### SPP RE Metrics Reporting as of February 28, 2014

#### 1. High Impact
- Accept MP or issue NAVAPS at avg. of <= 100 days
  - Current Avg. Days: 84.56

#### 2. Maintain Caseload
- Maintain a one year caseload
  - FFT: 12, Settle: 1, Dismiss: 3, NOCV: 1
  - % Yr. Passed vs. Caseload Complete: 16.67%
  - FFT: 70%
  - Settle: 6%
  - Dismiss: 18%
  - NOCV: 0%
  - Case Load Processing Trends

#### 3. Mit. Accept/Reject
- Accept/Reject Mit Plans w/ in 30 days
  - Current Avg. Days: 12.78
  - Metric Eligibility: 100.00%

#### 4. Mit. Plan Completion
- Complete Mitigation reviews <= 25 days
  - Current Avg. Days: 8.4

#### 5. Process Pre-2013 Violations
- Process 100% of Pre-2013 Caseload
  - Current Avg. Days: 8.57
  - Metric Period Passed: 16.67%

#### 6. 60 Day Triage
- Complete Incoming Compliance Issue Triage in <= 60 days
  - Current Triage Avg.: 3.33

#### 7. Records Close Out
- Close Out Violation Records in <= 60 days
  - Current Avg. Days: 35.62

#### 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: 43

#### 10. BES Request Review
- Review requests w/ in 10 days and issue determination
  - Current Avg. Days: 5.80

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

#### 12. Incoming Processing
- Notify NERC of new violations w/ in 5 business days
  - Current Avg.: 1.00

#### 13. Cost Control
- Maintain Costs at or below 2014 projections
  - Costs at or below: 0.00%
  - Costs 10% or less above: 0.00%
  - Costs more than 10% above: 0.00%
  - % Above/Below Projected Costs: 0.00%

#### 14. Maintain/Increase Misop Success
- 87% success rate or greater over rolling 4 quarter avg.
  - Current Success Rate: 86.68%

#### 15. Cause Code Success Rate
- Achieve 90% success rate in Cause Coding Events
  - Current Success Rate: 86.68%

#### 16. Outreach
- Conduct 3 Workshops, 6 webinars, and 12 newsletter in '14
  - Goal: 12
  - Completed: 2