



SPC Evaluation Report

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 about 10%, which no doubt has an effect on the number of service calls on your equipment for FY20.

Out of 101 copiers and printers in your fleet, there were 47 service calls on 26 machines. Uptime for your fleet was 99.93% , which is excellent for the number of machines and the number of service calls. SPC's bid specs require vendors to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. KMBS notes their response time from call to arrival as an average of 3.8 hours, within the bid specifications. There was only one machine with 5 service calls, but it is running well between calls.

The average model age of your equipment is a little over 5-1/2 years with 11 of your copier models 7 years or older, when parts become more difficult to obtain. You may want to consider looking into replacement of this equipment before too long.

Customer Service History Report

Status of Data 7/15/2020

Sold To ROCHESTER CITY
Month (MM/YYYY) JUL 2019 - JUNE 2020

Building	Room	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 (years)
Police Department	Detective's Office	BIZ3301P	A63P015000483	Black Network Printer	0	0	0.0	0.0	100.00 %	1,524		
Revenue Building	Tax Collector E-Reg Spare	BIZ3301P	A63P015000719	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
Annex Building	Planning Office	BIZ3301P	A63P015000783	Black Network Printer	0	0	0.0	0.0	100.00 %	186		
City Hall	Planning Director	BIZ3301P	A63P015000785	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
City Hall	MIS Office	BIZ3301P	A63P015001176	Black Network Printer	1	5,343	1.4	1.9	99.92 %	433		
City Hall	Welfare Office	BIZ3301P	A63P015001229	Black Network Printer	0	0	0.0	0.0	100.00 %	149		
Police Department	Patrol Lieutenant	BIZ3301P	A63P015001244	Black Network Printer	0	0	0.0	0.0	100.00 %	224		
Public Library	Jones Room	BIZ3301P	A63P015001273	Black Network Printer	0	0	0.0	0.0	100.00 %	91		
Police Department	Support Services	BIZ3301P	A63P015001323	Black Network Printer	0	0	0.0	0.0	100.00 %	381		
Revenue Building	Tax Collector	BIZ3301P	A63P015001326	Black Network Printer	0	0	0.0	0.0	100.00 %	433		
City Hall	Finance Office Spare	BIZ3301P	A63P015001327	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
Police Department	IT Office	BIZ3301P	A63P015001328	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
Police Department	Support Staff 2nd Floor	BIZ3301P	A63P015001329	Black Network Printer	0	0	0.0	0.0	100.00 %	1,471		
Police Department	Storage	BIZ3301P	A63P015001330	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
Public Works Department	Office 2	BIZ3301P	A63P015001331	Black Network Printer	0	0	0.0	0.0	100.00 %	217		
Police Department	Training 2nd Floor	BIZ3301P	A63P015001333	Black Network Printer	0	0	0.0	0.0	100.00 %	365		
Public Library	Public/Patron Reference	BIZ3301P	A63P015001335	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
Police Department	Communications	BIZ3301P	A63P015001336	Black Network Printer	0	0	0.0	0.0	100.00 %	3,016		
City Hall	Welfare Office	BIZ3301P	A63P015001337	Black Network Printer	0	0	0.0	0.0	100.00 %	366		
Community Center	Recreation Department	BIZ3301P	A63P015001338	Black Network Printer	1	8,937	1.4	2.2	99.91 %	336		
