

Perspective	Strategic objective/ critical factor Goals	Critical Factor Goals	AI occupancy prediction engine update	Real time data platform modernization	Back office process optimization
<b>Finance</b>	Increase revenue from parking operations	Increase overall revenue by 10-30% with dynamic pricing and higher occupancy	8	4	9
	Reduce operational and labor costs through automation	Reduce manual enforcement and staff costs by 20-40% via LPR automation.	5	6	5
	Improve asset utilization (maximize occupancy per square meter)	Achieve >= 90% peak-hour occupancy across the parking network	7	5	4
	Enhance financial predictability via analytics and demand forecasting	Operational cost reduction 20% by decreasing hardware downtime/maintenance.	6	7	8
<b>Customer / Stakeholder</b>	Improve user satisfaction through frictionless parking	Maintain app satisfaction at >=4.5 stars	7	6	7
	Reduce parking search time& congestion	Reduce time to park by 40-60% using guidance and predictions	4	5	4

	Increase trust in real-time available accuracy	Deliver real_time availability accuracy of >=98%	8	6	8
	Ensure safety, accessibility and regulatory alignment for city stakeholders	>= 95% satisfaction rating from municipalities or property managers	10	9	7
<b>Internal process</b>	Ensure reliable real-time data collection and processing	End to end data latency < 2 seconds	3	6	6
	Maximize system uptime (hardware + software)	Overall system uptime >= 99.9%	2	5	7
	Automate enforcement and operations	LPR accuracy >= 95% in all conditions	7	6	8
	Optimize parking flow through AI routing & predictions	Predictive models for occupancy >= 90% accuracy	6	7	9
	Maintaining high cybersecurity & privacy standards	100% compliance with GDPR/CCPA + encrypted data flows	7	3	6
<b>Partners</b>	Build strong relationships with technology vendors (sensor, cameras etc.)	Vendor   SLA compliance >=99%	6	5	6
	Strengthen collaboration	Reduce hardware	5	3	7

	with municipalities & parking operators	installation time by 30%	9	7	9
	Ensure high_quality installation & maintenance services	Achived 95% partner satisfaction	6	5	7
	Enable interoperability via APIs and standards	Ensure 100% compatibility with major smart-city APIs	5	3	5
	Create long-term, mutually beneficial partnerships	Reduce maintenance response time to < 24 hours via partner coordination	4	4	2
<b>Employee</b>	Build a skilled, motivated workforce	Provide ongoing training -> min. 20 hours per employee per year	6	6	1
	Improve employee productivity through tools & automation	Employee satisfaction score >= 85%	8	5	5
	Encourage innovation and continuous improvement culture	Reduce employee turnover by 15-30%	9	6	7
	Increase engagement and retention	Skill certification: 90% of tech staff certified in system operation	0	7	8
	Ensure safety, compliance and		3	6	7

	technical readiness				
<b>Learning, innovations and development</b>	Foster continuous AI model improvement	Update and retrain AI models quarterly with new sensor data	3	6	6
	Increase staff AI/tech competency	Train 80-100% of operational staff in AI system usage	4	3	2
	Accelerate R&D for new features (dynamic pricing, autonomous valet, etc	Release 3-5 innovative features per years	6	8	7
	Support scalability and adaptability for smart_city integration	System scales to 100K+ spaces without performance degradation	7	9	6