



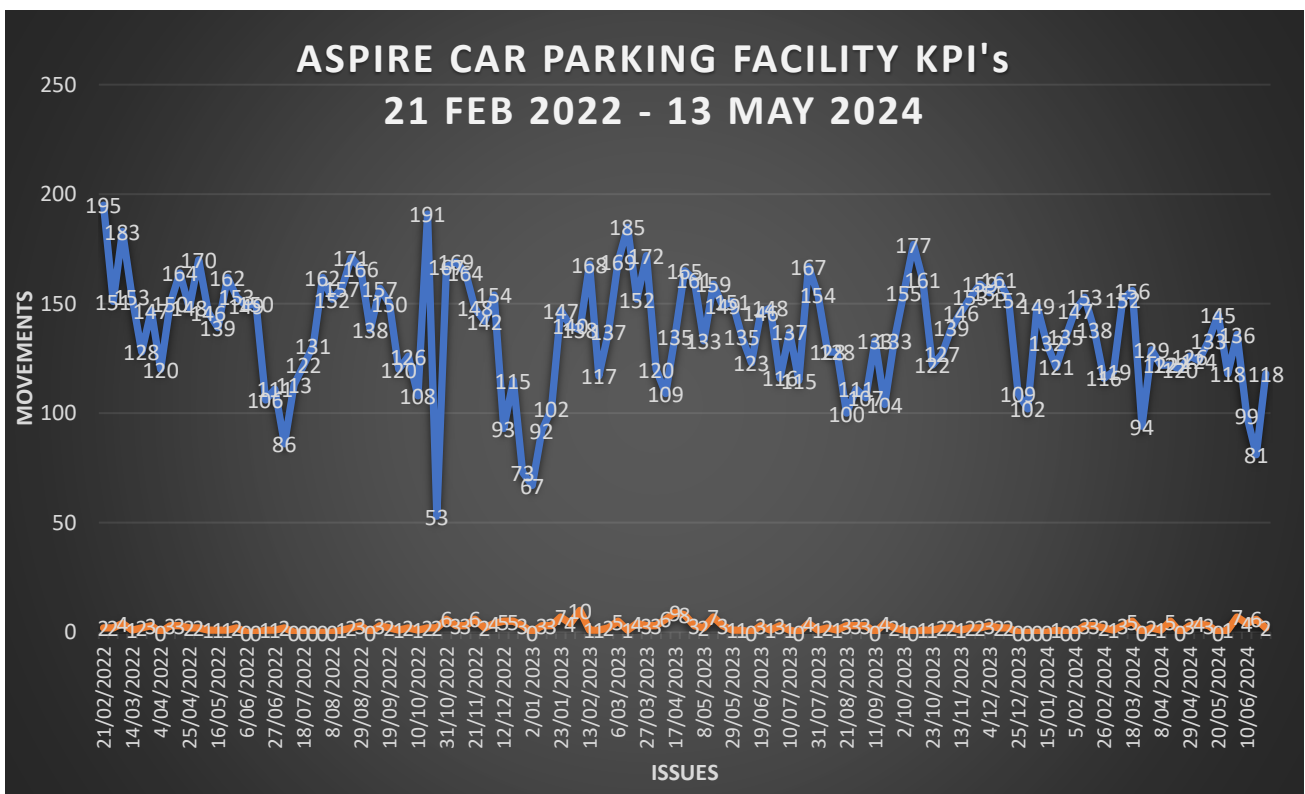
ASPIRE APARTMENTS CAR PARKING FACILITY KPI'S (Ver5)

- During the week of **24/6/2024** (7 days), there were **118** movements (a movement is calling your car or parking your car and the system completing a full cycle).
- There were **2** 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	2	X	X	2

- Taking the above data, **1.7%** represents the magic number for that week. This percentage means that out of all the times the facility is used, only this percentage of the time required intervention (either being a user fault and/or system issues). Klaus MultiParking Service intervention was required. System uptime was **98.3%** for the week.

Historical Data – 21 Feb 2022 to 30 Jul 2024



ALL TIME AVERAGE TO DATE (Jan 2017 - PRESENT): 1.3%

SYSTEM UPTIME: 98.6%

Notes: The rules around the use of this car parking facility are there for YOUR benefit – please follow them! **Disable any motion sensor alarm in your vehicle prior to parking.**

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