Maand (kwartaal) rapportage VAB Vijzelgracht Amsterdam

01 Januari 2024 t/m 31 januari 2024

**INHOUDSOPGAVE**

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**Management Samenvatting**

| No. | Service goals / KPI's | Reference to chapter | Percentage |
|---|---|---|---|
| 1 | Betrouwbaarheid | 2.6 | % |
| 2 | Beschikbaarheid | 3.3 | 98,62 % |
| 3 | Afhandelingssnelheid van de ophaalprocedure | 2.4 | < 6 min. |
| 4 | Storingen spoed | 5.3 | TTR = 2,5 uur |
| 5 | Storingen semi-spoed | 5.3 | TTR = 24 uur |
| 6 | Storingen speciaal | 5.3 | TTR = 3 mnd |

# 1 Doel van dit document

## 2 Car troughput

### 2.1 overzicht uitparkeerbewegingen

Totaal aantal uitparkeerbewegingen in de maand December

**2599**

Gemiddeld aantal uitparkeerbewegingen per dag

**84**

Maximaal aantal uitparkeerbewegingen per dag

**115**

Gemiddelde parkeerduur

**69:46 uur**

### 2.2 overzicht in- en uitparkeertijden

Maximale inparkeertijd

**65:54 min**

Gemiddelde inparkeertijd

**03:05 min**

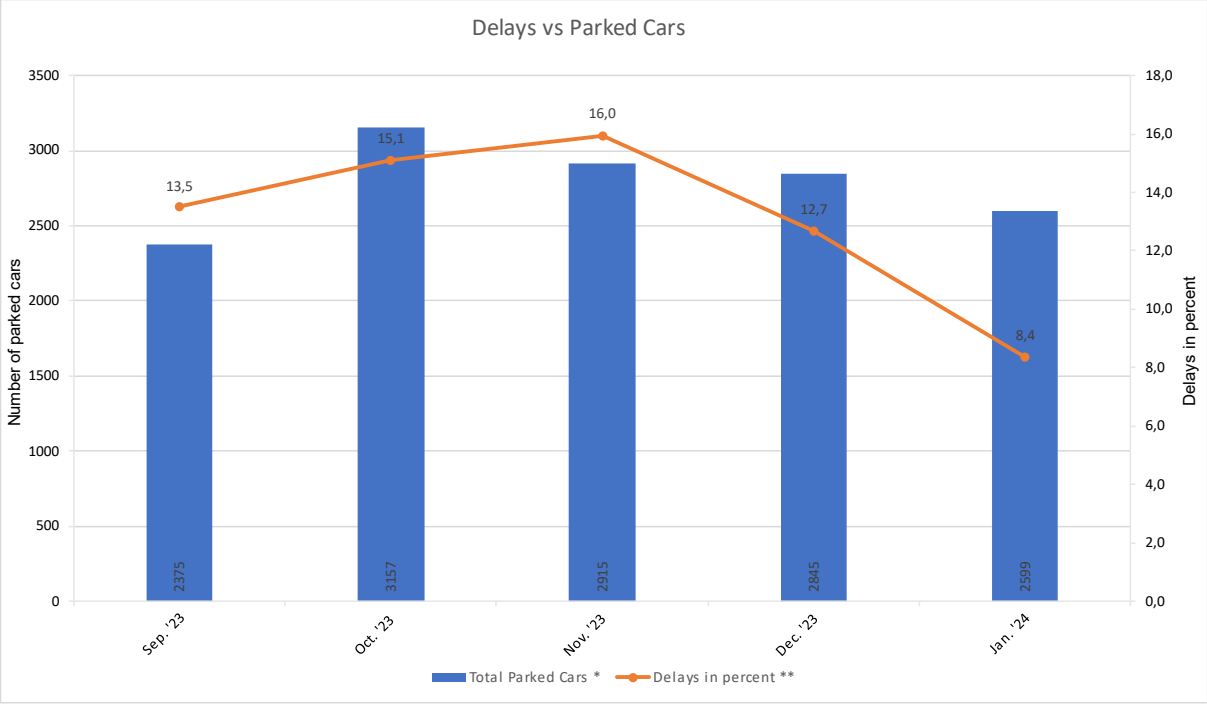
Maximale uitparkeertijd

**56:13 min**

Gemiddelde uitparkeertijd

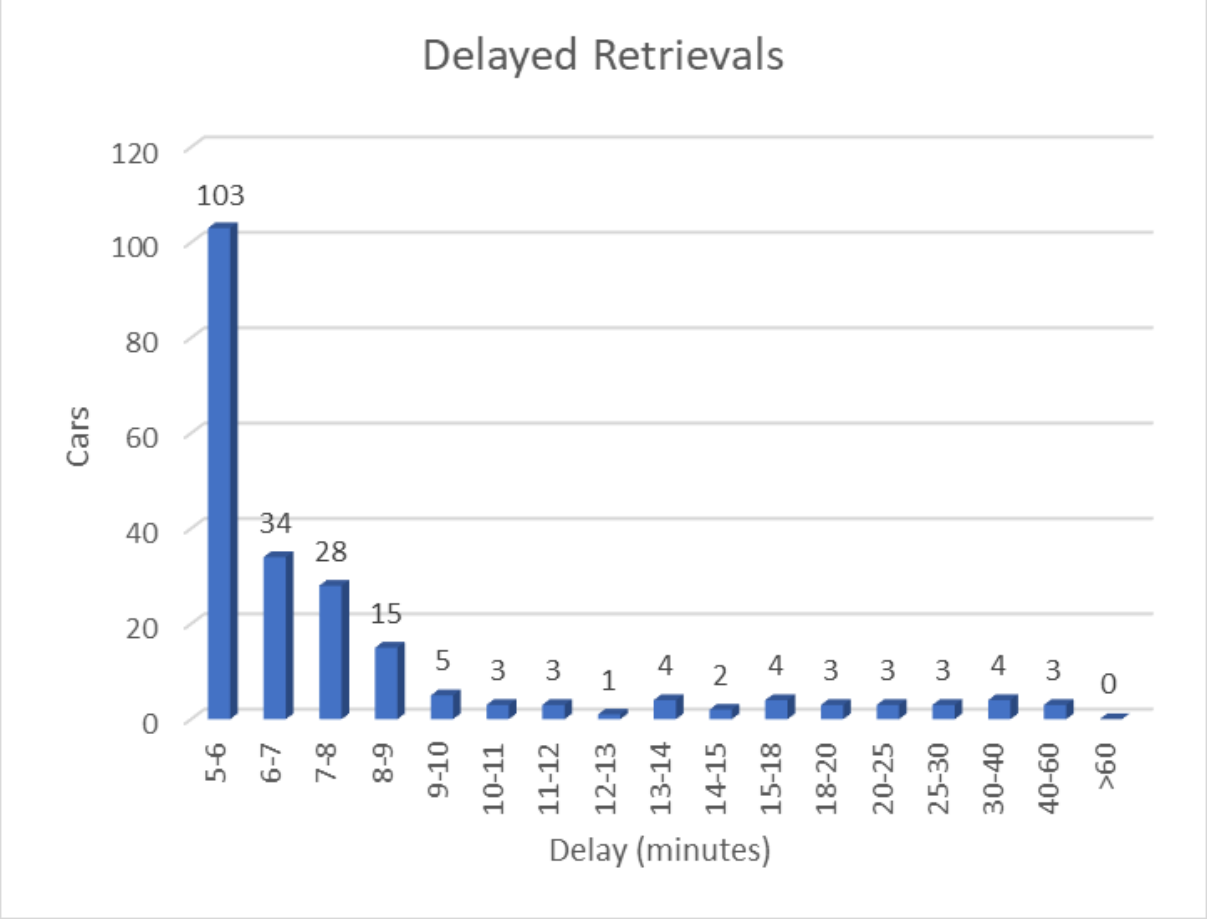
**04:05 min**

## 2.3 delays vs. system retrievals

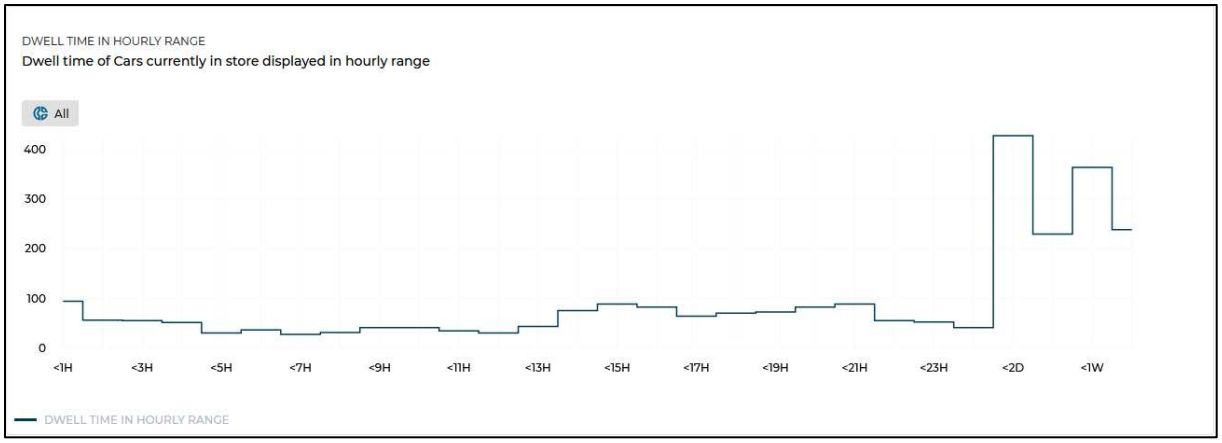



