



Level of Service:
Not Roadways and Intersections,
People.



TENNESSEE SECTION INSTITUTE OF TRANSPORTATION ENGINEERS

2024 Winter Meeting

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City of Germantown



Traffic Bowl

What is HCM...

A quantitative stratification of a performance

Level of Service

representing quality of service.

Level of service is representative of travelers' perceptions of the quality of service, it is qualitative.



The Chick-fil-A effect...

Great Article Here:
clientsavvy.com

City of Germantown

Purpose: We exist to protect and enhance the quality of life of those we serve

Mission: Our mission is to serve with Excellence, Every day.

Vision: Our vision is to be the 'Model for Excellence' in the delivery of municipal services.

Core Values:

Lead Responsibly (Responsible)

Deliver Service Excellence (Responsive)

Produce A+ Results (A+ Results)

“The Germantown Way” is Excellence, Every day.



*Every challenge is an
opportunity for success.*

- *Robert Knecht*



If you see it, get it.

- Bo Mills



***If you put each other's
needs first, you will never
have a want in the world.***

- Marriage



***At this moment, this is the
most important thing on
their mind.***

- ***Ethan W. Skaggs***



Never let a good crisis go to waste.

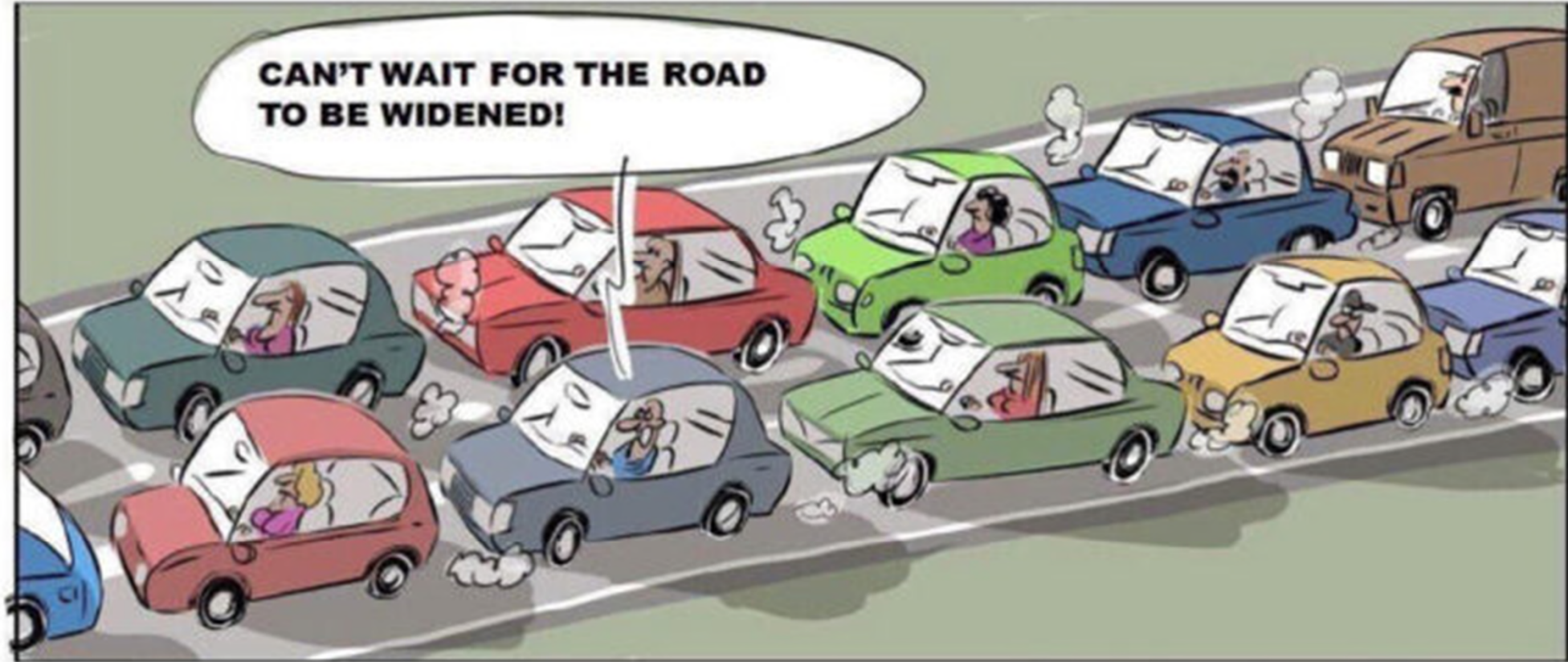
- Winston Churchill



***The best way to find yourself,
is to lose yourself in the service of
others.***

- Mahatma Gandhi

My sincerest Thanks!



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