

**RNESU - SymQuest  
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 75 units under contract with SymQuest, there were 22 service calls on 10 copiers and 4 printers during the fiscal year. Uptime for your fleet was 99.92%, which is excellent for the size and newness 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. SymQuest notes their average response time from call to arrival as 17.35 hours; however, two service calls took longer than normal due to a holiday delay and waiting on an ordered part to install, thus throwing off the average. Without those two calls, the average was 3.81 hours, which is excellent and well within the bid specs average.

Your last upgrade was 8/2/2020. All machines are under a five-year+ warranty and service contract that expires on 6/30/2026. The average model in your fleet was introduced 3.81 years ago. 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.

No units had more than three (3) service calls.

**Definitions**

**Response time:** Time from when service call was created at SymQuest till the onsite technician arrives. Proactive calls are not counted in this column

**Closed in 1 or 2 visits:** There can be multiple visits for one call, example would be a second visit to install a part that was ordered.

**Cycle Time:** Time from when service call was created till SymQuest closed the call.

**Up Time:** Time being serviced divided by number of business hours available between date range of report

**Average volume between calls:** Total volume from service call to service call (does not include from install to first call)

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| Location                         | Make/Model              | Serial Number | Vendor ID | # Service Calls | Avg Volume between Service Calls | Avg Response Time | Closed in 1 or 2 visits | Cycle Time (hrs) | 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>Barstow Memorial School</b>   |                         |               |           |                 |                                  |                   |                         |                  |         |                                |                                |                             |                             |                  |                   |                       |
| Lab                              | Konica Minolta BH4402   | AAFJ011003383 | 142360    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 1,243                          | 0                              | 461                         | 0                           | 8/1/2018         | 3.25              | Black Network Printer |
| Library                          | Konica Minolta BH4000I  | ACET011000284 | 141090    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 177                            | 0                              | 164                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Main Office                      | Konica Minolta BHC650I  | AA7N011000883 | 215473    | 1               | No 2nd call                      | 4.35              | 100.00%                 | 10.82            | 100.00% | 15,300                         | 1,574                          | 10,680                      | 2,448                       | 2/1/2020         | 1.75              | Color Photocopier     |
| Middle School                    | Konica Minolta BH4402   | AAFJ011003391 | 142359    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 2,124                          | 0                              | 2,255                       | 0                           | 8/1/2018         | 3.25              | Black Network Printer |
| PC Lab                           | Konica Minolta BHC3300I | AAJT011001671 | 142361    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 238                            | 540                            | 182                         | 383                         | 4/1/2019         | 2.58              | Color Network Printer |
| Principals Office                | HP Laser Jet 600 M604   | CNBCHC208V    | 141870    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 2                              | 0                              | 1                           | 0                           | 4/1/2015         | 6.58              | Black Network Printer |
| Work Room                        | Konica Minolta BH808    | A8KN012000880 | 201542    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 20,033                         | 0                              | 16,079                      | 0                           | 6/1/2016         | 5.42              | Black Photocopier     |
| <b>Caverly Pre-School</b>        |                         |               |           |                 |                                  |                   |                         |                  |         |                                |                                |                             |                             |                  |                   |                       |
| Office                           | Kyocera 306ci           | V9W6501653    | 141875    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 482                            | 92                             | 587                         | 524                         | 7/1/2016         | 5.33              | Color Laser MFP       |
| <b>Leicester Central School</b>  |                         |               |           |                 |                                  |                   |                         |                  |         |                                |                                |                             |                             |                  |                   |                       |
| Front Office                     | HP Laser Jet Pro M402dn | PHB5B45253    | 141095    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 0                              | 0                              | 3                           | 0                           | 10/1/2015        | 6.08              | Black Network Printer |
| Lunch Room                       | Konica Minolta BHC550I  | AA7P011003064 | 215541    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 11,281                         | 2,365                          | 8,580                       | 2,649                       | 2/1/2020         | 1.75              | Color Photocopier     |
| Multi-Purpose Area               | Konica Minolta BH4000I  | ACET011001881 | 142328    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 465                            | 0                              | 568                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| <b>Lothrop Elementary School</b> |                         |               |           |                 |                                  |                   |                         |                  |         |                                |                                |                             |                             |                  |                   |                       |
| 3rd Floor Hall                   | Konica Minolta BH4402   | AAFJ011003396 | 142340    | 1               | No 2nd call                      | No Calls          | 100.00%                 | -1.58            | 100.00% | 3,543                          | 0                              | 1,061                       | 0                           | 8/1/2018         | 3.25              | Black Network Printer |
| Basement                         | Konica Minolta BH4000I  | ACET011001871 | 141088    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 389                            | 0                              | 486                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Library                          | Konica Minolta BH4000I  | ACET011001874 | 141087    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 549                            | 0                              | 279                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Main Office                      | Konica Minolta BH808    | A8KN012000804 | 215466    | 3               | 23.511                           | 1.73              | 100.00%                 | 4.38             | 99.00%  | 16,983                         | 0                              | 14,806                      | 0                           | 6/1/2016         | 5.42              | Black Photocopier     |
| Office Hallway                   | Konica Minolta BH4402   | AAFJ011003394 | 142341    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 665                            | 0                              | 342                         | 0                           | 8/1/2018         | 3.25              | Black Network Printer |
