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# **Corrective Action Program: Metrics Report**

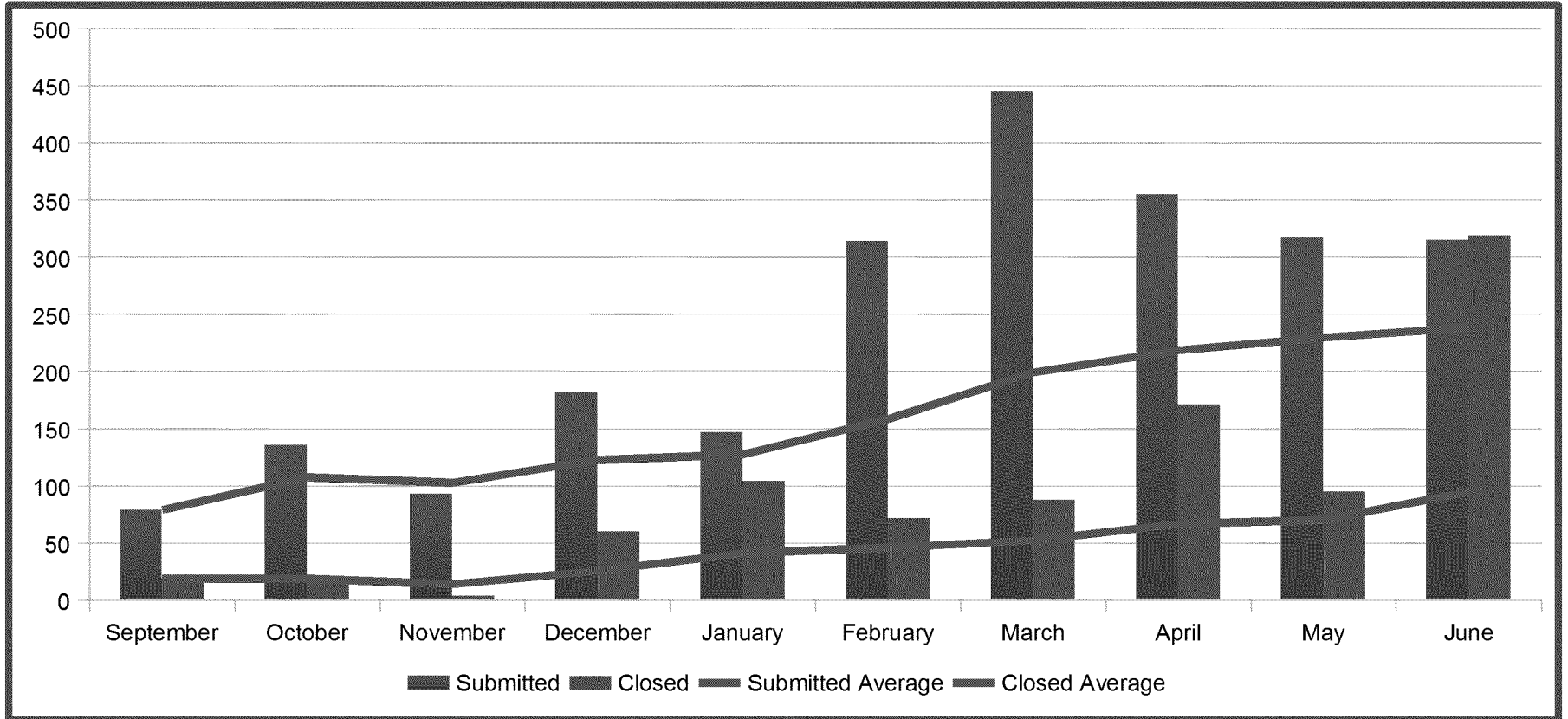


# Executive Summary

Metric		Key Points																							
<i>No. of issues submitted &amp; closed</i>	<b>Submitted</b>			<b>Closed</b>																					
	This Week	101	<p>2,383</p> <p>951</p>	This Week	62																				
	June	315		June	319																				
	May	317		May	95																				
	% Change	-1%		% Change	236%																				
	Total	2,383		Total	951																				
<i>Risk of Issues</i>	<p>2,383 Total Issues Submitted</p>	Risk	Total	This Week	May	June	% Change																		
		High	8	0	0	0	-																		
		Medium	1,043	65	174	179	3%																		
		Low	1,105	23	143	136	- 5%																		
<i>Source of Issues Submitted</i>	<b>Employee Identified Issues</b> <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Feb</td> <td>225</td> <td>156%</td> </tr> <tr> <td>Mar</td> <td>367</td> <td>63%</td> </tr> <tr> <td>Apr</td> <td>257</td> <td>-30%</td> </tr> <tr> <td>May</td> <td>151</td> <td>-41%</td> </tr> <tr> <td>June</td> <td>215</td> <td>42%</td> </tr> </tbody> </table>			