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CERTIFIED PUBLIC MANAGER PROJECT

Removal of State Surplus Property from Owing Agencies

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Budget & Control Board
Surplus Property

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Supervisor's signature

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STATE DOCUMENTS

Project Goal

One of the primary goals of the State Surplus Property Office is to pick-up, receive, warehouse, and dispose of the State's surplus property in the best interest of the state in a timely manner.

Upon completion of the screening process, which includes a representative from the Owning agency and the Surplus Property Office. The Surplus Property Office shall schedule for their vehicles to pick-up surplus property that has been coded as surplus property and relocated back to the Surplus Property Office.

This property should be picked up within twenty-one (21) days from completion of the date it is screened. The (21) day time period is a time frame that was implemented by The Budget & Control Board and is used throughout the state as to expedite the removal of property from all agencies in the state. We are currently at a 43 day period which is doubled over the allotted time period. Some of the probable causes are lack of warehouse space, and personnel shortages.

Problem Statement

Due to the increasing numbers of State Agencies turning in surplus property, warehouse space confinement, and personnel shortages, and uncontrollable political situations.

(Example) A phone call comes in from the Secretary of State's Office, but they have not followed the correct policy or procedures as to the disposal of surplus property, but yet they expect immediate removal of their property that day. This causes other agencies to have their scheduled pick ups to be delayed, postponed or even cancelled causing the build up of property to grow even higher.

It has become nearly impossible for our 3 full time tractor-trailer drivers to keep up with the growing influx of the incoming Surplus Property.

Turn In Documents (TIDS) are now completed by the owning agency, screened by our representative, and then imputed into our system awaiting pick-up.

With the abundance of Surplus Property that is being turned in for disposal. It is becoming very frustrating and not customer friendly on our part when we are not able to make the 21-day deadline.

This has caused an increase in the amount of complaints that our Agency receives asking that their property be relocated in a more timely fashion.

The frustration that this causes on both sides continues to grow as our services are being utilized beyond our means, and it seems as if we may not be able to close the gap in a timely manner.

We are continually striving for ways to maximize and utilize the resources that we have available to us now, so that we can and will be able to meet our 21- day pick-up schedule again with no unforeseeable challenges.

Cause Analysis

Increasing the number of drivers is almost essential, but we would experience additional problems as well. One would be that we do not have the necessary additional equipment for these drivers to operate. Or the fact the the present warehouse space that we now have available would not house all of the incoming surplus property. And to compile another challenge on top of these would be that there are not enough receiving clerks to check in the additional property. With the present personnel and equipment that we now have it seems as if all that we are currently doing is just keeping our heads above water.

And with over a hundred State Agencies and Sub Agencies awaiting for their surplus items

to be picked up, they all want to be first, making the 21- day deadline even more unobtainable.

Also agencies awaiting pick ups often do not have their completed paperwork or their property after they have been given their 1 week notice that we will be at their agency to dispose of their surplus items.

Many of our employees feel that their hard work often goes unnoticed as the volume of property that moves through our facility is so much, that no one seems to really realize the actual amount, but yet we always seem to be behind .As of November 18th ,1999 we are currently at 43 days from the time a TID is received in our office until the date that the actual property is picked up.

Implementation Plan

Upon receipt of a TID in the Operations department at Surplus Property, it will be assigned a date for pick up within the 21-day pick up period. A detailed schedule will be given to the receiving departments as so that they will know what will be coming in, and the quantities that are involved. We will outline responsibilities and expected times for completion of unloading trucks, processing, carrying property out for display and the length that trailers stay loaded. Also included will be the cross training of both departments as so that the heavy load can be lifted from one department to the next. Receivers will go with drivers when possible to help pick up and load surplus property, as will the drivers help the receiving department in the unloading, processing, and the displaying of surplus property when they are available. This with the help of 2 temporary employees shall expedite the amount of time that property stays in the receiving department, and not on the sales floor where it can be sold, and room made available for more surplus property.

We are anticipating challenges that may interfere with this plan to expedite property. If need be we may move or unload property into other warehouses as space allows. Or to sell the property in an accelerated program as so that it does not sit idly in the warehouse consuming very valuable space. We may also elect to sell more property onsite at the owning agencies location as so that we don't have to transport the property back to our facility and warehouse this property.

Evaluation Method

In order to monitor how these TID's are being picked up, we will use the assigned pick up date as the key to the property being picked up before its scheduled pick up date or after the scheduled date. Printed copies of the TID's will be presented to the Receiving departments and maintained by both them and the Operations department. The Operations Manger who prepares the weekly schedule will maintain a daily record and check to ensure that these schedules are being met. If at anytime there is difficulty in meeting a scheduled pick up date, the data will be collected so to determine what caused the delay and steps to be taken as so that we may avoid this challenge in the future.

Overages and shortages of property coming in will be monitored by the receivers and conveyed back to the owning agencies if need be. Any major shortages that are found may be rescheduled for pick up by the Operations department depending on the description, size, weight ,and location. If deemed not economically feasible for pick up, then such property will be sold on site. This function will be monitored by the Inventory

Control Department.

We will also continue to administer annual customer service surveys to our customers soliciting feedback from them as to how we may serve them better. Any major findings will be reviewed by both Receiving and Operations teams. In the event that the 21- day pick up schedule can not be met, we will schedule this for the next available date. We will also hold the owning agencies more accountable for their property. The location, the quantity, and the correct property listed on the paperwork is what we will be picking up. No more extra items that are not listed on the paperwork will be accepted. It will be the function of the drivers to ensure that the right property is being loaded. At the completion of each week, any partial shipments will be picked up on that same work week concluding on friday. All of these additional checks and balances should make the 21- day pick up cycle a working manageable tool for us, and not a burden on us or the awaiting Agencies.