



ASPIRE APARTMENTS CAR PARKING FACILITY KPI'S (Ver5)

- During the week of **25/5/2026** (7 days), there were **176** movements (a movement is calling your car or parking your car and the system completing a full cycle).
- There were **5** calls to OptiPark 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
2	3	0	0	5

- Taking the above data, **2.8%** 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 **97.2%** for the week.

Historical Data – 1 JAN 2024 to 7 JUN 2026

