



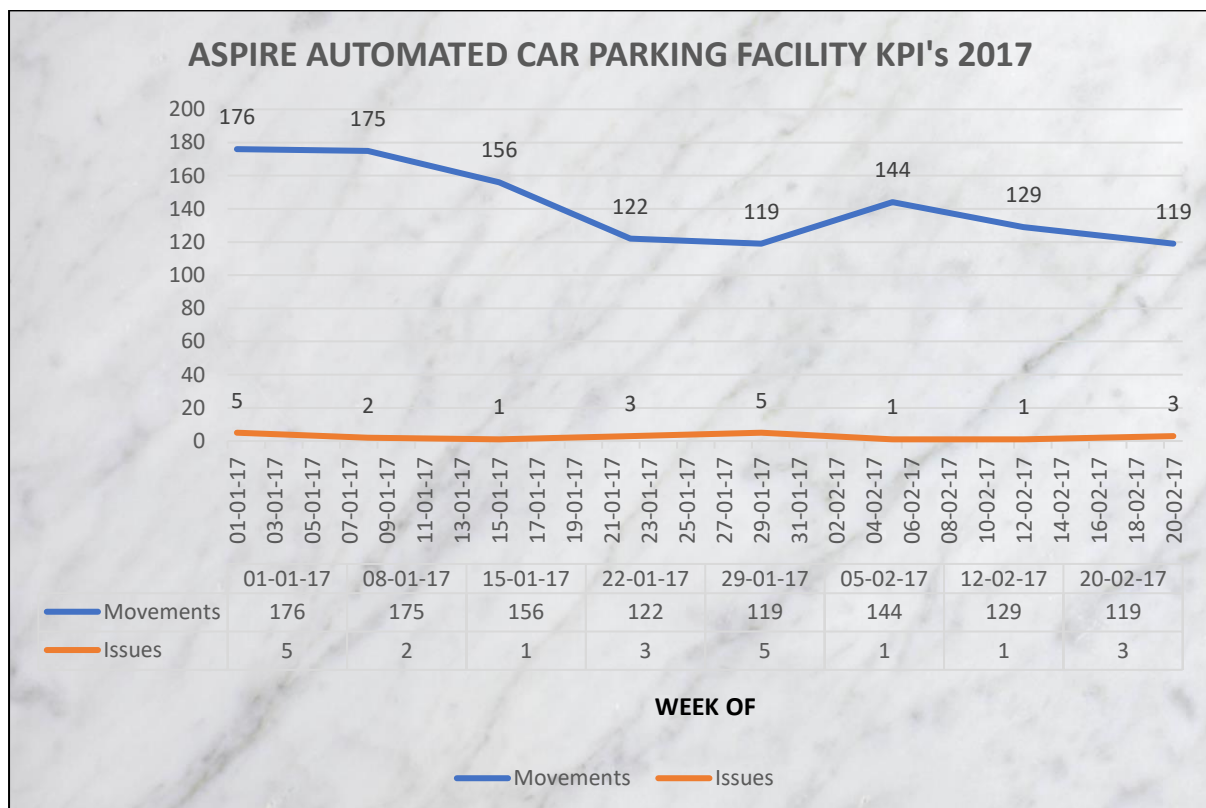
ASPIRE CAR PARKING FACILITY KPI'S (Ver2)

- During the week of **20/2/2017** (7 days), there were **119** movements (a movement is calling your car, or parking your car and the system completing a full cycle).
- There were **3** calls to Klaus Multiparking Service for issues that required attention from a technician during this period. These calls are broken down as follows:

User caused issues	Software related issue	Hardware related issue	Major outage (on-site visit)	TOTAL
X	3	X	X	3

- Taking the above data, **2.52%** represents the magic number. This percentage means that out of all the times the facility is used, only this percentage of the time gave us grief (either being a user fault and/or system issues). Klaus MultiParking Service intervention was required. This result is considered **ABOVE EXCELLENT**.

Historical Data - 2017



Notes –

- Maintenance will take place between Mon 6th Mar & Fri 10th Mar 17. The car park will not be in use from 8.30am to 3pm on these 5 days.

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