



## Performance Measures Advisory Memorandum 202122-11

November 2, 2021

### Executive Summary

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Section 20.055(2)(b), Florida Statutes (F.S.), requires the Office of the Inspector General (OIG) to assess the validity and reliability of information reported by the Department of Highway Safety and Motor Vehicles (Department), to the Executive Office of the Governor, on performance measures and standards. It is also the OIG's duty to make recommendations for improvement, if necessary, prior to submission of those measures and standards.

The purpose of this review was to assess the validity and reliability of three selected Department Performance Measures (PM) for the 2020-21 Fiscal Year (FY) and to assess the validity of any new or changed PMs for the 2021-22 FY. The scope of this review included the following PMs from the 2020-21 FY:

- Performance Measure 1 – Percentage of calls the Florida Highway Patrol (FHP) responds to within 30 minutes;
- Performance Measure 5 – Percentage of Motorist Services' customer wait times equal to or greater than 30 minutes; and
- Performance Measure 9 – Employee Satisfaction.

Additionally, we assessed the validity of the single changed PM from the 2021-22 FY:

- Performance Measure 3 – Percentage of interventions conducted on high risk and moderate risk intrastate motor carriers.

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 2020-21 FY, two were determined to be valid and reliable in relation to the intended purpose and use. However, one was determined to be neither valid, nor reliable.

For the single measure reviewed for the 2021-22 FY, the proposed changes were determined to be valid in relation to the intended purpose and use.

## 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 the Governor in consultation with the chairs of the legislative appropriations committees.

## Results of Review

We assessed the validity and reliability of three performance measures for the 2020-21 FY as shown in Appendix 1. We also evaluated the proposed changes and assessed the validity of one measure for the 2021-22 FY 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 is complete and sufficiently error free for the intended use.

Of the three measures reviewed from the 2020-21 FY, two were determined to be valid and reliable in relation to the intended purpose and use. The remaining measure was determined to be not valid or reliable.

The measure relating to the percentage of calls FHP responds to within 30 minutes was determined to be neither valid nor reliable. The measure was determined not valid due

to duplicate calls included in the measure data. The measure was determined not reliable because the measuring procedure did not yield the same result on repeated trials, and because the data was not sufficiently error free due to the inclusion of duplicate calls. After discussions with leadership from FHP and the Office of Performance Management, improvements to the data methodology will be drafted for implementation for the next fiscal year.

The measure reviewed for the 2021-22 FY was determined to be valid in relation to its intended purpose and use.

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

The purpose of this review was to evaluate three Department performance measures from the 2020-21 FY, and to evaluate the proposed changes to one performance measure from the 2021-22 FY to determine if each is valid and reliable.

The scope of this review included selected Department 2020-21 FY performance measures and selected new or changed 2021-22 FY 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 selected performance 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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### Distribution

Terry L. Rhodes, Executive Director  
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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:  
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## APPENDIX 1 – 2020-21 FY Measure Assessment

| Measure Number        | Measure Description  | Responsible Office              | Valid | Reliable | LRPP Standard |
|-----------------------|--|---------------------------------|-------|----------|---------------|
| Performance Measure 1 | Percentage of calls for service responded to by FHP within 30 minutes                | Florida Highway Patrol          | No    | No       | 85%           |
| Performance Measure 5 | Percentage of driver license office customers waiting 30 minutes or less for service | Motorist Services               | Yes   | Yes      | 95%           |
| Performance Measure 9 | Percentage of members who rate job satisfaction as satisfactory or better            | Learning and Development Office | Yes   | Yes      | 75%           |

## APPENDIX 2 – 2021-22 FY Changed Measure

| Measure Number        | Measure Description   | Responsible Office     | Change   | Valid | LRPP Standard |
|-----------------------|---|------------------------|--|-------|---------------|
| Performance Measure 3 | Percentage of high-risk and moderate-risk motor carriers receiving interventions by OCVE within 90 days | Florida Highway Patrol | Measure modified to include all high-risk and moderate-risk motor carriers | Yes   | 100%          |