

## **LRPP Exhibit IV: Performance Measure Validity and Reliability**

Dear Reader:

Thank you for reviewing the Department of Highway Safety's Long Range Program Plan (LRPP). Over the last fiscal year, there have been no changes in the validity, reliability or methodology information for our performance measures except for the following measure:

- **Actual average response time (minutes) to calls for crashes or assistance.**

Please see the validity and reliability statement completed for this measure on page 3.

All other measures have been previously approved through the legislative process. If you would like additional information, please contact the Budget and Planning Office at (850) 488-3542 or email Melissa McDaniel at [McDaniel.Melissa@hsmv.state.fl.us](mailto:McDaniel.Melissa@hsmv.state.fl.us).

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Performance Measure Validity and Reliability**

# **Florida Highway Patrol**



## **LRPP Exhibit IV: Performance Measure Validity and Reliability**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Actual average response time (minutes) to calls for crashes or assistance

**Action (check one):**

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure nor previously approved or for which validity, reliability and/or methodology information has not been provided.

### **Data Sources and Methodology:**

The data source for this measure is the Computer Aided Dispatch (CAD) system. As dispatchers receive calls for service or crashes, the CAD system automatically tracks each call from the time it is received to the time a trooper arrives on the scene. All calls are time stamped as they are entered into the CAD system. Those calls that are less than 10 seconds and more than 8 hours are filtered and excluded from the statewide average response time calculation. An average response time report can be requested and run for any time period. Each month, these reports are run by county and placed on the Average Response Time Report, that indicates the average response time for each county, as well as, a statewide average. This measure uses fiscal year data for the statewide average taken from each monthly Average Response Time Report.

### **Validity:**

This measure is being used as an indicator of the efficiency and timeliness of the Patrol ability to respond to crashes or other calls for service. The average response time is considered to be a valid measure due to the fact that this is a high profile function, as citizens never forget how long it takes an officer to respond to a call for service or crash. Potential threats to the validity of this measure may be the ever-increasing population and number of registered vehicles and tourists visiting the state factors over which FHP has no control, versus a stable level of patrol staffing. Another threat to the validity of this measure is that the measure does not include instances where a trooper has driven up on an incident without being dispatched.

### **Reliability:**

The CAD system has several built-in audits to ensure the accuracy and reliability of the data. This updated system provides better data consistency and credibility than the previous CAD system.