

## Performance Measures Audit Report 202425-08

October 10, 2024

### Executive Summary

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Section 216.013, Florida Statutes (F.S.), requires state agencies to develop and annually update Long Range Program Plans (LRPP) to achieve state goals. This section also specifies that the plans must include information regarding performance measurement, the validity and reliability of the measure, and prior-year performance measure data which must be assessed for reliability in accordance with Section 20.055, F.S.

Section 20.055(2)(b), 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.

For this review, we used the following definitions:

- 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.

The scope of this review included the following performance measure from the 2023-2024 Fiscal Year:

- Performance measure 6 – average customer service center call wait times.

Our review determined performance measure 6 was valid and reliable in relation to the intended purpose and use.



## Background and Introduction

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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 an LRPP that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all agency and judicial branch programs. The statute also specifies that the LRPP must include information regarding the agency's performance measurement and prior-year performance data which must be assessed for reliability. The statute further 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 216.1827(1), F.S., requires agencies to maintain a comprehensive performance accountability system containing, at a minimum, a list of performance measures and standards that are adopted by the Legislature and subsequently amended pursuant to this section.

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

## Conclusions

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Our review determined performance measure 6 was valid and reliable in relation to the intended purpose and use.



## Results of Review

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We assessed the validity and reliability of one performance measure for the 2023-24 Fiscal Year as shown in Appendix 1.

For this review, we used the following definitions:

- 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.

We determined the performance measure reviewed was valid and reliable in relation to the intended purpose and use.



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

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The purpose of this review was to:

- To determine if the performance measure is valid;
- To determine if the performance measure is reliable; and
- To determine if the performance measure was calculated accurately with source data.

The scope of this review included one of the Department's 2022-23 Fiscal Year performance measures submitted by the Office of Performance Management as part of the Department's LRPP.

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 measure; and
- Reviewing data collection and reporting processes, measure definitions, methodologies, and assumptions used for calculating and reporting performance measure data.

## **Acknowledgement**

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We would like to thank the Office of Performance Management and Motorist Services section personnel who assisted during the audit and express our appreciation for their cooperation during the course of our examination.



## **Distribution, Statement of Accordance, and Project Team**

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### **Distribution**

Dave Kerner, 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:  
Bethany Vickerman, Auditor

Under the supervision of:  
Erin Mook, Audit Director

Approved by:

  
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Mike Stacy, Inspector General

## APPENDIX 1 – 2023-24 Fiscal Year Measure Assessment

Measure Number	Measure Description	Responsible Office	Valid	Reliable	LRPP Standard
Performance Measure 6	Average Customer Service Center call wait times	Motorist Services	Yes	Yes	12 minutes or less