1. High Impact
- Accept MP or Issue NAVAPS at avg. of <= 105 days
  Current Avg. Days = 82.89

2. Maintain Caseload
- Maintain a one year caseload
  Case Load Complete: 83.33%

3. Mit. Accept/Reject
- Accept/Reject Mit Plans w/ in 30 days
  Current Avg. Days = 11.04

4. Mit. Plan Completion
- Complete Mitigation reviews <= 30 days
  Current Avg. Days = 12.42

5. Milestones
- Review Milestones w/ in 30 days of qrtr. ending
  Current Avg. Days = 12.33

6. Documentation Close Out
- Close Out 75% of all Closed Violations.
  % of year passed based on 75% target: 83.33%
  % of closed violations closed out: 84.00%

7. Publish Off-Site Audit
- Publish Off-site w/ in 55 days
  Current Avg. Days = 32

8. Publish On-Site Audit
- Publish On-site w/ in 75 days
  Current Avg. Days = 53

9. Publish Spot Checks
- Publish Spot Checks w/ in 90 days
  Current Avg. Days = 22

10. Publish: Excep., PDS, Self-cert
- Publish reports w/ in alloted timeframe 95% of time or greater
  Current Success Rate: 100%

- Notify NERC of new violations w/ in 5 business days
  Current Avg. Days = 3.01

12. Reduce Cash Costs
- 10% reduction below estimated audit costs
  Current Percentage of Estimated Costs based on All Reported Costs:
  X > -5%
  X > -10% x < -5%
  X > -10%
  Current Cash Costs: 87.15%

13. Maintain/Increase Misop Success
- 90% success rate or greater over rolling 4 quarter avg.
  Current Success Rate: 87.15%

14. Cause Code Success Rate
- Achieve 90% success rate in Cause Coding Events
  Current Success Rate: 100.00%

15. Issue Reliability Assmt.
- Issue 100% of assessments on time
  On Time? "Y" or "N"
  Y: Summer
  Y: TRA
  Y: Winter

16. Outreach
- Conduct 3 Workshops, 9 webinars, and 12 newsletter in '13

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Current Avg. Days:
- 0-105: 82.89%
- 105-120: 16.00%
- >120: 11.04%

Yr. Passed vs. Caseload Complete:
- FFT: 83.33%
- Settle: 86.90%
- Dismiss: 22%
- NOCV: 0%

Caseload Processing Trends:
- Case Load Complete: 86.90%

% Published W/ in Alloted Time:
- Current Success Rate: 100%
- Target: 95%

Goals:
- Goal: 12
  - Completed: 3, 9, 10