

# **The March 23-24, 2009 Southeastern Montana Blizzard: A Customer's Perspective**

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## ABSTRACT

Three blizzards, each occurring one week apart, impacted portions of Southeastern Montana early in the Spring of 2009. The blizzard that had the greatest impact on our customers occurred March 23 through March 24, 2009. For this particular event, the National Weather Service Forecast Office (NWSFO) in Billings, Montana carried out its mission by providing informative weather briefings to state and county officials several days in advance of this storm. However, providing outstanding lead time for an imminent snow storm does not always result in a successful event. This presentation will focus on the societal impacts of this particular event by examining how the Billings NWSFO provided outstanding customer service in advance of the event, how this event impacted Southeastern Montana and the post-event reaction from our customers.