

## TOWN OF KENNEBUNKPORT - KMBS FLEET REPORT FY20



KONICA MINOLTA



### 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. Despite the restrictions caused by COVID-19, your volumes increased by 3%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 8 units under contract with KMBS, there were 10 service calls on 3 machines during the fiscal year. Uptime for your fleet was 99.84%, 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. KMBS notes their average response time from call to arrival as 2.51 hours, which is excellent and well within the requirement.

The average model age of your equipment is 3 years from date of intro, which is expected with new equipment. As models get more than 7 years out from date of introduction parts become harder to locate and repair times may be longer.

One unit 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

Current Equipment	Location	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
Konica Minolta BHC658	TH Office	A79J013007406	7	130,806	8,033	3.42	99%	10,891	Color Photocopier	The first 5 service calls were for jamming in the sorter/finisher area between September and December. This seems to have been resolved. The last two calls were for issues with the 1st paper tray, which was adjusted by the technician.

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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
<b>Kennebunkport Fire</b>															
Konica Minolta BH4422	Main Office	AAFM011000329	9499-5961	1	564	0.77	2.52	99.88%	234	0	210	0	8/1/2018	2.17	Black Laser MFP
<b>Kennebunkport Highway</b>															
Konica Minolta BH4422	Main Office	AAFM011001137	9499-5959	0	0	0.00	0.00	100.00%	18	0	25	0	8/1/2018	2.17	Black Laser MFP
<b>Kennebunkport Parks and Rec</b>															
Konica Minolta BH4422	Main Office	AAFM011001133	9499-5960	2	1,075	3.35	4.32	99.79%	83	0	352	0	8/1/2018	2.17	Black Laser MFP
<b>Kennebunkport Police</b>															
Konica Minolta BH658	Main Office	AA6R011003202	9494-4450	0	0	0.00	0.00	100.00%	4,394	0	2,898	0	5/1/2017	3.42	Black Photocopier
<b>Kennebunkport Public Health</b>															
Konica Minolta BH4422	Main Office	AAFM011001139	9499-5962	0	0	0.00	0.00	100.00%	488	0	422	0	8/1/2018	2.17	Black Laser MFP
<b>Kennebunkport Sewer</b>															
Konica Minolta BH308	Main Office	AA6W017003565		0	0	0.00	0.00	100.00%	761	0	590	0	6/1/2016	4.33	Color Photocopier
<b>Kennebunkport Town Hall</b>															
Konica Minolta BHC458	Code Enforcement	A79M011044606	9494-4449	0	0	0.00	0.00	100.00%	1,925	2,242	1,858	3,202	8/1/2016	4.17	Color Photocopier
Konica Minolta BHC658	Main Office	A79J013007406	8802-1930	7	8,033	3.42	20.07	99.03%	8,836	833	9,439	1,452	5/1/2017	3.42	Black Photocopier
<b>TOTALS &amp; AVERAGES</b>				<b>10</b>	<b>3,224</b>	<b>2.51</b>	<b>26.91</b>	<b>99.84%</b>	<b>16,738</b>	<b>3,075</b>	<b>15,794</b>	<b>4,654</b>		<b>3.00</b>	