Police Department	Patrol Room	BIZ3301P	A63P015001339	Black Network Printer	0	0	0.0	0.0	100.00 %	279		
Public Library	Admin Director	BIZ3301P	A63P015001341	Black Network Printer	0	0	0.0	0.0	100.00 %	104		
Wastewater Treatment Plant	Office 1	BIZ3301P	A63P015001344	Black Network Printer	1	5,045	2.8	3.4	99.86 %	440		
Public Works Department	Water Department Office	BIZ3301P	A63P015001345	Black Network Printer	0	0	0.0	0.0	100.00 %	35		
Public Library	Tech Services	BIZ3301P	A63P015001347	Black Network Printer	1	5,095	0.0	1.1	99.95 %	86		
Central Fire Department	Captain's Office	BIZ3301P	A63P015001351	Black Network Printer	0	0	0.0	0.0	100.00 %	658		
Revenue Building	Water Billing Office	BIZ3301P	A63P015001352	Black Network Printer	0	0	0.0	0.0	100.00 %	1,517		
City Hall	Human Resources Office	BIZ3301P	A63P015001357	Black Network Printer	1	9,366	3.6	5.1	99.78 %	385		
City Hall	Finance Office	BIZ3301P	A63P015001359	Black Network Printer	1	787	2.2	4.5	99.81 %	38		
SUBTOTALS & AVERAGES					6	5,762	2.3	18.3	99.97 %	554	11/1/2015	4.75
Public Library	Children's Area	BIZ3320	A6WP011006503	Black Laser MFP	0	0	0.0	0.0	100.00 %	218		
Wastewater Treatment Plant	Work Area	BIZ3320	A6WP011007838	Black Laser MFP	1	8,120	3.4	4.2	99.82 %	250		
Wastewater Treatment Plant	Laboratory	BIZ3320	A6WP011007974	Black Laser MFP	1	12,057	0.0	0.0	100.00 %	357		
Water Treatment Facility	Main Office	BIZ3320	A6WP011007975	Black Laser MFP	0	0	0.0	0.0	100.00 %	696		
Revenue Building	Assessor's Office	BIZ3320	A6WP011008345	Black Laser MFP	0	0	0.0	0.0	100.00 %	211		
Revenue Building	Assessor's Office Spare	BIZ3320	A6WP011008346	Black Laser MFP	0	0	0.0	0.0	100.00 %	0		
SUBTOTALS & AVERAGES					2	10,089	3.4	4.2	99.97 %	346	2/1/2014	6.50
Revenue Building	Tax Collector	BIZ3602P	AAFK011000673	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
Revenue Building	Tax Collector	BIZ3602P	AAFK011000674	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
Revenue Building	Tax Collector	BIZ3602P	AAFK011000683	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
Revenue Building	Tax Collector	BIZ3602P	AAFK011000686	Black Network Printer	0	0	0.0	0.0	100.00 %	0		
SUBTOTALS & AVERAGES					0	0	0.0	0.0	100.00 %	0	8/1/2018	2.00
Public Library	Reference Desk	BIZ368	A9HJ011001650	Black Photocopier	0	0	0.0	0.0	100.00 %	385		
Public Library	Main Desk	BIZ368	A9HJ011001757	Black Photocopier	1	18,745	8.9	9.9	99.58 %	739		
SUBTOTALS & AVERAGES					1	18,745	8.9	9.9	99.79 %	562	8/1/2015	5.00
Police Department	Prosecution Support	BIZ4020	A6WD011005046	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,090		
SUBTOTALS & AVERAGES					0	0	0.0	0.0	100.00 %	2,090	2/1/2014	6.50
City Hall	Business Department	BIZ4700P	A63N011007887	Black Network Printer	0	0	0.0	0.0	100.00 %	1,012		
Public Library	Public Internet Use	BIZ4700P	A63N011010723	Black Network Printer	0	0	0.0	0.0	100.00 %	1,884		
City Hall	Business Department	BIZ4700P	A63N011013739	Black Network Printer	1	73,906	0.0	0.9	99.96 %	1,793		
Police Department	Communications	BIZ4700P	A63N011017485	Black Network Printer	1	149,337	7.0	7.8	99.67 %	4,043		
Police Department	Front Records Office	BIZ4700P	A63N011017690	Black Network Printer	0	0	7.0	0.0	100.00 %	1,588		

