

**City of Rochester - KMBS
FLEET REPORT FY21**



KONICA MINOLTA



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 100 units under contract with KMBS, there were 46 service calls on 32 copiers and printers during the fiscal year. Uptime for your fleet was 99.93%, which is excellent for the size and age of your fleet and the number of service calls reported. No units had more than 4 service calls in the reporting period.

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 3.81 hours, which is excellent and well within the contract requirement.

Your last upgrade was 11/1/2016. All machines are under a five-year+ warranty and service contract that expires on 6/30/2022. However, the average model in your fleet was introduced 6.58 years ago. Fifty-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. We would recommend taking a look at those machines that have higher volumes, more service calls, and have an older model intro date to see what might need to be replaced.

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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
Gonic Fire Department															
Front Office	C3110	A6DT012102706	9468 8131	1	18,982	1.26	2.00	99.91%	181	294	351	33	6/1/2014	7.25	Color Laser MFP
Rochester Annex															
BZL Storage	C3110	A6DT012102606	9468 8244	0	0	0.00	0.00	100.00%	73	61	15	13	6/1/2014	7.25	Color Laser MFP
BZLS/Planning - 1st Floor	C458	A79M011007562	9348 5993	2	31,881	3.00	8.80	99.61%	4,656	2,997	2,826	2,307	8/1/2016	5.08	Color Photocopier
Planning Office - 1st Floor	BIZ3301P	A63P015000783	9348 5989	1	7,979	5.02	5.92	99.74%	150	0	193	0	11/1/2015	5.83	Black Network Printer
Rochester Central Fire Dept															
Admin Clerk - 2nd Floor	BIZ558	A9HG011000211	9468 8128	0	0	0.00	0.00	100.00%	2,131	0	1,436	0	2/1/2017	4.58	Black Photocopier
Assistant Chief	C3100P	A6DR012104808	9348 5986	0	0	0.00	0.00	100.00%	0	0	84	166	6/1/2014	7.25	Color Network Printer
Captain	C3100P	A6DR012104798	9348 5970	0	0	0.00	0.00	100.00%	49	92	33	38	6/1/2014	7.25	Color Network Printer
Captain - Downstairs	BIZ3301P	A63P015001351	9468 8213	1	795	0.00	0.00	100.00%	596	0	724	0	11/1/2015	5.83	Black Network Printer
Clerk	C3100P	A6DR012104816	9348 5969	0	0	0.00	0.00	100.00%	139	145	52	45	6/1/2014	7.25	Color Network Printer
Deputy Chief	C3100P	A6DR012104797	9348 5994	0	0	0.00	0.00	100.00%	65	184	61	74	6/1/2014	7.25	Color Network Printer
Fire Chief	C3100P	A6DR012104804	9348 5988	0	0	0.00	0.00	100.00%	66	50	49	32	6/1/2014	7.25	Color Network Printer
Training Office	C3100P	A6DR012104805	9348 5987	0	0	0.00	0.00	100.00%	110	107	100	41	6/1/2014	7.25	Color Network Printer
Rochester City Hall															
Accountant - Basement	C3100P	A6DR012105046	9464 8499	1	7,338	4.90	5.75	99.75%	159	6	14	11	6/1/2014	7.25	Color Network Printer
