

Major Infrastructure Delivery (MID) Field Quality Control (FQC) Active Observation Sampling, Data Collection, and Pass Rate Calculations

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Section 1: Scope

The MID FQC group currently performs active, side-by-side observation of people performing vegetation management inspection work on the Distribution Routine, Distribution Second Patrol, and Vegetation Control Programs.

Data collected during active observation of VM Inspectors is categorized per the following definitions:

- Pass rate Attributes
 - **Critical Attributes**
 - Attributes with direct link to incident risk or CPUC/CalFire regulatory requirements
 - **Conformance Attributes**
 - Derived from execution Standards and Procedures but not in critical attributes list

Section 2: Sampling: Identification of eligible populations

MID FQC relies on analyst support to extract data from the work execution system of record that is used for each respective program. The eligible population of in-scope inspectors for each program is identified by the records they produce when performing inspection work on the specified Vegetation Management Programs. All individuals who create inspection records are considered part of the eligible population unless deemed ineligible for active observation through a variety of mechanisms including outreach and discovery of non-inspection role or when the individual stops inspecting and thus stops creating records on the specified program.

PG&E has committed to collecting active observation data on 90% of the eligible population of the individuals who are identified as performing in-scope work in the first calendar quarter of the year (1/1/year – 3/31/year). Observations of the eligible populations are to complete by the end of the calendar year (12/31/year).

Section 3: Implementation of Active Observations and the use of Survey123

Once target populations are established, the MID FQC field team (Field Quality Control Program Managers, or FQCPMs) coordinates with local teams to establish contact and plan field meetings during which active observation data is collected as the inspector performs their work.

The MID FQC leadership team maintains ESRI Survey123 surveys which are used by field team members to collect data on the attribute categories listed in Section 1.

When the side-by-side active observation is completed, the survey is submitted, finalizing the data collection process.

Section 4: Pass Rate Calculation

FQC data is brought in from the ESRI Survey123 into a Power BI workspace, including all attributes associated with the observed individual inspector. A Power BI Dashboard is in development to produce an aggregated pass rate. The system wide target is set at 88% and the pass rate is calculated as follows:

- Pass Rate = Total Passing responses for Critical and Conformance Attributes divided by (Total Responses for Critical and Conformance Attributes minus N/A responses)

Many survey responses/attributes are not included in the pass rate, as they are designed to be informative, not tied to explicit performance requirements, and/or are categorical and not designed to produce pass/fail responses.