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ANNUAL SERVICE STANDARD PERFORMANCE REPORT
FOR THE 12 MONTHS ENDING JUNE 2017

OWNERS & BREEDERS SERVICES – FOR THE 12 MONTHS ENDING JUNE 2017

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	9,270	772.50	10,914	909.50
Change of Name	219	18.25	219	18.25

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed in the month					8,427	702.25
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					1,177	98.08
Registration Applications completed within 5 business days of receipt	90%	81.88%	-8.12%		6,986	582.17
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil		12,954	1,079.50
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	Nil		12,649	1,054.08
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	Nil		993	82.75

TRAINERS & RACING SERVICES - FOR THE 12 MONTHS ENDING JUNE 2017

Calls Answered	
169,229	

Transactions	
Online	Phone
77%	23%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual Annual	Variation	Number of Calls	Monthly Average	Traffic Light
Call Answer	60% of calls to be answered in less than 60 seconds	60%	83.86%	+23.86%	141,869	11,822	
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	10.92%	+19.08%	18,501	1,542	
Call Answer	10% of calls answered over two minutes	10%	5.22%	+4.78%	8,859	738	
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.31 Mins	1.09 Mins	169,229	14,102	

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual Annual	Variance	Traffic Light
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99.18%	+1.18%	
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.25%	+1.25%	
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.17%	+1.17%	
Scratchings	RA	Final Scratchings to be -released within no more than				
		15 min official close where no Emergencies	98%	99.70%	+1.70%	
		20 min official close where Emergencies	98%	99.74%	+1.74%	

Total SMS & Email Communications				
	Total SMS'S	Monthly Average	Total Emails	Monthly Average
SMS – Sent by RA	1,111,743	92,645		
Email – Sent by RA			1,975,540	164,628

RACING AUSTRALIA SYSTEMS – FOR THE 12 MONTHS ENDING JUNE 2017

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light
Single National System	<u>183 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	99.96%	+0.06%	Green
Stable Assist	<u>0 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	100%	+0.10%	Green
Registrar of Racehorses <i>(To be merged with SNS)</i>	<u>0 minute unplanned downtime in month</u> 525,600 minutes in month	99.90%	100%	+0.10%	Green
REINS ASB System <i>(Merge with SNS being reviewed)</i>	<u>75 minute unplanned downtime in month</u> 525,600 minutes in month	99.90%	99.99%	+0.09%	Green
Racing Australia Website	<u>140 minutes unplanned downtime in month</u> 525,600 minutes in month	100%	99.97%	-0.03%	Yellow
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 525,600 minutes in month	100%	100%	+0.00%	Green
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 525,600 Minutes in month	99.93%	100%	+0.07%	Green
Office Local Area Network	<u>0 minute unplanned downtime in month</u> 525,600 minutes in month	99.90%	100%	+0.10%	Green
Telco and Data Network	<u>160 minute unplanned downtime in month</u> 525,600 minutes in month	99.90%	99.96%	+0.06%	Green
PABX	<u>42 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	99.99%	+0.09%	Green

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
Green	Yellow	Red