

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID / Title: AGS 244/Surplus Property Management

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I. Goals

To effectively and efficiently provide customers (donees) with surplus property items, and continue to be fiscally solvent with revenues equaling or exceeding expenditures.

II. Objectives and Policies

- A. Intensifying training available to eligible and participating donees to enable interaction with the entire spectrum of program features and to improve donee probability of obtaining needed items.
- B. Maintain financial viability through increasing promotion on use of the utilization and donation programs by enhancing promotion and marketing of the surplus property program to enable Donees to benefit from the varied surplus property available to them at significantly reduced prices.
- C. Streamline processes and improve operational efficiencies and compliance with regards to the State Plan of Operation for the Federal Surplus Property Donation Program.

III. Action Plan with Timetable

- A. Intensifying training available to eligible and participating donees to enable interaction with the entire spectrum of program features and to improve donee probability of obtaining needed items.
 - 1. Past Year Accomplishments
 - a. Added a want list to each invoice sent to donees to collect information on what items are most needed.
 - 2. Year One
 - a. Continue to update training presentations provided to donees.

- b. Continue to scan business environments for new technologies and processes to enhance the delivery of donee training.
 - c. Record and post On-Demand training.
 3. Two Years
 - a. Continue to update training presentations provided to donees.
 - b. Continue to scan business environments for new technology and processes to improve the delivery of training to eligible and participating donees.
 4. Five Years
 - a. Continue to scan business environments for new technology and processes to improve the delivery of training to eligible and participating donees.
 - B. Maintain financial viability through increasing promotion on use of the utilization and donation programs by enhancing promotion and marketing of the surplus property program to enable Donees to benefit from the varied surplus property available to them at significantly reduced prices.
 1. Past Year Accomplishments
 - a. Conducted internet sales of abandon property through GSA San Francisco. Also, added a local source to do internet sales to possible customers in Hawaii.
 - b. Added information to website to explain some of the rules and regulations that govern surplus property.
 2. One Year
 - a. Continue to maintain and update webpage information.
 - b. Work towards including item images on the website.
 - c. Participate in and make presentations at workshops and other venues designed for minority owned small businesses, American Red Cross, and other non-profit, tax-exempt education and health institutions as eligible program donees.
 - d. Emphasize the fixed price sales program for used Federal vehicles for State and County agencies.
 - e. Meet with Hawaii Information Consortium, LLC to go over sales of abandoned and lost and found property, to compare with GSA sales.
 - f. Research and examine other providers of internet auctions.

3. Two Years
 - a. Continue to maintain and update webpage information.
 - b. Monitor and adjust the program's website to improve customer satisfaction.
 - c. Emphasize the fixed price sales program for used Federal vehicles for State and County agencies.
 - d. Promote new internet auction platforms.
 4. Five Years
 - a. Continue to update and maintain webpage information.
 - b. Monitor and adjust the program's website to improve customer satisfaction.
- C. Streamline processes and improve operational efficiencies and compliance with regards to the State Plan of Operation for the Federal Surplus Property Donation Program.
1. Past Year Accomplishments
 - a. Secured GSA website for donees to screen Federal property weekly. The website location has a screen, but not a hold function, all items must be ordered by the Surplus property program.
 - b. Updated website to promote the program and to provide general program information, obtain an eligibility application, eligibility requirements, renewal letter, wish list form, etc.
 2. One Year
 - a. Continue to work on supplying program information on our website.
 - b. Update listing of available surplus property.
 3. Two Years
 - a. Continue website updates including any new information relevant to donees.
 - b. Schedule an external audit of the program.
 4. Five Years
 - a. Continue website updates.

IV. Performance Measures

- A. Customer Satisfaction measure - Perform trend analyses on the customer base of the Surplus Property Management program to include number of participating donees and percentage of participating donees.
- B. Performance Standard measure - Perform trend analysis on distribution of surplus property to donees.
- C. Cost Effectiveness measure - Perform long term and comprehensive trend analyses annually of the financial net gain or loss of the Surplus Property Management program.