** Een delay is een uitparkeeropdracht die langer dan **6** minuten geeft geduurd (CCC rekent met 5).

## 2.4 delayed parking retrieval overview



## 2.5 parking duration



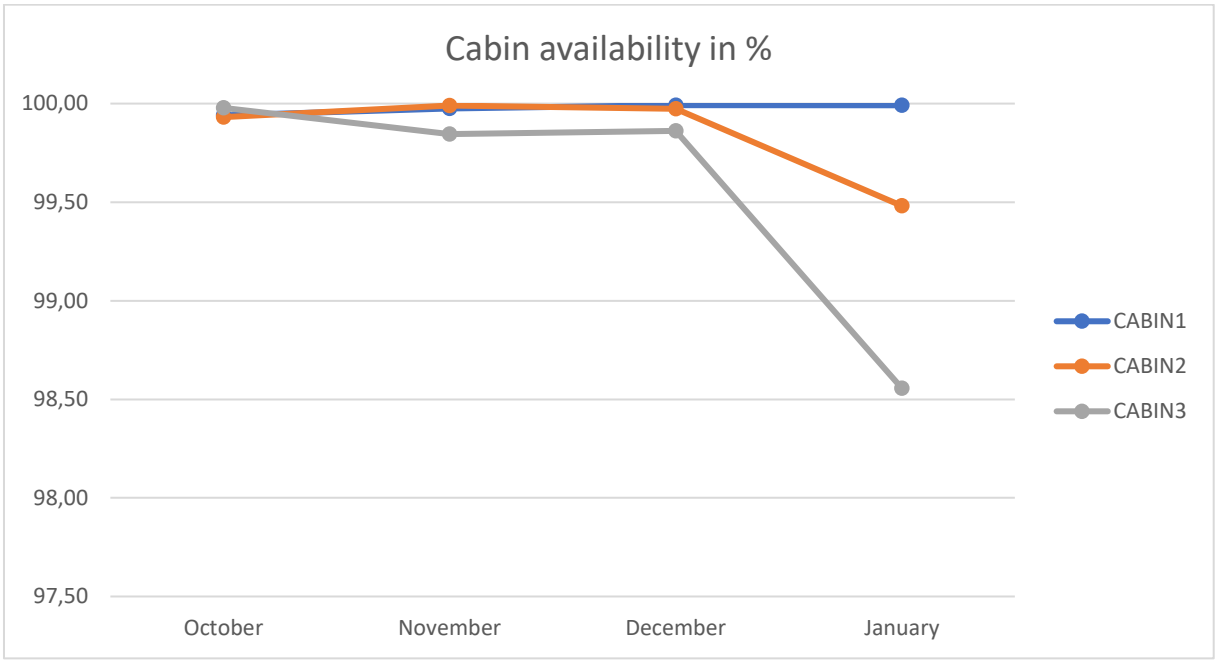

Deze grafiek toont de verdeling van hoeveel auto's hoelang in het parkeersysteem staan gestald.

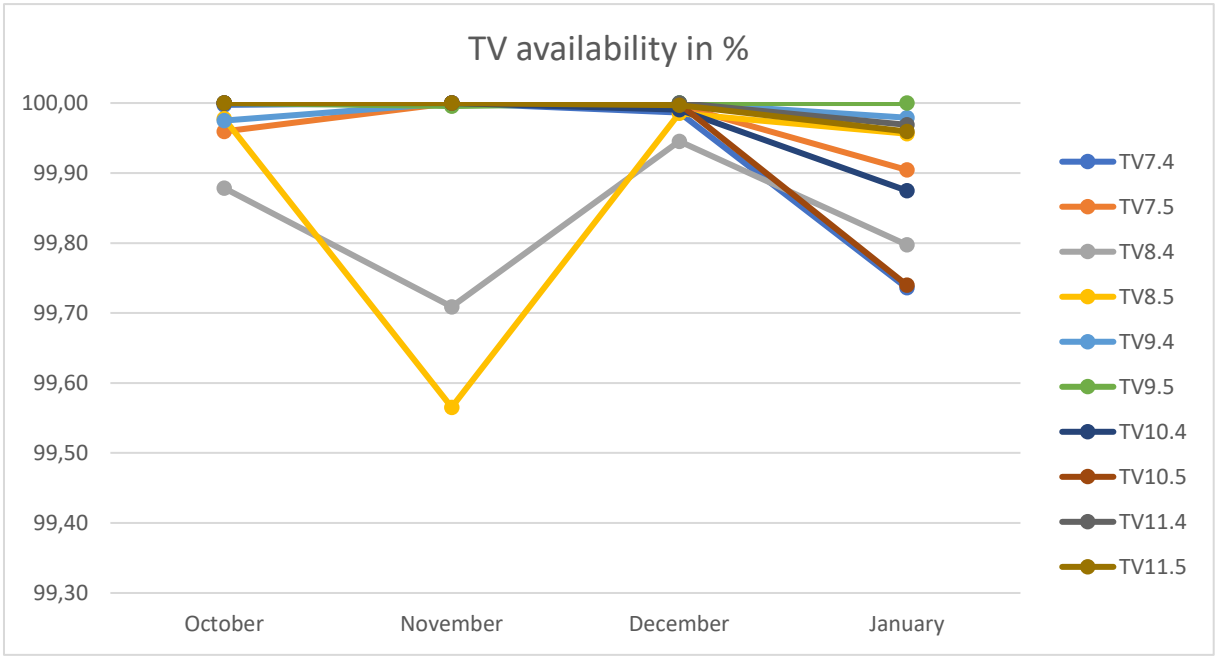
## 2.6 overzicht reliablility (98%)

