



## Performance Measures Advisory Memorandum 201213-01

October 12, 2012

### Executive Summary

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The Office of Inspector General (OIG) reviewed the Florida Department of Highway Safety and Motor Vehicles' 2011-2012 Performance Measures as required by Section 20.055(2)(b), Florida Statutes.

We assessed the validity and reliability of 11 measures from the Reliable Service Delivery category for Fiscal Year 2011-2012 as shown in Appendix 1, and evaluated the proposed changes to 17 performance measures, including five new measures, for the Department's 2013/2014-2017/2018 Long-Range Program Plan (LRPP) as shown in Appendix 2.

For this review, we defined:

**Validity** - The appropriateness of the measuring instrument in relation to the purpose for which it is being used.

**Reliability** - The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.

All 11 of the performance measures reviewed from the Reliable Service Delivery category and the proposed changes to 17 performance measures that became effective July 1, 2012 were valid and reliable in relation to the intended purpose and use.

## **Background and Introduction**

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The Government Accountability and Performance Act of 1994 requires state agencies to implement performance-based program budgeting, which includes establishing legislatively approved performance measures and standards.

Section 216.013, Florida Statutes, requires state agencies to develop a LRPP that is policy based, priority driven, accountable and developed through careful examination and justification of all agency and judicial branch programs. The statute requires state agencies to post their long-range program plans on their Internet websites not later than September 30<sup>th</sup> of each year, and provide written notice to the Governor and the Legislature that the plans have been posted.

Section 20.055(2)(b), Florida Statutes, requires the OIG to assess the validity and reliability of the information reported by the Department and make recommendations for improvement, if necessary, prior to submission of those measures and standards to the Executive Office of the Governor.

## **Results of Review**

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All 11 of the performance measures reviewed from the Reliable Service Delivery category were valid and appropriate in relation to the intended purpose; and reliable to the extent the measuring procedure yields the same results on repeated trials and the data is complete and sufficiently error free for the intended use.

The proposed changes to 17 performance measures that became effective July 1, 2012 are also valid and appropriate in relation to the intended purpose; and reliable to the extent the measuring procedure yields the same results on repeated trials and the data is complete and sufficiently error free for the intended use.

## **ATTACHMENT 1 - Purpose, Scope and Methodology**

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The purpose of this review was to evaluate the Department's Performance Measures in the Reliable Service Delivery category for Fiscal Year 2011-2012, and to evaluate the proposed changes to the performance measures for the 2013/2014-2017/2018 Long-Range Program Plan (LRPP) to determine if each is valid and reliable.

For this review, we defined:

**Validity** - The appropriateness of the measuring instrument in relation to the purpose for which it is being used.

**Reliability:** The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.

The **scope** of this review included the Department performance measures submitted as part of the Department's LRPP.

The methodology included:

- Researching and reviewing applicable statutes, rules, manuals and procedures;
- Interviewing appropriate Department staff;
- Reviewing the LRPP and supporting documentation;
- Calculating amounts for each measure using the source data and methodology defined by the Department;
- Testing reported data and formulas used for the measures; and
- Reviewing data collection and reporting processes, measure definitions, methodologies and assumptions used for calculating and reporting performance measure data.

## **ATTACHMENT 2 - Engagement Team and Statement of Accordance**

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### **Engagement Team**

Erin Mook, Auditor  
Ronnie Atkins, CPA, CIA, CMA, Audit Director

### **Statement of Accordance**

Section 20.055, Florida Statutes, requires the Florida Department of Highway Safety and Motor Vehicles' Inspector General to review, evaluate and report on policies, plans, procedures, accounting, financial and other operations of the Department and to recommend improvements.

**ATTACHMENT 3 - Addressee and Distribution List**

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Julie L. Jones, Executive Director

Copies distributed to:

Diana Vaughn, Deputy Executive Director  
Stacy Arias, Chief of Staff  
Colonel David Brierton, Director, Florida Highway Patrol  
Kimberly Banks, Chief Financial Officer  
Boyd Walden, Director of Motor Services  
Dave Westberry, Chief Performance Officer  
Bill Ham, Senior Management Analyst  
Laura Bruce, Budget Manager

Florida Department of Highway Safety and Motor Vehicles  
Office of Inspector General

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**APPENDIX 1 – 2011/2012 Performance Measure Assessment**

