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## SERVICE STANDARD PERFORMANCE REPORT MARCH 2017

### OWNERS & BREEDERS SERVICES - MARCH 2017

	Received	Processed	Actual February Processed
Horse Registrations	985	1,010	872
Change of Name	18	18	19

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Nov	Actual February 2017
Registration Applications received and completed in the month					874	618
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					111	132
Registration Applications completed within 5 business days of receipt <i>(377 of 874 – 43% completed in 2 business days)</i>	90%	90.38%	+0.38%		790	523
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		3,071	2,037
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		2,003	733
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		91	58



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**TRAINERS & RACING SERVICES - MARCH 2017**

Calls Answered	
14,710	

Transactions	
Online 80.35%	Phone 19.65%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual February 2017
Call Answer	60% of calls to be answered in less than 60 seconds	60%	88.31%	+28.31%	12,991		86.80%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	8.34%	+21.66%	1,226		9.97%
Call Answer	10% of calls answered over two minutes	10%	3.35%	+6.65%	493		3.23%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.27 Mins	1.13 Mins	14,710		1.33 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual February 2017
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.57%	+0.57%		100%
Riders	RA	<i>Riders to be Released within no more than 18 min official close</i>	98%	99.04%	+1.04%		100%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100%	+2%		99.46%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	99.52%	+1.52%		100%
		20 min official close where Emergencies	98%	100%	+2.00%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	103,260	
Email – Sent by RA		163,705

## RACING AUSTRALIA SYSTEMS - MARCH 2017

Average Uptime Availability (or Mean Availability) MARCH 2017						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual February 2017
Single National System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 44,640 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> 44,640 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> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 44,640 Minutes in month	99.93%	100%	+0.07%		100%
Office Local Area Network	<u>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Telco and Data Network	<u>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.86%	-0.04%		100%
PABX	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%

### Service Standard Legend

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