Month	Count	%	Feb	225	156%	Mar	367	63%	Apr	257	-30%	May	151	-41%	June	215	42%	<b>February 2013</b>		<b>April 2014</b>	
	Month	Count	%																						
	Feb	225	156%																						
Mar	367	63%																							
Apr	257	-30%																							
May	151	-41%																							
June	215	42%																							
<i>Type</i>	<i># of Open Notifs/Tasks</i>	<i>Over Due</i>	<i>Due &lt; 7</i>	<i>Due &lt; 30</i>	<i>Due &gt; 30</i>	<i>No Due Date</i>																			
<i>Notifications</i>	1,543	31	22	289	1,132	40																			
<i>Tasks</i>	543	65	21	88	369	0																			



# Issues Submitted & Closed



	Total	May	June	% Change*
Issues Submitted	2,383	317	315	-1%
Issues Closed	732	95	319	236%
Issues Closed to Trend**	50	24	18	-25%

9/9/13 – Start of metrics

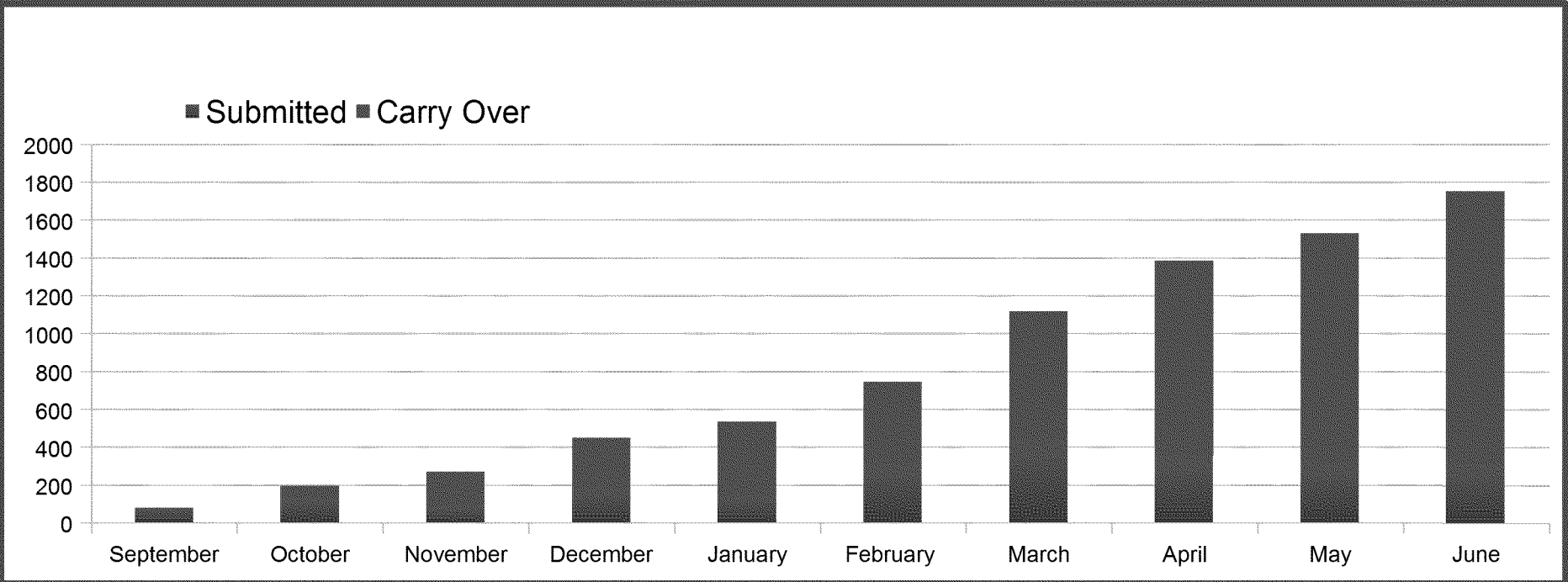
\*Month to month percent change

\*\*Low or medium risk issues can be closed to trend\*\* if the risk of not taking action is acceptable

