

BENINGTON-RUTLAND SUPERVISORY UNION FLEET REPORT FY20

National Business Technologies



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 12%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 13 units under contract with National, there were 27 service calls on 10 copiers during the fiscal year. Uptime for your fleet was 99.97%, which is still excellent for the size of your fleet and the number of service calls. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. National notes their average response time from call to arrival as 3.42 hours, which is well under the 4 hour average.

The average model age of your equipment is 4.4 years from date of intro, with 1 unit 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.

One copier had 7 service calls for a variety of issues. Details on those service calls can be seen on the next page.

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Equipment with 5 or more calls for the reporting period July 1, 2019 to June 30, 2020

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Make/Model	Location	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
Currier Memorial School															
Kyocera 5052ci	Main Office Work Area Hall	W2H7Z06161	B8462	3	44,299	2.53	2.54	99.97%	12,668	2,797	9,989	4,425	8/1/2016	4.17	Color Photocopier
Kyocera 3501	Resource Room	L7S4105025	B3880	0	0	0.00	0.00	100.00%	1,771	0	2,384	0	7/18/2013	7.17	Black Photocopier
Dorset School															
Kyocera 5052ci	Front Office	W2H7Z06305	B8466	2	59,240	2.55	2.69	99.97%	5,586	2,240	5,982	3,424	8/1/2016	4.17	Color Photocopier
Kyocera 8002i	Teachers' Admin Up Room 25	VAK7500890	B8468	2	5,664	3.83	4.86	99.94%	20,334	0	18,012	0	8/1/2016	4.17	Black Photocopier
Manchester Elementary/Middle															
Kyocera 8002i	Basement	VAK75801147	B8469	4	100,644	2.00	1.57	99.98%	31,205	0	24,256	0	8/1/2016	4.17	Black Photocopier
Kyocera 5052ci	Main Office	W2H7Z06318	B8463	1	129,912	4.80	6.05	99.93%	5,156	7,031	5,704	5,990	8/1/2016	4.17	Color Photocopier
Kyocera 8002i	Room 211 Resource Room	VAK7801209	B8470	3	168,197	5.44	5.22	99.94%	29,452	0	28,531	0	8/1/2016	4.17	Black Photocopier
Metawee Community School															
Kyocera 8002i	Main Office	VAK8301739	B8471	0	0	0.00	0.00	100.00%	10,788	0	8,885	0	8/1/2016	4.17	Black Photocopier
Kyocera 5052ci	Team	W2H7Z06325	B8465	2	87,470	3.32	3.82	99.96%	7,125	8,798	6,433	9,053	8/1/2016	4.17	Color Photocopier
BRSU District Building															
Kyocera 5052ci	Back Area	W2H8106777	B8461	2	20,602	2.33	0.00	100.00%	6,075	561	4,667	479	8/1/2016	4.17	Color Photocopier
Kyocera 8002i	Front Area	VAK7500887	B8467	7	14,256	1.48	2.01	99.98%	8,946	0	5,924	0	8/1/2016	4.17	Black Photocopier
Sunderland Elementary															
Kyocera 5002i	Teachers' Room	W347X05878	B8472	0	0	0.00	0.00	100.00%	6,558	0	4,811	0	8/1/2016	4.17	Black Photocopier
Kyocera 5052ci	Teachers' Storage	W2H7Z06301	B8464	1	34,104	5.93	4.67	99.90%	5,830	2,696	5,529	1,757	8/1/2016	4.17	Color Photocopier
TOTALS & AVERAGES															
				27	66,439	3.42	33.43	99.97%	11,653	4,021	10,085	4,188		4.40	