Assessor's Office Spare	BIZ3320	A6WP011008346	9468 8170	0	0	0.00	0.00	100.00%	0	0	77	0	2/1/2014	7.58	Black Laser MFP
Building Zoning & Licensing	BIZ558	A9HG011000223	9468 8221	2	41,545	3.41	8.89	99.61%	2,893	0	5,219	0	2/1/2017	4.58	Black Photocopier
Business Department	BIZ4700P	A63N011007887	8702 4986	1	18,391	0.00	0.00	100.00%	299	0	451	0	4/1/2013	8.42	Black Network Printer
Business Department	BIZ654E	A5YN017012796	9468 8137	0	0	0.00	0.00	100.00%	10,596	0	4,995	0	2/1/2013	8.58	Black Photocopier
City Clerk	C3100P	A6DR012104773	9348 5984	0	0	0.00	0.00	100.00%	4	13	18	0	6/1/2014	7.25	Color Network Printer
City Clerk	C754E	A2X0017005210	8702 4999	1	205,593	3.73	4.91	99.78%	12,040	216	12,589	2,564	1/1/2013	8.67	Color Photocopier
City Manager	C458	A79M011007888	9468 8119	0	0	0.00	0.00	100.00%	1,412	1,666	1,864	812	8/1/2016	5.08	Color Photocopier
Finance Office	BIZ3301P	A63P015001359	9348 5991	0	0	0.00	0.00	100.00%	14	0	74	0	11/1/2015	5.83	Black Network Printer
Finance Office	BIZ654E	A5YN017012057	9468 8117	1	20,373	0.00	1.28	99.94%	4,673	0	3,602	0	2/1/2013	8.58	Black Photocopier
Finance Office Spare	BIZ3301P	A63P015001327	9468 8169	0	0	0.00	0.00	100.00%	0	0	0	0	11/1/2015	5.83	Black Network Printer
Human Resources Office	BIZ3301P	A63P015001357	9348 5990	0	0	0.00	0.00	100.00%	356	0	223	0	11/1/2015	5.83	Black Network Printer
Legal Department	C454E	A5C0011021203	9320 1058	0	0	0.00	0.00	100.00%	1,631	152	658	318	11/1/2013	7.83	Color Photocopier
Legal Department Spare	C3100P	A6DR012105045	9342 4745	0	0	0.00	0.00	100.00%	0	0	0	0	6/1/2014	7.25	Color Network Printer
MIS Office	C3100P	A6DR012104756	9464 8249	0	0	0.00	0.00	100.00%	230	80	0	56	6/1/2014	7.25	Color Network Printer
MIS Office Spare	BIZ3301P	A63P015001176	9348 5992	0	0	0.00	0.00	100.00%	68	0	247	0	11/1/2015	5.83	Black Network Printer
Planning Director	BIZ3301P	A63P015000785	9464 8500	0	0	0.00	0.00	100.00%	153	0	0	0	11/1/2015	5.83	Black Network Printer
Welfare Office	BIZ3301P	A63P015001337	9348 5983	0	0	0.00	0.00	100.00%	362	0	131	0	11/1/2015	5.83	Black Network Printer
Welfare Office	C308	A7PY011016404	9468 8132	0	0	0.00	0.00	100.00%	2,131	224	1,248	239	6/1/2016	5.25	Color Photocopier
Welfare Office - Gail	BIZ3301P	A63P015001229	9348 5968	0	0	0.00	0.00	100.00%	173	0	201	0	11/1/2015	5.83	Black Network Printer
Rochester Community Center															
Buildings & Grounds	C3110	A6DT012102757	9468 8242	0	0	0.00	0.00	100.00%	109	77	198	134	6/1/2014	7.25	Color Laser MFP
Buildings & Grounds Supervisor	C3100P	A6DR012105037	9342 4743	1	0	3.97	4.66	99.75%	387	234	233	73	6/1/2014	7.25	Color Network Printer
City Manager	C3100P	A6DR012105823	9467 8986	1	7,917	0.00	0.00	100.00%	190	60	12	13	6/1/2014	7.25	Color Network Printer