Executive Summary



# Backlog Growth Factor

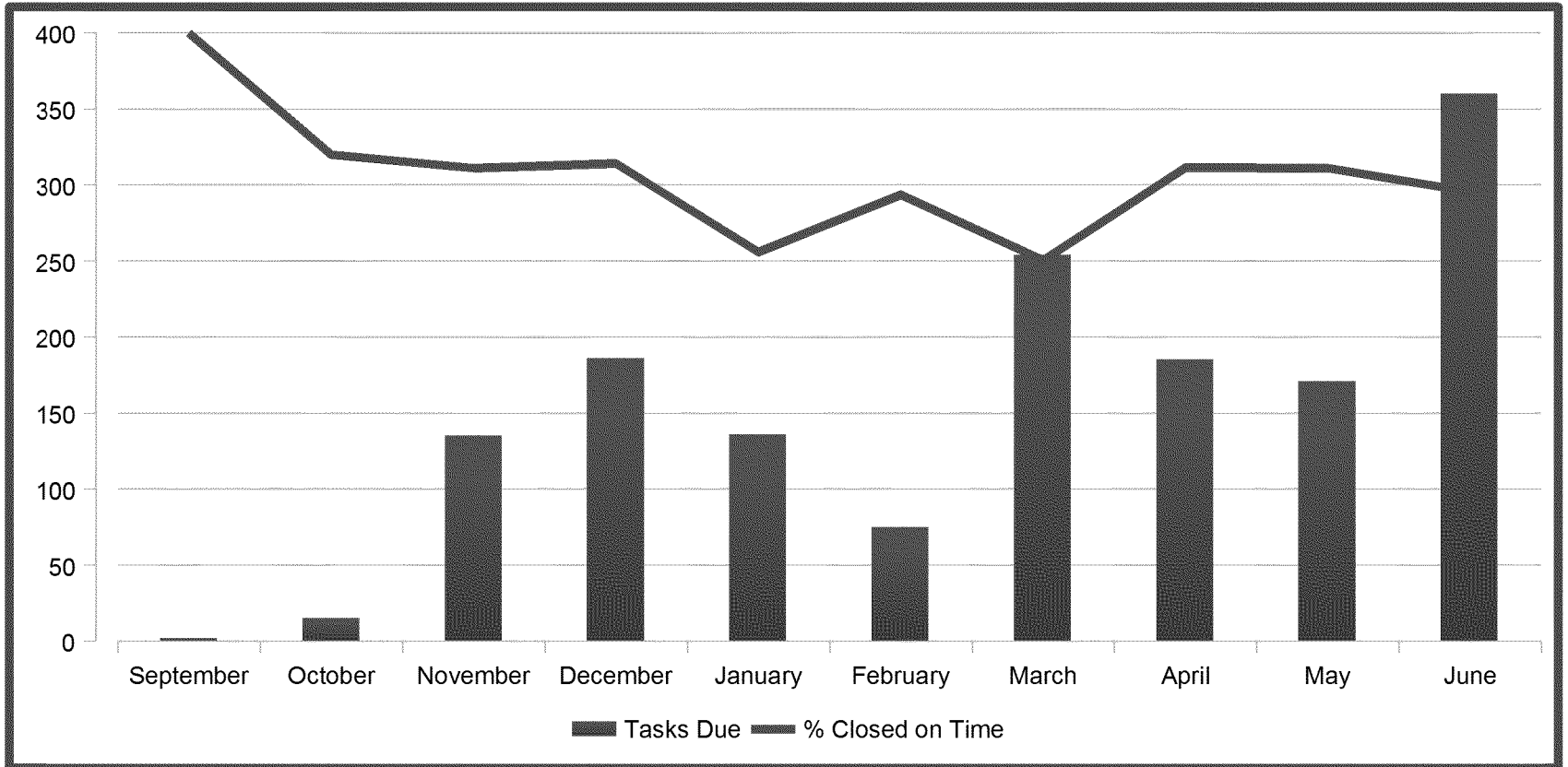


Month	Submitted	Closed	Carry Over	Backlog Growth Rate*
December	182	61	266	3.0
January	147	106	387	1.4
February	314	72	428	4.4
March	445	88	670	5.1
April	355	174	1027	2.0
May	317	99	1208	3.2
June	315	319	1436	.99

