

**Town of Kittery - Ricoh USA
FLEET REPORT FY22**



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 16 units under contract with Ricoh there were 2 service calls on 2 copiers during the fiscal year. Uptime for your fleet was 99.98%, which is very good 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 1.7 hours, which is excellent.

Your last upgrade was 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 about 4 years ago. No 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.

Overall, Ricoh seems to be taking good care of your equipment at this time.

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	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
Kittery Fire Department														
Gorges Road	Ricoh IM350F	3371P500793	14496973	0	No Calls	No Calls	100.00%	291	320	0	0	3/1/19	3.75	Black Laser MFP
Kittery Point	Ricoh IM350F	3371P500790	14497408	0	No Calls	No Calls	100.00%	64	4	0	0	3/1/19	3.75	Black Laser MFP
Kittery Highway Department														
Highway- Front Office	Ricoh IMC4500	3121R401097	14497011	0	No Calls	No Calls	100.00%	1,573	1,303	743	917	1/1/19	3.92	Color Photocopier
Kittery Municipal Office														
Accounting	Ricoh SP3710DN	5161Z411351	14497389	0	No Calls	No Calls	100.00%	528	1,314	0	0	11/1/18	4.08	Black Network Printer
Administration	Ricoh IMC6000	3141R300447	14497243	0	No Calls	No Calls	100.00%	9,395	3,118	2,845	2,962	1/1/19	3.92	Color Photocopier
Customer Service POD #1	Ricoh SP3710DN	5161Z411344	14497390	0	No Calls	No Calls	100.00%	1,177	837	0	0	11/1/18	4.08	Black Network Printer
Customer Service POD #2	Ricoh SP3710DN	5161Z411353	14497386	0	No Calls	No Calls	100.00%	1,387	1,061	0	0	11/1/18	4.08	Black Network Printer
Customer Service POD #3	Ricoh SP3710DN	5161Z411357	14497387	0	No Calls	No Calls	100.00%	1,463	1,129	0	0	11/1/18	4.08	Black Network Printer
Human Resources	Ricoh SP3710DN	5161Z411349	14497388	0	No Calls	No Calls	100.00%	739	579	0	0	11/1/18	4.08	Black Network Printer
Planning	Ricoh MPCW2201SP	G931M410005	14496989	0	No Calls	No Calls	100.00%	8	23	114	60			
Planning Office	Ricoh IMC6000	3141R400257	14496469	1	67,155	1.80	99.90%	4,504	2,163	3,036	3,430	1/1/19	3.92	Color Photocopier
Kittery Police Department														
Main Office	Ricoh IMC4500	3121R400959	14497407	3	21,195	1.60	99.70%	4,757	3,419	1,566	1,528	1/1/19	3.92	Color Photocopier
Kittery Recreation Department														
Rec Office	Ricoh IMC4500	3121R401099	14497009	0	No Calls	No Calls	100.00%	5,138	1,511	3,358	1,991	1/1/19	3.92	Color Photocopier
Kittery Sewer Department														
Main Office	Ricoh MP5055	C339R800705	14495607	0	No Calls	No Calls	100.00%	518	214	0	0	2/1/17	5.83	Black Photocopier
Rice Public Library														
B/W Copier Taylor Building	Ricoh IM430F	3351P300204	14497340	0	No Calls	No Calls	100.00%	1,284	238	0	0	3/1/19	3.75	Black Laser MFP
Color Copier Rice Building	Ricoh IM C300F	3921P201366	14496997	0	No Calls	No Calls	100.00%	1,687	1,002	1,268	671	3/1/20	2.75	Color Laser MFP
Totals and Averages														
				4	44,175	1.70	99.98%	2,157	1,140	1847	1651		3.99	