



Performance Measures

Advisory Memorandum 201415-02

October 29, 2014

Executive Summary

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

We assessed the validity and reliability of three measures reported for the 2013-14 Fiscal Year as shown in Appendix 1, and evaluated the proposed changes to seven performance measures for the Department's Long-Range Program Plan (LRPP) for the 2015-16 through 2019-20 Fiscal Years, 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.

Of the three measures reviewed for the 2013-14 Fiscal Year; one was determined to be valid and reliable in relation to the intended purpose; one measure was determined not valid or reliable because of errors in the definition of the measure and in the methodology used to obtain the data; and another measure was determined not valid because of errors in the methodology used to obtain the data.

The proposed changes to three performance measures, and the four new measures that became effective July 1, 2014, are valid and reliable in relation to the intended purpose and use.

Background and Introduction

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 an 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 LRPPs on their internet websites not later than September 30th 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

We assessed the validity and reliability of three measures for the 2013-14 Fiscal Year as shown in Appendix 1, and evaluated the proposed changes to three performance measures and four new measures for the Department's LRPP for the 2015-16 through 2019-20 Fiscal Years, as shown in Appendix 2.

Of the three measures reviewed for the 2013-14 Fiscal Year; one was determined to be valid and reliable in relation to the intended purpose. The measure relating to the percent of business licenses issued within five days was determined not valid or reliable because of errors in the definition of the measure, the methodology used to obtain the data, and errors in the data reported. After discussing the intent of this measure, the Office of Performance Management has coordinated with the Division of Motorist Services to address the issues relating to determining and accurately reporting the number of business licenses issued within five days.

Additionally, the measure relating to impaired drivers involved in fatal crashes was determined not valid because of errors in the methodology used to obtain the data. The source data contained an error in the business definition used to obtain the data from the crash database. The Office of Performance Management, in conjunction with the Division of Motorist Services and the Department's private sector third-party contractor responsible for maintaining crash data, has clearly defined the business definition for this measure and has implemented a review process to ensure crash data is consistently and accurately obtained.

The proposed changes to three performance measures, and the four new measures that became effective July 1, 2014, are valid and reliable in relation to the intended purpose and use.

Purpose, Scope, and Methodology

The purpose of this review was to evaluate three Department Performance Measures for the 2013-14 Fiscal Year, and to evaluate the proposed changes to seven of the performance measures for the Department's LRPP for the 2015-16 through 2019-20 Fiscal Years 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, and procedures;
- Interviewing appropriate Department members;
- Reviewing the LRPP and supporting documentation;
- 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.



Distribution, Statement of Accordance, and Project Team

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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.

Project Team

Engagement conducted by:
Erin Mook, Auditor

Under the supervision of:
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Approved by:


Julie M. Leftheris, Inspector General

APPENDIX 1- 2013-14 Performance Measure Assessment

Measure Number	Measure Description	Responsible Office	Valid	Reliable	LRPP Standard
Public Safety					
4	% change in mature drivers involved in fatal crashes to previous year	Motorist Services	Yes	Yes	0% or reduction
6	% change in impaired drivers involved in fatal crashes to previous year	Motorist Services	No	Yes	0% or reduction
Reliable Service Delivery					
21	% of business licenses issued within 5 days	Motorist Services	No	No	98%

APPENDIX 2- New or Changed Performance Measures

Measure Number	Measure Description	Responsible Office	Change	Valid	Reliable	LRPP Standard
Public Safety						
10	% of drivers licensed within 90 days after the sanction period expires	Bureau of Motorist Compliance	New Measure	Yes	Yes	40%
Service Delivery						
12	% of customer issuances completed using an alternative delivery method	Motorist Services Bureau of Issuance and Oversight	New Measure	Yes	Yes	23%
14	% of counties in which FHP response times to calls for service are 30 minutes or less	Florida Highway Patrol	Modified to report response times for service calls by percentage of counties	Yes	Yes	85%
Leverage Technology						
20	Availability of key customer service and law enforcement systems	Information Systems Administration	Modified to combine three previous measures into one measure	Yes	Yes	99.9%
Talent Creation and Development						
22	% increase in the number of professional development hours completed	Learning and Development	Measure modified from specific disciplines to overall increase in professional development hours	Yes	Yes	5%
23	Member retention rate	Bureau of Personnel Services	New Measure	Yes	Yes	88%
24	% of vacancies filled within 90 days	Bureau of Personnel Services	New Measure	Yes	Yes	75%