Draft 2013 Staff Goals and Metrics

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Ron Ciesiel
SPP RE General Manager

Southwest Power Pool Regional Entity

Goals and Metrics Impact

- Staff are very serious about meeting goals
  - Focusing on specific targets has been effective
- Metrics annually adjusted to reflect staffing increases, knowledge growth, process changes
- Audit report publication:

Year	Reports	Average	Target
2009	27	86 days	90 days
2010	26	66 days	90 days
2011	36	83 days	80 days
2012	41	52 days	65 days

- Case Dispositions

Year	Dispositions	Target
2009	37	N/A
2010	119	75
2011	232	150
2012	251	244

2013 Goals and Metrics

Metric	Goal	Weight
Expedite mitigation of High Impact Violations	105 days to mitigation plan (MP) acceptance	10%
Process 2012 year-end caseload within 2013	100% of 2012 caseload	15%
Accept/reject MPs within 30 days of submission	100%	5%
Review MPs for completion within 30 days of entity's notice of completion	100%	5%
Review MP milestones for completion within 30 days of quarter's end	100%	5%
Complete documentation close-out of all closed violations (new)	75% of backlog	7.5%

2013 Goals and Metrics

Metric	Goal	Weight
Publish off-site audit reports	55 days	10%
Publish on-site audit reports	75 days	10%
Publish Spot Check reports	90 days	5%
Publish assessment of self-certification, exception reporting, periodic data submittals on time	95%	2.5%
Notify NERC of incoming violations	5 days	2.5%

2013 Goals and Metrics

Metric	Goal	Weight
Reduce average audit costs for contractors & travel	10% reduction	7.5%
Maintain or improve relay operations success rate	90%	5%
Proper cause coding of events in SPP RE footprint (new)	90%	5%
Issue reliability assessments on time (new)	100%	2.5%
Outreach production activities (new)	100%	2.5%

Overall 2013 Goals and Metrics

- Benefit Registered Entities by:
  - Providing timely processing of audit results and enforcement actions
  - Helping them return to compliance as soon as possible
  - Encouraging most efficient/effective use of SPP RE's tools and resources
  - Focusing SPP RE staff on specific performance targets
- Successfully meeting all goals should positively impact BES reliability

Questions or Comments?

Ron Ciesiel
rciesiel.re@spp.org
501-614-3265