

DRAFT KPIs FOR OPERATIONS & MAINTENANCE

Pillar/Dimension	Indicator	Attribute	Expected performance	Measurement	Frequency	
Operations & Maintenance	Parking and Loading	Micromobility parking	Provision of micromobility services.	# of available devices	Monthly	
			Availability for free stands	Average daily trips to/from the area	Weekly	
		Public realm maintenance	Pavement	Pavement is well maintained and clean according to standard	Demand levels of parking	Survey of users satisfaction
	Evenness/ # of trip hazards				Marking visibility	Annually
	Planned Maintenance Percentage (scheduled vs required)				Annual cost of pavement repairs and cleaning	Bi-monthly
	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	Average response time to address incidents	Seasonal
	Removal of obstructions (abandoned vehicles, waste collection)		The space is kept barrier and element free as expected	# of reports per year	Average response time to address incidents	Monthly
	Material stockpile		Stock of materials available for maintenance works	Survey of users satisfaction	% of bins overfilled at time of collection	Seasonal
				Turnover rate	% Out-of stock	Daily
				Inventory accuracy	Seasonal	
	Lighting and electrical sockets/power points		Provision of lighting that supports the safe and efficient use of the space	Efficient coordination with events and seasonal services	Required repairs per year	Seasonal
				Event management satisfaction interviews	Amount of power bollards available vs amount requested	Monthly
				UX surveys	Event based	
				Required repairs per year	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	
		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	
				Stakeholder satisfaction survey/# of complaints from stakeholders	Seasonal	
				Local business satisfaction survey/ # of complaints from business owners	Seasonal	
				Efficient coordination with business owners and other services (facilitate speediness and minimise disruptions)	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
				Application demand	Event based
		Events	Space layout and infrastructure facilitates world class event programming	Recurring application	Event based
				Stakeholder satisfaction survey/# of complaints from stakeholders	Event based
				# requirement for additional infrastructure	Event based
				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-related complaints	Event based
				# of event-related 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	
Curation	Programme	Development and assessment of proposals	Implementation of programme	Weekly	