\*Any number > 1 indicates an increase in the backlog



# Timely Closure of Tasks



	Total	May	June	% Change*
Total Tasks Due	1,519	171	360	111%
% of Tasks Closed On Time	73%	78%	74%	-4%

\*Month to month percent change  
Multiple tasks can be associated with a single notification (issue)



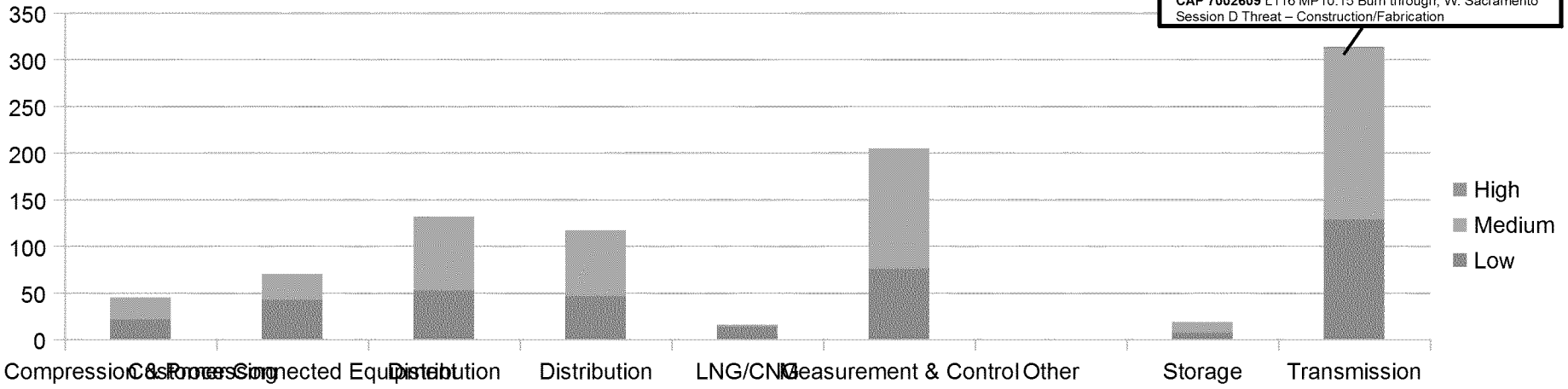
# Risk of Issues Submitted

Severity	Probability	D	C	B	A
		Rare Once in 35 year career	Possible Once in 10 years	Likely Once a year	Almost Certain More than monthly
1	One of the following occurred or has the potential to: <ul style="list-style-type: none"> <li>One or more fatalities</li> <li>Damage to critical asset with widespread loss of service</li> <li>Financial loss &gt; \$250M</li> <li>Pipeline or facility shut down by regulatory agency</li> <li>Catastrophic environmental effect</li> <li>Extended national / international and media coverage (&gt; 6 months)</li> </ul>	-	3	-	-
2	One of the following occurred or has the potential to: <ul style="list-style-type: none"> <li>Serious or disabling injuries</li> <li>Damage to critical asset with limited loss of service</li> <li>Financial loss \$7M-250M</li> <li>Regulatory penalty, legal action, or large fines</li> <li>Widespread environmental effect</li> <li>Extended national / international media (1 week - 6 months)</li> </ul>	2	10	3	-
3	One of the following occurred or has the potential to: <ul style="list-style-type: none"> <li>Minor injuries or near hit with exposure to serious injuries</li> <li>Damage/degradation of critical asset with threat to continuity of service</li> <li>Financial loss \$200k-7M</li> <li>Warning letter, notice of violation, no fines expected, audit findings</li> <li>Localized environmental effect</li> <li>Local / State media coverage</li> </ul>	14	106	894	2
4	One of the following occurred or has the potential to: <ul style="list-style-type: none"> <li>First aid, no injuries, or safety concern</li> <li>Limited or no damage to assets, no threat to continuity of service</li> <li>Financial loss &lt;\$200k</li> <li>Limited or no regulatory action, inspection findings</li> <li>Limited or no environmental effect</li> <li>No media coverage</li> </ul>	202	468	534	145
	Ranking	Total	CF Performed		
High		8	8	0	0
Medium		884	6	177	174
Low		993	2	178	143
					-2%
					-20%

