

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

January 2020

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. Promoted Surplus Property Program to all local and outer island government agency by sending out marketing emails including property available listings on a weekly basis.
 - 2. Year One
 - a. Stay current with the federal requirements and learn best practices to support Surplus operations.
 - b. Complete on-demand on-line training class for donees.

3. Two Years
 - a. Continue to scan business environments for promoting Surplus to potential donees.
 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. FY 2019 - Acquisition Cost of Surplus Property Transferred to Donees is \$9.7 Million (\$7,132,099.78 for the Aircraft, Fixed Wing w/upgrades)
 - b. FY 2019 - Service & Handling fee of Surplus Property Transferred to Donees is \$163,000.
 2. One Year
 - a. Continue to maintain and update webpage information.
 - b. Expand the volume of both Federal and State internet public auctions.
 3. Two Years
 - a. 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. Surplus Property Office has updated its webpage to the six focus areas below to improve operational efficiencies and increase transparency:
 - Eligibility
 - Property Exclusive for eligible Recipients
 - Compliance
 - Public Access to Property

- Hawaii Administrative Rules & Training
 - FAQs and Contact Information
2. One Year
 - a. Continue to update State Plan of Operation
 - b. Continue to work on supplying program information on our website.
 3. Two Years
 - a. Continue website updates including any new information relevant to donees.
 4. Five Years
 - a. Automating workflow processes for managing surplus property from acquisition through redistribution, sale, or disposal.
 - b. Automating new and renewal “Application for Eligibility” process.

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.