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<b>Reliable Service Delivery</b>						
	<b>Measure Description</b>	<b>Responsible Office</b>	<b>Valid</b>	<b>Reliable</b>	<b>LRPP Standard</b>	<b>FY 11/12 Actual</b>
<b>A</b>	<b>Motorist transactions successfully completed</b>					
12	% of registration transactions successfully completed	MS Bureau of Issuance and Oversight	Yes	Yes	95%	97.6%
13	% of title transactions successfully completed	MS Bureau of Issuance and Oversight	Yes	Yes	90%	95.2%
14	% of driver license and identification card transactions successfully completed	MS Bureau of Issuance and Oversight	Yes	Yes	98%	98.2%
15	% of disabled parking permit transactions successfully completed	MS Bureau of Issuance and Oversight	Yes	Yes	98%	98%
16	% of temporary operating permit transactions for heavy commercial vehicles successfully completed	MS Bureau of Issuance and Oversight	Yes	Yes	90%	91.7%
<b>B</b>	<b>Customer services completed timely</b>					
17	% of calls for service responded to by FHP within 30 minutes	FHP	Yes	Yes	65%	65.8%
18	% of driver license office customers waiting 30 minutes or less for service	MS Bureau of Issuance and Oversight	Yes	Yes	95%	74.5%
19	% of titles issued within 3 workdays of request	MS Bureau of Issuance and Oversight	Yes	Yes	98%	98.4%
20	% change in average wait time for Customer Service Center calls to previous year	Customer Service Center	Yes	Yes	5% or greater reduction	32.4%
21	% of business licenses issued timely	MS Bureau of Issuance and Oversight	Yes	Yes	98%	99.8%
22	% of customers that rate services as satisfactory or better	ISA	Yes	Yes	85%	80.1%

## APPENDIX 2 – Changes to Performance Measures

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The Office of Performance Management proposed changes to the following measures that became effective July 1, 2012:

	<i>Measure Description</i>	<i>Responsible Office</i>	<i>Change</i>	<i>Valid</i>	<i>Reliable</i>	<i>LRPP Standard</i>
<b>Public Safety</b>						
<b>A</b>	<b>Highway Crashes</b>					
6	% change in commercial vehicle crashes to previous year	FHP Commercial Vehicle Enforcement	Was 2% or greater reduction	Yes	Yes	1.3% or greater reduction
<b>B</b>	<b>Highway Safety Education and Enforcement</b>					
9	Number of education and enforcement marketing related activities	Communications	New Measure	Yes	Yes	12 annually
10	Number of commercial vehicle inspections performed	FHP Commercial Vehicle Enforcement	Standard changed from 75,600 to 79,380	Yes	Yes	79,380
11	% of insured motorists	MS Bureau of Motorist Compliance	New Measure	Yes	Yes	95%
<b>C</b>	<b>Criminal Investigations Completed Timely</b>					
12	% of criminal investigation cases completed within 90 days	FHP Bureau of Criminal Intelligence and Investigations	Measure language changed from "resolved" to "completed," standard changed from 70% to 72%	Yes	Yes	72%
13	% of field intelligence reports reviewed, analyzed and adjudicated within 30 days	FHP Bureau of Criminal Intelligence and Investigations	Measure language changed from "disseminated" to "adjudicated," standard changed from 75% to 90%	Yes	Yes	90%
14	% of vetted intelligence information that is shared with the intelligence community within 7 days	FHP Bureau of Criminal Intelligence and Investigations	New Measure	Yes	Yes	80%

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	<i>Measure Description</i>	<i>Responsible Office</i>	<i>Change</i>	<i>Valid</i>	<i>Reliable</i>	<i>LRPP Standard</i>
<b>Reliable Service Delivery</b>						
<b>A</b>	<b>Motorist Transactions Successfully Completed</b>					
16	% of temporary operating permit transactions for heavy commercial vehicles successfully completed	MS Bureau of Issuance and Oversight	Measure Deleted	N/A	N/A	90%
<b>B</b>	<b>Customer Services Completed Timely</b>					
20	% of driver license office customers waiting 30 minutes or less for service	MS Bureau of Issuance and Oversight	Definition now specifies Dade, Broward and Volusia counties	Yes	Yes	95%
<b>Leverage Technology</b>						
<b>A</b>	<b>Customer Technology Use</b>					
26	% of motor vehicle and vessel titles issued electronically	MS Bureau of Issuance and Oversight	Standard changed from 20% to 35%	Yes	Yes	35%
25	% of driver license and identification card holders registered for Emergency Contact Information	MS Bureau of Records	Measure deleted	N/A	N/A	5%
27	% of IFTA tax returns and IRP transactions processed electronically	MS Commercial Vehicle and Driver Services	New Measure	Yes	Yes	10%
<b>B</b>	<b>New Technology Projects</b>					
28	% of new projects developed and implemented successfully	ISA Strategic Business Operations	Measure language changed from "timely" to "successfully"	Yes	Yes	95%
29	% of time dedicated to research and development	ISA Strategic Business Operations	Standard changed from 20% to 10%	Yes	Yes	10%
<b>C</b>	<b>Computer Support uptime available to our partners</b>					
34	Effectiveness of data and system security preventative measures	ISA Enterprise Security Management	New Measure	Yes	Yes	100%

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	<i>Measure Description</i>	<i>Responsible Office</i>	<i>Change</i>	<i>Valid</i>	<i>Reliable</i>	<i>LRPP Standard</i>
<b><i>Talent Creation and Development</i></b>						
35	% of members who rate job satisfaction as satisfactory or better	Learning and Development	Reporting frequency changed from annually to semi-annually	Yes	Yes	75%
36	Increase participation in leadership training programs	Learning and Development	Standard changed from 1% or greater to 5% or greater	Yes	Yes	5% or greater