

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

January 2021

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. Loaned and provided equipment to various State agencies on Oahu and in Kalaupapa, who had their budgets frozen during the pandemic.
    - b. Refined Surplus website to enable interaction:
      - Added donee wish list on-line to improve donee probability of obtaining needed items.
      - Added Civil right information to improve compliance.
    - c. Stayed current with the federal requirements and learned best practices to

support Surplus operations.

2. Year One
    - a. Prepare facility to store personal protective equipment in the Surplus warehouse.
    - b. Continue to create Surplus on-demand on-line training class.
  3. Two Years
    - a. Continue to scan business environments for promoting Surplus to potential donees, for example: increase communication with eligible, but non-participating donees on file.
  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. Acquired and transferred over 59,250 liters of bottled water and 187,309 Ready to Eat Meals to Food Bank to distribute back to our community totaling \$902,250 Total Acquisition Cost (\$843,000 + \$59,250)
    - b. Provided computer equipment to the Department of Labor and Industrial Relations when they needed to establish/open the second operations customer service call center to process unemployment claims.
    - c. FY 2020 - Acquisition Cost of Surplus Property Transferred to Donees is \$6.3 Million (\$2,291,023.68 for the FEMA Ready to Eat Meals)
    - d. FY 2020 - Service & Handling fee of Surplus Property Transferred to Donees is \$182,070.
  2. One Year
    - a. Greater use of social media
    - b. Continue to maintain and update webpage with current inventory.
  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. Completed the GSA Civil Rights Reviews:
      - Methods of Administration;
      - Surplus responsibilities regarding civil rights
      - Donee responsibilities regarding civil rights
      - Compliance process
  2. One Year
    - a. Acquire Federal Surplus Property Management Software to:
      - Streamline daily operation
      - Automatically generate GSA required reports for compliance and utilization
    - b. Continue to update State Plan of Operation
    - c. Continue to work on supplying program information on our website.
  3. Two Years
    - a. To reach an efficient and effective donation process with the new Federal Surplus Property Management Software.
  4. Five Years
    - a. Automat workflow processes for managing surplus property from acquisition through redistribution, sale, or disposal.
    - b. Automat 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.