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SERVICE STANDARD PERFORMANCE REPORT FEBRUARY 2017

OWNERS & BREEDERS SERVICES - FEBRUARY 2017

| | Received | Processed | Actual January Processed |
|---------------------|----------|-----------|--------------------------|
| Horse Registrations | 750 | 872 | 738 |
| Change of Name | 19 | 19 | 11 |

| Monthly Calculation | Target Standard | Actual Standard | Variation | Traffic Light | Total Nov | Actual January 2017 |
|--|-----------------|-----------------|-----------|---------------|-----------|---------------------|
| Registration Applications received and completed in the month | | | | | 618 | 585 |
| Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required) | | | | | 132 | 56 |
| Registration Applications completed within 5 business days of receipt <i>(113 of 618 – 18% completed in 2 business days)</i> | 90% | 84.62% | -5.38% | | 523 | 532 |
| DNA kits dispatched within 3 business days, including imports | 100% | 100% | 0% | | 2,037 | 1,535 |
| DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports | 100% | 100% | 0% | | 733 | 193 |
| New Breeder, Brand and Veterinarian applications processed within 2 business days | 100% | 100% | 0% | | 58 | 89 |
| | | | | | | |



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TRAINERS & RACING SERVICES - FEBRUARY 2017

Calls Answered

12,039

Transactions

Online

74.65%

Phone

25.35%

Calls Answered Service

| Phase of Service | Service Standard | Service Standard | Actual | Variation | Number of Calls | Traffic Light | Actual January 2017 |
|------------------|--|------------------|-----------|-----------|-----------------|---------------|---------------------|
| Call Answer | 60% of calls to be answered in less than 60 seconds | 60% | 86.80% | +26.80% | 10,450 | | 84.30% |
| Call Answer | 30% of calls to be answered between 60 and 120 seconds | 30% | 9.97% | +20.03% | 1,200 | | 11.53% |
| Call Answer | 10% of calls answered over two minutes | 10% | 3.23% | +6.77% | 389 | | 4.17% |
| Total Call Time | 2 minutes 40 seconds | 2.40 Mins | 1.33 Mins | 1.07 Mins | 12,039 | | 1.30 Mins |

Racing Materials Compilation Service

| Phase of Service | | Service Standard Average Monthly Calculation | Target Standard | Actual | Var | Traffic Light | Actual January 2017 |
|------------------|-----|---|-----------------|--------|--------|---------------|---------------------|
| Nominations | RA | <i>Nominations to be Released within no more than 10 min official close</i> | 98% | 100% | +2% | | 98.98% |
| Riders | RA | <i>Riders to be Released within no more than 18 min official close</i> | 98% | 100% | +2% | | 98.98% |
| Acceptances | PRA | <i>Acceptances to be Released within no more than 15 min official close</i> | 98% | 99.46% | +1.46% | | 98.98% |
| 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 | 108,974 | |
| Email – Sent by RA | | 145,544 |

RACING AUSTRALIA SYSTEMS - FEBRUARY 2017

| Average Uptime Availability (or Mean Availability) FEBRUARY 2017 | | | | | | |
|---|---|---------------|---------------|-----------|---------------|---------------------|
| System | Monthly Calculation | Target Uptime | Actual Uptime | Variation | Traffic Light | Actual January 2017 |
| Single National System | <u>0 minutes unplanned downtime in month</u> 40,320 minutes in month | 99.90% | 100% | +0.10% | | 100% |
| Stable Assist | <u>0 minutes unplanned downtime in month</u> 40,320 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> 40,320 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> 40,320 minutes in month | 99.90% | 100% | +0.10% | | 100% |
| Racing Australia Website | <u>0 minutes unplanned downtime in month</u> 40,320 minutes in month | 99.90% | 100% | +0.10% | | 100% |
| Racing Australia Private Label Websites | <u>0 minutes unplanned downtime in month</u> 40,320 minutes in month | 99.90% | 100% | +0.10% | | 100% |
| SMS & Email | <u>0 Minutes unplanned downtime in month</u> 40,320 Minutes in month | 99.93% | 100% | +0.07% | | 100% |
| Office Local Area Network | <u>0 minute unplanned downtime in month</u> 40,320 minutes in month | 99.90% | 100% | +0.10% | | 100% |
| Telco and Data Network | <u>0 minute unplanned downtime in month</u> 40,320 minutes in month | 99.90% | 100% | +0.10% | | 100% |
| PABX | <u>0 minutes unplanned downtime in month</u> 40,320 minutes in month | 99.90% | 100% | +0.10% | | 100% |

Service Standard Legend

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