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## SERVICE STANDARD PERFORMANCE REPORT MAY 2016

### OWNERS & BREEDERS SERVICES - MAY 2016

	Received	Processed	Actual April Processed
Horse Registrations	808	838	829
Change of Name	4	4	3

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total May	Actual April 2016
Registration Applications received and completed in the month					744	689
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					64	73
Registration Applications completed within 5 business days of receipt <i>(501 of 689 – 72.71% completed in 2 business days)</i>	90%	92.33%	+2.33%		687	644
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,243	1,562
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		2,587	2,277
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		65	71

## TRAINERS & RACING SERVICES - MAY 2016

### Calls Answered

14,549

### Transactions

Online

71%

Phone

29%

### Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual April 2016
Call Answer	60% of calls to be answered in less than 60 seconds	60%	85%	+25%	12,474		81%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	10%	+20%	1,364		10%
Call Answer	10% of calls answered over two minutes	10%	5%	+5%	711		9%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1:31Mins	1:09 +Mins	14,549		1.34 Mins

### Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual April 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%	98%	Nil		100%
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%	98%	Nil		100%
		20 min official close where Emergencies	98%	99%	+1%		100%

### SMS & Email Communications

	Total SMS's	Total Email's
SMS – Sent by RA	68,061	
Email – Sent by RA		140,161

## RACING AUSTRALIA SYSTEMS - MAY 2016

Average Uptime Availability (or Mean Availability) MAY 2016						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual April 2016
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%	+0.07%		99.97%
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>15 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.96%	+0.06%		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