
LUDGATE ENGINEERING CORP. MUNICIPAL CLIENT BILL OF RIGHTS

1. You have the right to expect that your municipal engineering representatives are impartial, ethical and conscientious.
2. You have the right to expect that both you and your residents will be treated with respect.
3. You have the right to know what activities are occurring in your municipality.
4. You have the right to know how and on what issues your municipal engineer's fees are incurred.
5. You have the right to expect fair and reasonable fees.
6. You have the right to expect your municipal engineers to be qualified, knowledgeable and experienced.
7. You have the right to expect your municipal engineers to carry out and support your policies and procedures.
8. You have the right to expect your municipal engineers to work together with your municipal manager, secretary, solicitor, authority, auditors and staff, as a team dedicated to serving your residents courteously and effectively.
9. You have the right to expect that your municipal engineer's actions will not impede your ability to govern.
10. You have the right to expect your municipal engineers to clearly explain things to you and your constituents in layman's terms, without a lot of engineering jargon, acronyms and double talk.