

**AUGUSTA HOUSING AUTHORITY - A-COPI  
FLEET REPORT FY20**



## **SPC SUMMARY**

This fleet service 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. Because of COVID-19, your volumes dropped by 17%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of the 3 units under contract with A-Copi, there were 3 service calls on 2 machines during the fiscal year. Uptime for your fleet was 95.03%, which 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. A-Copi notes their average response time from call to arrival as 50.14 hours, which is clearly unacceptable and will be addressed with the vendor. On the upside, the vendor did resolve all issues on the 1st call.

The average model age of your equipment is 4.5 years from date of intro, with no units more than 7 years from intro. As models get more than 7 years out from date of introduction parts become harder to locate and repair times may be longer.

No units had 5 or more service calls during the fiscal year.

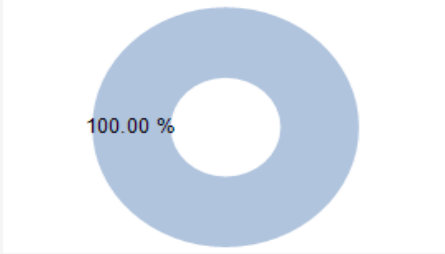

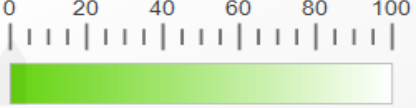
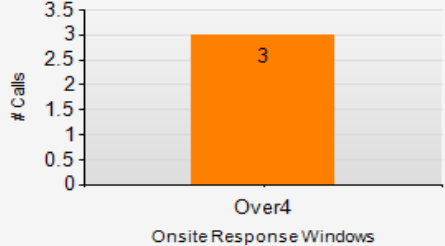
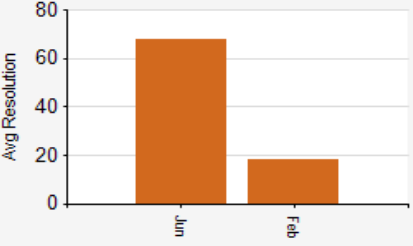
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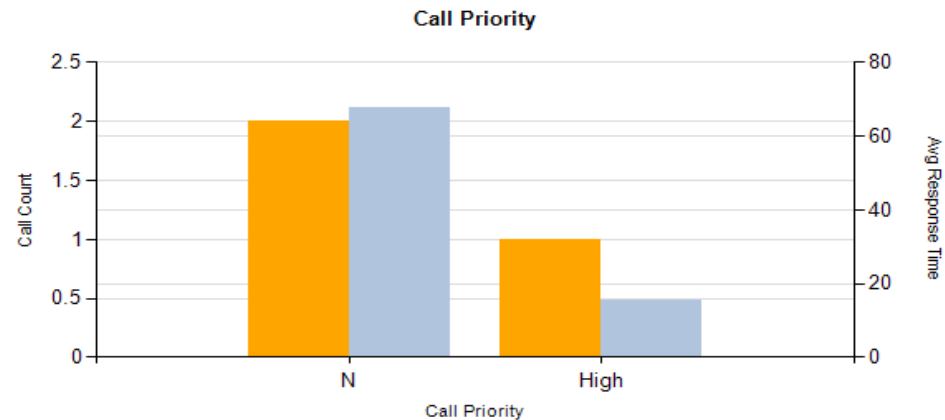
Make/Model	Location	Serial Number	Vendor ID	# Service Calls	Avg Response Time*	Total Hrs Down	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
<b>Augusta Housing Authority</b>														
API-5922[ Toshiba/E-Studio 5560cT]	Main Office	CSGE20477	5922	1	15.30	18.30		8,965	76	7,329	88	4/1/2014	6.50	Color Photocopier
API-7353[ Kyocera/KYP2040DW]	Main Office	VD27307235	7815	0				143	0	221	0	4/1/2017	3.50	Black Network Printer
API-7815[ Kyocera/KYP2040DW]	Main Office	VD27104492	7353	2	67.57	135.39		43	0	64	0	4/1/2017	3.50	Black Network Printer
<b>TOTALS &amp; AVERAGES</b>				<b>3</b>	<b>41.44</b>	<b>153.69</b>	<b>95.03%</b>	<b>3,050</b>	<b>76</b>	<b>2,538</b>	<b>88</b>		<b>4.50</b>	

\*Vendor is calculating this total based on actual that we do not have available.

