

**The University of Tennessee
Municipal Technical Advisory Service**

Vision Document
adopted January, 1998

Purpose

Help Tennessee cities be the best they can be.

Core Values

MTAS values customer focus, teamwork, integrity, competence, professionalism, initiative, and innovation.

Mission

To meet the challenge of providing timely, valuable information, and assistance to Tennessee cities to build better communities.

Vivid Image

We have experience, depth of knowledge, and technical expertise in all municipal functions. We have modern state-of-the-art technology and equipment at our disposal. We've developed a life-long partnership with Tennessee cities. We're developing state-of-the-art publications and resources. We continue pioneering, being proactive, and serving as change agents. We're adaptable. Not everything about our business is predictable. Our internal meetings are smooth and productive.

We value being part of a work team. We use meaningful performance indicators to evaluate our continuing effectiveness. We are adequately staffed and working efficiently. We thrive on challenges and we have the tools and resources to address them. We take risks. We have a competitive and attractive compensation plan. We have minimized the limitations of geography and structure. We have developed city to city partnerships and fostered networks to learn and share.