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SUBTOTALS & AVERAGES		BIZ4700P		Black Network Printer	2	111,622		8.7	99.93 %	2,064	4/1/2013	7.25
Central Fire Department	Administrative Clerk	BIZ558	A9HG011000211	Black Photocopier	0	0	0.0	0.0	100.00 %	1,839		
City Hall	Building Zoning & Licensing	BIZ558	A9HG011000223	Black Photocopier	1	61,836	3.1	3.7	99.85 %	3,326		
SUBTOTALS & AVERAGES		BIZ558		Black Photocopier	1	61,836	3.1	3.7	99.92 %	2,583	2/1/2017	3.50
City Hall	Finance Office	BIZ654E	A5YN017012057	Black Photocopier	2	66,650	2.9	7.2	99.70 %	3,615		
Revenue Building	Tax Collector's Office	BIZ654E	A5YN017012694	Black Photocopier	3	21,635	3.1	12.7	99.46 %	9,313		
City Hall	Business Department	BIZ654E	A5YN017012796	Black Photocopier	2	0	1.8	2.0	99.92 %	7,896		
SUBTOTALS & AVERAGES		BIZ654E		Black Photocopier	7	44,142	2.6	21.9	99.69 %	6,941	2/1/2012	8.50
Police Department	Copy Room 2nd Floor	BIZ808	A8KN011001417	Black Photocopier	3	11,989	2.6	7.2	99.69 %	3,289		
Police Department	Main Corridor	BIZ808	A8KN011001971	Black Photocopier	2	73,137	3.4	9.3	99.61 %	10,722		
SUBTOTALS & AVERAGES		BIZ808		Black Photocopier	5	42,563	3.0	16.5	99.65 %	7,006	6/1/2016	4.00
City Hall	Welfare Office	C308	A7PY011016404	Color Photocopier	0	0	0.0	0.0	100.00 %	2,332		
Public Library	Admin Secretary	C308	A7PY011016814	Color Photocopier	0	0	0.0	0.0	100.00 %	633		
Revenue Building	Assessing Front Desk	C308	A7PY011018204	Color Photocopier	0	0	0.0	0.0	100.00 %	1,496		
SUBTOTALS & AVERAGES		C308		Color Photocopier	0	0	0.0	0.0	100.00 %	1,487	6/1/2016	4.00
Police Department	Juvenile Department	C3100P	A6DR012104379	Color Network Printer	0	0	0.0	0.0	100.00 %	186		
City Hall	MIS Office	C3100P	A6DR012104756	Color Network Printer	0	0	0.0	0.0	100.00 %	81		
City Hall	City Clerk	C3100P	A6DR012104773	Color Network Printer	0	0	0.0	0.0	100.00 %	58		
Public Library	Reference Room 2nd Floor	C3100P	A6DR012104785	Color Network Printer	1	0	0.0	0.0	100.00 %	485		
Central Fire Department	Deputy Chief	C3100P	A6DR012104797	Color Network Printer	0	0	0.0	0.0	100.00 %	228		
Central Fire Department	Captain's Office	C3100P	A6DR012104798	Color Network Printer	0	0	0.0	0.0	100.00 %	138		
Central Fire Department	Fire Chief's Office	C3100P	A6DR012104804	Color Network Printer	0	0	0.0	0.0	100.00 %	100		
Central Fire Department	Training Office	C3100P	A6DR012104805	Color Network Printer	0	0	0.0	0.0	100.00 %	155		
Central Fire Department	Assistant Chief's Office	C3100P	A6DR012104808	Color Network Printer	0	0	0.0	0.0	100.00 %	352		
Central Fire Department	Clerk	C3100P	A6DR012104816	Color Network Printer	0	0	0.0	0.0	100.00 %	445		
Police Department	Deputy Chief	C3100P	A6DR012104849	Color Network Printer	1	7,916	0.0	0.0	100.00 %	203		
Police Department	Detective's Sergeant	C3100P	A6DR012104868	Color Network Printer	0	0	0.0	0.0	100.00 %	191		
Police Department	Crime Analyst	C3100P	A6DR012104872	Color Network Printer	0	0	0.0	0.0	100.00 %	205		
Police Department	Patrol Sergeant	C3100P	A6DR012104873	Color Network Printer	1	8,990	5.6	6.6	99.72 %	858		
Police Department	Specialty Unit 1st Floor	C3100P	A6DR012104877	Color Network Printer	0	0	0.0	0.0	100.00 %	571		
Police Department	Support Captain	C3100P	A6DR012104879	Color Network Printer	0	0	0.0	0.0	100.00 %	68		
Community Center	Economic Development Office	C3100P	A6DR012104950	Color Network Printer	0	0	0.0	0.0	100.00 %	82		
