



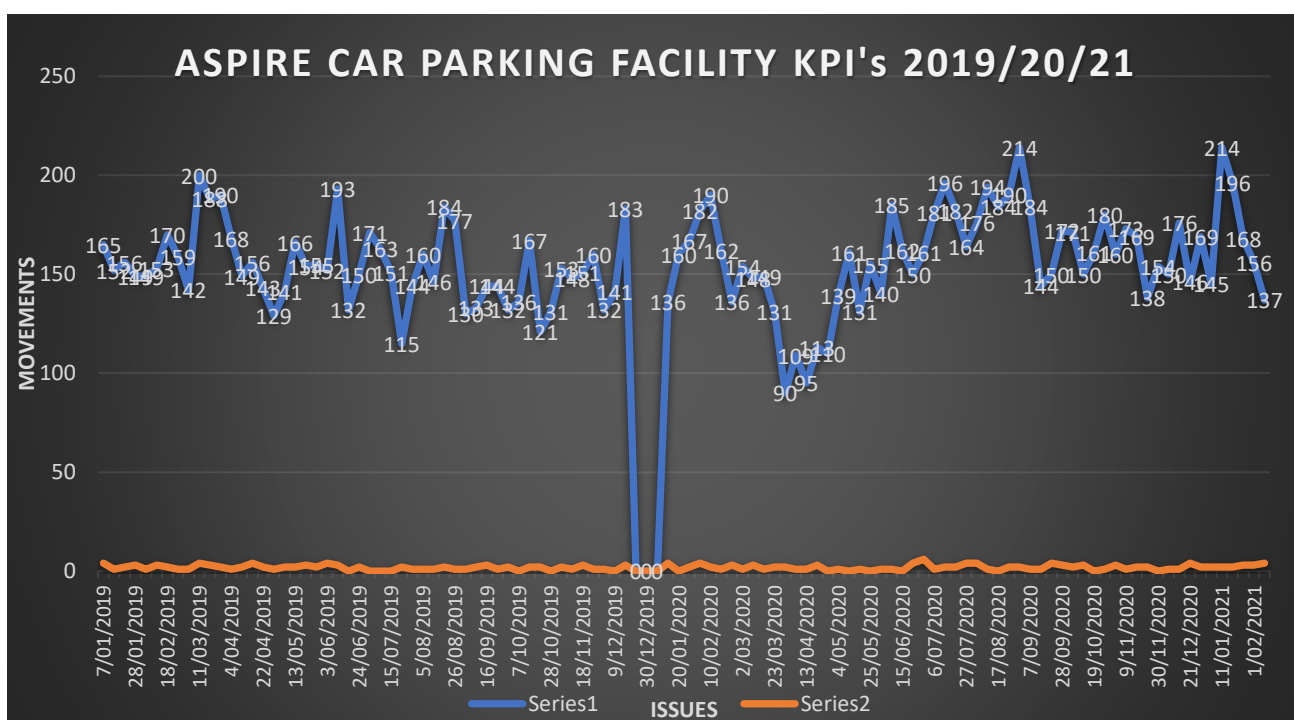
ASPIRE APARTMENTS CAR PARKING FACILITY KPI'S (Ver4)

- During the week of **08/02/2021** (7 days), there were **137** movements (*a movement is calling your car or parking your car and the system completing a full cycle*).
- There were **4** 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	1	3	X	4

- Taking the above data, **2.9%** 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.

Historical Data – 2019 to PRESENT



ALL TIME AVERAGE TO DATE (2017-PRESENT): 1.1%

Notes – Remember to wait for your car to disappear **PRIOR** to walking off. Failing to do so is a direct breach of by laws and rules governing the car park facility. Please ensure your parking brake is applied.

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