

**City of Augusta - Budget
FLEET REPORT FY22**



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 Document Technology, there were 34 service calls on 10 copiers and 5 printers during the fiscal year. Uptime for your fleet was 99.97%, which is excellent for the size and age 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. Budget notes their average response time from call to arrival as 6.34 hours; again, each vendor calculates their response time differently, and often low-priority calls can push that average higher. However, this will be addressed with the vendor to see if it can be improved upon.

Your last upgrade was on 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 about five years ago. Fourteen 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.

One unit had more than five service calls for a variety of issues. Details on those service calls can be seen on the last page.

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Location	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	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Augusta Airport															
Reception Area	Konia Minolta BHC360i	AA2J011001771	19719	2	39	5.30	6.18	99.93%	341	443	389	350	4/1/19	3.58	Color Photocopier
SRE Office	HP Laser Jet Pro M404dn	PHBB309528	63658	0	No Calls	No Calls	No Calls	100.00%	42	275	0	0	7/1/19	3.33	Black Network Printer
Augusta City Hall															
Assessing Bureau	HP Laser Jet Enterprise600 M601DN	CNBD3M3C5	63720	0	No Calls	No Calls	No Calls	100.00%	583	673	0	0	11/1/11	11.00	Black Network Printer
Assessing Bureau	Konica Minolta BH284e	A61G011008560	59601	0	No Calls	No Calls	No Calls	100.00%	1,283	311	0	0	11/1/13	9.00	Black Photocopier
Audit Department	Konica Minolta BH458	AA6U011014282	63687	0	No Calls	No Calls	No Calls	100.00%	4,765	7,085	0	0	8/1/16	6.25	Black Photocopier
Audit Department	HP Laser Jet P3015	VNB3441363	63719	1	0	1.50	2.68	99.97%	729	964	0	0	7/1/08	14.33	Black Network Printer
Central Services	Konica Minolta BHC558	A79K011024202	63679	0	No Calls	No Calls	No Calls	100.00%	4,146	1,880	561	997	2/1/17	5.75	Color Photocopier
Community Service	Konica Minolta BH284e	A61G011004237	19926	1	15,045	5.95	6.62	99.92%	251	1,462	0	0	11/1/13	9.00	Black Photocopier
Community Service- Mr. Dahlin	HP Laser Jet Pro M404dn	PHBB309535	63660	0	No Calls	No Calls	No Calls	100.00%	160	0	0	0	7/1/19	3.33	Black Network Printer
Custodial Office	HP Laser Jet Pro M404dn	PHBB309527	63662	0	No Calls	No Calls	No Calls	100.00%	46	18	0	0	7/1/19	3.33	Black Network Printer
Fort Western	Konica Minolta BHC3350i	A93E011001133	63631	1	0	5.22	6.37	99.93%	913	872	461	586	4/1/19	3.58	Color Laser MFP
Health and Welfare	Konica Minolta BH458	AA6U011015037	63694	0	No Calls	No Calls	No Calls	100.00%	2,492	1,426	0	0	8/1/16	6.25	Black Photocopier
Human Resources	Konica Minolta BH458	AA6U011015038	63693	1	0	3.03	4.33	99.95%	5,422	3,594	0	0	8/1/16	6.25	Black Photocopier
Room 130 Development Services	Konica Minolta BHC360i	AA2J011002069	63696	1	60,635	5.48	6.10	99.93%	962	1,552	1,644	1,693	4/1/19	3.58	Color Photocopier
