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

#### 1. High Impact
- Accept MP or issue NAVAPS at avg. of <= 100 days
- Current Avg. Days: 97.07

#### 2. Maintain Caseload
- Maintain a one year caseload
- Total: 131
- Yr. Passed: 66.67%
- Caseload Complete: 70.81%

#### 3. Mit. Accept/Reject
- Accept/Reject Mit Plans w/in 30 days
- Current Avg. Days: 7.92
- Metric Eligibility: 100.00%

#### 4. Mit. Plan Completion
- Complete Mitigation reviews <= 25 days
- Current Avg. Days: 9.21
- % Processed: 48.57%

#### 5. Process Pre-2013 Violations
- Process 100% of Pre-2013 Caseload
- Current Success Rate: 100%

#### 6. 60 Day Triage
- Complete incoming Compliance Issue Triage in <= 60 days
- Current Triage Avg.: 23.99
- # of Violations closed out: 155

#### 7. Records Close Out
- Complete Violation Closeout in <= 60 days
- Current Avg. Days: 29.59
- Current Avg. Days: 38.90

#### 8. Publish Off-Site Audit
- Publish Off-site w/in 50 days
- Current Avg. Days: 6.23
- % Processed: 100%

#### 9. Publish On-Site Audit
- Publish On-site w/in 70 days
- Current Avg. Days: 6.23
- % Processed: 100%

#### 10. BES Request Review
- Review requests w/in 10 days and issue determination
- Current Success Rate: 100%

#### 11. Publish: Excep, PDS, Self-cert
- Publish reports w/in alloted timeframe 100% of time or greater
- % Published w/in Alloted Time

#### 12. Incoming Processing
- Notify NERC of new violations w/in 5 business days
- Current Avg.: 2.43

#### 13. Cost Control
- Maintain Costs at or below 2014 projections
- Cash Outlays Reported
- Costs at or below
- Costs 10% or less above
- Costs more than 10% above
- % Above/Below Projected Costs
- -45.77%

#### 14. Maintain/Increase Misop Success
- Achieve 90% success rate in Cause Coding Events
- Current Success Rate: 87.20%

#### 15. Cause Code Success Rate
- Conduct 3 Workshops, 6 webinars, and 12 newsletter in '14
- Current Success Rate: 100.00%

#### 16. Outreach
- Publish reports w/in alloted timeframe 100% of time or greater
- % Processed: 100%

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**Caseload Processing Trends**
- % Year Passed vs. Caseload Complete
- NOCV: 1%
- Dismiss: 27%
- Settle: 36%
- FFT: 36%

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**Processed Pre-2013 Violations**
- % Processed: 82%
- % of Violations Closed-out within 60 Days
  - 100% of Violations Closed-out within 60 Days
  - 80%-99% of Violations Closed-out within 60 Days
  - Less than 80% of Violations Closed-out within 60 Days
  - % of Violations Closed-out within 60 Days

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**Cost Control**
- Costs at or below
- Costs 10% or less above
- Costs more than 10% above
- % Above/Below Projected Costs
- -45.77%

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**Outreach**
- Conduct 3 Workshops, 6 webinars, and 12 newsletter in '14
- Current Success Rate: 100.00%