

TOWN OF KENNEBUNKPORT - KMBS 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 8 units under contract with KMBS, there were 15 service calls on 3 copiers during the fiscal year. For a second year in a row, one of the copiers at the Town Hall has experienced more than five service calls in the fiscal year. The copier at the Police Department has also had more than five service calls. This is concerning because of the newness of these machines and the relatively low volume. Uptime for your fleet was 99.68%, which is much lower than last year and is very poor for the size of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. KMBS notes their average response time from call to arrival as 3.63 hours, which is well within the four-hour average.

Your last upgrade was 7/1/2019. All machines are under a five-year+ warranty and service contract that expires on 6/30/2024. The average model age of your fleet is 3.83 years from date of introduction. There are no units more than 5 years from date of introduction. 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.

Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Total 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
<b>Kennebunkport Fire Dept.</b>															
Main Office	Konica Minolta BH4422	AAFM011000329	9499 5961	0	0	0.00	0.00	100.00%	234	0	159	0	8/1/2018	3.00	Black Laser MFP
<b>Kennebunkport Highway Dept.</b>															
Main Office	Konica Minolta BH4422	AAFM011001137	9499 5959	0	0	0.00	0.00	100.00%	18	0	4	0	8/1/2018	3.00	Black Laser MFP
<b>Kennebunkport Police Dept.</b>															
Main Office	Konica Minolta BH658E	AA6R011003202	9494 4450	6	9,307	2.64	25.99	98.88%	4,394	0	2,164	0	5/1/2017	4.25	Black Photocopier
<b>Kennebunkport Public Health Dept.</b>															
Main Office	Konica Minolta BH4422	AAFM011001139	9499 5962	0	0	0.00	0.00	100.00%	488	0	767	0	8/1/2018	3.00	Black Laser MFP
<b>Kennebunkport Parks &amp; Recreation Dept.</b>															
Main Office	Konica Minolta BH4422	AAFM011001133	9499 5960	0	0	0.00	0.00	100.00%	83	0	598	0	8/1/2018	3.00	Black Laser MFP
<b>Kennebunkport Sewer Dept.</b>															
Main Office	Konica Minolta BH308E	AA6W017003565		1	2,043	5.96	7.25	99.69%	761	0	632	0	6/1/2016	5.17	Color Photocopier
<b>Kennebunkport Town Hall</b>															
Code Enforcement	Konica Minolta BHC458	A79M011044606	9494 4449	0	0	0.00	0.00	100.00%	1,925	2,242	1,429	1,792	8/1/2016	5.00	Color Photocopier
Main Office	Konica Minolta BHC658	A79J013007406	8802 1930	8	52,780	2.30	26.65	98.85%	8,836	833	9,262	1,869	5/1/2017	4.25	Color Photocopier
<b>Totals &amp; Averages</b>				<b>15</b>	<b>21,377</b>	<b>3.63</b>	<b>59.89</b>	<b>99.68%</b>	<b>2,092</b>	<b>1,538</b>	<b>1,877</b>	<b>1,831</b>		<b>3.83</b>	

Equipment with 5 or more calls for the reporting period July 1, 2020 to June 30, 2021

Location	Current Equipment	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
Police Dept./Main Office	Konica Minolta BH658E	AA6R011003202	6	64,210	9,307	2.64	98.88%	2,164	Black Photocopier	This copier had six service calls this fiscal year, with two requiring a firmware update in February and May. Two other service calls were for adjustments with the scanning feature and two calls were for error codes and poor quality, requiring replacement of parts.
Town Hall/Main Office	Konica Minolta BHC658	A79J013007406	8	270,317	52,780	2.30	98.85%	11,131	Color Photocopier	There were no specific consistencies with the service calls this year, and there was rarely more than one call in a four-week period. Service calls for the year were as follows: 3 were for poor print quality resulting in the drums being replaced; 2 issues for jamming in 2 different locations; 1 issue with noise, requiring lubrication in the fusing unit, and 2 issues where the copier would not print. One call required roller replacements and one required a firmware update.