



SPC Evaluation Report

This year there were 42 service calls compared with 29 calls last year; however, the average copies between service calls almost doubled, indicating your equipment is running more between calls, which is excellent. Average response time improved from 3.8 hours to 3.0 hours, all well within the four-hour average response time outlined in the bid specs. Total down time was almost half what it was last year, indicating the vendor is able to resolve all issues fairly quickly. Uptime did go down some from 99.95% last year to 99.8% this year.

For units with more than 5 service calls, the issues are listed in the yellow box below the main table for your review. We will

Customer Service History Report

Status of Data 7/18/2019

Sold To ROCHESTER CITY
Month (MM/YYYY) JUL 2018 - JUNE 2019

Building	Location	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume	Model Intro Date	Model Age as of 5/2020
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015000483	Black Network Printer	0	0	0.0	0.0	100.00 %	1,477		
REVENUE BUILDING	19 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015000719	Black Network Printer	0	0	0.0	0.0	100.00 %	788		
ANNEX BUILDING	33 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015000783	Black Network Printer	0	0	0.0	0.0	100.00 %	150		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015000785	Black Network Printer	0	0	0.0	0.0	100.00 %	153		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001176	Black Network Printer	0	0	0.0	0.0	100.00 %	68		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001229	Black Network Printer	1	4,491	4.7	5.4	99.74 %	173		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001244	Black Network Printer	0	0	0.0	0.0	100.00 %	824		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	BIZ3301P	A63P015001273	Black Network Printer	0	0	0.0	0.0	100.00 %	24		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001323	Black Network Printer	0	0	0.0	0.0	100.00 %	442		
REVENUE BUILDING	19 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001326	Black Network Printer	1	11,022	0.8	1.5	99.93 %	464		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001327	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001328	Black Network Printer	0	0	0.0	0.0	100.00 %	11		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001329	Black Network Printer	0	0	0.0	0.0	100.00 %	1,661		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001330	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
PUBLIC WORKS	45 OLD DOVER RD	ROCHESTER	BIZ3301P	A63P015001331	Black Network Printer	0	0	0.0	0.0	100.00 %	203		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001333	Black Network Printer	1	8,227	5.6	6.2	99.70 %	394		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	BIZ3301P	A63P015001335	Black Network Printer	0	322	0.0	0.0	100.00 %	3		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001336	Black Network Printer	0	0	0.0	0.0	100.00 %	2,577		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001337	Black Network Printer	1	7,785	1.0	1.5	99.93 %	362		
COMMUNITY CENTER	150 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001338	Black Network Printer	0	0	0.0	0.0	100.00 %	478		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001339	Black Network Printer	1	25,480	5.1	5.9	99.71 %	187		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	BIZ3301P	A63P015001341	Black Network Printer	0	0	0.0	0.0	100.00 %	88		
WASTEWATER TREATMENT PLANT	175 PICKERING RD	ROCHESTER	BIZ3301P	A63P015001344	Black Network Printer	1	4,762	8.3	9.2	99.55 %	387		
