



## Customer Satisfaction Survey Brings Insight to WV Surplus Daily Operations and Marketing Efforts

As part of our ongoing commitment to excellent customer service, the West Virginia State Agency for Surplus Property (WV Surplus) recently conducted an online survey to measure its customers' overall satisfaction. WV Surplus also collected information on ways it can improve its programs, how individuals learned about WV Surplus and what motivates them to visit the facility.

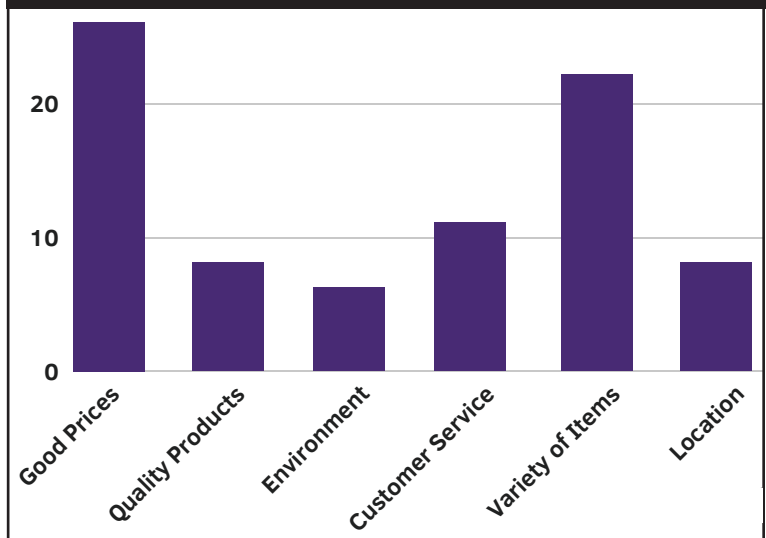
Overall, WV Surplus was pleased to learn that customers found the staff to be helpful and professional during their visits. Many individuals also commented on the wide selection of items available at the facility.

Some statistics from the survey revealed:

- 73% of respondents were highly likely or somewhat likely to recommend WV Surplus

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### WHAT BENEFITS DO YOU SEE IN UTILIZING WV SURPLUS?



### In Other News...

- **Manager's Perspective:** WV Surplus Kicks Off Summer with Customer Celebration, a New Employee and a Renewed Dedication to Exemplary Service
- **New Vehicle Coordinator** Scott Brown Joins Staff
- **Special Look at Our** Current Inventory

## Recent Open House for Eligible Organizations a Success

On May 23, 2018, WV Surplus hosted its Open House for Eligible Organizations (e.g. state agencies, counties, cities, schools, fire departments and nonprofit organizations). Approximately 21 different organizations were represented by 30 attendees during the course of the event.

Throughout the Open House, attendees were invited to attend two different orientation workshops, one at 10:30 a.m. and the other at 12:30 p.m. Both presentations were presented by WV Surplus Manager Elizabeth Perdue and provided a high level overview of the state and federal surplus programs.

"WV Surplus was pleased to see so many new organizations represented at the Open House," shared Perdue. "Several attendees said this was their first time visiting the warehouse and learning about the state

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# WV Surplus Kicks Off Summer with Customer Celebration, a New Employee and a Renewed Dedication to Service

WV Surplus has been extra busy with special events in the last few months. Our annual Open House for Eligible Organizations (see page 1) was held in May while our 2018 Customer Appreciation Day for the public took place in early June. Thank you to everyone who attended these events and helped make them an enormous success!

Our recent customer satisfaction survey (see page 1), asked a variety of questions regarding our service at WV Surplus. In addition to the variety of items in the warehouse and the savings available to the public, several comments mentioned the opportunity to give these retired items a new life. Whether it is a vehicle to help you get to work, a notebook binder for a student or furniture to complete an eligible organization's new office, WV Surplus is here to serve the state of West Virginia.

Don't forget that throughout the remainder of 2018, I will be con-

tinuing to travel around the state to talk about the state and federal surplus property programs. If you are with a local government entity or a 501(c)3 nonprofit organization, I highly encourage you to attend one of these events. Upcoming dates include:

- Wheeling: July 12
- Elkins: August 16
- Athens: September 13
- Logan: November 15
- Charleston: December 4

To register for one of these events, please visit <http://wvpurchasing.eventbrite.com>. Please direct all questions regarding these events to [Purchasing.Division@wv.gov](mailto:Purchasing.Division@wv.gov).