| datum | Aantal inparkeer opdrachten | Aantal uitparkeer opdrachten | Aantal > 6 min | Betrouwbaarheid | Errors per totaal uitparkeer opdrachten |
|---|---|---|---|---|---|
| 01.01.2024 | 42 | 42 | 1 | | 11,29% |
| 02.01.2024 | 66 | 65 | 3 | | 18,46% |
| 03.01.2024 | 52 | 54 | 2 | | 12,96% |
| 04.01.2024 | 82 | 81 | 5 | | 7,41% |
| 05.01.2024 | 71 | 69 | 1 | | 2,90% |
| 06.01.2024 | 77 | 78 | 2 | | 5,13% |
| 07.01.2024 | 65 | 68 | 1 | | 1,47% |
| 08.01.2024 | 69 | 67 | 4 | | 8,96% |
| 09.01.2024 | 65 | 70 | 14 | | 15,71% |
| 10.01.2024 | 89 | 82 | 10 | | 2,44% |
| 11.01.2024 | 92 | 88 | 3 | | 4,55% |
| 12.01.2024 | 96 | 92 | 6 | | 5,22% |
| 13.01.2024 | 95 | 95 | 8 | | 3,16% |
| 14.01.2024 | 97 | 82 | 4 | | 9,76% |
| 15.01.2024 | 81 | 82 | 3 | | 8,54% |
| 16.01.2024 | 70 | 70 | 0 | | 7,14% |
| 17.01.2024 | 79 | 78 | 2 | | 6,41% |
| 18.01.2024 | 88 | 90 | 1 | | 5,56% |
| 19.01.2024 | 85 | 86 | 3 | | 8,14% |
| 20.01.2024 | 95 | 93 | 5 | | 9,68% |
| 21.01.2024 | 57 | 71 | 6 | | 5,63% |
| 22.01.2024 | 91 | 78 | 3 | | 8,97% |
| 23.01.2024 | 84 | 83 | 3 | | 14,46% |
| 24.01.2024 | 98 | 100 | 5 | | 9,00% |
| 25.01.2024 | 82 | 81 | 1 | | 3,70% |
| 26.01.2024 | 81 | 89 | 0 | | 5,62% |
| 27.01.2024 | 95 | 101 | 3 | | 8,91% |
| 28.01.2024 | 109 | 93 | 0 | | 6,45% |
| 29.01.2024 | 83 | 85 | 2 | | 10,59% |
| 30.01.2024 | 89 | 88 | 0 | | 4,55% |
| 31.01.2024 | 87 | 87 | 0 | | 6,90% |

# 3 system performance

## 3.1 system (equipment) availability



### 3.2 downtime

Zie bijlage 1 voor downtime per installatiedeel door systeemfouten

Zie bijlage 2 voor downtime per installatiedeel door gebruikersfouten

### 3.3 historic availability

***Contract requirement 98%***

| | |
|---|---|
| Beschikbaarheid maand oktober 2023: | 96,43% |
| Beschikbaarheid maand november 2023: | 98,55% |
| Beschikbaarheid maand december 2023: | 96,21% |
| Beschikbaarheid maand januari 2024: | 98,62% |

Zie Excel bestand.

## 4 Classification of cars

### 4.1 Aantal geparkeerde auto's per brandstoftype

| | |
|---|---|
| Benzine: | 1687 |
| Diesel: | 221 |
| LPG: | 32 |
| Elektrisch: | 557 |

### 4.2 Aantal geparkeerde auto's per parkeerlaag type

| | |
|---|---|
| Hoog / zwaar (-10 en -20): | 227 |
| Elektrisch / Hybride (-10 en -20): | 557 |
| Normaal (-30, -40 en -50): | 1712 |

## 5 maintenance tasks

### 5.1 overview “used” spare parts

### 5.2 spare parts availability

### 5.3 corrective maintenance overview

| Work-order | Priority | Equip-ment | Description | Status | Date Reported | Start Date | Date Completed |
|---|---|---|---|---|---|---|---|
| **676398** | Middle | VGG-EN01 | Entry door not fully closed | Approved | 28.01.2024 08:17 | 28.01.2024 07:11 | |
| **676267** | | VGG-PGL2 | Hoist upper lower Stop | Approved | 26.01.2024 20:39 | 26.01.2024 19:23 | |
| **675874** | | VGG-PGL5 | runtime fault strut move in | Approved | 24.01.2024 10:54 | 24.01.2024 09:41 | |
| **675646** | | VGG-TV08.5 | Contact bar tripped BG10/BG11 | Approved | 22.01.2024 14:48 | 22.01.2024 13:39 | |
| **675537 *** | Middle | VGG | TC issue in the system | Approved | 21.01.2024 17:28 | 21.01.2024 14:45 | |
| **674137** | Middle | VGG-EN01 | entrance door not fully closed | Approved | 12.01.2024 17:45 | 12.01.2024 16:30 | 12.01.2024 17:30 |

