

REAL PROPERTY TAX DIVISION

Department of Finance • County of Hawaii • 25 Aupuni Street • Hilo, HI 96720 • Phone: (808) 961-8234

SERVICE EXCELLENCE SURVEY

Employees of the Real Property Tax Division carry out the real property tax laws of the County of Hawaii. As we do this, we strive to provide each taxpayer with courteous, knowledgeable, and efficient, service. Please rate the Division in each of these areas.

Date(s) of Visit or Call: _____ Time of Visit or Call: _____

Purpose of Visit or Call: _____

A. COURTESY

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

Yes No

Comments/suggestions:

2. How would you rate our overall courtesy?

Excellent Good Satisfactory Poor

Comments/suggestions:

B. JOB KNOWLEDGE

1. Did you receive the information you requested?

Yes No

Comments/suggestions:

(MORE QUESTIONS ON NEXT PAGE)

2. How would you rate our ability to answer your questions?

Excellent

Good

Satisfactory

Poor

Comments/suggestions:

C. EFFICIENCY

1. Do you feel that your request could have been handled more efficiently?

Yes

No

Comments/suggestions:

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

Excellent

Good

Satisfactory

Poor

Comments/suggestions:

GENERAL COMMENTS

HOW MAY WE CONTACT YOU?

Name: _____ Phone Number: _____

Address: _____ E-Mail Address: _____

Upon completion, please email to: cohrrpt@co.hawaii.hi.us. Thank you for participating in this survey.