



Customer Driven, Now More Than Ever!

Customer Bill of Rights

All SHA customers (external customers and employees) have the right to:

...Be treated respectfully, courteously and professionally

We will be fair, patient, professional and helpful and meet customers' expectations.

...Be heard and understood

We will listen to customers. We will meet in groups and individually to build good relationships and two-way communication.

...Prompt responses for services

We will strive to return phone calls within one business day and acknowledge e-mails within two days. We will follow-up if a return call, email or written correspondence is requested.

...Reliable and high quality service

We record service request through Customer Care Management System to track responses and hold ourselves accountable.

...A single point of contact regarding a single issue

We will agree on a single point of contact for an issue and assist a customer until his/her inquiry has been addressed.

...Clear and thorough answers to inquiries

We will provide complete, easy to understand information and explain if unable to fulfill requests.

...Receive the most accurate information available

We will do all we can to resolve issues and if unable, direct customers to the right place for help. We will provide real-time traffic information through services such as www.MD511.org or by phone at 511.

...Express their satisfaction with SHA services

Customers and employees may provide feedback through formal surveys and direct communication.

...Have reasonable accommodation for disabilities or limited English proficiency

We will use translation, 7-1-1 and other services as necessary to provide equal access for customers.

We will respect each others' civil rights, and take appropriate action if someone is treated unfairly or unjustly.
