

## Performance Measures

November 9, 2022

Advisory Memorandum 202223-11

### Executive Summary

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

We assessed the validity and reliability of selected Department performance measures for the 2021-22 Fiscal Year as shown in Appendix 1. The scope of this review included the following three performance measures:

- Performance measure 1 - percentage of calls the Florida Highway Patrol (FHP) responds to within 30 minutes.
- Performance measure 2 – percentage of time FHP spent on active patrol/crash investigation; and
- Performance measure 8 – driver license (DL) first time pass rate.

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 2021-22 Fiscal Year, two were determined to be valid and reliable. One of the three measures reviewed was determined to be valid, but not reliable.

For the measure that was determined not reliable, the measuring procedure could not be fully replicated for three time periods and therefore was not available for comparison. After discussion with management from the Office of Performance Management and FHP's Office of Analytical Support, improvements will be made to the data collection,

filtering, and measure calculation processes. The anticipated timeline for completion is January 2023.

## 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 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 2021-22 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.

All three measures reviewed from the 2021-22 Fiscal Year were determined to be valid in relation to the intended purpose and use. Two measures were determined to be reliable, and one was determined to be not reliable.

The performance measure relating to the percentage of FHP time spent on active patrol/crash investigation was determined not reliable because the measuring procedure could not be repeated for three time periods for the 2021-2022 Fiscal Year, specifically:

- Year-to-date as of the end of the second quarter;
- Year-to-date as of the end of the third quarter; and

- 2021-2022 Fiscal Year total as of the end of the fourth quarter.

Department management advised that cumulative percentages for this measure (such as year-to-date, quarter totals, and the annual total) were calculated by resampling the database for the entire time period under review and calculating the reported percentage. However, upon audit inquiry, management advised the values for the three time periods stated above could not be replicated and therefore were not available for comparison or verification.

After discussion with management from the Office of Performance Management and FHP's Office of Analytical Support, improvements to the data collection, filtering, and measure calculation processes will be implemented.

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

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The purpose of this engagement was:

- To determine if the performance measure is valid;
- To determine if the performance measure is reliable;
- To determine if the performance measure was calculated accurately with source data; and
- To determine if there is reasonable assurance that the data for any new or changed measures will be reliable.

The scope of this review included selected Department's 2021-22 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 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**

### **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:  
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Approved by:

  
Mike Stacy, Inspector General

## APPENDIX 1 – 2021-22 Fiscal Year 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	Yes	Yes	85%
Performance Measure 2	Percentage of time FHP spent on active patrol/crash investigation	Florida Highway Patrol	Yes	No	75%
Performance Measure 8	DL first time pass rate	Motorist Services	Yes	Yes	70%