### SPP RE Metrics Reporting as of May 31, 2014

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<tbody>
<tr>
<td>Accept MP or issue NAVAPS at avg. of &lt;= 100 days</td>
<td>Maintain a one year caseload</td>
<td>Accept/Reject Mit Plans w/in 30 days</td>
<td>Complete Mitigation reviews &lt;= 25 days</td>
<td>Process 100% of Pre-2013 Caseload</td>
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### Caseload Processing Trends

- % Year Passed vs. Caseload Complete: 41.67%
- % Yr. Passed: 41.67%
- % Settle: 18%
- % Dismiss: 18%
- % NOCV: 2%
- Total: 55

### Processed Pre-2013 Violations

- % Processed: 22.86%
- % Metric Period Passed: 41.67%

### 60 Day Triage

- Complete incoming Compliance issue Triage in <= 60 days
- Process Pre-2013 Violations

### Records Close Out

- Complete Violation Closeout in <= 60 days
- Publish reports w/in allotted timeframe 100% of time or greater

### Publish Off-Site Audit

- Publish Off-site w/in 50 days
- Publish reports w/in allotted timeframe 100% of time or greater

### Publish On-Site Audit

- Publish On-site w/in 70 days
- Review requests w/in 10 days and issue determination

### BES Request Review

- Publish Off-Site Audit
- Achieve 90% success rate in Cause Coding Events

### 12. Incoming Processing

- Notify NERC of new violations w/in 5 business days
- Maintain Costs at or below 2014 projections

### 13. Cost Control

- Costs at or below 2014 projections
- Costs 10% or less above
- Costs more than 10% above

### 14. Maintain/Increase Misop Success

- 87 % success rate or greater over rolling 4 quarter avg.
- Achieve 90% success rate in Cause Coding Events

### 15. Cause Code Success Rate

- Conduct 3 Workshops, 6 webinars, and 12 newsletter in '14
- 100.00%