*** Toelichting workorder 675537**

Op 21 januari is er een break down geweest. Zie document VG_BRD_TC ISSUE_240121

### 5.4 maintenance carried out in due time (done or not done)

| | Done or Postponed | Date | % |
|---|---|---|---|
| Planned Maintenance | x | x | |

## 6 continuous improvements

### 6.1 Lödige continuous improvements

| System topic | Improvement overview |
|---|---|
| Update by Lödige PLC department | No improvements |
| Update by LogIT department | software update 30 januari 2024 *<br>software update 30 januari 2024 ** |
| Update by Customer Care Centre | No improvements |
| Update by external departments | No improvements |

* See document VGA_86899_CHANGE_TC issue in the system _Rev04_20240130

** See document VGA_85453_CHANGE_VM Configuration_Rev03_20240126

### 6.2 escalation of faults

| Department | Escalations |
|---|---|
| Lödige LogIT department | 21 januari 2024 |
| Lödige PLC department | 21 januari 2024 |
| Lödige Design department | No escalations necessary |
| External departments | No escalations necessary |

### 6.3 call statistics

Number of calls to helpdesk by intercoms onsite (office hours)

Number of calls to answering service by intercoms onsite (outside office hours)

Onze boodschappendienst is buiten kantoortijd **95** keer gebeld voor een storing.

(Ter vergelijk in December 2023 is er 121 keer gebeld voor een storing).

## 7 Payment / finance

| Factuur | Datum | Omschrijving | Betaald / openstaand |
|---|---|---|---|
| 4922060 | 30-11-2023 | 3e kwartaal 2023 | betaald |
| | | | |

Voor gebruikersfouten zijn nog geen separate facturen verstuurd.

In januari zijn er geen VTW’s ingediend.

**Bijlage 1 – downtime per installatiedeel door systeemfouten**

| Equipment | Fault | Description | Start Date | Date Completed | Call-in | Reported in | Workorder | Downtime (min) | Parking still possible | User affected - Estimated gue |
|---|---|---|---|---|---|---|---|---|---|---|
| Entrance Cabin 1 | Entrance door not fully closed | Entrance door could not fully close in automatic | 4-1-2024 08:09 | 4-1-2024 08:23 | | EDS | | 14 | yes | 12 |
| Entrance Cabin 2 | Height Sensor permanently active | Height sensor active, cabin | 8-1-2024 11:08 | 8-1-2024 13:38 | | Teams | | 150 | yes | 5-10 |
| Entrance Cabin 1 | BG32 occupation sensor active | Pallet not in correct position at entrance level | 9-1-2024 08:06 | 9-1-2024 10:06 | | Teams | | 120 | yes | 14 |
| Entrance Cabin 3 | Contour Scanner Back | Contour Scanner permanently active, most likely dirt | 11-1-2024 11:34 | 11-1-2024 11:56 | | EDS | | 22 | yes | 2 |
| TV8.4 | Runtime Error Motor | Pallet did not reach the end position on the TV | 12-1-2024 08:31 | 12-1-2024 09:24 | | EDS | | 53 | yes | 0 |
| Entrance Cabin 1 | Entrance door not fully closed | Entrance door could not fully close in automatic | 12-1-2024 16:30 | 12-1-2024 17:30 | YES | LEAM | 674137 | 60 | yes | 7 |
| Entrance Cabin 1 | Hoist upper lower Stop | Upper/Lower stop of the hoist triggered, hoist drove too far | 12-1-2024 18:53 | 12-1-2024 19:20 | | EDS | | 27 | yes | 3 |
| Entrance Cabin 1 | Entrance door not fully closed | Entrance door could not fully close in automatic | 16-1-2024 10:53 | 16-1-2024 13:54 | | EDS | | 181 | yes | 27 |
| Parking Garage Hydraulic Lift 2 | ASI-BUS: SAFETY PASSIVATION (QBAD) | ASI bus error for unknow reason, needs to be reset on site | 21-1-2024 12:06 | 21-1-2024 13:57 | | EDS | | 111 | yes | 22 |
| Vijzelgracht - System | TC issue in the system | Problems with the database, LogIT issue | 21-1-2024 14:45 | 21-1-2024 17:34 | NO | LEAM | 675537 | 169 | no | 28 |
| Entrance Cabin 2 | Safety scanner active | Door did not close due to an active safety scanner | 24-1-2024 08:03 | 24-1-2024 08:47 | | Teams | | 44 | yes | 5 |
| Parking Garage Chain Lift 5 - SHT05 | Runtime fault strut move in | Strut (safety pin) did not reach defined position while moving in | 24-1-2024 09:41 | 24-1-2024 12:17 | YES | LEAM | 675874 | 166 | yes | 11 |
| Parking Garage Hydraulic Lift 2 | Software Limit Switch | Hoist drove into software limit switch - too far up/down | 26-1-2024 19:23 | 27-1-2024 20:23 | YES | LEAM | 676267 | 60 | yes | 15 |
| Entrance Cabin 1 | Entry door not fully closed | Entrance door could not fully close in automatic | 28-1-2024 07:11 | 28-1-2024 11:33 | NO | LEAM | 676398 | 262 | yes | 7 |
| TV7.5 | No error | ENG heard strange noise while pallet was moving on interface to Cabin1 and hit E-Stop | 31-1-2024 16:03 | 31-1-2024 17:15 | | Teams | | 72 | no | no Data |

