



Division of Highways Stretches its Dollars Thanks to Affordable Merchandise from WV Surplus

Drivers in some West Virginia communities will have clearer roads to travel on this winter thanks to the West Virginia State Agency for Surplus Property (WVSASP).

The Division of Highways acquired six Freightliner tractor trailers through WVSASP last fall and converted them into snowplows and salt spreaders for use on Corridor H. One crew in Tucker County will use four of the

plows to maintain the road from Davis to Mount Storm and another crew in Grant County will use the other two to maintain the road from Mount Storm to Moorefield.

The trucks are 2009 models and were received at an administrative fee of \$8,400 each, which was a significant savings for the Division. "It would have cut us short somewhere else if we had to buy new instead of acquiring this equipment through Surplus Property," said Travis Ray of the Division of Highways office in Buckhannon.



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This quarter's featured eligible organization is the West Virginia Division of Highways, which acquired six Freightliner tractor trailers last fall. These trucks were converted into snowplows and salt spreaders. While this last winter was mild, it is important for the Division of Highways to be ready to act when the weather takes a turn for the worse.

In Other News...

- **Manager's Perspective:** Special Events Conducted at WVSASP Offer New Ways to Connect with and Serve our Customers
- 2017 Surplus Property Customer Appreciation Day Deemed a Success
- WVSASP Plans for the Future

2017 Open House Event for Eligible Organizations Hosted by WVSASP

On May 18, 2017, the West Virginia State Agency for Surplus Property (WVSASP) hosted an Open House for Eligible Organizations, such as state agencies, counties, cities and nonprofit groups. Approximately 40 different organizations were represented with 54 participants in attendance.

"I am very pleased that so many organizations and individuals took time out of their day to attend our Open House event," said Assistant Purchasing Director and WVSASP Manager Elizabeth Perdue. "We wanted to educate those unfamiliar with WVSASP about what we have to offer and also thank those organizations who have been utilizing us for years."

Throughout the course of the Open House, attendees were invited to attend three informational sessions: *An Orientation to WVSASP*, *Completing*

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Special Events Conducted at WVSASP Offer New Ways to Connect with and Serve Our Customers

At the West Virginia State Agency for Surplus Property (WVSASP), we always strive to find the best way to serve all of our customers. Working with so many different eligible organizations—ranging from non-profit organizations to local governments to state agencies—means always changing and adapting to meet our customers' needs. Pair that with focusing attention on our daily public sales customers, and our staff always stays busy.

Because WVSASP is a self-supporting state agency that depends on funding from the sale of surplus merchandise and not funds appropriated from the State Legislature, we always strive to ensure that our customers are happy with our service. WVSASP recently conducted two exciting events for our customers: our Open House for Eligible Organizations and the return of our popular Customer Appreciation Day for the public.

The 2017 Open House for Eligible Organizations (which you can read more about on Page 1) was a

humbling experience for everyone involved. It is very easy to become busy and forget to see the bigger impact of our work. The stories from our attendees about how they use WVSASP merchandise to support their programs were inspiring. The event was also attended by many new organizations—some who were just learning about WVSASP for the first time!

In June, we also hosted our 2017 Customer Appreciation Day. This event is a favorite among our customers. This was the first time the event had been offered in our newly constructed warehouse. The most popular part of our Customer Appreciation Day was the extended hours. Read more about this event in the article below.

Both of these events had overwhelmingly positive feedback from the attendees. Our post-event survey showed 100% of attendees from the Open House for Eligible Organizations and 91% of attendees from the Customer Appreciation Day were either "Extremely Satisfied" or

THE MANAGER'S PERSPECTIVE

ELIZABETH PERDUE



"Somewhat Satisfied" with the events. The feedback we receive from these events is very helpful as we continue to plan and grow at WVSASP. For more information on how to share your feedback, check out our article on Page 4.

We hope that you were able to join us for these exciting events. No matter what is happening at the warehouse, our customers and eligible organizations should always feel that they are appreciated each day by WVSASP.

No one specific day or event can express how thankful we are to work with you. As always, we appreciate your support and hope to see you soon.

2017 Customer Appreciation Day a Success



June brought the return of WVSASP's popular Customer Appreciation Day. This was the first time the event had been offered since construction was completed on the new warehouse. Pictured above, two attendees browse through electronic equipment.

The West Virginia State Agency for Surplus Property (WVSASP) said "thank you" to its many loyal customers and offered a big welcome to new visitors at its Customer Appreciation Day on June 8, 2017.

The agency extended its normal hours of operation that day by staying open until 6 p.m. Assistant Purchasing Director and WVSASP Manager Elizabeth Perdue said this allowed people who were unable to visit Surplus during regular business hours a chance to shop.

"It was the first time here for a lot of our customers, and many others had not been here to see our new warehouse," said Perdue. "We're proud to be able to display our inventory in such a nice facility and showcase the services that we offer state taxpayers."

In addition to vehicles, shoppers were also looking for furniture, electronics, and school supplies.

