

**LRPP Exhibit III:
Performance Measure Assessment**

**Department of Highway Safety and Motor
Vehicles**



Below is a listing of agency measures that did not fall below the approved standard:

Administrative Services

1. Agency administration and support costs as a percent of total agency costs/Agency administration and support positions as a percent of total agency positions.

Florida Highway Patrol

1. Florida death rate on patrolled highways per 100 million vehicle miles of travel.
2. National average death rate on highways per 100 million vehicles miles of travel.
3. Number of crashes investigated by FHP.
4. Percent change in number of crashes investigated by FHP.
5. Annual crash rate per 100 million vehicle miles of travel.
6. Percent of recruits retained by FHP for 3 years after the completion of training.
7. Number / percent of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots).
8. Number / percent of duty hours spent on crash investigations for Law Enforcement Officers.
9. Number / percent of duty hours spent on crash investigations for Community Service Officers.
10. Percent of closed criminal investigations which are resolved.

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11. Number / percent of duty hours spent on: Criminal investigations.
12. Number / percent of duty hours spent on: Professional compliance investigations.
13. Number / percent of duty hours spent on: Polygraph examinations activities.
14. Number / percent of duty hours spend on: Non-investigative support activities.
15. State seat belt compliance rate.
16. Percent change in seat belt use.
17. Number of public traffic safety presentations.
18. Number of persons in attendance at public traffic safety presentations.

Driver Licensure

1. Average number of corrections per 1,000 driver records maintained.
2. Number of written driver license examinations conducted.
3. Number of road tests conducted.
4. Percent of motorists complying with financial responsibility.
5. Number of insured motorists.
6. Percent of "Driving Under the Influence" course graduates who do not recidivate within three years of graduation.
7. Number of problem drivers identified.

Motor Vehicles

1. Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings.
2. Percent of dealer licenses issued within 7 working days upon receipt of completed applications.
3. Number of automobile dealers licensed.
4. Ratio of warranty complaints to new mobile homes titled.
5. Number of mobile homes inspected.
6. Percent of vehicle/vessel titles issued without error.
7. Number of fraudulent motor vehicle titles identified and submitted to law enforcement.
8. Number of motor vehicle and mobile home titles issued.
9. Number of motor vehicle and mobile home registrations issued.
10. Issuance of vessel titles.

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11. Average number of days to issue vehicle title.
12. Number of International Fuel Use Tax and International Registration Plans accounts audited.
13. Number of Motor Carrier audited per auditor, with number of auditors shown.

Kirkman Data Center

1. Percent of customers who rate services as satisfactory or better as measured by survey.

**LRPP Exhibit III:
Performance Measure Assessment**

Florida Highway Patrol



LRPP Exhibit III: Performance Measure Assessment

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Alcohol-related death rate per 100 million vehicle-miles of travel

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
0.64	0.74	.10 over	15.63 %

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

During FY 02/03, the Patrol lost 83 troopers due to DROP. For the period January 1, 2000 to June 30, 2004, 181 troopers have resigned from FHP due to recruitment by other law enforcement agencies.

Additionally, the Patrol assisted with security operations for the FTAA in Miami and the G8 Summit in Georgia, NASCAR 500, the Pepsi 400, Daytona Beach Spring Break, Panama City Beach Spring Break, Miami Beach Memorial Day Beach Fest and the African American College Reunion held in Daytona Beach. All of these special activities account for over 52,500 hours that ordinarily would have been available for other law enforcement related functions.

External Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) Public Awareness Campaigns, DUI checkpoints |

Recommendations:

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FHP will continue its effort to educate drivers about the effects of drinking and driving through public service announcements, safety presentations and partnerships with civic organizations. The FHP will also seek to increase the number of DUI checkpoints and wolf packs throughout the year, both alone, and in partnership with other law enforcement agencies.

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Recommendations:

Additional Law Enforcement Officer positions would increase visibility and enforcement efforts resulting in drivers using more care and paying more attention to traffic laws and safety procedures. More law enforcement visibility will encourage safer, better driving habits among drivers. FHP will continue to provide advanced training on traffic homicide investigations

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Personnel

Other (Identify)

Recommendations:

The Patrol has completed the MDT installation and has begun using mobile data terminals in all patrol cars assigned to troopers, corporals and sergeants. The MDTs will allow for quicker completion of crash investigation reports. The Patrol continues to increase the numbers of applicants recruited, hired and trained to perform law enforcement duties.

