

City of Augusta - Budget Document Technology
FLEET REPORT FY21



SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet.

Out of 61 units under contract with Budget, there were 21 service calls on 11 copiers and 5 printers during the fiscal year. Uptime for your fleet was 99.98%, which is excellent for the size of your fleet. No unit had more than two service calls and most calls were resolved the first time. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. Budget notes their average response time from call to arrival as 3.01 hours, which is also excellent and well within the bid parameters.

Your last upgrade was 8/2/2019. All machines are under a five-year+ warranty and service contract that expires on 6/30/2025. The average model in your fleet was introduced 4 years ago. Five units are more than 7 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer. Nonetheless, your fleet seems to be well cared for by Budget and no additional recommendations are necessary.

	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Avg Hrs Down	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Augusta Airport															
Reception Area	Konica Minolta-BHC360i	AA2J011001771	19719	0	0	0.00	0.00	100.00%	341	389	436	491	4/1/2019	2.58	Color Photocopier
SRE Office	HP-Laser Jet Pro M404dn	PHBB309528	63658	0	0	0.00	0.00	100.00%	42	0	356	0	7/1/2019	2.33	Black Network Printer
Augusta City Hall															
Assessing Bureau	HP-Laser Jet Enterprise600 M601DN	CNBCD3M3C5	63720	2	0	3.45	7.38	99.92%	583	0	578	0	11/1/2011	10.00	Black Network Printer
Assessing Bureau	Konica Minolta-BH284e	A61G011008560	59601	0	0	0.00	0.00	100.00%	1,283	0	153	0	11/1/2013	8.00	Black Photocopier
Audit Department	HP-Laser Jet P3015	VNB3441363	63719	0	0	0.00	0.00	100.00%	729	0	938	0	7/1/2008	13.33	Black Network Printer
Audit Department	Konica Minolta-BH458	AA6U011014282	63687	1	0	2.87	3.45	99.96%	4,765	0	6,411	0	8/1/2016	5.25	Black Photocopier
Central Services	Konica Minolta-BHC558	A79K011024202	63679	0	0	0.00	0.00	100.00%	4,146	561	1,663	219	2/1/2017	4.75	Color Photocopier
Community Service	Konica Minolta-BH284e	A61G011004237	19926	1	26,646	1.73	2.45	99.97%	251	0	1,287	0	11/1/2013	8.00	Black Photocopier
Community Service - Mr. Dahlin	HP-Laser Jet Pro M404dn	PHBB309535	63660	0	0	0.00	0.00	100.00%	160	0	177	0	7/1/2019	2.33	Black Network Printer
Custodial Office	HP-Laser Jet Pro M404dn	PHBB309527	63662	0	0	0.00	0.00	100.00%	46	0	31	0	7/1/2019	2.33	Black Network Printer
Fort Western	Konica Minolta-BHC3350i	A93E011001133	63631	0	0	0.00	0.00	100.00%	913	461	646	282	4/1/2019	2.58	Color Laser MFP
Health & Welfare	Konica Minolta-BH458	AA6U011015037	63694	0	0	0.00	0.00	100.00%	2,492	0	2,344	0	8/1/2016	5.25	Black Photocopier
Human Resources	Konica Minolta-BH458	AA6U011015038	63693	0	0	0.00	0.00	100.00%	5,422	0	2,045	0	8/1/2016	5.25	Black Photocopier
Room 130 Development Services	Konica Minolta-BHC360i	AA2J011002069	63696	1	0	1.93	0.00	100.00%	962	1,644	832	1,367	4/1/2019	2.58	Color Photocopier
Room 130 Development Svcs Copy Room	Konica Minolta-BH658	AA6R011005011	19716	0	0	0.00	0.00	100.00%	4,686	0	2,683	0	5/1/2017	4.50	Black Photocopier
Room 205	HP-Laser Jet Pro M404dn	PHBB309516	63661	0	0	0.00	0.00	100.00%	238	0	194	0	7/1/2019	2.33	Black Network Printer
Room 213 City Clerk/Treasurer/Tax Collector	Konica Minolta-BH458	AA6U011014956	63697	0	0	0.00	0.00	100.00%	4,681	0	5,120	0	8/1/2016	5.25	Black Photocopier
Room 236 - Administration	Konica Minolta-BHC458	A79M011043540	63692	0	0	0.00	0.00	100.00%	3,468	83	1,669	1,106	8/1/2016	5.25	Color Photocopier
Room 236 - City Manager	Konica Minolta-BHC3300i	AAJT011000392	63683	0	0	0.00	0.00	100.00%	68	296	46	72	4/1/2019	2.58	Color Network Printer
Treasury Bureau	HP-Laser Jet Enterprise M506dn	PHBGQ48339	63716	0	0	0.00	0.00	100.00%	284	0	625	0	10/1/2015	6.08	Black Network Printer
Treasury Bureau	HP-Laser Jet Enterprise M506dn	PHBGQ48345	63718	1	0	0.60	1.37	99.98%	423	0	961	0	10/1/2015	6.08	Black Network Printer
Treasury Bureau	HP-Laser Jet Enterprise M506dn	PHBGQ48347	63714	1	3,567	3.15	4.02	99.95%	331	0	670	0	10/1/2015	6.08	Black Network Printer
Treasury Bureau	HP-Laser Jet Enterprise M506dn	PHBGQ48350	63717	0	0	0.00	0.00	100.00%	239	0	797	0	10/1/2015	6.08	Black Network Printer
Treasury Bureau	HP-Laser Jet Enterprise M506dn	PHBGQ48351	63715	0	0	0.00	0.00	100.00%	154	0	765	0	10/1/2015	6.08	Black Network Printer