Chris Hicks is a regular customer who was looking for a deal on

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OPEN HOUSE

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the Application for Eligibility, and Screening Federal Property. While the most popular of these sessions was the orientation, many attendees were also anxious to learn about screening federal property.

One of the main goals of this event was to reach out and educate organizations. A post-event survey revealed that 40% of the attendees were “Very Unfamiliar” or “Somewhat Unfamiliar” with WVSASP prior to attending the event. While WVSASP staff is always available to answer questions during normal business hours, having dedicated time with an Open House was a great way to share information and answer attendees’ questions.

The post-event survey also revealed the following information:

- 100% of respondents were “Extremely Satisfied” or “Somewhat Satisfied” with the event.
- 41% of respondents said they completed or updated an Application of Eligibility as a direct result of the Open House.
- 96% of respondents indicated they were “Highly Likely” or “Somewhat Likely” to recommend WVSASP to other organizations.
- 92% 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 2018. If you have any comments or suggestions, please submit those to Jessica.L.Chambers@wv.gov with the subject line “WVSASP Feedback.”

“The relationship between WVSASP and our eligible organizations is very special,” added Perdue. “We look forward to working with those organizations that are newly registered. WVSASP prides itself on being an asset to all of the organizations serving West Virginia and beyond and are pleased with the many needs that have been met through the use of WVSASP merchandise.”

For additional information regarding future events or other WVSASP news, “Like” us on Facebook at www.facebook.com/WVSurplus.

WVSASP also maintains an email subscription list at www.state.wv.us/admin/purchase/surplus/Subscribe.html. Be sure to get signed up to stay informed!

A total of 54 individuals attended the 2017 Open House for Eligible Organizations. Informational sessions, such as the Orientation to WVSASP, were offered throughout the day. Attendees were also invited to browse the inventory in our newly constructed warehouse and make any needed purchases.



CUSTOMER

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computer equipment.

“I refurbish them and then donate them to the elderly,” he said. “Webcams are a great way for them to keep in touch with their grandchildren.”

Hicks was able to find what he was looking for that day and was pleased with his purchase. We will be highlighting Hicks in the next issue of *The Property Connection*, so be sure to check it out.

A survey conducted at the event had overwhelmingly positive results on categories such as inventory cost, quality of items, cleanliness of the warehouse and friendliness of WVSASP staff. For several of the attendees, this was their first trip to the newly constructed warehouse. Of the attendees, 91% were extremely or somewhat satisfied with the event and 95% expressed interest in attending another Customer Appreciation Day or similar event.

WVSASP staff would like to thank all of those who attended the 2017 Customer Appreciation Day.

To learn more about WVSASP and special events throughout the year, please visit WVSurplus.gov or the agency’s Facebook page at www.facebook.com/WVSurplus.



The extended hours offered during the 2017 Customer Appreciation Day allowed for many individuals to visit the warehouse who typically work or go to school during normal business hours. Attendees of the event were looking for a variety of items, including vehicles, bookshelves, office furniture, computers and other electronic equipment.

WVSASP Plans for the Future

While our staff has been busy with recent events at the West Virginia State Agency for Surplus Property (WVSASP), planning is underway for new events and promotions to market WVSASP. Now is the chance to make your opinion heard!

Is there anything that WVSASP could be doing better to meet the needs of our customers? Do you have an idea for a promotional event or suggestions for how we can improve our marketing efforts? Send your comments and suggestions to Jessica.L.Chambers@wv.gov and put “WVSASP Feedback” as the subject. Suggestions will be considered on a rolling basis.

Announcements regarding new events, weekly sales and other special deals are available at our website WVSurplus.gov. Information is also available at our growing Facebook page. You can “Like” WVSASP at www.facebook.com/WVSurplus or by searching “WV Surplus Property” on Facebook.

If you are not already subscribed to our online mailing list, you can do so at www.state.wv.us/admin/purchase/surplus/Subscribe.html. Emails are sent approximately once per month detailing the latest WVSASP news, operational changes, and special announcements.

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 so we can know how our program has benefited your agency. In a future issue of *The Property Connection*, we may highlight YOUR organization!

HIGHWAYS

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West Virginia's segment of Corridor H crosses very mountainous terrain even in the best weather conditions, so it is important to keep the roads clear and safe during the winter months.

"We had a mild winter this past year, but we expect these trucks to be used a lot more in the future as this area receives more snow," Ray

said.

WVSASP employees are proud to support state agencies and eligible organizations with affordable merchandise options. New inventory is stocked daily.

Does your organization have a need? Are you interested in learning how WVSASP can benefit your organization, or do you simply

want to know what we have in stock? Contact WVSASP at 304.766.2626 or visit our website at **WVSurplus.gov** to learn how WVSASP can partner with your eligible organization for future purchases.



The six tractor trailers purchased by the Division of Highways were converted into snowplows and salt spreaders. These vehicles will be used along Corridor H, which runs between the Grant and Tucker county lines and often receives large amounts of snow. Due to the mountainous and winding roads in this area, it is critical to have the proper vehicles to treat the roads during dangerous winter weather.

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

WVSurplus.gov

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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.

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.

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