I am also pleased to announce that soon we will be implementing a new vehicle pricing system! Keep an eye on our Facebook page for news when this change will go into effect. We will also have an article in the next issue of *The Property Connection*.

As temperatures rise and thunder-

## THE MANAGER'S PERSPECTIVE

ELIZABETH PERDUE



showers become more common, I want to remind you that our indoor warehouse is climate controlled for your comfort and convenience.

If you still have not visited Dunbar since our grand reopening, I highly encourage you to do so! When you visit, be sure to welcome our new vehicle coordinator Scott Brown (see page 4).

Whether you are new to our program or are one of our long-time customers, we welcome each and every one of you to see what WV Surplus has to offer. We appreciate your support and hope to see you soon.

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## SURVEY RESULTS

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- to a friend or colleague.
- 62% of respondents cited a "specific need" as their top motivator for visiting the warehouse.



- 68% of respondents said they had visited the Surplus warehouse previously and 29% revealed they had made a purchase in the last three months.
- More than half of the respondents also said they had told someone about WV Surplus within the last three months.
- 89% of respondents were registered or planned on registering for our email subscription list. ([Click here to register!](#))
- The most popular request from respondents was to see more sale items and pictures of current inventory on our Facebook page.

As always, we encourage our customers to share any suggestions or comments they may have when visiting our facility. *Have something you want to share?* Call us at 304.766.2626 or email [Jessica.L.Chambers@wv.gov](mailto:Jessica.L.Chambers@wv.gov) with the subject line "WV Surplus." Check out [WV-Surplus.gov](http://WV-Surplus.gov) for more ways to connect with us online.

# New Vehicle Coordinator Joins WV Surplus Staff

WV Surplus is pleased to welcome Scott Brown as its new Vehicle Coordinator. This position was previously performed by Doug Elkins, who is now the Federal Property Manager. Brown's duties will include the inspection of vehicles, pricing of vehicles and managing daily vehicle sales.

Brown graduated from Herbert Hoover High School before attending the Garnet Career Center, where he earned his associate's degree in accounting and data processing. He now resides in Nitro and is a local musician. In his free time, Brown enjoys attending classic car shows, seeing live bands, playing his guitar, fishing and watching West Virginia University and the Pittsburgh Steelers play. Brown also participates in various activities with his church and volunteers with Celebrate Recovery.

Welcome Scott Brown to the WV Surplus family!



**As the new vehicle coordinator for WV Surplus, Scott Brown replaced Doug Elkins, who recently transitioned into a new role within the organization. Individuals may contact Brown with any questions regarding vehicles for sale.**

## Check Out What WV Surplus Has to Offer You!



**Items are available at the time of publication but our inventory is always changing. Please contact WV Surplus at 304.766.2626 to confirm current inventory.**

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## ELIGIBLE ORGANIZATIONS

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and federal surplus programs.”

One of the main goals of this event was to reach out to and educate eligible organizations on the benefits of partnering and shopping with WV Surplus. While staff is always available to answer questions during normal business hours, having a dedicated time during the Open House is a great way to share new information and answer attendees’ questions.

“My staff is committed to helping eligible organizations fill any need they have,” added Perdue. “Making eligible organizations aware of the resources available to them is very important.”

A post-event survey revealed that 28% of the attendees were “Very Unfamiliar” or “Somewhat Unfamiliar” with WVSASP prior to attending the event. The post-event survey also revealed the following information:

- 100% of respondents were “Extremely Satisfied” with the workshops.
- 62% of respondents said they completed or picked up an *Application for Eligibility* as a direct result of the Open House.
- 100% of respondents indicated they were “Highly Likely” to recommend WVSASP to other organizations.
- 100% of respondents indicated they would be interested in attending another Open House or

similar event.

Because of the success of this event, WVSASP is looking to host a similar event in 2019. If you have any comments or suggestions, please submit those to [Jessica.L.Chambers@wv.gov](mailto:Jessica.L.Chambers@wv.gov) with the subject line “WV Surplus.”

For additional information regarding future events or other WV Surplus news, “Like” us on Facebook at [www.facebook.com/WVSurplus](http://www.facebook.com/WVSurplus). WV Surplus also maintains an email subscription list at [www.state.wv.us/admin/purchase/surplus/Subscribe.html](http://www.state.wv.us/admin/purchase/surplus/Subscribe.html). Sign up now to stay informed!