**Bijlage 2** – downtime per installatiedeel door gebruikersfouten

| Equipment | Fault | Description | Start Date | Date Completed | Reported in | Workor | Downtime (min) | Parking still possible? |
|---|---|---|---|---|---|---|---|---|
| Entrance Cabin 3 | Parking could not be completed | User did not complete the parking process/messed around in the cabin and software interlocked | 9-1-2024 18:13 | 9-1-2024 19:30 | Teams | | 77 | yes |
| Entrance Cabin 1 | Retrieval car did not drive out | Car battery empty, waiting for user. In the end CCC sent it back in system manually | 11-1-2024 11:49 | 11-1-2024 12:20 | Teams | | 31 | yes |
| Entrance Cabin 1 | Retrieval car did not drive out | Car battery empty, waiting for user. In the end CCC sent it back in system manually | 12-1-2024 15:01 | 12-1-2024 15:19 | Teams | | 18 | yes |
| Interface Hoist 2 | Contact bar tripped | User did not apply handbrake and car moved freely on the pallet | 13-1-2024 02:36 | 13-1-2024 10:57 | Teams | | 501 | yes |
| Entrance Cabin 2 | Parking could not be completed | User did not park correctly. CCC sent car back up with help of ENG | 13-1-2024 11:00 | 13-10-2024 12:31 | Teams | | 91 | yes |
| TV08.5 | Contact bar tripped | User did not apply handbrake and car moved freely on the pallet. ENG locked car with straps on pallet | 22-1-2024 16:40 | 22-1-2024 17:08 | Teams | | 28 | yes |
| Entrance Cabin 3 | Blocked by wrong user | User standing in front of wrong cabin, blocking further requests | 22-1-2024 11:01 | 22-1-2024 11:20 | Teams | | 19 | yes |
| Entrance Cabin 1 | User left straps on pallet | User from 22.01. left straps on pallet wich had to be removed by ENG | 27-1-2024 08:05 | 27-1-2024 12:05 | Teams | | 240 | yes |
| Entrance Cabin 1 | Retrieval car did not drive out | Car battery empty, waiting for user. In the end CCC sent it back in system manually | 29-1-2024 08:05 | 29-1-2024 08:45 | Teams | | 40 | yes |