

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

January 2017

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. Updated training presentations provided to donees.
 - b. Promoted the Surplus Property Program to new donees through flyers/brochures.
 - 2. Year One

- a. Continue to scan business environments for new technologies and processes to enhance the delivery of donee training.
 3. Two Years
 - a. Continue to update training presentations provided to donees.
 - b. Record and post On-Demand training.
 4. Five Years
 - a. Increase contributions to zero-waste or other sustainability initiatives. Multiple methods redistribution, resale, and disposal help divert waste from landfills and extend the useful life of assets.
- 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 local internet sales auction site through Hawaii Information Consortium, LLC under State Procurement Office for the sales of abandoned property.
 - b. Linked the GSA portal to our website to increase transparency to the Federal Surplus Personal Property Donation Program.
 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. Transition from the fixed price sales program to GSA Auto Auction for used Federal vehicles for State and County agencies.
 - e. Meet with, 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. Transition from the fixed price sales program to GSA Auto Auction for used Federal vehicles for State and County agencies.
 - d. Promote new internet auction platforms.
 - 4. Five Years
 - a. Extend the useful life of assets and generate revenue with multiple methods of disposal including counter sales, online auction, and web surplus.
 - 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. Updated listing of available surplus property.
 - b. Acquired merchant service and is able to accept agency credit card to stream line the agency procurement process.
 - 2. One Year
 - a. Continue to work on supplying program information on our website.
 - 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. Automating workflow processes for managing surplus property from acquisition through redistribution, sale, or disposal.

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.