\*Month to month % change  
No critical risk issues

Executive Summary

## CAP Issues Related to Session D Threat



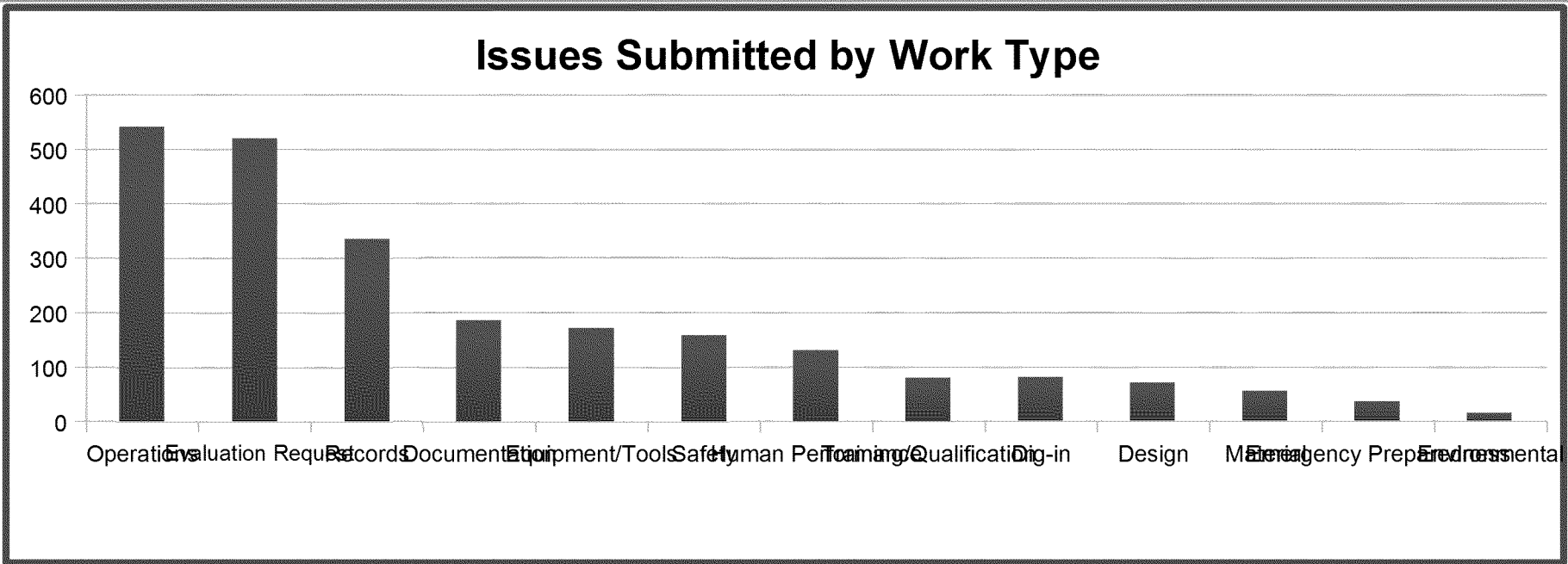
**High Risk Items**  
 CAP 7001900 Needles Tap – Outage  
 Session D Threat – Incorrect Operations  
 CAP 7002609 L116 MP10.15 Burn through, W. Sacramento  
 Session D Threat – Construction/Fabrication

Asset Family	Corrosion	Manufacturing Related	Equipment Related	Construction/Fabrication	Excavation Damage	Incorrect Operations	Weather Related/Outside Forces	Reliability/Capacity Planning
Compression & Processing	0	0	14	0	0	9	3	11
Customer Connected Equip	3	5	10	2	0	22	0	4
Distribution	21	14	2	30	40	74	1	6
LNG & CNG	0	4	2	1	0	4	0	1
Measurement & Control	2	2	31	4	1	117	1	25
Storage	0	0	3	1	0	7	2	1
Transmission	13	8	16	29	2	124	2	41
<b>Total</b>	<b>39</b>	<b>33</b>	<b>78</b>	<b>67</b>	<b>43</b>	<b>357</b>	<b>9</b>	<b>89</b>

A single CAP notification (issue) can be related to multiple Session D threats, but can only be related to a single CAP risk.

