

**Town of Bridgton - Ricoh USA  
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.

There were only two service calls on the your equipment during the fiscal year. Uptime for your fleet was 99.75%, which is fair for the size and age 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. Ricoh notes their average response time from call to arrival as 4.35 hours, which is higher than the bid specs and will be addressed with the vendor.

Your last upgrade was on 7/1/2021. All machines are under a five-year+ warranty and service contract that expires on 6/30/2026. The average model in your fleet was introduced just under five years ago. 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	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
Bridgton Police Dispatch	Ricoh IMC4500	3121R402079	14776460	1	30,533	1.7	99.90%	1,527	1,768	427	652	1/1/19	4.75	Color MFP A-3 11x17
Bridgton Town Office	Ricoh IMC6000	3140RC00156	14776379	1	217,895	7.0	99.60%	8,148	8,668	10,096	9,591	1/1/19	4.75	Color MFP A-3 11x17
<b>TOTALS &amp; AVERAGES</b>				<b>2</b>	<b>124,214</b>	<b>4.35</b>	<b>99.75%</b>	<b>4,838</b>	<b>5,218</b>	<b>5,262</b>	<b>5,122</b>		<b>4.75</b>	