

**Town of Kittery - 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.

Out of 17 units under contract with Ricoh, there were six service calls on three copiers (A-3) and three printers (A-4) during the fiscal year. Uptime for your fleet was 99.44%, which is decent for the size and age of your fleet, but a little low considering the low number of service calls during the year. 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 3.93 hours, which is within the bid specs.

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 4.7 years ago. One unit is 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.

No units had more than one service call during the year.

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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%	320	463	0	0	3/1/19	4.58	Black Laser MFP A-4
Kittery Point	Ricoh IM350F	3371P500790	14497408	0	No Calls	No Calls	100.00%	5	2	0	0	3/1/19	4.58	Black Laser MFP A-4
Kittery Highway Department														
Front Office	Ricoh IMC4500	3121R401097	14497011	1	24,401	2.50	99.90%	1,303	441	918	1,634	1/1/19	4.75	Color MFP A-3 11x17
Kittery Municipal Office														
Accounting	Ricoh SP3710dn	5161Z411351	14497389	0	No Calls	No Calls	100.00%	1,314	1,631	0	0	11/1/18	4.92	Black Printer A-4
Administration	Ricoh IMC6000	3141R300447	14497243	0	No Calls	No Calls	100.00%	3,118	3,421	2,962	3,414	1/1/19	4.75	Color MFP A-3 11x17
Customer Service Pod 1	Ricoh SP3710dn	5161Z411344	14497390	0	No Calls	No Calls	100.00%	837	1,320	0	0	11/1/18	4.92	Black Printer A-4
Customer Service Pod 2	Ricoh SP3710dn	5161Z411353	14497386	0	No Calls	No Calls	100.00%	1,061	1,346	0	0	11/1/18	4.92	Black Printer A-4
Customer Service Pod 3	Ricoh SP3710dn	5161Z411357	14497387	0	No Calls	No Calls	100.00%	1,129	1,528	0	0	11/1/18	4.92	Black Printer A-4
Finance Office - Kelly	Ricoh P502	5381P503099	14777184	0	No Calls	No Calls	100.00%	0	198	0	0	4/19/23	0.42	Black Printer A-4
Human Resources	Ricoh SP3710dn	5161Z411349	14497388	1	13,732	6.80	99.70%	579	567	0	0	11/1/18	4.92	Black Printer A-4
Planning - Wide Format	Ricoh MPCW2201SP	G931M410005	14496989	1	9,033	2.50	99.90%	23	7	60	56	8/1/16	7.17	Color Ink Jet Printer
Planning Office	Ricoh IMC6000	3141R400257	14496469	0	No Calls	No Calls	100.00%	2,163	748	3,430	2,984	1/1/19	4.75	Color MFP A-3 11x17
Kittery Police Department														
Main Office	Ricoh IMC4500	3121R400959	14497407	1	67,071	2.40	99.90%	3,419	3,723	1,528	2,101	1/1/19	4.75	Color MFP A-3 11x17
Kittery Recreation Department														
Rec Office	Ricoh IMC4500	3121R401099	14497009	1	68,001	2.90	99.90%	1,511	2,366	1,991	3,340	1/1/19	4.75	Color MFP A-3 11x17
Kittery Sewer Department														
Main Office	Ricoh MP5055	C339R800705	14495607	0	No Calls	No Calls	100.00%	214	237	0	0	2/1/17	6.67	Black MFP A-3 11x17
Rice Public Library														
Rice Building Color Copier	Ricoh IMC300F	3921P201366	14496997	0	No Calls	No Calls	100.00%	1,003	1,915	671	901	3/1/20	3.58	Color Laser MFP A-4 8.5x14
Taylor Building B/W Copier	Ricoh IM430F	3351P300204	14497340	1	9,929	6.50	99.70%	238	903	0	0	3/1/19	4.58	Black Laser MFP A-4 8.5x14
TOTALS & AVERAGES				6	32,028	3.93	99.94%	1,073	1,224	1,651	2,061		4.70	