

## Testimonial by Mayor Patricia Fisel, City of Ligonier



“Mayor Patty, how long have you been the Mayor of the City of Ligonier?”

“I took office in 2008.”

“What was the situation you were experiencing before you hired Triad Associates?”

“I had been attending all the council and board of works meetings already, so I was aware of what was happening in the past with the engineer. I felt that the engineering charges the City had been receiving from the previous engineering firm were excessive and that I would like to start with someone of my choosing.”

“What did you do?”

“I started out with Triad right away upon becoming Mayor.”

“Why did you decide to do business with Triad?”

“I felt like Ligonier needed to have an engineer that we could communicate with and I wanted to go with someone more local. Rick Pharis, being with Triad, was in Goshen, and I liked the convenience of having an engineer that was very accessible.”

“What did you discover as a result of hiring Triad?”

“Each engineer at Triad is an asset to the City. I like the fact that we get so many experienced and talented engineers working with us. They know wastewater, they know water, they know how city government runs, and they know so much about each aspect. It is so important to me that we have people that know all that they do.

“Triad also works very well with our City Attorney, and that relationship is so important. I feel that the communication between the City Attorney and the Engineer is vital because we want to make sure we are always in compliance with state statutes and local laws. Triad is willing to listen to the attorney and they all work well together.”

“What is your favorite part about working with Triad?”

“Accessibility and quick response. I can get a lot of information from my City team, but if we get into a snag, all I have to do is pick up the phone and call Rick. Rick will help out and then also tap Jim, Dee, or Jonathan, whoever is needed at that time. We love the office staff, and every time we call their staff is so ready to work. Everyone at Triad plays individual roles. I have a whole team I can depend on and everything gets accomplished.”

**“What were your concerns about hiring an engineering firm?”**

“At the City we have to be very careful with our money and how we spend it. Of course when you get a good product, you don’t mind spending it.”

**“Is it true you have said Triad has saved the City of Ligonier hundreds of thousands of dollars?”**

“Oh my gosh, I absolutely do believe that Triad has saved the City of Ligonier hundreds of thousands of dollars. I really do believe it!

“We have a running joke at the meetings that the lawyers and the engineers make all the money, but that is not the case. With Triad we are getting a top notch product, at a good price.”

**“What else has Triad done that has made a difference for you?”**

“I am so excited about all the projects. We have the drainage project, we are finishing up the CSO project, and we have the horse and carriage parking lot. Triad is also helping us as new industries come into the community; they are always available to answer questions.”

**“What would you tell someone considering Triad’s engineering services?”**

“I would say I feel like I have the best engineering firm that you could possibly hire because of their expertise, responsiveness, and because of the fact that I don’t feel that they overcharge the City for their services. We get the whole ball of wax – I like that.”