PUBLIC WORKS	45 OLD DOVER RD	ROCHESTER	BIZ3301P	A63P015001345	Black Network Printer	0	0	0.0	0.0	100.00 %	33		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	BIZ3301P	A63P015001347	Black Network Printer	0	0	0.0	0.0	100.00 %	89		
CENTRAL FIRE DEPT	37 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001351	Black Network Printer	0	0	0.0	0.0	100.00 %	595		
REVENUE BUILDING	19 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001352	Black Network Printer	0	0	0.0	0.0	100.00 %	1,710		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001357	Black Network Printer	0	0	0.0	0.0	100.00 %	356		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001359	Black Network Printer	0	0	0.0	0.0	100.00 %	14		
SUBTOTALS & AVERAGES			BIZ3301P		Black Network Printer	6	8,870	4.3	29.7	99.95 %	473	11/1/2015	4.75
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	BIZ3320	A6WP011006503	Black Laser MFP	1	18,367	2.1	3.0	99.85 %	806		
WASTEWATER TREATMENT PLANT	175 PICKERING RD	ROCHESTER	BIZ3320	A6WP011007838	Black Laser MFP	0	0	0.0	0.0	100.00 %	228		
WASTEWATER TREATMENT PLANT	175 PICKERING RD	ROCHESTER	BIZ3320	A6WP011007974	Black Laser MFP	0	0	0.0	0.0	100.00 %	357		
WATER TREATMENT FAC	64 STRAFFORD RD	ROCHESTER	BIZ3320	A6WP011007975	Black Laser MFP	1	0	0.0	238.4	88.43 %	632		
REVENUE BUILDING	19 WAKEFIELD ST	ROCHESTER	BIZ3320	A6WP011008345	Black Laser MFP	0	0	0.0	0.0	100.00 %	307		
REVENUE BUILDING	19 WAKEFIELD ST	ROCHESTER	BIZ3320	A6WP011008346	Black Laser MFP	0	0	0.0	0.0	100.00 %	0		
SUBTOTALS & AVERAGES			BIZ3320		Black Laser MFP	2	18,367	2.1	241.5	98.05 %	466	2/1/2014	5.75
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	BIZ368	A9HJ011001650	Black Photocopier	0	0	0.0	0.0	100.00 %	332		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	BIZ368	A9HJ011001757	Black Photocopier	2	0	0.0	0.6	99.97 %	971		
SUBTOTALS & AVERAGES			BIZ368		Black Photocopier	2	0	0.0	0.6	99.98 %	651	8/1/2015	5.00
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005046	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,141		
SUBTOTALS & AVERAGES			BIZ4020		Black Laser MFP	0	0	0.0	0.0	100.00 %	2,141	2/1/2014	6.25
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ4700P	A63N011007887	Black Network Printer	1	16,953	3.1	4.0	99.81 %	299		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	BIZ4700P	A63N011010723	Black Network Printer	0	0	0.0	0.0	100.00 %	2,414		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ4700P	A63N011013739	Black Network Printer	0	0	0.0	0.0	100.00 %	2,242		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ4700P	A63N011017485	Black Network Printer	0	0	0.0	0.0	100.00 %	4,672		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ4700P	A63N011017690	Black Network Printer	0	0	0.0	0.0	100.00 %	2,128		
SUBTOTALS & AVERAGES			BIZ4700P		Black Network Printer	1	16,953	3.1	4.0	99.96 %	2,351	4/1/2013	7.00
CENTRAL FIRE DEPT	37 WAKEFIELD ST	ROCHESTER	BIZ558	A9HG011000211	Black Photocopier	0	0	0.0	0.0	100.00 %	2,131		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ558	A9HG011000223	Black Photocopier	0	0	0.0	0.0	100.00 %	2,893		
SUBTOTALS & AVERAGES			BIZ558		Black Photocopier	0	0	0.0	0.0	100.00 %	2,512	2/1/2017	3.25
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ654E	A5YN017012057	Black Photocopier	0	0	0.0	0.0	100.00 %	4,673		
REVENUE BUILDING	19 WAKEFIELD ST	ROCHESTER	BIZ654E	A5YN017012694	Black Photocopier	2	70,759	2.0	6.2	99.70 %	9,393		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ654E	A5YN017012796	Black Photocopier	3	113,324	8.3	27.9	98.65 %	10,596		
SUBTOTALS & AVERAGES			BIZ654E		Black Photocopier	5	92,041	5.1	34.1	99.45 %	8,220	2/1/2013	7.25

