

**Town of Kennebunkport - KMBS
FLEET REPORT FY23**



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 eight units under contract with Konica Minolta Business Solutions, there were 16 service calls on three copiers (A-3 devices) and three printers (A-4 devices) during the fiscal year. Uptime for your fleet was 99.96%, which is average 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 1.03 hours, which is excellent and well within the acceptable timeframe.

Your last upgrade was 7/1/2019. All machines are under a five-year+ warranty and service contract that expires on 6/30/2024. However, the average model in your fleet was introduced almost six years ago. Two 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.

Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Average Volume Between Calls	Avg Response Time	Down Time	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
Kennebunkport Sewer															
Main Office	Konica Minolta BH308	AA6W017003565	94941692	1	12,451	1.10	2.40	99.90%	664	539	0	0	6/1/16	7.25	Black MFP A-3 11x17
Kennebunkport Fire Department															
Main Office	Konica Minolta BH4422	AAF011000329	9499 5961	0	No Calls	No Calls	No Calls	100.00%	234	147	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
Kennebunkport Parks and Rec															
Main Office	Konica Minolta BH4422	AAF011001133	9499 5960	2	No Calls	No Calls	0.29	99.99%	1,000	1,763	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
Kennebunkport Highway															
Main Office	Konica Minolta BH4422	AAF011001137	9499 5959	0	No Calls	No Calls	No Calls	100.00%	78	78	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
Kennebunkport Public Health															
Main Office	Konica Minolta BH4422	AAF011001139	9499 5962	1	26,774	No Calls	No Calls	100.00%	747	543	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
Kennebunkport Police															
Main Office	Konica Minolta BH658	AA6R011003202	9494 4450	4	14,908	1.06	2.93	99.88%	2,269	2,317	0	0	5/1/17	6.33	Black MFP A-3 11x17
Kennebunkport Town Hall															
Code Enforcement	Konica Minolta BHC458	A79M011044606	9494 4449	2	20,945	0.93	2.30	99.90%	1,743	1,528	2,570	2,303	8/1/16	7.08	Color MFP A-3 11x17
Main Office	Konica Minolta BHC658	A79J013007406	8802 1930	5	23,306	N/A	N/A	100.00%	6,631	6,899	2,203	2,512	5/1/17	6.33	Color MFP A-3 11x17
TOTALS & AVERAGES				15	19,677	1.03	7.92	99.96%	1,671	1,727	2,387	2,408		5.91	

Equipment with 5 or more calls for the reporting period July 1, 2022 to June 30, 2023

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 BH658	Kennebunkport Town Hall	A79J013007406	6	487,527	23,306	N/A	100%	9,411	Black MFP A-3 11x17	Due to copy quality issues in the past, vendor generated all service calls as a courtesy; in each of the calls, Tray 2 was replaced, the drum and rollers were replaced, the fusing unit and rollers were replaced, worn parts in the drum area were replaced, and the fusing unit was again replaced. There has been one service call since the end of June related to poor copy quality, and the vendor replaced a drum unit.