RACING AUSTRALIA
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SERVICE STANDARD PERFORMANCE REPORT
NOVEMBER 2015

OWNERS & BREEDERS SERVICES- NOVEMBER 2015			
	Received	**Processed**	**Actual October Processed**
Horse Registrations	897	991	1,335
Change of Name	2	2	2

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total October	Actual Oct 2015
Registration Applications received and completed in the month					736	911
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					161	99
Registration Applications completed within 5 business days of receipt *(176 of 911 – 19.31% completed in 2 business days)*	90%	93.61%	+3.61%		689	673
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		162	1,206
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		339	1,424
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		105	94

TRAINERS & RACING SERVICES - NOVEMBER 2015

Calls Answered
13,844

Transactions	
Online	**Phone**
70%	30%

Calls Answered Service							
Phase of Service	**Service Standard**	**Service Standard**	**Actual**	**Variation**	**Number of Calls**	**Traffic Light**	**Actual Oct 2015**
Call Answer	60% of calls to be answered in less than 60 seconds	60%	73%	+13%	10,107		74%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	14%	+16%	2,017		15%
Call Answer	10% of calls answered over two minutes	10%	12%	-2%	1,718		10%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.33 Mins	1.07 Mins	13,844		1.37Mins
During the month the TRSC trailed alternative rostering of shifts which negatively impacted the metric above (-2%). The trial was discontinued.							

Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual Oct**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	96%	-2%		99%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99%	+1%		100%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	98%	Nil		100%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	98%	Nil		100%
		20 min official close where Emergencies	98%	98%	Nil		100%
During the month the TRSC trailed alternative rostering of shifts which negatively impacted the metric above (-2%). The trial was discontinued.							

SMS & Email Communications		
	Total SMS's	**Total Email's**
SMS – Sent by RA	62,509	
Email – Sent by RA		181,993

RACING AUSTRALIA SYSTEMS - NOVEMBER 2015

System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual Oct 2015
Average Uptime Availability (or Mean Availability) **NOVEMBER 2015**						
Single National System	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		99.99%
Stable Assist	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		99.99%
Registrar of Racehorses *(To be merged with SNS)*	0 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		99.99%
REINS ASB System *(Merge with SNS being reviewed)*	0 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	5 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.98%	+0.08%		99.99%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	0 Minutes unplanned downtime in month 43,200 Minutes in month	99.93%	100%	+0.07%		99.99%
Office Local Area Network	0 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		99.93%
Telco and Data Network	60 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		99.87%
PABX	60 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		99.87%

Service Standard Legend

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