Room 130 Development Services Copy Room	Konica Minolta BH658	AA6R011005011	19716	0	No Calls	No Calls	No Calls	100.00%	4,686	2,388	0	0	5/1/17	5.50	Black Photocopier
Room 205	HP Laser Jet Pro M404dn	PHBB309516	63661	0	No Calls	No Calls	No Calls	100.00%	238	200	0	0	7/1/19	3.33	Black Network Printer
Room 213- City Clerk/Treasurer/Tax Collector	Konica Minolta BH458	AA6U011014956	63697	0	No Calls	No Calls	No Calls	100.00%	4,681	4,895	0	0	8/1/16	6.25	Black Photocopier
Room 236- Administration	Konica Minolta BHC458	A79M011043540	63692	0	No Calls	No Calls	No Calls	100.00%	3,468	2,185	83	1,004	8/1/16	6.25	Color Photocopier
Room 236- City Manager	Konica Minolta BHC3300i	AAJT011000392	63683	0	No Calls	No Calls	No Calls	100.00%	68	0	296	0	4/1/19	3.58	Color Network Printer
Treasury Bureau	HP Laser Jet Enterprise M506dn	PHBGQ48339	63716	0	No Calls	No Calls	No Calls	100.00%	284	541	0	0	10/1/15	7.08	Black Network Printer
Treasury Bureau	HP Laser Jet Enterprise M506dn	PHBGQ48347	63714	0	No Calls	No Calls	No Calls	100.00%	331	618	0	0	10/1/15	7.08	Black Network Printer
Treasury Bureau	HP Laser Jet Enterprise M506dn	PHBGQ48351	63715	2	37	3.83	15.20	99.83%	154	800	0	0	10/1/15	7.08	Black Network Printer
Treasury Bureau	HP Laser Jet Enterprise M506dn	PHBGQ48345	63718	0	No Calls	No Calls	No Calls	100.00%	423	788	0	0	10/1/15	7.08	Black Network Printer
Treasury Bureau	HP Laser Jet Enterprise M506dn	PHBGQ48350	63717	0	No Calls	No Calls	No Calls	100.00%	239	620	0	0	10/1/15	7.08	Black Network Printer
Augusta Civic Center															
Director's Office	HP Laser Jet Pro M404dn	PHBB309504	63664	0	No Calls	No Calls	No Calls	100.00%	192	91	0	0	7/1/19	3.33	Black Network Printer
Kitchen	HP Laser Jet Pro M404dn	PHBB309509	63666	0	No Calls	No Calls	No Calls	100.00%	149	336	0	0	7/1/19	3.33	Black Network Printer
Main Office	Konica Minolta BHC458	A79M011045631	63641	0	No Calls	No Calls	No Calls	100.00%	4,672	3,802	2,312	930	8/1/16	6.25	Color Photocopier
Maintenance Office	HP Laser Jet Pro M404dn	PHBB309512	63670	0	No Calls	No Calls	No Calls	100.00%	214	171	0	0	7/1/19	3.33	Black Network Printer
Augusta Fire Department - Wells															
Back Office	HP Laser Jet Pro M404dn	PHBB309515	63669	0	No Calls	No Calls	No Calls	100.00%	90	33	0	0	7/1/19		Black Network Printer
Main Office	HP Laser Jet Pro M404dn	PHBB309511	63672	0	No Calls	No Calls	No Calls	100.00%	377	460	0	0	7/1/19		Black Network Printer
Augusta Fire Department - Hartford															
Admin Office 2nd Floor of City Hall	Konica Minolta BHC360i	AA2J011001703	63680	0	No Calls	No Calls	No Calls	100.00%	848	2,400	539	748	4/1/19	3.58	Color Photocopier
Alarm Room	HP Laser Jet Pro M402dn	PHBQG10462	63722	0	No Calls	No Calls	No Calls	100.00%	120	423	0	0	10/1/15	7.08	Black Network Printer
Chief's Office	HP Laser Jet Pro M404dn	PHBB309514	63671	0	No Calls	No Calls	No Calls	100.00%	407	100	0	0	7/1/19	3.33	Black Network Printer
Common Area 2nd Floor of City Hall	HP Laser Jet Pro M404dn	PHBB309520	63663	0	No Calls	No Calls	No Calls	100.00%	156	286	0	0	7/1/19	3.33	Black Network Printer

