

**Southwest Power Pool, Inc.  
OPERATIONS TRAINING WORKING GROUP**

**Teleconference**

March 4, 2012

**• MINUTES •**

**Attendees:**

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|-----------------------------|-----------------------|
| Mike Crouch - OGE*          | John Gunter – SPP     |
| Denney Fales - KCPL*        | Gary Plummer – BPU    |
| Mark Eastwood - CUS*        | Becky Gifford – SPP   |
| Robert Hirschak - CLECO*    | Amy Casavechia – SPP  |
| Mike Hood - AECC*           | Mike Harrison – SPS   |
| Edgar Rivera - LUS* (Proxy) | Karen McGee – AEP     |
| Misty Revenew - WRI*        | Sheldon Hunter – SECI |
| Scott Labit – GRDA*         | Angie Blacketer – LES |
| Leslie Sink – SPP-Staff Sec | Steve Tegtmeier – LES |
| Brenda Frazier - EME        | Jennifer Farley – SPP |
| Daniel Mauch – EME          | Margaret Adams – SPP  |
| Jim Gunnell - SPP           | John Mason – IND      |
|                             | David Pham – EDE      |
|                             | Jane Martin - SPP     |

\* *Voting Member*

**Agenda Item 1: Call to Order and Approval of Agenda**

Robert Hirschak called the meeting to order at 1:35 CST.

**Agenda Item 2: Approval of 2/4/2013 Meeting Minutes**

Misty Revenew requested a change to Item 10 – to remove “short-term” with “excessive turnover in leadership roles”

Mike Hood made a motion for approval of the minutes and Denney Fales seconded the motion. The minutes were accepted, revised and posted.

**Agenda Item 3: Review of Previous Action Items**

Action Item	Date Originated	Owner	Status	Comments
DTS Discrepancy and Progress Reports	10/26/2012	John Gunter/ Katie and Ryan	Completed	John Gunter, Ryan Schoppe, and Katie Mauldin have corrected or responded to all discrepancies reported in 2012.
Current snapshot of production model	11/19/2012	John Gunter/ Katie and Ryan	Completed	New production model was launched with the Central Drill in February. Issues were identified and are being addressed now.

OTWG open membership and Chair position	2/4/2013	Leslie Sink	Completed	Send information to MOPC representatives indicating OTWG representation
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**Agenda Item 4: 2013 SOC Update** – John Gunter, the SOC manuals have gone to print – all the facilitators for the March SOC have been notified and selected. Everything is going as planned.

**Agenda Item 5: DTS Update** – John Gunter, outstanding DTS action items have been completed. Discrepancies reported in 2012 have been corrected or explanations have been provided to members. A new DTS model has been created, tested, and launched. We recognized issues with the new model during the Central Sub-Regional that were not identified during testing. Ryan and Katie are working to resolve those issues before the South Sub-Regional drill in April. Work continues with the SPP IT staff to migrate access to the DTS to virtual machines. We hope to begin testing later this spring and to launch this fall.

**Agenda Item 6: 2013 Registration Update and Waitlists** –Jane Martin stated that the SOCs are currently full with very small waitlists. The Little Rock SOC has no one currently on the waitlist and we have one or two open seats. Most of the REOPs classes are full with a small waitlist. The Level 2 Integrated Marketplace Clinics are full with a waitlist for most of them. Leslie Sink confirmed that the waitlists for the clinics will be cleared two to three weeks prior so that the participants will have adequate time to make travel arrangements.

**Agenda Item 7: Integrated Marketplace Training** – Leslie Sink and Becky Gifford stated that the Level 2 clinics are going as planned. After the Omaha clinic there were several changes made to the materials and the processes. Topeka’s clinic went very well and received excellent evaluations. Misty Revenew commended the SPP staff and remarked how well the clinics went as well as the excellent facilitator guide that was provided to the facilitators.

**Agenda Item 8: 2012 Customer Satisfaction Surveys** – Margaret Adams sent out an email to all OTWG members in February with the Customer Satisfaction Survey results. She encouraged all to contact her with any questions or concerns. These surveys will be used as part of the strategic planning session on March 21, 2013 face-to-face meeting. Margaret will also post these results to the SPP.ORG OTWG webpage.

**Agenda Item 9: 2012 Stakeholder Services Survey Results** – Leslie Sink commented that for the fourth year in a row Training received recognition as being one of the most positively recognized services in the stakeholder satisfaction survey. The training department has already begun addressing the dissatisfaction comments that were addressed the survey. The bulk of the dissatisfaction comments were regarding “more” training. The SPP training group has now created CBTs and self-studies for almost all of the integrated market place training, the REOPs net conferences are now offered on different days at different times trying to be cognizant of the shift workers. Misty Revenew wanted to note specifically to one comment on the survey “The OTWG has a waitlist for those who would like to join...”

The OTWG has never had a waitlist for membership and in the 3 years she has been a member there has never been a waitlist. Also, she noted that just because you may not be a voting member, the OTWG welcomes all to attend the meetings for the discussion and

dialogue that increases the ability for improvements to be made. In the past few years the OTWG has

1. Purchased and implemented an LMS, great for testing, reporting and registrations
2. Expanded the enrollment of SOCs and added a 5<sup>th</sup> SOC
3. SPP has also increased its course offering to include more Net Conferences and Drills
4. SPP has implemented Train the Trainer Net Conferences that has helped our members with travel costs to attend trainings in person
5. Expanded enrollment of all SPP training courses
6. The DTS performance has increased significantly
7. More robust and interactive drills
8. Emergency Response Drills

Leslie Sink will post the survey results on SPP.ORG OTWG page

**Agenda Item 10: Lessons Learned from Audits** – Mark Eastwood stated that in his audit they were very interested in the cranking path to their Black Start units. Jim Gunnell asked if anyone was taking the QTS/QTG PER-005 workshop. Misty Revenew stated she would look into the workshop.

**Agenda Item 11: Other Items** – Misty Revenew has submitted her name for the OTWG chair position that will be available in April. The OTWG will take nominations for this position and we will vote on a recommendation to give to the Board of Directors for approval. Also, Sheldon Hunter will submit his name as a possible member to be voted upon at the March 21 meeting.

**Agenda Item 12: New Action Items –**

1. Leslie Sink will make changes to the 2/4/2013 meeting minutes and repost
2. Leslie Sink and Margaret Adams will post of the SPP.ORG OTWG site the 2012 Customer Satisfaction Survey and the Stakeholder Survey results
3. Leslie Sink will send out nomination information for open OTWG seats
4. Misty Revenew will contact QTS/QTG about their PER005 workshop
5. Leslie Sink will be sending to the OTWG pre-work for the Strategic Planning session on March 21

**Future Meetings**

March 21, 2013 Face-to-Face, Little Rock, AR 1:00 – 5:00

Register here: [http://www.spp.org/event\\_register2.asp?oID=4590](http://www.spp.org/event_register2.asp?oID=4590)

**Agenda Item 12: Adjournment**

Mike Hood made a motion to adjourn the meeting and Denney Fales seconded the motion. The meeting was adjourned at 2:30 p.m.