

SERVICE EXCELLENCE SURVEY

Deputies of the Vehicle Registration & Licensing Division process vehicle registrations, driver's licenses, state vehicle 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:

10:30am

Was thought to be lost until bank

Purpose of Visit or Call:

Duplicate license

Stolen original - Officer Santos

Case # 150 25149

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

used
follow-up
officer
Luis

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 feel the staff was knowledgeable?

☒ Yes

☐ No

How would you rate the staff's ability to answer your questions?

☐ Satisfactory

☐ Poor

Comments:

Reaching out
from a concerned

American
Full HAWAIIAN
Republican

forms - AWESOME!!

including with picture-taking -

MAGNIFICENT

(CONTINUE 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! Hilo weather varies but ~~preponderance~~
HOW MAY WE CONTACT YOU?

Name: William K Kekaula (Weighs more HOT than

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

Phone Number: (808) 938 6671 should have anticipated

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

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.

Hawai'i County is an Equal Opportunity Provider and Employer

Pres Obama
HMI
IL, MD, TX
MA, CA, WA, AZ, AR
ME, MI, MS, MO
WI, IN, KS, NC, SC, NV, OH, GU, NM, IN, OH
CC: to Gov. Lt. Gov., Senator Koussios but my disheartening experience
Speaker Souki, Rep Nakashima fails to persuade otherwise
senators Inouye & Kakehla Mayor Kenoi, Caldwell, Arakawa curvaltho US Amb Kennedy