| Office Secretary                 | HP Laser Jet Pro M402dn | PHBQD04950    | 142372    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 199                            | 0                              | 310                         | 0                           | 10/1/2015        | 6.08              | Black Network Printer |
| Staff Room                       | Konica Minolta BHC550I  | AA7P011002933 | 215469    | 3               | 73.766                           | 3.20              | 100.00%                 | 4.76             | 99.00%  | 10,747                         | 8,967                          | 11,773                      | 7,054                       | 2/1/2020         | 1.75              | Color Photocopier     |
| <b>Neshobe School</b>            |                         |               |           |                 |                                  |                   |                         |                  |         |                                |                                |                             |                             |                  |                   |                       |
| Brick Building                   | Konica Minolta BH4000I  | ACET011001878 | 141089    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 86                             | 0                              | 0                           | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Brick Building                   | Konica Minolta BHC550I  | AA7P011003111 | 215468    | 3               | 9.620                            | 4.62              | 100.00%                 | 5.66             | 99.00%  | 10,625                         | 5,067                          | 12,229                      | 6,110                       | 2/1/2020         | 1.75              | Color Photocopier     |
| Computer Lab                     | Konica Minolta BH4402   | AAFJ011003399 | 142339    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 632                            | 0                              | 0                           | 0                           | 8/1/2018         | 3.25              | Black Network Printer |
| Lab                              | Konica Minolta BHC3300I | AAJT011001717 | 142338    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 370                            | 916                            | 1                           | 1                           | 4/1/2019         | 2.58              | Color Network Printer |
| Main Office / Mailroom           | Konica Minolta BHC550I  | AA7P011003012 | 215465    | 1               | No 2nd call                      | 8.35              | 100.00%                 | 10.70            | 100.00% | 10,728                         | 3,928                          | 8,614                       | 4,354                       | 2/1/2020         | 1.75              | Color Photocopier     |
| Main Office / Mailroom           | HP Laser Jet Pro M402dn | PHBQD20232    | 142373    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 0                              | 0                              | 13                          | 0                           | 10/1/2015        | 6.08              | Black Network Printer |
| Staff Work Room                  | Konica Minolta BH808    | A8KN012000790 | 215540    | 3               | 50.316                           | 5.55              | 100.00%                 | 7.01             | 99.00%  | 32,566                         | 0                              | 21,944                      | 0                           | 6/1/2016         | 5.42              | Black Photocopier     |
| <b>Otter Valley High School</b>  |                         |               |           |                 |                                  |                   |                         |                  |         |                                |                                |                             |                             |                  |                   |                       |
| Basement - CAD                   | Konica Minolta BH4000I  | ACET011001883 | 142357    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 317                            | 0                              | 180                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Copy Room Up                     | Konica Minolta BH808    | A8KN012000686 | 215464    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 27,100                         | 0                              | 6,388                       | 0                           | 6/1/2016         | 5.42              | Black Photocopier     |
| Copy Room Up                     | Konica Minolta BHC3300I | AAJT011001826 | 142327    | 1               | No 2nd call                      | 4.13              | 100.00%                 | 4.47             | 100.00% | 489                            | 1,126                          | 157                         | 279                         | 4/1/2019         | 2.58              | Color Network Printer |
| Guidance (Bishop)                | Konica Minolta BH4000I  | ACET011000289 | 142358    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 1,031                          | 0                              | 87                          | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Guidance (Wessing)               | Konica Minolta BH4402   | AAFJ011003411 | 142355    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 688                            | 0                              | 170                         | 0                           | 8/1/2018         | 3.25              | Black Network Printer |
| Guidance Office                  | Konica Minolta BHC450I  | AA7R011003663 | 215463    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 2,100                          | 4,506                          | 2,759                       | 2,132                       | 9/1/2020         | 1.17              | Color Photocopier     |
| Hall Office                      | Konica Minolta BH808    | A8KN012000784 | 215538    | 1               | No 2nd call                      | 1.68              | 100.00%                 | 12.18            | 99.00%  | 25,217                         | 0                              | 3,978                       | 0                           | 6/1/2016         | 5.42              | Black Photocopier     |
| Hallway of A1-A4                 | Konica Minolta BHC3320I | AAJP011002538 | 142371    | 1               | No 2nd call                      | 2.00              | 100.00%                 | 10.92            | 99.00%  | 864                            | 863                            | 491                         | 308                         | 5/1/2019         | 2.50              | Color Laser MFP       |
| Hallway of A1-A4                 | Konica Minolta BH4402   | AAFJ011003018 | 137794    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 540                            | 0                              | 315                         | 0                           | 8/1/2018         | 3.25              | Black Network Printer |
| Hot Swap                         | Konica Minolta BH4000I  | ACET011001884 | 141073    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 1,072                          | 0                              | 195                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Library                          | Konica Minolta BHC650I  | AA7N011000895 | 215462    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 8,266                          | 2,583                          | 1,179                       | 486                         | 2/1/2020         | 1.75              | Color Photocopier     |
| Library                          | Konica Minolta BH4402   | AAFJ011003404 | 142356    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 593                            | 0                              | 139                         | 0                           | 8/1/2018         | 3.25              | Black Network Printer |
| Main Office                      | Konica Minolta BH4000I  | ACET011000291 | 141075    | 1               | No 2nd call                      | 28.60             | 100.00%                 | 29.27            | 100.00% | 417                            | 0                              | 469                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Middle School Office             | Konica Minolta BHC650I  | AA7N011000860 | 215467    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 14,065                         | 9,934                          | 3,768                       | 2,391                       | 2/1/2020         | 1.75              | Color Photocopier     |
| Middle School Office             | Konica Minolta BH4402   | AAFJ011003408 | 142350    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00% | 1,485                          | 0                              | 210                         | 0                           | 8/1/2018         | 3.25              | Black Network Printer |

