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SERVICE STANDARD PERFORMANCE REPORT
SEPTEMBER 2016

OWNERS & BREEDERS SERVICES - SEPTEMBER 2016

	Received	Processed	Actual August Processed
Horse Registrations	872	1,085	1,130
Change of Name	9	9	28

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total September	Actual August 2016
Registration Applications received and completed in the month					666	755
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					206	64
Registration Applications completed within 5 business days of receipt <i>(182 of 666 – 27% completed in 2 business days)</i>	90%	40.24%	-49.76%		268	653
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		347	637
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		914	1,094
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		145	149
<i>Staff on extended sick leave. New foal traceability procedures introduced impacted workload and telephone enquiries.</i>						



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TRAINERS & RACING SERVICES - SEPTEMBER 2016

Calls Answered	
14,663	

Transactions	
Online 75.45%	Phone 24.55%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual August 2016
Call Answer	60% of calls to be answered in less than 60 seconds	60%	80.70%	+20.70%	11,834		81.49%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	12.21%	+17.79%	1,791		12.09%
Call Answer	10% of calls answered over two minutes	10%	7.09%	+2.91%	1,038		6.42%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.35 Mins	1.05 Mins	14,663		1.31 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual August 2016
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.39%	+0.39%		99.47%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.46%	+1.46%		99.47%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	98.90%	+0.90%		100%
Scratchings	RA	Final Scratchings to be -released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%		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	103,548	



RACING AUSTRALIA SYSTEMS - SEPTEMBER 2016

Average Uptime Availability (or Mean Availability) SEPTEMBER 2016						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual August 2016
Single National System	<u>5 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.99%	+0.09%		100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 43,200 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> 43,200 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> 43,200 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 43,200 Minutes in month	99.93%	100%	+0.07%		100%
Office Local Area Network	<u>0 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		100%
Telco and Data Network	<u>0 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		100%
PABX	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		100%
Planned power shutdown at Flemington on September 26 th 2016						

Service Standard Legend

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