Wastewater Treatment Plant	SCADA Printer	C3100P	A6DR012105035	Color Network Printer	0	0	0.0	0.0	100.00 %	128		
Wastewater Treatment Plant	Basement Office	C3100P	A6DR012105036	Color Network Printer	0	0	0.0	0.0	100.00 %	33		
Community Center	Buildings & Grounds Supvr	C3100P	A6DR012105037	Color Network Printer	0	0	0.0	0.0	100.00 %	476		
Wastewater Treatment Plant	Office 2	C3100P	A6DR012105038	Color Network Printer	0	0	0.0	0.0	100.00 %	391		
Public Works Department	Manager's Office	C3100P	A6DR012105039	Color Network Printer	1	20,535	7.2	8.0	99.66 %	969		
Water Treatment Facility	Laboratory	C3100P	A6DR012105044	Color Network Printer	0	0	0.0	0.0	100.00 %	130		
City Hall	Legal Department Spare	C3100P	A6DR012105045	Color Network Printer	0	0	0.0	0.0	100.00 %	0		
City Hall	Accountant - Basement	C3100P	A6DR012105046	Color Network Printer	0	0	0.0	0.0	100.00 %	22		
Public Library	Children's Area	C3100P	A6DR012105065	Color Network Printer	1	17,211	9.0	9.2	99.61 %	720		
City Hall	City Manager	C3100P	A6DR012105823	Color Network Printer	0	0	0.0	0.0	100.00 %	183		
SUBTOTALS & AVERAGES		C3100P		Color Network Printer	5	13,663	7.3	23.9	99.96 %	287	6/1/2014	6.00
Police Department	Police Chief	C3110	A6DT012100823	Color Laser MFP	0	0	0.0	0.0	100.00 %	79		
Revenue Building	Assessing Lower Level	C3110	A6DT012101580	Color Laser MFP	0	0	0.0	0.0	100.00 %	1,216		
Ice Arena	Upstairs Office	C3110	A6DT012102592	Color Laser MFP	0	0	0.0	0.0	100.00 %	336		
City Hall	Building Zoning & Licensing	C3110	A6DT012102606	Color Laser MFP	0	0	0.0	0.0	100.00 %	399		
Police Department	Executive Clerk	C3110	A6DT012102626	Color Laser MFP	2	6,746	4.0	9.9	99.58 %	1,702		
Public Library	Circulation Office	C3110	A6DT012102650	Color Laser MFP	3	6,391	5.1	11.9	99.50 %	902		
Police Department	Evidence Room	C3110	A6DT012102684	Color Laser MFP	0	0	0.0	0.0	100.00 %	28		
Public Library	Tech Services	C3110	A6DT012102695	Color Laser MFP	1	568	0.7	1.5	99.78 %	426		
Gonic Fire Department	Front Office	C3110	A6DT012102706	Color Laser MFP	0	0	0.0	0.0	100.00 %	382		
Community Center	Buildings & Grounds	C3110	A6DT012102757	Color Laser MFP	1	22,021	1.4	2.0	99.92 %	256		
SUBTOTALS & AVERAGES		C3110		Color Laser MFP	7	8,932	2.8	25.4	99.88 %	573	6/1/2014	6.00
City Hall	Legal Department	C454E	A5C0011021203	Color Photocopier	0	0	0.0	0.0	100.00 %	1,172		
SUBTOTALS & AVERAGES		C454E		Color Photocopier	0	0	0.0	0.0	100.00 %	1,172	11/1/2013	6.75
Community Center	Economic Development Office	C458	A79M011007543	Color Photocopier	0	0	0.0	0.0	100.00 %	1,441		
Annex Building	33 WAKEFIELD ST	C458	A79M011007562	Color Photocopier	3	42,136	3.3	13.8	99.42 %	6,676		
City Hall	City Manager	C458	A79M011007888	Color Photocopier	0	0	0.0	0.0	100.00 %	2,567		
SUBTOTALS & AVERAGES		C458		Color Photocopier	3	42,136	3.3	13.8	99.81 %	3,561	8/1/2016	4.00
Community Center	Recreation Department	C654E	A2X1017018565	Color Photocopier	0	0	0.0	0.0	100.00 %	7,192		
Public Works Department	Office Work Room	C654E	A2X1017018610	Color Photocopier	1	38,785	0.0	0.0	100.00 %	9,911		
SUBTOTALS & AVERAGES		C654E		Color Photocopier	1	38,785	0.0	0.0	100.00 %	8,552	7/1/2013	7.00
City Hall	City Clerk	C754E	A2X0017005210	Color Photocopier	5	20,621	3.2	13.8	99.42 %	11,588		

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SUBTOTALS & AVERAGES		C754E		Color Photocopier	5	20,621	3.2	13.8	99.42 %	11,588	1/1/2013	7.75
TOTALS & AVERAGES					46	25,969	3.8	160.0	99.93 %	1,402		5.59

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