



WWW.RACINGAUSTRALIA.HORSE

## SERVICE STANDARD PERFORMANCE REPORT OCTOBER 2016

### OWNERS & BREEDERS SERVICES - OCTOBER 2016

	Received	Processed	Actual September Processed
Horse Registrations	623	1,087	1,085
Change of Name	32	32	9

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total October	Actual September 2016
Registration Applications received and completed in the month					565	666
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					58	206
Registration Applications completed within 5 business days of receipt <i>(126 of 565 – 22.30% completed in 2 business days)</i>	90%	35.75%	-54.25%		202	268
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		181	347
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		464	914
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		145	145
<i>Staff on extended sick leave.            Delay in processing registration applications due to additional foal ownership declarations processing.            Changes to the processing of import applications for all visiting horses.</i>						



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## TRAINERS & RACING SERVICES - OCTOBER 2016

### Calls Answered

15,148

### Transactions

Online

76.22%

Phone

23.78%

### Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual September 2016
Call Answer	60% of calls to be answered in less than 60 seconds	60%	85.09%	+25.09%	12,889		80.70%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	10.80%	+19.20%	1,636		12.21%
Call Answer	10% of calls answered over two minutes	10%	4.11%	+5.89%	623		7.09%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.28 Mins	1.12 Mins	15,148		1.35 Mins

### Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual September 2016
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.68%	+0.68%		98.39%
Riders	RA	<i>Riders to be Released within no more than 18 min official close</i>	98%	100%	+2.00%		99.46%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100%	+2.00%		98.90%
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	97,383	
Email – Sent by RA		158,818

## RACING AUSTRALIA SYSTEMS - OCTOBER 2016

Average Uptime Availability (or Mean Availability) OCTOBER 2016						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual September 2016
Single National System	<u>5 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.99%	+0.09%		99.99%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Registrar of Racehorses (To be merged with SNS)	<u>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
REINS ASB System (Merge with SNS being reviewed)	<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%	99.97%	+0.07%		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