

2012 Staff Metrics

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Metrics History/Overview

- **Mid-2009:** SPP RE adopted first metrics to:
 - Focus staff on specific performance goals
 - Identify resource constraints
- **2010-2011:** Metrics refined each year to:
 - Encourage more efficient performance
 - Identify process improvements
- **2012:** Metrics added to enhance reliability



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

- Case Dispositions

Year	Case Dispositions	Target
2009	37	N/A
2010	119	75
2011	232	150

2012 Metrics – Enforcement Processes

Metric	Goal	Weight
Expedite mitigation of High Impact Violations	120 days to mitigation plan (MP) acceptance or issuance of NAVAPS	15%
Process 2011 Year-end caseload within 2012	100% of 2011 caseload	22.5%
Accept/reject MPs within 30 days of submission	100%	7.5%
Review MPs for completion within 30 days of entity's notice of completion	100%	2.5%
Review MP milestones for completion within 30 days of quarter's end	100%	2.5%

2012 Metrics – Compliance Processes

Metric	Goal	Weight
Publish off-site audit reports	60 days	10%
Publish on-site audit reports	75 days	10%
Publish Spot Check reports	90 days	10%
Publish assessment of self-certification, exception reporting, periodic data submittals	45 days	10%
Notify NERC of incoming violations	5 days	2.5%
Reduce average audit costs for contractors & travel	5% reduction	5%
Reduce misoperations	10% reduction	2.5%

Overall 2012 Metrics Goals

- **Benefit Registered Entities by:**
 - Providing timely processing of audits 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**

