



Performance Measures
Advisory Memorandum 201516-05

November 2, 2015

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 (F.S.). Department Reporting Measures were also reviewed.

We assessed the validity and reliability of six performance and four reporting measures for the 2015-16 Fiscal Year. Four measures were from the previous Fiscal Year and can be seen in Appendix 1. We evaluated the proposed changes to six measures that were modified or created for the 2015-16 Fiscal Year which can be seen 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.

The performance and reporting measures included in our review were determined valid and reliable in relation to their 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, F.S., requires state agencies to develop a Long Range Program Plan (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, no 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), F.S., requires the OIG to assess the validity and reliability of the information reported by the Department on performance measures and standards, 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 six performance and four reporting measures for the 2015-16 Fiscal Year. Four measures were from the previous Fiscal Year and can be seen in Appendix 1. We evaluated the proposed changes to six measures that were modified or created for the 2015-16 Fiscal Year which can be seen in Appendix 2.

Of the four existing measures reviewed from the 2014-15 Fiscal Year, all were determined to be valid and reliable in relation to their intended purpose and use.

The proposed changes to one performance measure, and five new measures reviewed that became effective July 1, 2015, are valid and reliable in relation to their intended purpose and use.

Purpose, Scope, and Methodology

The purpose of this review was to evaluate two Department performance measures and two reporting measures that were carried over from the 2014-15 Fiscal Year, and to evaluate the proposed changes to four performance measures and two reporting measures for the Department 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 and reporting measures created by the Office of Performance Management.

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

Distribution

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Statement of Accordance

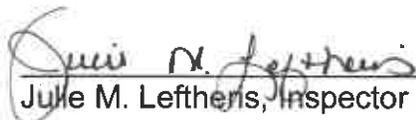
Section 20.055, Florida Statutes, requires the Florida Department of Highway Safety and Motor Vehicles' Inspector General to review, evaluate and report on policies, plans, procedures, accounting, financial and other operations of the Department and to recommend improvements.

Project Team

Engagement conducted by:
John Brancale, Auditor

Under the supervision of:
David Ulewicz, Audit Director

Approved by:


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APPENDIX 1- Measure Assessment

Measure Number	Measure Description	Responsible Office	Valid	Reliable	LRPP Standard
Performance Measure 2	FHP percent of time spent on active patrol and crash investigations	Florida Highway Patrol	Yes	Yes	74%
Performance Measure 5	Motorist Services office wait times (offices in Volusia, Broward, and Miami-Dade counties)	Motorist Services	Yes	Yes	95% within 30 minutes or less
Reporting Measure 2	Number of fatalities on the roadways	Motorist Services	Yes	Yes	0% or reduction
Reporting Measure 8	Number of commercial motor vehicle inspections performed	Florida Highway Patrol	Yes	Yes	100,634 annually

APPENDIX 2- New or Changed Measures

Measure Number	Measure Description	Responsible Office	Change	Valid	Reliable	LRPP Standard
Performance Measure 1	Percent of calls for service responded to by FHP within 30 minutes or less	Florida Highway Patrol	Modified to include all calls opposed to percent of counties	Yes	Yes	85%
Performance Measure 3	Percent of level III inspections performed on commercial vehicles	Florida Highway Patrol	New Measure	Yes	Yes	35%
Performance Measure 4	Percent of targeted transactions reviewed for quality assurance	Motorist Services	New Measure	Yes	Yes	5%
Performance Measure 8	First time pass rate for class E driver's license knowledge test	Motorist Services	New Measure	Yes	Yes	70%
Reporting Measure 5	Number of stakeholder outreach events	Motorist Services	New Measure	Yes	Yes	700 annually
Reporting Measure 7	New entrant safety audits	Florida Highway Patrol	New Measure	Yes	Yes	2,000 annually