

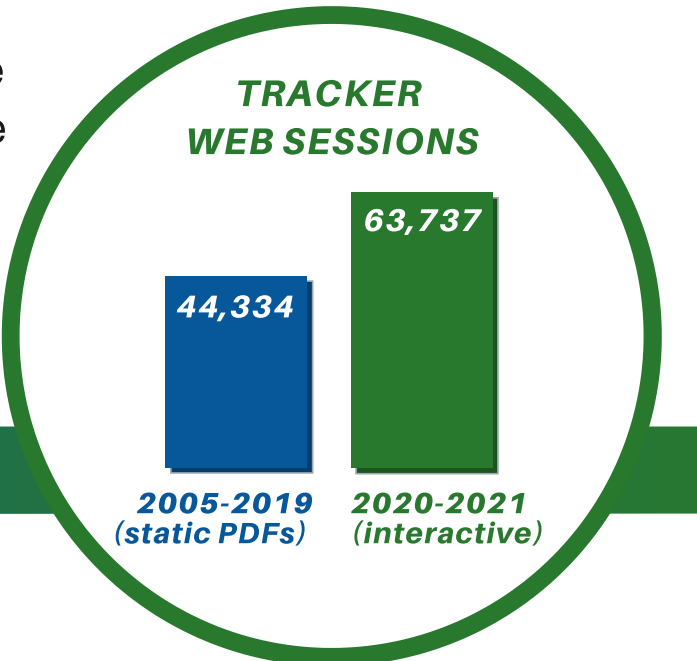
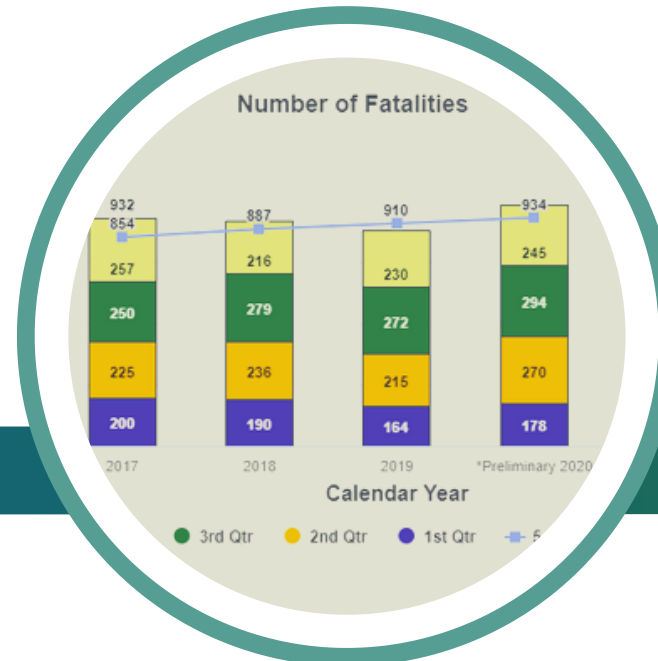
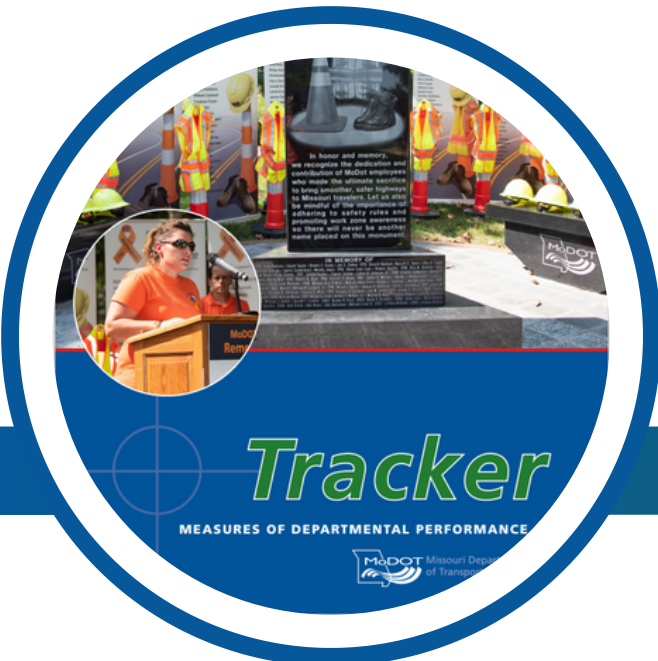
Tracker Evolution

THE GOAL

- Increase department transparency
- Make results more accessible and engaging

THE OUTCOMES

Tracker's seven chapters, which align with MoDOT's tangible results, include 49 updated measures to ensure the representation of critical performance areas. A dedicated interactive website quickly and easily conveys these performance results to customers.



THE APPROACH

- Create a multi-divisional team
- Review/update measures
- Move from a static document to an interactive website

THE PROBLEM

MoDOT's performance measurement tool, *Tracker*, needed an update to better serve customers across the state.

THE SUCCESSES

Moving to the web **saves an estimated \$12,000 per year** in printing costs.