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SERVICE STANDARD PERFORMANCE REPORT
FEBRUARY 2016

OWNERS & BREEDERS SERVICES - FEBRUARY 2016

	Received	Processed	Actual January Processed
Horse Registrations	998	1,075	822
Change of Name	2	2	0

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total February	Actual Jan 2016
Registration Applications received and completed in the month					840	671
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					158	49
Registration Applications completed within 5 business days of receipt <i>(342 of 840 – 40.70% completed in 2 business days)</i>	90%	88.7%	-1.3%		745	551
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,400	1,563
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		769	339
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		107	52
<i>Combination of annual leave combined with the start of identifying the foal crop.</i>						

TRAINERS & RACING SERVICES - FEBRUARY 2016
Calls Answered

12,858

Transactions
Online

70%

Phone

30%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual Jan 2016
Call Answer	60% of calls to be answered in less than 60 seconds	60%	86%	+26%	11,105		85%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	9%	+21%	1,135		10%
Call Answer	10% of calls answered over two minutes	10%	5%	+5%	618		5%
Total Call Time	2 minutes 40 seconds	2.40 Mins	+1.35Mins	1.05 Mins	12,858		1.35 Mins

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual Jan 2016
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98%	Nil		98%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2%		98%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	98%	Nil		99%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	100%	+2%		99%
		20 min official close where Emergencies	98%	100%	+2%		100%

SMS & Email Communications

	Total SMS's	Total Email's
SMS – Sent by RA	78,731	
Email – Sent by RA		144,538

RACING AUSTRALIA SYSTEMS - FEBRUARY 2016

Average Uptime Availability (or Mean Availability) FEBRUARY 2016						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual Jan 2016
Single National System	<u>0 minutes unplanned downtime in month</u> 41,760 minutes in month	99.90%	100%	+0.10%		100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 41,760 minutes in month	99.90%	100%	+0.10%		100%
Registrar of Racehorses <i>(To be merged with SNS)</i>	<u>0 minute unplanned downtime in month</u> 41,760 minutes in month	99.90%	100%	+0.10%		100%
REINS ASB System <i>(Merge with SNS being reviewed)</i>	<u>0 minute unplanned downtime in month</u> 41,760 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	<u>15 minutes unplanned downtime in month</u> 41,760 minutes in month	99.90%	99.97%	+0.07%		99.98%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 41,760 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 41,760 Minutes in month	99.93%	100%	+0.07%		100%
Office Local Area Network	<u>0 minute unplanned downtime in month</u> 41,760 minutes in month	99.90%	100%	+0.10%		100%
Telco and Data Network	<u>0 minute unplanned downtime in month</u> 41,760 minutes in month	99.90%	100%	+0.10%		100%
PABX	<u>0 minutes unplanned downtime in month</u> 41,760 minutes in month	99.90%	100%	+0.10%		100%

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard