DRAFT KPIs FOR OPERATIONS & MAINTENCANCE

Pillar/Dimension	Indicator	Attribute	Expected performance	Measurement	Frequency
Operations & Maintainence	Parking and Loading	Micromobolity parking	Provision of micromobility services.	# of available devices	Monthly
				Average daily trips to/from the area	Weekly
			Availability for free stands	Demand levels of parking	Monthly
	Public realm maintenance	Pavement	Pavement is well maintained and clean according to standard	Survey of users satisfaction	Annually
				Evenness/ # of trip hazards	Bi-monthly
				Marking visibility	Annually
				Planned Maintenance Percentage (scheduled vs required)	Seasonal
				Annual cost of pavement repairs and cleaning	Seasonal
		Graffiti and Fly posting	Walls, furniture and other elements are well maintained and clean	# of reports per year	Seasonal
				Average response time to address incidents	Monthly
		Removal of obstructions (abandoned vehicles,	The space is kept barrier and element free as expected	# of reports per year	Monthly
				Average response time to address incidents	Monthly
		Waste collection	Waste is collected as expected and the area is maintained clean according to	Survey of users satisfaction	Seasonal
				% of bins overfilled at time of collection	Daily
		Material stockpile	Stock of materials available for maintenance works	% Out-of stock	Seasonal
				Inventory accuracy	Seasonal
				Turnover rate	Seasonal
		Lighting and electrical sockets/power points	Provision of lighting that supports the safe and efficient use of the space	% of street lamps in service	Monthly
				UX surveys	Seasonal
				Required repairments per year	Annually
			Efficient coordination with events and seasonal services	Event management satisfaction interviews	Event based
				Amount of power bollards available vs amount requested	Event based
		Street furniture	Provision and maintenance of street furniture (seating, lamp Columns, Bins, micromobility parking stands, Bollards, others)	Frequency of repairs required to maintain street furniture	Monthly
		Landscape	Provision and maintenance of landscape and green infrastructure (planters, trees, flower beds)	Inspections	Monthly
	HVM	HVM Gates	Efficient operation of HVM bollards to allow a controlled vehicle access	# of unauthorised vehicles breaching controlled area	Weekly
				% downtime of bollards due to needing repairs	Weekly
				# of complaints	Weekly
	Further works	Utility and repairing works	Efficient coordination with service providers	# of service providers required on site	Seasonal
				Average area of disruption and downtime per work	Seasonal
			Inform the extent and programme of works to public/stakeholders	Stakeholder satisfaction survey/# of complaints from stakeholders	Seasonal
			Efficient coordination with business owners and other services (facilitate speediness and minimise disruptions)	Local business satisfaction survey/ # of complaints from business owners	Seasonal
				Days/hours of Business downtime/ business disruptions per year	Seasonal

DRAFT KPIs FOR CURATION & ACTIVATION

Pillar/Dimension	Indicator	Attribute	Expected performance	Measurement	Frequency
Curation and activation	Activation	Events	Series of events that attract users and promotes dwelling	# of events per month & year	Seasonal
				Types of events per year	Seasonal
				Footfall monitoring	Event based
				Dwelling survey	Event based
			Space layout and infrastructure faciliates world class event programming	Application demand	Event based
				Recuring application	Event based
				Stakeholder satisfaction survey/# of complaints from stakeholders	Event based
				# requirement for additional infrastructure	Event based
			Variety of events that draws a diverse population	Diversity survey	Event based
				Programme focused on entertaining/attracting different types of groups (gender, age, sexual preference, purpose, ethnicity)	Seasonal
	Legals	Patents and Licensing	Events to run under a legal framework to guarantee the project's objectives are achieved and the space is well kept	# of contracts signed with event organisers and third parties	Bi-monthly
				# of event-raleted complaints	Event based
				# of event-raleted issues	Event based
	Branding	Marketing and Communications	Promotion of the space through different platforms (website, emails, social media, sponsoring)	# of social media publications	Weekly
				Interaction survey and monitoring	Weekly
				Event enrollment/ participation	Weekly
	Curation	Programme	Development and assessment of proposals	Implementation of programme	Monthly