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|----------------------------------|-------------------------|---------------|-----------|-----------------|----------------------------------|-------------------|-------------------------|------------------|---------------|--------------------------------|--------------------------------|-----------------------------|-----------------------------|------------------|-------------------|-----------------------|
| Moose                            | Konica Minolta BH4000I  | ACET011001870 | 142342    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 130                            | 0                              | 81                          | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| North Campus Coomons Conn        | Konica Minolta BHC3320I | AAJP011002472 | 141092    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 925                            | 2,101                          | 837                         | 458                         | 5/1/2019         | 2.50              | Color Laser MFP       |
| North Campus HS                  | Konica Minolta BH4000I  | ACET011001879 | 142332    | 1               | No 2nd call                      | 141.58            | 100.00%                 | 143.48           | 100.00%       | 236                            | 0                              | 74                          | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Nurse's Office                   | Konica Minolta BH4000I  | ACET011000643 | 141085    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 139                            | 0                              | 322                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 353/357                     | Konica Minolta BH4000I  | ACET011001865 | 141079    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 384                            | 0                              | 17                          | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 353/357                     | Konica Minolta BHC3300I | AAJT011001818 | 142352    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 277                            | 613                            | 105                         | 207                         | 4/1/2019         | 2.58              | Color Network Printer |
| Rooms 159-161                    | Konica Minolta BH4402   | AAFJ011003407 | 142351    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 878                            | 0                              | 286                         | 0                           | 8/1/2018         | 3.25              | Black Network Printer |
| Room 148                         | Konica Minolta BH4000I  | ACET011001894 | 141078    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 336                            | 0                              | 316                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 153                         | Konica Minolta BH4000I  | ACET011000393 | 141083    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 385                            | 0                              | 138                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 203 Brain Cell              | Konica Minolta BH4000I  | ACET011001866 | 141086    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 99                             | 0                              | 4                           | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 301B                        | Konica Minolta BH4000I  | ACET011001891 | 142347    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 281                            | 0                              | 97                          | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 302                         | Konica Minolta BHC3320I | AAJP011002601 | 140818    | 1               | No 2nd call                      | No Calls          | 100.00%                 | 0.30             | 100.00%       | 258                            | 308                            | 63                          | 146                         | 5/1/2019         | 2.50              | Color Laser MFP       |
| Room 303                         | Konica Minolta BH4000I  | ACET011000401 | 142344    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 697                            | 0                              | 399                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 304B Cart                   | Konica Minolta BH4000I  | ACET011000407 | 141080    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 12                             | 0                              | 285                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 307                         | Konica Minolta BH4000I  | ACET011000406 | 141081    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 657                            | 0                              | 373                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 309                         | Konica Minolta BH4000I  | ACET011000400 | 142343    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 596                            | 0                              | 61                          | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 314                         | Konica Minolta BH4000I  | ACET011000394 | 141082    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 204                            | 0                              | 303                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 320                         | Konica Minolta BH4000I  | ACET011001887 | 142346    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 724                            | 0                              | 273                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 337                         | Konica Minolta BH4000I  | ACET011000402 | 141084    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 673                            | 0                              | 133                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 339                         | Konica Minolta BH4000I  | ACET011000405 | 142345    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 1,287                          | 0                              | 297                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 340                         | Konica Minolta BH4000I  | ACET011001893 | 141077    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 841                            | 0                              | 467                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 347                         | Konica Minolta BH4000I  | ACET011001872 | 142348    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 137                            | 0                              | 103                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room 360                         | Konica Minolta BH4000I  | ACET011001888 | 142349    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 314                            | 0                              | 163                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Room A2                          | Konica Minolta BH4000I  | ACET011000290 | 141074    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 303                            | 0                              | 141                         | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| SAP                              | HP Laser Jet Pro M402dn | PHB5D06946    | 140823    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 344                            | 0                              | 232                         | 0                           | 10/1/2015        | 6.08              | Black Network Printer |
| SRO Office                       | Konica Minolta BH4000I  | ACET011001873 | 141076    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 0                              | 0                              | 0                           | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| Teachers' Room                   | Konica Minolta BH808    | A8KN012000675 | 215539    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 9,700                          | 0                              | 2,556                       | 0                           | 6/1/2016         | 5.42              | Black Photocopier     |
| <b>RNESU</b>                     |                         |               |           |                 |                                  |                   |                         |                  |               |                                |                                |                             |                             |                  |                   |                       |
| Business Office                  | HP Laser Jet 600 M604   | CNDCJ9M22Z    | 141866    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 0                              | 0                              | 0                           | 0                           | 4/1/2015         | 6.58              | Black Network Printer |
| Business Office                  | Konica Minolta BH458    | AA6U011021768 | 215471    | 1               | No 2nd call                      | 2.45              | 100.00%                 | 3.85             | 100.00%       | 6,208                          | 0                              | 2,461                       | 0                           | 8/1/2016         | 5.25              | Black Photocopier     |
| Business Office                  | HP Laser Jet P3015      | VNBCB52R      | 141865    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 83                             | 0                              | 0                           | 0                           | 7/1/2008         | 13.33             | Black Network Printer |
| Evaluation Team                  | Konica Minolta BH458    | AA6U011021692 | 215472    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 4,755                          | 0                              | 1,244                       | 0                           | 8/1/2016         | 5.25              | Black Photocopier     |
| Front Office                     | Konica Minolta BHC650I  | AA7N011000875 | 215470    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 8,902                          | 5,320                          | 3,775                       | 2,076                       | 2/1/2020         | 1.75              | Color Photocopier     |
| Main Office                      | Konica Minolta BH4000I  | ACET011000292 | 142329    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 202                            | 0                              | 5                           | 0                           | 6/1/2019         | 2.42              | Black Network Printer |
| <b>Sudbury Elementary School</b> |                         |               |           |                 |                                  |                   |                         |                  |               |                                |                                |                             |                             |                  |                   |                       |
| Main Office                      | Konica Minolta BHC558   | A79K011004385 | 213887    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 4,098                          | 1,579                          | 12                          | 0                           | 2/1/2017         | 4.75              | Color Photocopier     |
| <b>Whiting Elementary School</b> |                         |               |           |                 |                                  |                   |                         |                  |               |                                |                                |                             |                             |                  |                   |                       |
| Main Office                      | Konica Minolta BHC368   | A7PU011002410 | 213705    | 0               | No 2nd call                      | No Calls          | No Calls                | No Calls         | 100.00%       | 2,163                          | 338                            | 1,701                       | 778                         | 8/1/2015         | 6.25              | Color Photocopier     |
| <b>TOTALS &amp; AVERAGES</b>     |                         |               |           | <b>22</b>       | <b>39,303</b>                    | <b>17.35</b>      | <b>100.00%</b>          | <b>246.21</b>    | <b>99.92%</b> |                                |                                |                             |                             |                  | <b>3.34</b>       |                       |

**Reasons for longer average response times for machines highlighted in yellow above:**

ID #141075 - Client called for service on Monday, 2/1/2021; vendor ordered imaging unit to resolve issue in advance of going onsite; technician was onsite and installed imaging unit on Thursday, 2/4/21.

ID #142332 - Client called for service on Wednesday, 2/3/21; however, when technician called on Thursday, 2/4/21 he was informed the school was closed until after 2/22/2021. Technician was