



Monday 9th January, 2017.

Aspire Car Parking Facility KPI's

- During the week of **1/1/2017** (7 days), there were **176** movements (a movement is calling your car, or parking your car).
- There were **5** calls to Klaus Multiparking Service for issues that required attention during this period. They are broken down as:

User caused issues	Software related issue	Hardware related issue	Major outage (on-site visit)	TOTAL
1	2	1	1	5

- Taking the above, **2.84%** represents our magic number. This percentage means that out of all the times the facility is used, only 2.84% of the time it gave us grief (being our fault *or* system issues), and Klaus MultiParking Service intervention was required. **This figure is regarded as Excellent, and well above average for a system such as ours.**
- As time passes, I will add monthly statistics to gain a better overall average, moving forward.

NOTE:

- **The internal cabin screen is out of service at this time.** We expect to have it operational again in the next day or two (if not already).

Regards – Mark



Monday 16th January, 2017.

Aspire Car Parking Facility KPI's

- During the week of **8/1/2017** (7 days), there were **175** movements (a movement is calling your car, or parking your car).
- There were **2** calls to Klaus Multiparking Service for issues that required attention during this period. They are broken down as:

User caused issues	Software related issue	Hardware related issue	Major outage (on-site visit)	TOTAL
	2			2

- Taking the above, **1.14%** represents our magic number. This percentage means that out of all the times the facility is used, only 1.14% of the time it gave us grief (being our fault *or* system issues), and Klaus MultiParking Service intervention was required. **This figure is regarded as Above Excellent, and well above average for a system such as ours.**
- As time passes, I will add monthly statistics to gain a better overall average, moving forward.

NOTE:

- **The internal cabin screen is now fixed. Thanks for your patience.**

Regards – Mark



Monday 23rd January, 2017.

Aspire Car Parking Facility KPI's

- During the week of **15/1/2017** (7 days), there were **156** movements (a movement is calling your car, or parking your car).
- There was **1** call to Klaus Multiparking Service for issues that required attention during this period. They are broken down as:

User caused issues	Software related issue	Hardware related issue	Major outage (on-site visit)	TOTAL
1				1

- Taking the above, **0.64%** represents our magic number. This percentage means that out of all the times the facility is used, only 0.64% of the time it gave us grief (being our fault or system issues), and Klaus MultiParking Service intervention was required. **This figure is regarded as Above Excellent, and well above average for a system such as ours.**
- As time passes, I will add monthly statistics to gain a better overall average, moving forward.

NOTES:

- **NIL**

Regards – Mark



Sunday 5th February 2017

Aspire Car Parking Facility KPI's

- During the week of **22/1/2017** (7 days), there were **122** movements (a movement is calling your car, or parking your car).
- There were **3** calls to Klaus Multiparking Service for issues that required attention during this period. They are broken down as:

User caused issues	Software related issue	Hardware related issue	Major outage (on-site visit)	TOTAL
2	1			3

- Taking the above, **2.46%** represents our magic number. This percentage means that out of all the times the facility is used, only 2.46% of the time it gave us grief (being our fault or system issues), and Klaus MultiParking Service intervention was required. **This figure is regarded as Above Excellent, and well above average for a system such as ours.**
- As time passes, I will add monthly statistics to gain a better overall average, moving forward.

NOTES:

- **NIL**

Regards - Mark