Building	Location	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume	Model Intro Date	Model Age as of 5/2020
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011001417	Black Photocopier	8	5,232	4.0	45.7	97.78 %	3,709		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011001443	Black Photocopier	0	0	0.0	0.0	100.00 %	11,140		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011001971	Black Photocopier	1	112,638	5.6	6.5	99.69 %	10,802		
SUBTOTALS & AVERAGES			BIZ808		Black Photocopier	9	58,935	4.8	52.2	99.16 %	8,550	6/1/2016	4.00
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C308	A7PY011016404	Color Photocopier	0	0	0.0	0.0	100.00 %	2,354		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	C308	A7PY011016814	Color Photocopier	0	0	0.0	0.0	100.00 %	824		
REVENUE BUILDING	19 WAKEFIELD ST	ROCHESTER	C308	A7PY011018204	Color Photocopier	0	0	0.0	0.0	100.00 %	2,202		
SUBTOTALS & AVERAGES			C308		Color Photocopier	0	0	0.0	0.0	100.00 %	1,793	6/1/2016	4.00
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104379	Color Network Printer	0	0	0.0	0.0	100.00 %	311		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104756	Color Network Printer	0	0	0.0	0.0	100.00 %	310		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104773	Color Network Printer	0	0	0.0	0.0	100.00 %	16		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	C3100P	A6DR012104785	Color Network Printer	0	0	0.0	0.0	100.00 %	864		
CENTRAL FIRE DEPT	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104797	Color Network Printer	0	0	0.0	0.0	100.00 %	249		
CENTRAL FIRE DEPT	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104798	Color Network Printer	0	0	0.0	0.0	100.00 %	141		
CENTRAL FIRE DEPT	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104804	Color Network Printer	0	0	0.0	0.0	100.00 %	116		
CENTRAL FIRE DEPT	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104805	Color Network Printer	0	0	0.0	0.0	100.00 %	216		
CENTRAL FIRE DEPT	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104808	Color Network Printer	0	0	0.0	0.0	100.00 %	0		
CENTRAL FIRE DEPT	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104816	Color Network Printer	0	0	0.0	0.0	100.00 %	285		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104849	Color Network Printer	0	0	0.0	0.0	100.00 %	210		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104868	Color Network Printer	0	0	0.0	0.0	100.00 %	214		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104872	Color Network Printer	0	0	0.0	0.0	100.00 %	204		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104873	Color Network Printer	1	28,232	0.0	0.8	99.96 %	1,240		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104877	Color Network Printer	0	0	0.0	0.0	100.00 %	295		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104879	Color Network Printer	0	0	0.0	0.0	100.00 %	73		
COMMUNITY CENTER	150 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104950	Color Network Printer	0	0	0.0	0.0	100.00 %	158		
WASTEWATER TREATMENT PLANT	175 PICKERING RD	ROCHESTER	C3100P	A6DR012105035	Color Network Printer	0	0	0.0	0.0	100.00 %	136		
WASTEWATER TREATMENT PLANT	175 PICKERING RD	ROCHESTER	C3100P	A6DR012105036	Color Network Printer	0	0	0.0	0.0	100.00 %	39		
COMMUNITY CENTER	150 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105037	Color Network Printer	1	0	0.6	0.8	99.96 %	621		
WASTEWATER TREATMENT PLANT	175 PICKERING RD	ROCHESTER	C3100P	A6DR012105038	Color Network Printer	0	0	0.0	0.0	100.00 %	332		
PUBLIC WORKS	45 OLD DOVER RD	ROCHESTER	C3100P	A6DR012105039	Color Network Printer	0	0	0.0	0.0	100.00 %	1,085		
