

# Stakeholder Survey Feedback - Observations

Stakeholder Process “Super Forum”  
July 25, 2018



# Observations – Strong Agreement

	Strongly Disagree 1	2	3	4	5	Strongly Agree 6	No Response	Weighted Average
<b>1 - To ensure PJM meets its mission regarding reliability; robust, non-discriminatory, and competitive markets; and efficient operations</b>	3	2	1	3	47	148	0	5.6127451
<b>1 - To inform the Board about members' perspectives</b>	4	0	25	28	86	61	0	4.8382353
<b>2 - learn about and gain an understanding of issues</b>	4	0	26	28	96	50	0	4.7745098
<b>2 - express their views and concerns</b>	4	5	26	28	65	76	0	4.8284314
<b>2 - understand other members' views and concerns</b>	4	18	41	68	51	22	0	4.0294118
<b>3 - resolving issues related to the reliable operation of the electric grid.</b>	4	30	22	64	63	21	0	4.0539216
<b>5. All things considered, the PJM stakeholder process is superior to the stakeholder processes of other RTO's.</b>	Strongly Disagree 1	2	3	4	5	Strongly Agree 6	No Response	Weighted Average
	6	33	34	33	48	50	0	4.1470588



# Observations – Strong Agreement

	Too Few	Too Many	Just about right	No Response						
7. Do you think the current number of PJM stakeholder-related meetings needed to accomplish PJM’s workload is ...	2	137	61	4						
8. The PJM stakeholder process takes on more issues in a year than it can process and resolve	Strongly Disagree	1	2	3	4	5	Strongly Agree	6	No Response	Weighted Average
	2	9	13	20	56	100	4	4.995098		
9. PJM and its Members need to do a better job prioritizing the issues they do undertake each year	Strongly Disagree	1	2	3	4	5	Strongly Agree	6	No Response	Weighted Average
	0	4	4	32	37	123	4	5.25		
11. Standing Committees need to better manage the scope and timing of the Subcommittees and Task Forces that serve them	Strongly Disagree	1	2	3	4	5	Strongly Agree	6	No Response	Weighted Average
	0	15	29	33	90	33	4	4.3970588		
15. Even when members can’t reach agreement on a solution, it is still beneficial for issues to be fully vetted through the PJM stakeholder process.	Strongly Disagree	1	2	3	4	5	Strongly Agree	6	No Response	Weighted Average
	0	1	7	45	54	92	5	5.0245098		
17. Where consensus on a single proposal is not possible, Committees and Task Forces should elevate multiple proposals to the Senior Standing Committees to which they report.	Strongly Disagree	1	2	3	4	5	Strongly Agree	6	No Response	Weighted Average
	1	41	0	65	44	48	5	4.1715686		



# Observations – Strong Agreement

22. Overall, how satisfied are you with how the PJM staff provides technical expertise and analysis to support the stakeholder process? **poll mistakenly labeled with "disagree" range**	<b>Strongly Dissatisfied 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Strongly Satisfied 6</b>	<b>No Response</b>	<b>Weighted Average</b>
	1	1	16	24	98	59	5	4.8578431
23. Overall, how satisfied are you with how the PJM staff chairs/facilitates Committee and Task Force meetings? **poll mistakenly labeled with "disagree" range**	<b>Strongly Dissatisfied 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Strongly Satisfied 6</b>	<b>No Response</b>	<b>Weighted Average</b>
	0	3	43	50	88	15	5	4.2401961
24. PJM staff and management's role within the stakeholder process should be to advocate for technically-sound reliability solutions.	<b>Strongly Disagree 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Strongly Agree 6</b>	<b>No Response</b>	<b>Weighted Average</b>
	1	0	12	25	67	94	5	5.0784314
25. PJM staff and management's role within the stakeholder process should be to advocate for competitive and robust market solutions.	<b>Strongly Disagree 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Strongly Agree 6</b>	<b>No Response</b>	<b>Weighted Average</b>
	1	19	9	23	74	73	5	4.7352941
27. If PJM staff and management have a strong opinion about how an issue should be substantively resolved, should they...	<b>Keep it to themselves</b>	<b>State it clearly and continue to chair/facilitate</b>	<b>State it clearly but assign two PJM staff (one to represent PJM, another to chair/facilitate)</b>	<b>State it clearly but bring in a third party to chair/facilitate</b>	<b>No Response</b>			
	0	14	161	24	5			

# Observations – Less Than Strong Agreement

	Strongly Disagree 1	2	3	4	5	Strongly Agree 6	No Response	Weighted Average
<b>1 - To reach agreement among the members</b>	12	8	75	61	39	9	0	3.6568627
<b>2 - develop and vet alternate solutions</b>	5	28	65	35	57	14	0	3.75
<b>2 - reach agreement on solutions</b>	26	61	38	37	40	2	0	3.0490196
<b>3 - resolving issues related to the design of wholesale electricity markets.</b>	9	83	28	63	21	0	0	3.0196078
<b>4. Overall, the stakeholder process reasonably balances competing interests.</b>	Strongly Disagree 1	2	3	4	5	Strongly Agree 6	No Response	Weighted Average
	28	35	42	39	44	16	0	3.4117647
<b>6. Overall, how satisfied is your organization with PJM's stakeholder process?</b>	Strongly Dissatisfied 1	2	3	4	5	Strongly Satisfied 6	No Response	Weighted Average
	5	43	67	30	58	1	0	3.4705882
<b>10. PJM and its Members should set firm timetables for resolving each issue they undertake</b>	Strongly Disagree 1	2	3	4	5	Strongly Agree 6	No Response	Weighted Average
	0	25	42	61	53	19	4	3.9166667



# Observations – Less Than Strong Agreement

14. The stakeholder process would benefit from greater direct participation by senior managers and executives of member organizations	<b>Strongly Disagree 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Strongly Agree 6</b>	<b>No Response</b>	<b>Weighted Average</b>
	12	65	29	49	35	9	5	3.2058824
16. Committees and Task Forces should develop proposals that have a reasonable chance of acceptance at the committees above them.	<b>Strongly Disagree 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Strongly Agree 6</b>	<b>No Response</b>	<b>Weighted Average</b>
	39	1	35	56	39	29	5	3.622549
20. PJM and its Members should more actively seek state regulator's views on issues so that PJM and its Members can address them during their deliberations.	<b>Strongly Disagree 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Strongly Agree 6</b>	<b>No Response</b>	<b>Weighted Average</b>
	13	33	18	41	72	22	5	3.8676471
26. PJM staff and management's role within the stakeholder process should be to broker agreements among its members.	<b>Strongly Disagree 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Strongly Agree 6</b>	<b>No Response</b>	<b>Weighted Average</b>
	20	32	60	52	27	8	5	3.2107843
28. When Stakeholders do not reach agreement on significant matters (exceed 2/3 weighted vote threshold at the Members Committee), the PJM Board currently receives sufficiently clear and detailed information on the perspectives of members.	<b>Strongly Disagree 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Strongly Agree 6</b>	<b>No Response</b>	<b>Weighted Average</b>
	24	9	80	48	8	30	5	3.4019608