Contract Toner Usage	Black Fill	Black Toner Shipped	Black Total Copies	Color Fill	Color Toner Shipped	Color Total Copies
	3.75%	2	205,334	0.00%	0.00	2,762

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<b>100.00%</b>	<b>First Call Effectiveness (OnSite)</b>	<b>95.03%</b>	<b>Machine Availability</b>		<b>NetPromoter Score</b>
100% of 3 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 3096.00. The total # hours (call received until call completed) was 153.72		No survey responses for the period	
<b>50.14 hrs</b>	<b>Average OnSite Reponse Time</b>	<b>51.2 hrs</b>	<b>First Call Fix Avg Resolution Time (On-Site)</b>		<b>Rescheduled Calls Avg TTR Time (first call received until final call closed)</b>
0% of 3 corrective maintenance calls were responded to and completely resolved in under 4 hours		51.2 hrs was the average hours for first call fix from when call opened to problem resolution on 3 calls		All calls completed in first visit!	All Calls completed first call!



## AUGUSTA HOUSING AUTHORITY - A-COPI FLEET REPORT FY20

Caller	Call Count
Logan McNeil	1
KYP2040DW	
Kyocera P2040dw Desktop Printer EQ# API-7815	1
COPY QUALITY POOR	1
Tatiana	2
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# API-5922	1
Noisy Operation	1
KYP2040DW	
Kyocera P2040dw Desktop Printer EQ# API-7815	1
COPY QUALITY POOR	1
<b>Total</b>	<b>3</b>

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Augusta Housing Authority			% Calls in SLA	Total Calls	In SLA				50.14	50.14	1.1	51.2	0	0
Augusta Housing Authority : 33 Union Street, Suite 3			0.00%	3	0									
E-Studio 5560cT [Toshiba]									15.30	15.30	3.0	18.3	0	0
API-5922 sn:CSGE20477									15.30	15.30	3.0	18.3	0	0
SC219567														
Call	SC219567	Noisy Operation [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC4936-API-01				18.33	0	0
		Assigned Tech: Brian Love		Received: 2020/02/27 14:40	Response Hours:	15.3		Call Priority: High						
		Caller: Tatiana		Dispatched: 2020/03/02 12:31	CM Response Hours:	15.30		Bill Code: ACOPI Prepaid Toner						
		Call Desc: Squeaking open 9am - 3pm		Arrived: 2020/03/02 12:58	Travel Hours:	0.45								
				Completed 2020/03/02 16:00	Repair Hours:	3.03								
					Resolution Hours:	18.33								
KYP2040DW [Kyocera]									67.57	67.57	0.1	67.7	0	0
API-7353 sn:														
API-7815 sn:VD27307235									67.57	67.57	0.1	67.7	0	0
SC226497														
Call	SC226497	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC4936-API-01				41.12	0	0
		Assigned Tech: Scott Choiniere		Received: 2020/06/15 11:28	Response Hours:	41.03		Call Priority: N						
		Caller: Logan McNeil		Dispatched: 2020/06/22 10:00	CM Response Hours:	41.03		Bill Code: ACOPI Prepaid Toner						
		Call Desc: 8am-12pm Streaks		Arrived: 2020/06/22 10:00	Travel Hours:	0								
				Completed 2020/06/22 10:05	Repair Hours:	0.08								
					Resolution Hours:	41.12								
SC226976														
Call	SC226976	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC4936-API-01				94.27	0	0
		Assigned Tech: Kenneth Murphy		Received: 2020/06/22 10:26	Response Hours:	94.1		Call Priority: N						
		Caller: Tatiana		Dispatched: 2020/07/07 10:48	CM Response Hours:	94.10		Bill Code: ACOPI Prepaid Toner						
		Call Desc: 7/1 -7/2 8am-12pm Streaks knock on door		Arrived: 2020/07/07 11:02	Travel Hours:	0.23								
				Completed 2020/07/07 11:12	Repair Hours:	0.17								
					Resolution Hours:	94.27								
		ProblemCodes												
	Problem Code:	Image Quality												
	Resolution Code:	Drum Repair or Replacement												
<b>Total</b>									<b>50.14</b>	<b>50.14</b>	<b>3.28</b>	<b>153.72</b>	<b>0</b>	<b>0</b>