LRPP Exhibit III: Performance Measure Assessment

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number and percent of time spent on non-patrol support activities
(Law Enforcement Officers)

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
648,125	741,705	93,580 over	14.44 %
29 %	31 %	2 % over	7%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Personnel Factors
<input type="checkbox"/> Competing Priorities
<input type="checkbox"/> Previous Estimate Incorrect
<input type="checkbox"/> Other (Identify) | <input type="checkbox"/> Staff Capacity
<input type="checkbox"/> Level of Training |
|--|---|

Explanation:

During FY 02/03, the Patrol lost 83 troopers due to DROP. For the period January 1, 2000 to June 30, 2004, 181 troopers have resigned from FHP due to recruitment by other law enforcement agencies.

The Patrol investigated an additional 15,835 crashes during this time period. This equates to an estimated additional 22,000 - 30,000 hours of crash investigation time that must come from a trooper's available patrol time.

Additionally, the Patrol assisted with security operations for the FTAA in Miami and the G8 Summit in Georgia, NASCAR 500, the Pepsi 400, Daytona Beach Spring Break, Panama City Beach Spring Break, the Miami Beach Memorial Day Beach Fest and the African American College Reunion held in Daytona Beach. All of these special activities account for over 52,500 hours that ordinarily would have been available for other law enforcement activities.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable
<input type="checkbox"/> Legal/Legislative Change
<input type="checkbox"/> Target Population Change
<input type="checkbox"/> This Program/Service Cannot Fix The Problem
<input type="checkbox"/> Current Laws Are Working Against The Agency Mission | <input type="checkbox"/> Technological Problems
<input type="checkbox"/> Natural Disaster
<input type="checkbox"/> Other (Identify) |
|--|---|

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

LRPP Exhibit III: Performance Measure Assessment

- Training
- Personnel

- Technology
- Other (Identify)

Recommendations:

FHP will continue to maximize use of its existing resources.

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Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number and percent of duty hours spent on Law Enforcement Officer assistance to motorists; number of motorists assisted by Law Enforcement Officers

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
107,649 hours	102,272	5,377 under	4.99 %
5 %	4%	1 % under	N/A
299,924 persons	283,097	16,827 under	5.61 %

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

During FY 02/03, the Patrol lost 83 troopers due to DROP. For the period January 1, 2000 to June 30, 2004, 181 troopers have resigned from FHP due to recruitment by other law enforcement agencies. This has an adverse impact on the availability of troopers to provide assistance.

Additionally, the Patrol assisted with security operations for the FTAA in Miami and the G8 Summit in Georgia, NASCAR 500, the Pepsi 400, Daytona Beach Spring Break, Panama City Beach Spring Break, the Miami Beach Memorial Day Beach Fest and the African America College Reunion held in Daytona Beach. All of these special activities account for over 52,500 hours that ordinarily would have been available for other law enforcement activities.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

This standard is externally driven. Assistance to motorists is affected by the numbers of motorists requiring assistance and the number who call for assistance.

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Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

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FHP continues to vigorously recruit, hire and train qualified applicants for law enforcement positions to increase road coverage. As the vacancy rate begins to drop, additional in-service classes will be scheduled.

LRPP Exhibit III: Performance Measure Assessment

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service: Public Information and Safety Education
Measure: Average size of audience per presentation

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
79	55	24 under	31%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|---|--|
| <input checked="" type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

While this measure appears to be deficient, it is product of the number of traffic safety presentations presented and the number of persons attending at the presentations. The total number of attendees is indeterminable to properly calculate the average number of attendees per presentation.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

This measure was deleted effective July 1, 2004.

**LRPP Exhibit III:
Performance Measure Assessment**

Licenses, Titles & Regulations

Driver Licensure and Motor Vehicles



LRPP Exhibit III: Performance Measure Assessment

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Percent customers waiting 15 minutes or less for driver license service

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
75%	60%	15% under	-20%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Personnel Factors
<input checked="" type="checkbox"/> Competing Priorities
<input type="checkbox"/> Previous Estimate Incorrect
<input type="checkbox"/> Other (Identify) | <input checked="" type="checkbox"/> Staff Capacity
<input type="checkbox"/> Level of Training |
|---|--|

Explanation:

External Factors (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Resources Unavailable
<input type="checkbox"/> Legal/Legislative Change
<input checked="" type="checkbox"/> Target Population Change
<input type="checkbox"/> This Program/Service Cannot Fix The Problem
<input type="checkbox"/> Current Laws Are Working Against The Agency Mission | <input type="checkbox"/> Technological Problems
<input type="checkbox"/> Natural Disaster
<input checked="" type="checkbox"/> Other (Identify) |
|---|--|

Explanation:

Increase scrutiny of driver license applicants relating to homeland security. Shift of quick transaction types (e.g. routine renewal) to tax collectors and Internet.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Training
<input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Technology
<input type="checkbox"/> Other (Identify) |
|---|---|

Recommendations:

LRPP Exhibit III: Performance Measure Assessment

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Percent customers waiting 30 minutes or more for driver license service

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
18%	22%	4 % over	+22%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Personnel Factors
<input checked="" type="checkbox"/> Competing Priorities
<input type="checkbox"/> Previous Estimate Incorrect
<input type="checkbox"/> Other (Identify) | <input checked="" type="checkbox"/> Staff Capacity
<input type="checkbox"/> Level of Training |
|---|--|

Explanation:

External Factors (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Resources Unavailable
<input type="checkbox"/> Legal/Legislative Change
<input checked="" type="checkbox"/> Target Population Change
<input type="checkbox"/> This Program/Service Cannot Fix The Problem
<input type="checkbox"/> Current Laws Are Working Against The Agency Mission | <input type="checkbox"/> Technological Problems
<input type="checkbox"/> Natural Disaster
<input checked="" type="checkbox"/> Other (Identify) |
|---|--|

Explanation:

Increase scrutiny of driver license applicants relating to homeland security. Shift of quick transaction types (e.g. routine renewal) to tax collectors and Internet.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Training
<input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Technology
<input type="checkbox"/> Other (Identify) |
|---|---|

Recommendations:

LRPP Exhibit III: Performance Measure Assessment

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity Compliance and Enforcement
Measure: Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural and requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1:8	1:7	1	-12.5%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input checked="" type="checkbox"/> Other (Identify) | |

Explanation:

Rebuilt inspection customers are many times repeat customers and have now been trained as to the acceptable actions they must take to obtain a passable rebuilt vehicle.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: Performance Measure Assessment

Department: Department of Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Motor Carrier Compliance
Measure: Ratio of taxes collected as a result of IRP & IFTA audits to the cost

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$1.73:1	\$1.03:1	.70 under	-40.4%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input checked="" type="checkbox"/> Other (Identify) | |

Explanation:

Audits are conducted on a random basis and revenue collections from audits are undeterminable.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: Performance Measure Assessment

Department: Department of Highway Safety and Motor Vehicles

Program: License, Titles and Regulations

Service/Budget Entity: Vehicle/Vessel Title and Registration

Measure: Percent change in number of fraudulent motor vehicles titles identified and submitted to law enforcement.

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
48%	69%	21	43.7%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input checked="" type="checkbox"/> Other (Identify) See Explanation | |

Explanation:

Consumer fraud is not controlled by the Division, however, targeted reviews of processed titles continues to produce a larger number of fraudulent titles than random sampling.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: Performance Measure Assessment

Department: Department of Highway Safety and Motor Vehicles

Program: License, Titles and Regulations

Service/Budget Entity: Vehicle/Vessel Title and Registration

Measure: Average cost to issue a motor vehicle/vessel title

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$1.90	\$1.91	.01	.01%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input checked="" type="checkbox"/> Other (Identify) | |

Explanation:

New FRVIS data system has enhanced the issuance of titles.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: Performance Measure Assessment

Department: Department of Highway Safety and Motor Vehicles

Program: License, Titles and Regulations

Service/Budget Entity: Vehicle/Vessel Title and Registration

Measure: Issuance of Vessel Registration

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved GAA Standard	Actual Performance Results	Difference (Under)	Percentage Difference
989,600	982,301	7,299 under	-.7%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input checked="" type="checkbox"/> Other (Identify) | |

Explanation:

Economy effects consumer purchases and usage.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: Performance Measure Assessment

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Executive Direction and Support Services
Measure: Program administration and support costs as a percent of total program costs; program administration and support positions as a percent of total program positions

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2.13 % costs	2.21 %	0.08 % over	0.04
2.19 % positions	2.15 %	0.04 % under	0.04

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

+