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Augusta Police Dept															
Alternate Dispatch Center (City Hall)	HP-Laser Jet Pro M402dn	PHBQG11107	63721	0	0	0.00	0.00	100.00%	2	0	11	0	10/1/2015	6.08	Black Network Printer
Booking Room	HP-Laser Jet Pro M404dn	PHBB309513	63668	0	0	0.00	0.00	100.00%	157	0	183	0	7/1/2019	2.33	Black Network Printer
Chief Criminal Investigations	HP-Laser Jet Pro M404dn	PHBB309508	63667	0	0	0.00	0.00	100.00%	82	0	0	0	7/1/2019	2.33	Black Network Printer
Chief's Administrative Assistant	HP-Laser Jet Pro M404dn	PHBB309533	63650	0	0	0.00	0.00	100.00%	908	0	1,141	0	7/1/2019	2.33	Black Network Printer
Chief's Office	HP-Laser Jet Pro M404dn	PHBB309505	63656	0	0	0.00	0.00	100.00%	92	0	203	0	7/1/2019	2.33	Black Network Printer
Court Officer	HP-Laser Jet Pro M404dn	PHBB309519	63655	0	0	0.00	0.00	100.00%	210	0	221	0	7/1/2019	2.33	Black Network Printer
Deputy Chief	HP-Laser Jet Pro M404dn	PHBB309517	63654	0	0	0.00	0.00	100.00%	98	0	341	0	7/1/2019	2.33	Black Network Printer
Dispatch Center 1st Floor	HP-Laser Jet Pro M404dn	PHBB309526	63659	0	0	0.00	0.00	100.00%	2,157	0	1,665	0	7/1/2019	2.33	Black Network Printer
Hallway Outside Dispatch	Konica Minolta-BHC458	A79M011043565	63691	2	14,143	3.59	4.50	99.95%	3,087	780	2,851	1,176	8/1/2016	5.25	Color Photocopier
Lunch Room 2nd Floor	Konica Minolta-BHC458	A79M011044807	63689	1	0	6.97	7.42	99.92%	3,764	1,386	2,012	897	8/1/2016	5.25	Color Photocopier
Lunch Room Back Office	HP-Laser Jet Pro M404dn	PHBB309464	63653	0	0	0.00	0.00	100.00%	64	0	0	0	7/1/2019	2.33	Black Network Printer
Patrol Command	Konica Minolta-BHC3300i	AAJT011000441	63592	0	0	0.00	0.00	100.00%	116	164	178	11	4/1/2019	2.58	Color Network Printer
Patrol Room - 1st Floor	HP-Laser Jet Pro M404dn	PHBB309524	63651	0	0	0.00	0.00	100.00%	1,786	0	2,062	0	7/1/2019	2.33	Black Network Printer
Augusta Public Works															
Conference Room 2nd Floor	Konica Minolta-BHC360i	AA2J011002293	63253	0	0	0.00	0.00	100.00%	867	104	1,087	164	4/1/2019	2.58	Color Photocopier
Office	Konica Minolta-BHC3350i	A93E011001127	63623	0	0	0.00	0.00	100.00%	919	201	1,066	733	4/1/2019	2.58	Color Laser MFP
Buker Center															
Office	Konica Minolta-BHC558	A79K011024197	63678	1	0	0.77	1.73	99.98%	8,225	384	3,250	835	2/1/2017	4.75	Color Photocopier
Hatch Hill Landfill															
Office	HP-Laser Jet Pro M404dn	PHBB309522	63652	1	0	0.57	21.50	99.75%	3,683	0	4,113	0	7/1/2019	2.33	Black Network Printer
Office	Konica Minolta-BH4422	AAF011001169	63677	0	0	0.00	0.00	100.00%	616	0	805	0	8/1/2018	3.25	Black Laser MFP
Ops Building	Konica Minolta-BH4050	A6VF011003166	19878	1	0	5.10	7.40	99.92%	0	0	115	0	2/1/2014	7.75	Black Laser MFP
Lithgow Public Library															
1st Floor Office	Konica Minolta-BHC3300i	AAJT011000230	63684	0	0	0.00	0.00	100.00%	552	1,324	625	1,361	4/1/2019	2.58	Color Network Printer
Adult Services Desk	HP-Laser Jet Pro M402dw	PHBVD48284		0	0	0.00	0.00	100.00%	833	0	279	0	10/1/2015	6.08	Black Network Printer
Adult Services Desk	Konica Minolta-BHC360i	AA2J011002165	63695	2	0	6.73	8.06	99.91%	4,082	621	202	69	4/1/2019	2.58	Color Photocopier
Director's Office	Konica Minolta-BHC3350i	A93E011002410	63726	0	0	0.00	0.00	100.00%	661	1,185	981	537	4/1/2019	2.58	Color Laser MFP
Tech Room	Konica Minolta-BHC3300i	AAJT011000442	63686	1	0	1.60	2.17	99.98%	52	146	84	87	4/1/2019	2.58	Color Network Printer
Youth Services	Konica Minolta-BHC3300i	AAJT011000326	63685	0	0	0.00	0.00	100.00%	108	691	34	54	4/1/2019	2.58	Color Network Printer
TOTALS & AVERAGES				21	51,101	3.01	5.39	99.98%	1,303	698	1,055	520		4.06	