

Performance Measures Advisory Memorandum 202021-03

December 17, 2020

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, Florida Statutes, 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 the Governor in consultation with the chairs of the legislative appropriations committees.

Section 20.055(2)(b), Florida Statutes, requires the Office of the Inspector General 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 2019-20 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 2019-20 Fiscal Year, one was determined to be valid and reliable in relation to the intended purpose. The remaining two measures were determined to be valid but not reliable.



Performance Measure 3, which reflects the percentage of high-risk commercial vehicle interventions completed by the Office of Commercial Vehicle Enforcement within 90 days, was determined valid but not reliable because the calculation methodology did not consistently produce accurate results. After discussions with the Office of Performance Management and the Office of Commercial Vehicle Enforcement, improvements to the calculation methodology have been drafted for implementation in the next fiscal year.

Additionally, Performance Measure 7, which relates to customer satisfaction ratings, was determined to be valid but not reliable because the data was not sufficiently error-free. After consulting with the Office of Performance Management and the Strategic Management Office, the Strategic Management Office advised it would be investigating opportunities to decrease the manual aspects of the measure to improve the accuracy and reliability.

Purpose, Scope, and Methodology

The purpose of this review was to evaluate three Department performance measures from the 2019-20 Fiscal Year to determine if each is valid and reliable.

The scope of this review included selected Department 2019-20 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

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Statement of Accordance

Section 20.055(2)(b), F.S., requires the Office of the Inspector General 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:
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Under the supervision of:
Erin Mook, Audit Director

Approved by:



Mike Stacy, Inspector General

APPENDIX 1- Measure Assessment

Measure Number	Measure Description	Responsible Office	Valid	Reliable	LRPP Standard
Performance Measure 3	Percentage of high-risk commercial vehicle interventions completed by OCVE within 90 days	Florida Highway Patrol	Yes	No	90%
Performance Measure 6	Average Customer Service Center call wait times	Motorist Services	Yes	Yes	12 minutes or less
Performance Measure 7	Percentage of customers rating their experience as satisfactory or better	Motorist Services	Yes	No	85%