

# SERVICE EXCELLENCE SURVEY

years of the Vehicle Registration & Licensing Division process vehicle registrations, driver's licenses, state registrations, business licenses and bicycle licenses for the County of Hawai'i. The Division is also responsible for training safety inspectors and inspection stations. As we do this, we strive to provide each taxpayer with courteous, edgeable, and efficient service. Please rate the Division in each of these areas.

Date(s) of Visit or Call:

October 9, 2015

< 27 AUG 15 >

Time of Visit or Call:

10:30 AM

Was thought to be lost until bank

Purpose of Visit or Call:

Duplicate license

Stolen original - Officer Santos

Case # 150 25149

debit card was used follow-up officer Luis

1. Which division did you visit or call?

Motor Vehicle Registration

Driver License

PMVI (Safety Check)

2. Which location?

Hilo

Kona

Pahoa

Ka'u

Waimea/Kamuela

## COURTESY

1. Were you satisfied with the time that it took to be acknowledged or served?

Yes

No

2 hours waiting time!

2. How would you rate our overall courtesy?

Excellent

Good

Satisfactory

Poor

Comments/suggestions (Please be specific):

All was fantastic, irrespective, of AWFUL wait time!

## OB KNOWLEDGE

Did you receive any information from the staff?

Yes

No

How would you rate the staff's knowledge of your questions?

Satisfactory

Poor

Reaching out from a concerned American Full HAWAIIAN Republican

forms - AWESOME!! including with picture-taking - MAGNIFICENT

(PLEASE CONTINUE ANSWERS ON BACK)



Yes

No

Comments/suggestions (Please be specific):

With the exception of the DISENCHANTING!  
HOT waiting period

2. How would you rate our overall efficiency in responding to your concern?

Excellent

Good

Satisfactory

Poor

Comments/suggestions (Please be specific):

WAIT TIME TOO LONG AND HOT AND IT  
STINKS TO HIGH HEAVEN, I FELT  
THAT I WAS IN HELL IT WAS  
SO HOT

GENERAL COMMENTS - (Please add additional comments here if you were restricted above)

Waiting area should have been indoors where it was  
AC cooler! I am aware that the waiting period  
for THIS particular case will be lengthy, as it was  
in California, Washington and Honolulu with the  
disinclination that ALL WAITING AREAS WAS INDOORS

AND AC COOLED! ~~HOW MAY WE CONTACT YOU?~~ <sup>preponderance</sup>

Name: William K Kekaula (Weighs more HOT than

Address: 1709 Kinoole Street, Hilo 96720-5433 Hilo official

Phone Number: (808) 938 6671 should have anticipated

E-Mail Address: kestrelerr@outlook.com this factor and be

considerably accommodating

Upon completion, please submit, mail or deliver to:  
County Director of Finance, Department of Finance, 25 Aupuni Street, Suite 2103, Hilo, Hawai'i 96720.

Thank you for participating in this survey.

Pres Obama  
NMI  
IL, MD, TX  
MA, CA, WA, AZ, AR  
ME, MI, MS, MO  
WI, NY, KS, NC, SC, NV, OH, GU, NM, IN, OK  
CC: to Gov. Lt. Gov., Senator Koussios, Speaker Souki, Rep Nakashima  
senators Inouye & Kakehla Mayor Kenoi, Caldwell, Arakawa curvalho US Amb Kennedy