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Economic Development Office	C3100P	A6DR012104950	9348 6000	0	0	0.00	0.00	100.00%	95	63	55	4	6/1/2014	7.25	Color Network Printer
Economic Development Office	C458	A79M011007543	9468 8157	0	0	0.00	0.00	100.00%	792	844	381	531	8/1/2016	5.08	Color Photocopier
Rec Department Copy Room	C654E	A2X1017018565	9468 8134	0	0	0.00	0.00	100.00%	7,054	2,189	2,076	977	7/1/2013	8.17	Color Photocopier
Rec Department Office	BIZ3301P	A63P015001338	9348 5995	0	0	0.00	0.00	100.00%	478	0	251	0	11/1/2015	5.83	Black Network Printer
Rochester Ice Arena															
Upstairs Office	C3110	A6DT012102592	9348 5971	0	0	0.00	0.00	100.00%	200	57	408	95	6/1/2014	7.25	Color Laser MFP
Rochester Police Department															
Communications	BIZ3301P	A63P015001336	9348 5973	1	119,630	3.73	4.83	99.79%	2,577	0	3,358	0	11/1/2015	5.83	Black Network Printer
Communications	BIZ4700P	A63N011017485	9348 5974	2	24,348	1.92	2.69	99.88%	4,672	0	3,509	0	4/1/2013	8.42	Black Network Printer
Copy Room 2nd Floor	BIZ808	A8KN011001417	9468 8159	2	22,372	2.48	7.49	99.67%	3,709	0	4,305	0	6/1/2016	5.25	Black Photocopier
Crime Analyst	C3100P	A6DR012104872	9342 4748	0	0	0.00	0.00	100.00%	8	197	8	65	6/1/2014	7.25	Color Network Printer
Deputy Chief	C3100P	A6DR012104849	9348 5997	0	0	0.00	0.00	100.00%	145	65	142	12	6/1/2014	7.25	Color Network Printer
Detective	BIZ3301P	A63P015000483	9342 4904	0	0	0.00	0.00	100.00%	1,477	0	2,247	0	11/1/2015	5.83	Black Network Printer
Detective's Sergeant	C3100P	A6DR012104868	9468 8168	0	0	0.00	0.00	100.00%	89	124	68	112	6/1/2014	7.25	Color Network Printer
Evidence Room	C3110	A6DT012102684	9468 8305	0	0	0.00	0.00	100.00%	135	82	106	0	6/1/2014	7.25	Color Laser MFP
Executive Clerk	C3110	A6DT012102626	9468 8220	4	8,411	2.69	12.40	99.46%	1,052	902	1,278	273	6/1/2014	7.25	Color Laser MFP
Front Records Office	BIZ4700P	A63N011017690	9342 4746	1	89,470	0.52	1.52	99.93%	2,128	0	894	0	4/1/2013	8.42	Black Network Printer
Hot Swap	BIZ3301P	A63P015001330	9348 5978	0	0	0.00	0.00	100.00%	0	0	0	0	11/1/2015	5.83	Black Network Printer
IT Office	BIZ3301P	A63P015001328	9348 5976	0	0	0.00	0.00	100.00%	11	0	40	0	11/1/2015	5.83	Black Network Printer
Juvenile Department	C3100P	A6DR012104379	9342 4934	0	0	0.00	0.00	100.00%	150	161	128	45	6/1/2014	7.25	Color Network Printer
Main Corridor	BIZ808	A8KN011001971	9468 8139	3	74,156	1.19	6.04	99.73%	10,802	0	10,893	0	6/1/2016	5.25	Black Photocopier
Patrol Lieutenant	BIZ3301P	A63P015001244	9342 4747	0	0	0.00	0.00	100.00%	824	0	290	0	11/1/2015	5.83	Black Network Printer
Patrol Room	BIZ3301P	A63P015001339	9348 5975	0	0	0.00	0.00	100.00%	187	0	647	0	11/1/2015	5.83	Black Network Printer
Patrol Sergeant	C3100P	A6DR012104873	9342 4752	1	15,618	2.43	2.79	99.88%	481	760	456	230	6/1/2014	7.25	Color Network Printer