Data between January, 1 2014 – April 7., 2014

CAP Integration Criteria: Issue must have a specified Asset Family that is not "Other" and a Risk as well as a: WT Code, WT Group, or Process.. Includes open and closed issues.



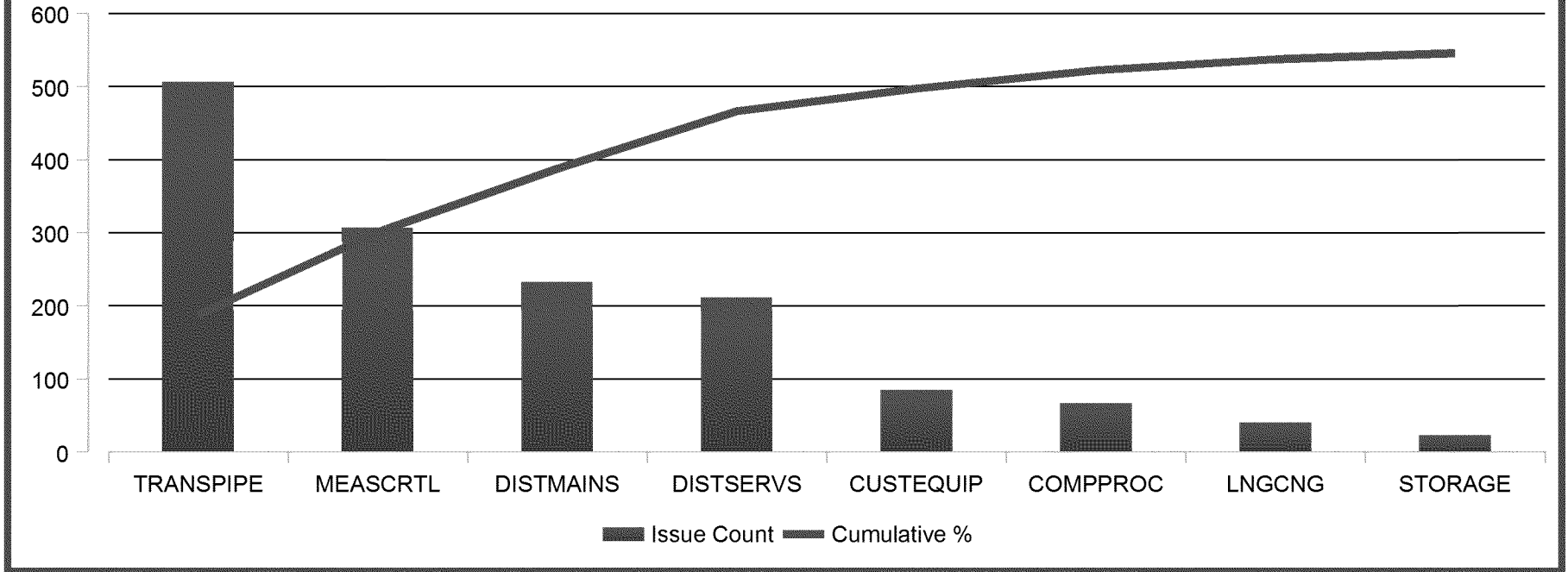
Work Type	May	June	% Change*	Total
Operations	96	33	-66%	541
Evaluation Request	54	51	-6%	520
Records	64	84	31%	336
Documentation	24	28	17%	186
Equipment/Tools	22	18	-18%	171

\*Month to month % change  
 Refer to appendix for work type definitions





## Issues Submitted by Asset Family



Asset Family	May	June	Total	Cumulative %
Transmission	48	61	506	34%
Measurement & Control	50	23	207	55%
Distribution Mains	27	31	233	71%
Distribution Services	10	46	212	85%

\*Month to month % change  
Does not include NA & Multiple Asset Family notifications