1. **High Impact**

   - Accept MP or issue NAVAPS at avg. of <= 100 days
   - Current Avg. Days: 87.07

2. **Maintain Caseload**

   - Maintain a one year caseload
   - Yr. Passed: 33.33%
   - Caseload Complete: 26.49%

3. **Mit. Accept/Reject**

   - Accept/Reject Mit Plans w/in 30 days
   - Current Avg. Days: 9.04
   - Yr. Passed: 100.00%

4. **Mit. Plan Completion**

   - Complete Mitigation reviews <= 25 days
   - Current Avg. Days: 10.06

5. **Process Pre-2013 Violations**

   - Process 100% of Pre-2013 Caseload
   - % Processed: 16.67%

6. **60 Day Triage**

   - Complete incoming compliance issue triage in <= 60 days
   - Current Triage Avg.: 19.30

7. **Records Close Out**

   - Close out violation records in <= 60 days
   - Current Avg. Days: 42.05

8. **Publish Off-Site Audit**

   - Publish off-site w/in 50 days
   - Current Avg. Days: 21

9. **Publish On-Site Audit**

   - Publish on-site w/in 70 days
   - Current Avg. Days: 35.5

10. **BES Request Review**

    - Review requests w/in 10 days and issue determination
    - Current Avg. Days: 6.36

11. **Publish: Excep., PDS, Self-cert**

    - Publish reports w/in alloted timeframe 100% of time or greater
    - % Published w/in Alloted Time: 100%

12. **Incoming Processing**

    - Notify NERC of new violations w/in 5 business days
    - Current Avg.: 2.66

13. **Cost Control**

    - Maintain Costs at or below 2014 projections
    - Current Success Rate: 87.20%

14. **Maintain/Increase Misop Success**

    - Achieve 90% success rate in cause coding events
    - Current Success Rate: 100.00%

15. **Cause Code Success Rate**

    - 87% success rate or greater over rolling 4 quarter avg.

16. **Outreach**

    - Conduct 3 workshops, 6 webinars, and 12 newsletters in '14
    - Goal: 12