Police Chief	C3110	A6DT012100823	9348 5998	0	0	0.00	0.00	100.00%	52	56	41	4	6/1/2014	7.25	Color Laser MFP
Prosecution Support	BIZ4020	A6WD011005046	8702 4989	2	75,409	7.87	8.87	99.61%	2,141	0	2,124	0	2/1/2014	7.58	Black Laser MFP
Specialty Unit 1st Floor	C3100P	A6DR012104877	9348 5972	1	23,590	7.19	8.26	99.64%	143	153	324	132	6/1/2014	7.25	Color Network Printer
Support Captain	C3100P	A6DR012104879	9342 4749	0	0	0.00	0.00	100.00%	66	7	43	0	6/1/2014	7.25	Color Network Printer
Support Services	BIZ3301P	A63P015001323	9342 4751	1	19,976	1.47	2.09	99.91%	442	0	356	0	11/1/2015	5.83	Black Network Printer
Support Staff 2nd Floor	BIZ3301P	A63P015001329	9348 5977	1	36,894	1.82	2.41	99.89%	1,662	0	1,903	0	11/1/2015	5.83	Black Network Printer
Training 2nd Floor	BIZ3301P	A63P015001333	9348 5996	0	0	0.00	0.00	100.00%	394	0	495	0	11/1/2015	5.83	Black Network Printer
Rochester Public Library															
Admin Director	BIZ3301P	A63P015001341	9468 8163	0	0	0.00	0.00	100.00%	88	0	294	0	11/1/2015	5.83	Black Network Printer
Admin Secretary	C308	A7PY011016814	9468 8216	1	45,063	3.17	4.19	99.82%	740	84	854	310	6/1/2016	5.25	Color Photocopier
Children's Area	BIZ3320	A6WP011006503	9468 8217	0	0	0.00	0.00	100.00%	806	0	431	0	2/1/2014	7.58	Black Laser MFP
Children's Area	C3100P	A6DR012105065	9348 5980	0	0	0.00	0.00	100.00%	352	363	112	159	6/1/2014	7.25	Color Network Printer
Circulation Office	C3110	A6DT012102650	9468 8121	2	0	6.47	14.47	99.36%	473	531	1,104	232	6/1/2014	7.25	Color Laser MFP
Main Desk	BIZ368	A9HJ011001757	9468 8140	0	0	0.00	0.00	100.00%	971	0	643	0	8/1/2015	6.08	Black Photocopier
Public Internet Use	BIZ4700P	A63N011010723	9348 5979	1	33,023	9.90	10.36	99.55%	2,415	0	965	0	4/1/2013	8.42	Black Network Printer
Reference Desk	BIZ3301P	A63P015001273	9348 5982	0	0	0.00	0.00	100.00%	24	0	6	0	11/1/2015	5.83	Black Network Printer
Reference Desk	BIZ368	A9HJ011001650	9468 8141	1	0	0.00	0.00	100.00%	332	0	208	0	8/1/2015	6.08	Black Photocopier

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Reference Room 2nd Floor	C3100P	A6DR012104785	9342 4750	0	0	0.00	0.00	100.00%	660	204	110	49	6/1/2014	7.25	Color Network Printer
Storage	BIZ3301P	A63P015001335	9348 5956	0	0	0.00	0.00	100.00%	3	0	0	0	11/1/2015	5.83	Black Network Printer
Tech Services	C3110	A6DT012102695	9468 8243	0	0	0.00	0.00	100.00%	279	122	396	167	6/1/2014	7.25	Color Laser MFP
Tech Services Paper	BIZ3301P	A63P015001347	9348 5981	0	0	0.00	0.00	100.00%	89	0	13	0	11/1/2015	5.83	Black Network Printer
Rochester Public Works															
Manager's Office	C3100P	A6DR012105039	9467 1519	1	15,500	2.01	2.54	99.89%	951	134	600	256	6/1/2014	7.25	Color Network Printer
