Southwest Power Pool, Inc.  
OPERATIONS TRAINING WORKING GROUP  
Teleconference  
December 10, 2012

● MINUTES ●

Attendees:
Shannon Bolan – NPPD*  
Richard Appel – SECI*  
Mike Crouch - OGE*  
Denney Fales - KCPL*  
Mark Eastwood - CUS*  
Robert Hirchak - CLECO*  
Mike Hood - AECC*  
Edgar Rivera - LUS*  
Misty Revenew - WRI*  
Stanley Winbush – AEP*  
Bill Bowen – SPS*  
Leslie Sink – SPP-Staff Sec  
John Gunter, SPP  
Keeth Works, SWPA  
Jennifer Farley, SPP  
Karen McGee- AEP  
John Mason- IND  
Steve Tegtmeier-LES  
Angie Blacketer-LES  
Randy Ezel -ITC  
Dave Milam-KCP&L  
Melissa Rinehart-SPP  
Allen George – SECI  
Kim Burnside-SPP

* Voting Member

Agenda Item 1: Call to Order and Approval of Agenda
Richard Appel called the meeting to order at 1:33 CST.

Agenda Item 2: Approval of 10/26/2012 and 11/19/2012 Meeting Minutes
Stanley Winbush made a motion for approval of the minutes and Mike Hood seconded the motion. The minutes were accepted and posted.
<table>
<thead>
<tr>
<th>Action Item</th>
<th>Date Originated</th>
<th>Owner</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013 SOC Outline</td>
<td>8/16/2012</td>
<td>John Gunter and Margaret Adams</td>
<td>In progress</td>
<td>John Gunter has completed the 2013 SOC outline and will email the outline for review to the OTWG members on 12/11 or 12/12</td>
</tr>
<tr>
<td>SME – eLearning</td>
<td>9/10/2012</td>
<td>Leslie Sink and Jennifer Farley</td>
<td>Completed</td>
<td>Jennifer will work with Jane to open the CBT for all and send out a communication. Phase 2 of the SME course will be implemented sometime in 2013</td>
</tr>
<tr>
<td>DTS Engineer</td>
<td>10/26/2012</td>
<td>Jim Gunnell</td>
<td>In progress</td>
<td>Bert Bressers is interviewing candidates for the DTS engineer. Jim will update once someone has been identified</td>
</tr>
<tr>
<td>DTS Discrepancy and Progress Reports</td>
<td>10/26/2012</td>
<td>John Gunter</td>
<td>In progress</td>
<td>Follow up on discrepancy reports and chart progress to updates</td>
</tr>
<tr>
<td>Current snapshot of production model</td>
<td>11/19/2012</td>
<td>John Gunter</td>
<td>In progress</td>
<td>Work with engineers to get a current snapshot of the production model – testing now – Snapshot in January 2013</td>
</tr>
<tr>
<td>2013 SOC Evaluations</td>
<td>11/19/2012</td>
<td>Leslie Sink and Jane Martin</td>
<td>In progress</td>
<td>Look at the LMS to see if it is a viable solution for the 2013 SOC evaluations – update in January</td>
</tr>
<tr>
<td>Integrated Marketplace Clinics</td>
<td>11/19/2012</td>
<td>Michael Daly</td>
<td>In progress</td>
<td>Let host know as soon as possible about possible facilitators for the clinics</td>
</tr>
</tbody>
</table>
Update OTWG Charter  11/19/2012  Leslie Sink  Completed  Update the OTWG Charter to include term limits for membership.

2013 OTWG Meetings posted on SitePilot and invites sent to members  12/10/2012  Ronda Walters and Jennifer Farley  Completed  Open and available for registration

**Agenda Item 4: 2012 SOC Final Evaluations** – All of the evaluations look very positive. Changes have been implemented throughout the 2012 conferences where constructive feedback was given. John Gunter will submit the result summaries to the OTWG members this week, resending the original grouping. The initial results that were sent to the OTWG members were incorrect.

