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ANNUAL SERVICE STANDARD PERFORMANCE REPORT
FOR THE 12 MONTHS ENDING JUNE 2020

OWNERS & BREEDERS SERVICES – FOR THE 12 MONTHS ENDING JUNE 2020

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	12,310	1,025.83	10,269	855.75
Change of Name	95	7.92	95	7.92

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed					10,351	862.58
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					2,232	186.00
Registration Applications completed within 5 business days of receipt	90%	90.71%	+0.71%		9,405	783.75
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil		13,726	1,143.83
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	Nil		13,481	1,123.42
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	Nil		902	75.17

SERVICE CENTRE - FOR THE 12 MONTHS ENDING JUNE 2020

Calls Answered
173,092

Transactions	
Online	Phone
75.80%	24.20%

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Calls Answered Service							
Phase of Service	**Service Standard**	**Service Standard**	**Actual Annual**	**Variation**	**Number of Calls**	**Monthly Average**	**Traffic Light**
Call Answer	60% of calls to be answered in less than 60 seconds	60%	72.07%	+12.07%	124,491	10,374	
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	13.95%	+16.05%	24,302	2,025	
Call Answer	10% of calls answered over two minutes	10%	9.08%	+0.92%	15,778	1,315	
Call Answer	5 % of Calls Abandoned before being answered	5%	4.90%	+0.10%	8,521	710	
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.38 Mins	1.02 Mins	173,092	14,424	

Note: Phone statistics unavailable from April 2020 due to alternate phone system deployed for COVID-19 remote working.

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual Annual	Variance	Traffic Light
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.03%	+0.03%	
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.29%	+1.29%	
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	98.58%	+0.58%	
Scratching's	RA	Final Scratching's to be released within no more than				
		15 min official close where no Emergencies	98%	99.41%	+1.41%	
		20 min official close where Emergencies	98%	99.49%	+1.49%	

Total SMS & Email Communications				
	Total SMS'S	**Monthly Average**	**Total Emails**	**Monthly Average**
SMS – Sent by RA	1,597,986	133,166		
Email – Sent by RA			2,457,580	204,798

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RACING AUSTRALIA SYSTEMS – 12 MONTHS ENDING JUNE 2020					
Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Traffic Light**
Single National System	53 minutes unplanned downtime for year 525,600 minutes in year	99.90%	99.99%	+0.09%	
Stable Assist	0 minutes unplanned downtime for year 525,600 minutes in year	99.90%	100.00%	+0.10%	
REINS ASB System *(Merge with SNS being reviewed)*	100 minutes unplanned downtime for year 525,600 minutes in year	99.90%	99.98%	+0.08%	
Racing Australia Website	160 minutes unplanned downtime for year 525,600 minutes in year	100%	99.97%	-0.03%	
Racing Australia Private Label Websites	226 minutes unplanned downtime for year 525,600 minutes in year	100%	99.96%	-0.04%	
Stud Book Website	27 minutes unplanned downtime for year 525,600 minutes in year	100%	99.99%	-0.01%	
SMS & Email	0 minutes unplanned downtime for year 525,600 minutes in year	99.93%	100.00%	+0.07%	
Office Local Area Network	0 minutes unplanned downtime for year 525,600 minutes in year	99.90%	100.00%	+0.10%	
Server Internal Network	0 minutes unplanned downtime for year 525,600 minutes in year	99.90%	100.00%	+0.10%	
Telco and Data Network	49 minutes unplanned downtime for year 525,600 minutes in year	99.90%	99.99%	+0.09%	
PABX	15 minutes unplanned downtime for year 525,600 minutes in year	99.90%	99.99%	+0.09%	

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EGRC - FOR THE 12 MONTHS ENDING JUNE 2020

	Total Annual	Monthly Average
Thoroughbred Parentage Testing Samples	13,733	1,144,42
Thoroughbred DNA Self Comparison Samples	1,134	94.50
Other Breeds DNA Profiling Samples	5,619	468.25
Other Breeds Diagnostic Samples	5,885	490.42

	Category	Average Target Turnaround time	Average Actual turnaround time	Traffic Light
Thoroughbreds	Parentage verification	14 days	5.91 days	
	DNA self-comparison	14 days	5.34 days	
	DNA profiled only	14 days	5.90 days	

Note: EGRC reporting commenced August 2019.

Service Standard Legend

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