WV Surplus Manager Elizabeth Perdue presented a morning and afternoon session, titled “Orientation to State and Federal Surplus Property Programs,” to attendees of the 2018 Open House for Eligible Organizations. Each session allowed individuals to share their organization’s unique needs and learn the benefits of the state and federal surplus programs.

A total of 30 individuals attended the 2018 Open House for Eligible Organizations and represented approximately 21 different organizations. Attendees included the Greater Greenbrier Long-term Recovery Committee in Lewisburg, Facing Hunger Food Bank in Huntington and the Gilmer County Volunteer Fire Department.

## We Want to Hear From You!

What are some of your success stories with using items acquired through the West Virginia State Agency for Surplus Property? Please email [Samantha.S.Knapp@wv.gov](mailto:Samantha.S.Knapp@wv.gov) so we can know how our program has benefited your agency. In a future issue of *The Property Connection*, we may highlight YOUR organization!

# “Thank you” to Our Customers

On June 6, 2018, WV Surplus coordinated the 2018 Customer Appreciation Day. Over 54 individuals joined us during the day to shop, discuss their property needs and take advantage of the special extended hours. Many of those who attended expressed their appreciation to the WV Surplus staff for making shopping more convenient with their schedules.



## West Virginia State Agency for Surplus Property

**Hours:** 8:30 a.m. to 4:30 p.m., Monday through Friday

### Specializing in:

- Office Furniture and Equipment
- Shop Equipment
- Electronic Equipment
- Tires, Engines, and Vehicle Parts
- Rolling Stock and Heavy Equipment
- Plus Many More Items

**Information:** For property information and availability, contact the Federal or State Warehouse Supervisors at 304.766.2626 or call toll free at 800.576.7587.

**Terms:** All organizations must pay by check or credit card. No cash transactions permitted.

## The Property Connection

This online publication is made available to all eligible participants of the West Virginia State Agency for Surplus Property on a quarterly basis.

For additional information on becoming an eligible organization, please call 304.766.2626 or complete an Application for Eligibility at:

[WVSurplus.gov](http://WVSurplus.gov)

**Jim Justice**  
Governor  
State of West Virginia

**John Myers**  
Cabinet Secretary  
Department of  
Administration

**Mike Sheets**  
Director  
Purchasing Division

**Elizabeth Perdue**  
Surplus Property Manager

**Samantha Knapp**  
**Diane Holley-Brown**  
Editors

**Jessica Chambers**  
**Natalie Bowman**  
Writers

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# Surplus Property Warehouse Location



**DIRECTIONS:** Exit I-64 at Dunbar/Roxalana Road, turn right on Roxalana Road then turn onto WV-25 West. At 16th Street, turn left. Go to intersection with Charles Avenue -- if you miss 16th Street, go to 22nd Street which is also a throughway. Turn right onto Charles Avenue, continue to 28th Street and turn right. The West Virginia State Agency for Surplus Property is on that corner inside the cyclone fence.

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## Terms and Conditions of Sale

**FEDERAL AND STATE REGULATIONS:** Acceptance of Federal equipment and supplies by users who have established eligibility to participate in WVSASP is subject to certifications and agreements identified on the reverse side of the Distribution Document. **1:** Federal equipment and supplies are restricted to institutional use only, not personal use, and are to be used for a minimum of one year; **2:** All vehicles and items with an acquisition cost of \$5,000.00 or more shall be used for the purpose(s) for which acquired within one year from the date the property was invoiced and used for 18 months thereafter. **3:** During the restriction period, the property shall not be sold, traded, leased, lent, bailed, cannibalized, encumbered or otherwise disposed of or removed from the State of West Virginia without the express approval of WVSASP. The recipients of Federal property are urged to contact WVSASP prior to taking any actions which might be interpreted as modifying any of the certifications and agreements stated on the reverse side of the Distribution Document.

**TERMS:** Payment required upon receipt unless previous arrangements have been made. Payment must be by check or credit card issued against an eligible organization. No personal checks, money orders or cash transactions are permitted.

**SHIPPING:** All service charges are FOB Dunbar Warehouse unless expressly indicated. Out-shipping can be arranged by calling 304.766.2626. Delivery charges will be added to the invoice.