**Agenda Item 5: Registration Update** – the 2013 registration went very well. The SOCs and the REOPs classes are full or near full. There are waiting lists for the SOC that are all currently very small. There were no negative comments or emails regarding the single enrollment process.

**Agenda Item 6: Integrated Marketplace Update** – Level 2 and development of the Clinics are underway. At this time, SPP will request 4 to 5 additional facilitators to assist with the activities at each host site. There will be ten groups with 10 facilitators needed. Like the SOC, facilitators if properly selected will be able to attend the training and receive full credit when assisting. The IMP group will contact Carla Fitzpatrick (not on the call) and Misty Revenew regarding the assistance. These are the first two hosts in February 2013.

**Agenda Item 7: Customer Satisfaction Surveys Update** – Margaret is working on the Customer Satisfaction Surveys currently. They will go out to the membership at the beginning of January. They will close the end of January and the summary will be available for discussion at the February OTWG meeting.

**Agenda Item 8: OTWG Charter Update** – Leslie Sink attended the Working Group Chair and Staff Secretary conference in December. She stated that a few changes have been made to the Bylaws that will affect the current way the OTWG solicits nominations for an open/opening seat. If the OTWG so chooses, once a member is voted and accepted into the membership, when their term is up, they can decide to continue without taking a vote or nominations.

The OTWG members seemed to like the change to assist with continuity.

Leslie will send out the Bylaws and Charter to the OTWG members for further consultation.

**Agenda Item 9: Lessons Learned from Audits, JTA Development, Etc.** – The RE is providing a PER-005 mock audit
Agenda Item 10: Other Items: Shannon Bolan announced that Robert Hirchak has agreed to be the Vice Chair of the OTWG after Richard Appel’s retirement on January 10, 2013.

Misty Revenew requested that when Leslie Sink creates the MOPC reports regarding the OTWG quarterly results, that information get disseminated to the OTWG.

Leslie Sink stated that she would share the SPP Membership Survey results with the group in the January meeting. At first glance, Training received an enormous amount of positive feedback.

John Gunter spoke about his attendance at the ASTD trainer-the-trainer, Designing Learning. He recommends this course highly as an additional course for trainers to take. Richard Appel suggested QTS and OESNA trainer trainings as well.

Agenda Item 11: Summary of Action Items:
1. John Gunter to send out the 2012 SOC Summary Evaluations the week of 12/10/2012 – the original mailing had duplicate and incorrect information in some of the summaries.
2. The SME eLearning course will be opened up for all members to take the week of 12/10/2012. An email communication will be sent to Training Administrators regarding the course. There will be another SME course with additional information and incorporating suggested changes sometime in 2013.
3. Integrated Marketplace team will send out notices to the Integrated Marketplace Clinic hosts requesting 4 or 5 additional facilitators to assist with the clinics. These individuals can be participants if from the training realm, consistent with the SOC process.
4. John Gunter will send out the 2013 SOC Dog Days of Summer outline for review to the OTWG members the week of 12/10/2012
5. Leslie Sink will send a meeting request to the DTS Engineer(s) requesting them to attend the OTWG future meetings.
6. Leslie Sink will look at the DART 1 and DART 2 exam results to see if there are a high percentage of pass/fail and question validity. Once results are researched, changes may need to be made to the exam.
7. Leslie Sink will send out the OTWG Charter and a link to the SPP Bylaws to OTWG members
8. Leslie Sink will check SPP.ORG and SitePilot to ensure the registration is working properly
9. Leslie Sink will contact Ronda Walters to send out the OTWG 2013 registration opening email
10. Leslie Sink will prepare an over-view summary of the SPP Stakeholder Survey results for the January meeting.

Future Meetings
January 7, 2013 Teleconference 1:30 – 3:00
Register here: http://www.spp.org/event_register2.asp?oID=4587

Agenda Item 12: Adjournment
Richard Appel made a motion to adjourn the meeting and Misty Revenew seconded the motion. The meeting was adjourned at 2:50 p.m.