Office 2	BIZ3301P	A63P015001331	9467 1518	0	0	0.00	0.00	100.00%	204	0	491	0	11/1/2015	5.83	Black Network Printer
Office Work Room	C654E	A2X1017018610	9467 1520	4	78,527	4.80	24.22	98.94%	7,166	1,754	5,491	1,948	7/1/2013	8.17	Color Photocopier
Water Department Office	BIZ3301P	A63P015001345	9467 1533	0	0	0.00	0.00	100.00%	33	0	156	0	11/1/2015	5.83	Black Network Printer
Rochester Revenue Building															
Assessing Front Desk	C308	A7PY011018204	9479 2385	0	0	0.00	0.00	100.00%	1,999	203	1,464	164	6/1/2016	5.25	Color Photocopier
Assessing Lower Level	C3110	A6DT012101580	9468 8126	1	20,865	5.49	6.31	99.72%	681	16	857	52	6/1/2014	7.25	Color Laser MFP
Assessor's Office	BIZ3320	A6WP011008345	9342 4744	0	0	0.00	0.00	100.00%	307	0	110	0	2/1/2014	7.58	Black Laser MFP
Tax Collector	BIZ654E	A5YN017012694	9468 8136	1	149,580	0.00	0.00	100.00%	9,393	0	9,056	0	2/1/2013	8.58	Black Photocopier
Tax Collector	BIZ3301P	A63P015001326	9348 5999	0	0	0.00	0.00	100.00%	1,252	0	1,189	0	11/1/2015	5.83	Black Network Printer
Tax Collector	BIZ3602P	AAFK011000673	9499 5734	0	0	0.00	0.00	100.00%	0	0	621	0	8/1/2018	3.08	Black Network Printer
Tax Collector	BIZ3602P	AAFK011000674	9499 5733	0	0	0.00	0.00	100.00%	0	0	1,192	0	8/1/2018	3.08	Black Network Printer
Tax Collector	BIZ3602P	AAFK011000683	9499 5731	0	0	0.00	0.00	100.00%	0	0	1,517	0	8/1/2018	3.08	Black Network Printer
Tax Collector	BIZ3602P	AAFK011000686	9499 5732	0	0	0.00	0.00	100.00%	0	0	1,143	0	8/1/2018	3.08	Black Network Printer
Tax Collector e-Reg MICR	BIZ3301P	A63P015000719	9342 4905	0	0	0.00	0.00	100.00%	0	0	0	0	11/1/2015	5.83	Black Network Printer
Water Billing Office	BIZ3301P	A63P015001352	9468 8167	0	0	0.00	0.00	100.00%	1,711	0	1,676	0	11/1/2015	5.83	Black Network Printer
Wastewater Treatment Plant															
Basement Office	C3100P	A6DR012105036	9468 8166	0	0	0.00	0.00	100.00%	39	1	44	0	6/1/2014	7.25	Color Network Printer
Laboratory	BIZ3320	A6WP011007974	9468 8215	0	0	0.00	0.00	100.00%	357	0	320	0	2/1/2014	7.58	Black Laser MFP
Office 1	BIZ3301P	A63P015001344	9467 1502	0	0	0.00	0.00	100.00%	387	0	374	0	11/1/2015	5.83	Black Network Printer
Office 2	C3100P	A6DR012105038	9468 8165	1	20,169	4.69	5.66	99.75%	332	104	340	170	6/1/2014	7.25	Color Network Printer
SCADA Printer	C3100P	A6DR012105035	9468 8164	0	0	0.00	0.00	100.00%	133	3	99	21	6/1/2014	7.25	Color Network Printer
Work Area	BIZ3320	A6WP011007838	9468 8214	0	0	0.00	0.00	100.00%	228	0	275	0	2/1/2014	7.58	Black Laser MFP
Water Treatment Facility															
Laboratory	C3100P	A6DR012105044	9467 1532	0	0	0.00	0.00	100.00%	15	140	4	89	6/1/2014	7.25	Color Network Printer
Main Office	BIZ3320	A6WP011007975	9467 1521	1	27,606	0.00	0.00	100.00%	632	0	421	0	2/1/2014	7.58	Black Laser MFP
TOTALS & AVERAGES				46	43,483	3.81	169.35	99.93%	1,346	355	1,155	311		6.58	