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Augusta Fire Department- North															
Main Office	Konica Minolta BH454E	A61E011010308	50417	0	No Calls	No Calls	No Calls	100.00%	817	387	0	0	11/1/13	9.00	Black Photocopier
Spare Office	HP Laser Jet Pro M404dn	PHBB309510	63673	0	No Calls	No Calls	No Calls	100.00%	314	5	0	0	7/1/19	3.33	Black Network Printer
Augusta Police Department															
Alternate Dispatch Center (City Hall)	HP Laser Jet Pro M402dn	PHBQG11107	63721	0	No Calls	No Calls	No Calls	100.00%	2	2	0	0	10/1/15	7.08	Black Network Printer
Booking Room	HP Laser Jet Pro M404dn	PHBB309513	63668	0	No Calls	No Calls	No Calls	100.00%	157	179	0	0	7/1/19	3.33	Black Network Printer
Chief Criminal Investigations	HP Laser Jet Pro M404dn	PHBB309508	63667	0	No Calls	No Calls	No Calls	100.00%	82	0	0	0	7/1/19	3.33	Black Network Printer
Chief's Administrative Assistant	HP Laser Jet Pro M404dn	PHBB309533	63650	0	No Calls	No Calls	No Calls	100.00%	908	779	0	0	7/1/19	3.33	Black Network Printer
Chief's Office	HP Laser Jet Pro M404dn	PHBB309505	63656	0	No Calls	No Calls	No Calls	100.00%	92	118	0	0	7/1/19	3.33	Black Network Printer
Court Officer	HP Laser Jet Pro M404dn	PHBB309519	63655	0	No Calls	No Calls	No Calls	100.00%	210	191	0	0	7/1/19	3.33	Black Network Printer
Deputy Chief	HP Laser Jet Pro M404dn	PHBB309517	63654	0	No Calls	No Calls	No Calls	100.00%	98	348	0	0	7/1/19	3.33	Black Network Printer
Dispatch Center 1st Floor	HP Laser Jet Pro M404dn	PHBB309526	63659	0	No Calls	No Calls	No Calls	100.00%	2,157	1,942	0	0	7/1/19	3.33	Black Network Printer
Hallway Outside Dispatch	Konica Minolta BHC458	A79M011043565	63691	0	No Calls	No Calls	No Calls	100.00%	3,087	1,928	780	771	8/1/16	6.25	Color Photocopier
Lunch Room 2nd Floor	Konica Minolta BHC458	A79M011044807	63689	4	5,111	2.73	8.67	99.90%	3,764	1,504	1,386	901	8/1/16	6.25	Color Photocopier
Lunch Room Back Office	HP Laser Jet Pro M404dn	PHBB309464	63653	0	No Calls	No Calls	No Calls	100.00%	64	0	0	0	7/1/19	3.33	Black Network Printer
Patrol Command	Konica Minolta BHC3300i	AAJT011000441	63592	0	No Calls	No Calls	No Calls	100.00%	116	175	164	46	4/1/19	3.58	Color Network Printer
Patrol Room- 1st Floor	HP Laser Jet Pro M404dn	PHBB309524	63651	0	No Calls	No Calls	No Calls	100.00%	1,786	1,979	0	0	7/1/19	3.33	Black Network Printer
Augusta Public Works															
Conference Room 2nd Floor	Konica Minolta BHC360i	AA2J011002293	63253	0	No Calls	No Calls	No Calls	100.00%	867	1,232	104	135	4/1/19	3.58	Color Photocopier
Office	Konica Minolta BHC3350i	A93E011001127	63623	1	7,858	13.83	14.32	99.84%	919	1,161	201	320	4/1/19	3.58	Color Laser MFP
Buker Center															
Office	Konica Minolta BHC558	A79K011024197	63678	0	No Calls	No Calls	No Calls	100.00%	8,225	4,010	384	521	2/1/17	5.75	Color Photocopier
Hatch Hill Landfill															
Office	HP Laser Jet Pro M404dn	PHBB309522	63652	0	No Calls	No Calls	No Calls	100.00%	3,683	3,848	0	0	7/1/19	3.33	Black Network Printer
Office	Konica Minolta BH4422	AAFM011001169	63677	0	No Calls	No Calls	No Calls	100.00%	616	847	0	0	8/1/18	4.25	Black Laser MFP
Ops Building	Konica Minolta BH4050	A6VF011003166	19878	2	9,175	8.46	11.37	99.87%	0	1,161	0	0	2/1/14	8.75	Black Laser MFP
Lithgow Public Library															
1st Floor Office	Konica Minolta BHC3300i	AAJT011000230	63684	2		4.33	19.80	99.77%	552	466	1,324	980	4/1/19	3.58	Color Network Printer
Adult Services Desk	Konica Minolta BHC360i	AA2J011002165	63695	7	5,574	4.99	6.37	99.93%	4,082	777	621	552	4/1/19	3.58	Color Photocopier
Adult Services Desk	HP Laser Jet Pro M402dw	PHBVD48284		0	No Calls	No Calls	No Calls	100.00%	833	364	0	0	10/1/15	7.08	Black Network Printer
Director's Office	Konica Minolta BHC3350i	A93E011002410	63726	4	3,507	7.68	10.21	99.88%	661	933	1,185	714	4/1/19	3.58	Color Laser MFP
Tech Room	Konica Minolta BHC3300i	AAJT011000442	63686	1	0	16.72	17.18	99.80%	52	197	146	214	4/1/19	3.58	Color Network Printer
Youth Services	Konica Minolta BHC3300i	AAJT011000326	63685	4	432	6.08	7.61	99.91%	108	271	691	704	4/1/19	3.58	Color Network Printer
Totals and Averages				34	10,741	6.34	9.53	99.97%	1,303	1,167	698	676		5.12	

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Equipment with 5 or more calls for the reporting period July 1, 2021 to June 30, 2022

Location	Current Equipment	Serial Number	# Service Calls	Current Total Meter (as of 6/30/22)	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
Lithgow Public Library Adult Services Desk	Konica Minolta BHC360i	AA2J011002165	7	97,060	5,574	4.99	99.93%	1,329	Color Photocopier	Of the 7 calls on this copier between 7/14/21 and 6/13/22, two calls were for jamming and the remaining 5 were for poor quality. On each visit, the technician made adjustments, cleaned, or updated firmware.