



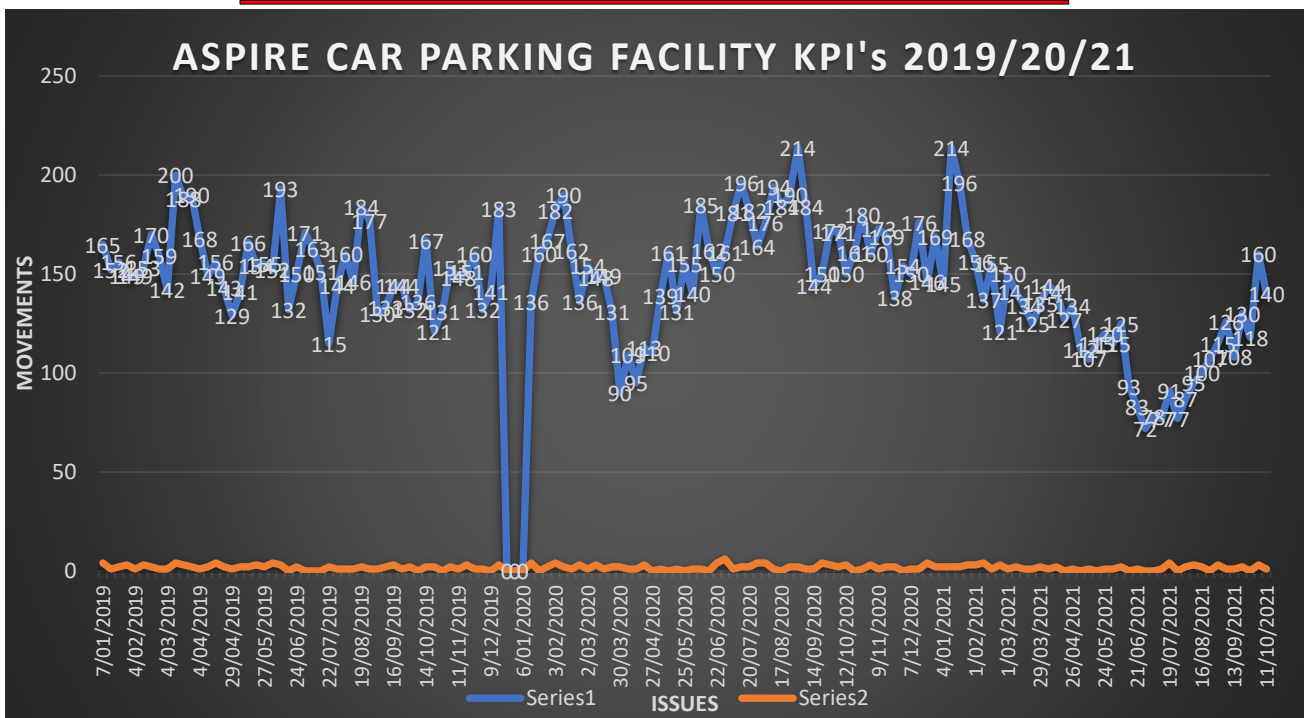
# ASPIRE APARTMENTS CAR PARKING FACILITY KPI'S (Ver4)

- During the week of **11/10/2021** (7 days), there were **140** movements (a movement is calling your car or parking your car and the system completing a full cycle).
- There were **1** 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
<b>X</b>	<b>X</b>	<b>1</b>	<b>X</b>	<b>1</b>

- Taking the above data, **0.7%** 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** – The rules around the use of this car parking facility are there for YOUR benefit – please follow them!