



## Performance Measures

Advisory Memorandum 201819-10

December 7, 2018

### Introduction and Background

---

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 submit their LRPP in a form, manner, and timeframe prescribed in written instructions prepared by the Executive Office of Governor in consultation with the chairs of the legislative appropriations committees.

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 three performance measures for the 2017-18 Fiscal Year as shown in Appendix 1.

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 is complete and sufficiently error free for the intended use.

Of the three measures reviewed from the 2017-18 Fiscal Year, all were determined to be valid and reliable in relation to their intended purpose and use.

## **Purpose, Scope, and Methodology**

---

The purpose of this review was to evaluate three Department performance measures from the 2017-18 Fiscal Year to determine if each is valid and reliable.

The scope of this review included selected Department 2017-18 Fiscal Year performance measures submitted as part of the Department's LRPP 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

Terry L. Rhodes, Executive Director  
Jennifer Langston, Acting Chief of Staff  
Larry Gowen, Chief Performance Officer  
Col. Gene Spaulding, Director of Florida Highway Patrol  
Robert Kynoch, Director of Motorist Services

Eric Miller, Chief Inspector General  
Sherrill F. Norman, Auditor General

### Statement of Accordance

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.

### Project Team

Engagement conducted by:  
Kim Butler, Auditor

Under the supervision of:  
David Ulewicz, Audit Director

Approved by:



Mike Stacy, Acting Inspector General



**APPENDIX 1- Measure Assessment**

Measure Number	Measure Description	Responsible Office	Valid	Reliable	LRPP Standard
Performance Measure 1	Percentage of calls FHP responds to within 30 minutes	Florida Highway Patrol	Yes	Yes	85%
Performance Measure 3	High-Risk motor carrier compliance interventions	Florida Highway Patrol	Yes	Yes	90%
Performance Measure 5	Percentage of DL office customers waiting 30 minutes or less for service	Motor Services	Yes	Yes	95%