WATER TREATMENT FAC	64 STRAFFORD RD	ROCHESTER	C3100P	A6DR012105044	Color Network Printer	1	4,289	0.0	0.9	99.96 %	155		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105045	Color Network Printer	0	0	0.0	0.0	100.00 %	0		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105046	Color Network Printer	0	0	0.0	0.0	100.00 %	165		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	C3100P	A6DR012105065	Color Network Printer	0	0	0.0	0.0	100.00 %	714		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105823	Color Network Printer	0	0	0.0	0.0	100.00 %	250		
SUBTOTALS & AVERAGES			C3100P		Color Network Printer	3	32,521	0.6	2.5	100.00 %	311	6/1/2014	6.00
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3110	A6DT012100823	Color Laser MFP	0	0	0.0	0.0	100.00 %	109		
REVENUE BUILDING	19 WAKEFIELD ST	ROCHESTER	C3110	A6DT012101590	Color Laser MFP	2	19,399	2.9	3.6	99.83 %	697		
ICE ARENA	63 LOWELL ST	ROCHESTER	C3110	A6DT012102592	Color Laser MFP	0	0	0.0	0.0	100.00 %	256		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C3110	A6DT012102606	Color Laser MFP	0	0	0.0	0.0	100.00 %	134		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3110	A6DT012102626	Color Laser MFP	7	4,195	3.4	26.1	98.73 %	1,955		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	C3110	A6DT012102650	Color Laser MFP	1	23,452	1.2	2.1	99.90 %	1,004		
POLICE DEPT	23 WAKEFIELD ST	ROCHESTER	C3110	A6DT012102684	Color Laser MFP	0	0	0.0	0.0	100.00 %	216		
PUBLIC LIBRARY	65 S MAIN ST	ROCHESTER	C3110	A6DT012102695	Color Laser MFP	0	0	0.0	0.0	100.00 %	401		
GNONIC FIRE DEPT	74 MAIN ST	GNONIC	C3110	A6DT012102706	Color Laser MFP	0	0	0.0	0.0	100.00 %	475		
COMMUNITY CENTER	150 WAKEFIELD ST	ROCHESTER	C3110	A6DT012102757	Color Laser MFP	0	0	0.0	0.0	100.00 %	185		
SUBTOTALS & AVERAGES			C3110		Color Laser MFP	10	15,682	2.5	31.8	99.85 %	543	6/1/2014	6.00
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C454E	A5C0011021203	Color Photocopier	0	0	0.0	0.0	100.00 %	1,782		
SUBTOTALS & AVERAGES			C454E		Color Photocopier	0	0	0.0	0.0	100.00 %	1,782		
COMMUNITY CENTER	150 WAKEFIELD ST	ROCHESTER	C458	A79M011007543	Color Photocopier	0	0	0.0	0.0	100.00 %	1,636		
ANNEX BUILDING	33 WAKEFIELD ST	ROCHESTER	C458	A79M011007562	Color Photocopier	1	71,796	1.4	2.4	99.88 %	7,653		
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C458	A79M011007888	Color Photocopier	0	0	0.0	0.0	100.00 %	3,078		
SUBTOTALS & AVERAGES			C458		Color Photocopier	1	71,796	1.4	2.4	99.88 %	4,122	8/1/2016	4.00
COMMUNITY CENTER	150 WAKEFIELD ST	ROCHESTER	C654E	A2X1017018565	Color Photocopier	1	237,542	0.0	0.8	99.96 %	9,243		
PUBLIC WORKS	45 OLD DOVER RD	ROCHESTER	C654E	A2X1017018610	Color Photocopier	2	115,533	3.5	4.6	99.78 %	8,920		
SUBTOTALS & AVERAGES			C654E		Color Photocopier	3	176,538	1.7	5.4	99.87 %	9,081	7/1/2013	7.00
CITY HALL	31 WAKEFIELD ST	ROCHESTER	C754E	A2X0017005210	Color Photocopier	0	0	0.0	0.0	100.00 %	1,116		
SUBTOTALS & AVERAGES			C754E		Color Photocopier	0	0	0.0	0.0	100.00 %	1,116		
TOTALS & AVERAGES						42	43,038	3.0	53.0	99.80 %	1,420		

This color represents TOTALS in these columns

This color represents totals and averages for a MODEL of machine

This color represents totals and averages for all equipment.

This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period

BHC3110, A6DY012102626, Police Department: Unit had 1 call for jamming, 1 call for poor quality (resulting in color imaging units being replaced), 1 issue with electrical system requiring an adjustment, and the remainder for error codes in the drum, resulting in additional imaging units being replaced. No service calls since April 2019.

BH808, A8KN011001417, Police Department: Unit had 7 calls for jamming (2 in the 3rd tray, 3 in the paper transport area, theremainder in various locations), and 1 call for poor quality. Last service call for the year was April 30. There was one service call in July for jamming in the 3rd paper tray.