure was to improve the security, reliability, and stability of the page as its previous IT infrastructure fell out of date. However, the challenges with implementing that update have far exceeded our expectations, and for that, we sincerely apologize.

Your dedication and hard work are essential to ensuring the safety and well-being of the communities you serve and the last thing you need is additional stress and complication from the tools designed to aid you, especially in critical and time-sensitive situations.

Please know that we are actively working to identify and address these technical issues as quickly as possible. You can find a full list of known issues on the [Spot training page](#). We cannot address every issue at once, so we are triaging known issues based on urgency.

Your feedback has been invaluable in pinpointing specific areas of concern, and we appreciate your continued patience and collaboration as we work through these challenges. Please continue to reach out for assistance if you have questions or feedback related to the new Spot page.

Once again, we apologize for the inconvenience this transition has caused. Thank you for your unwavering commitment to the National Weather Service and your understanding as we work to improve the new Spot page.

Thank you!