Perspective	Strategic objective/ critical factor Goals	Critical Factor Goals	Efficiency objective / critical factors	Real time data platform modernization	Back office process optimization
Finance	Increase revenue from parking operations	Increase overall revenue by 10-30% with dynamic pricing and higher occupancy	0.2	4	9
	Reduce operational and labor costs through automation	Reduce manual enforcement and staff costs by 20-40% via LPR automation.	0.5	6	5
	Improve asset utilization (maximaze occupancy per square meter)	Achieve >= 90% peak-hour occupancy across the parking network	0.7	5	4
	Enhance financial predictability via analytics and demand forecasting	Operational cost reduction 20% by decreasing hardware downtime/ maintenance.	0.6	7	8
Customer / Stakeholde	Improve user satisfaction	Maintain app satisfaction	0.7	6	7

r	throught frictionless parking	at >=4.5 stars			
	Reduce parking search time& congestion	Reduce time to park by 40-60% using guidance and predictions	0.4	5	4
	Increase trust in real-timeavailable accuracy	Deliver real_time availability accuracy of >=98%	0.8	6	8
	Ensure safety, accessibility and regulatory aligment for city stakeholders	>= 95% satisfaction rating from municipalityies or property managers	1	9	7
Internal process	Ensure reilble real-time data collection and processing	End to end data latency < 2 seconds	0.3	6	6
	Maximize system uptime (hardware +software)	Overall system uptime >= 99.9%	0.2	5	7
	Automate enforcement and	LPR accuracy >= 95% in all conditions	0.7	6	8
		Predictive	0.6	7	9

	operations Optimize parking flow through AI routing & predictions Maintaining high cybersecurity & privacy standards	models for occupancy >= 90% accurancy 100% compliance with GDPR/CCPA + encrypted data flows	0.7	3	6
Partners	Build strong relationships with technology vendors(sensor, cameras etc.)	Vendor |SLA compliance >=99%	0.6	5	6
	Strengthen collaboration with municipalities & parking operators	Reduce hardware installation time by 30%	0.5 0.9	3 7	7 9
	Ensure high_quality installation & maintenance services	Achived 95% partner satisfaction	0.6	5	7
	Enable interoperability via APIs and standards	Ensure 100% compatibility with major smart-city APIs	0.5	3	5
	Create long-term, mutually	Reduce maintenance response time to < 24	0.4	4	2

	beneficial partnerships	hours via partner coordination			
Employee	Build a skilled, motivated workforce	Provide ongoing training -> min. 20 hours per employee per year	0.6	6	1
	Improve employee productivity through tools & automation	Employee satisfaction score >= 85%	0.8	5	5
	Encourage innovation and continuous improvement culture	Reduce employee turnover by 15-30%	0.9	6	7
	Increase engagement and retention	Skill certification: 90% of tech staff certified in system operation	0	7	8
	Ensure safety, compliance and technical readiness		0.3	6	7
Learning, inovations and developme nt	Foster continuous AI model improvement	Update and retrain AI models quarterly with new sensor data	0.3	6	6
	Increase staff	Train 80-			

	AI/tech competency	100% of operational staff in AI system usage	0.4	3	2
	Accelerate R&D for new features (dynamic pricing, autonomous valet, etc	Release 3-5 innovative features per years	0.6	8	7
	Support scalability and adaptability for smart_city integration	System scales to 100K+ spaces without performance degradation	0.7	9	6