

REAL PROPERTY TAX DIVISION-WEST HAWAII CIVIC CENTER

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

PUBLIC SERVICE SURVEY

*Employees of the Real Property Tax Division carry out the real property tax laws of the County of Hawai'i. 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: _____

RPT Staff member(s) who assisted you (if known): _____

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 BACK)

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

OPTIONAL: CONTACT INFORMATION (FOR FOLLOW UP)

Name: _____ Phone Number: _____

Address: _____ E-mail Address: _____

Upon completion, please mail or deliver to: **County of Hawai'i Director of Finance,**
25 Aupuni Street, Hilo, HI 96720. Thank you for participating in this survey.