



WWW.RACINGAUSTRALIA.HORSE

ANNUAL SERVICE STANDARD PERFORMANCE REPORT FOR THE 12 MONTHS ENDING JUNE 2021

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	12,508	1,042.33	12,205	1,017.08
Change of Name	113	9.42	113	9.42

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed					11,292	941.00
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					1,542	128.50
Registration Applications completed within 5 business days of receipt	90%	91.54%	+1.54%		10,347	862.25
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil		14,551	1,212.58
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	Nil		14,175	1,181.25
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	Nil		1,062	88.50



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Calls Answered							
162,399							
Transactions							
Online				Phone			
75.95%				24.05%			
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%	61.98%	+1.98%	100,614	8,385	
Call Answer	30% of calls to be answered between 60 and 120 seconds	25%	26.29%	+1.29%	42,595	3,550	
Call Answer	10% of calls answered over two minutes	10%	8.80%	+1.20%	14,419	1,201	
Call Answer	5 % of Calls Abandoned before being answered	5%	2.95%	+2.05%	4,771	397	
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.87 Mins	0.53 Mins	162,399	13,533	
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual Annual	Variance		Traffic Light
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.42%	+0.42%		
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.71%	+1.71%		
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.03%	+1.03%		
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.34%	+1.34%		
		20 min official close where Emergencies	98%	99.34%	+1.34%		
Total SMS & Email Communications							
	Total SMS'S	Monthly Average	Total Emails	Monthly Average			
SMS – Sent by RA	1,776,973	148,081.08					
Email – Sent by RA			2,899,890	241,657.50			



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Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light
Single National System	<u>355 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.93%	+0.03%	
Stable Assist	<u>335 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.94%	+0.04%	
REINS ASB System <i>(Merge with SNS being reviewed)</i>	<u>95 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.98%	+0.08%	
Racing Australia Website	<u>275 minutes unplanned downtime for year</u> 525,600 minutes year to date	100%	99.95%	-0.05%	
Racing Australia Private Label Websites	<u>197 minutes unplanned downtime for year</u> 525,600 minutes year to date	100%	99.95%	-0.05%	
Stud Book Website	<u>104 minutes unplanned downtime for year</u> 525,600 minutes year to date	100%	99.98%	-0.02%	
SMS & Email	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.93%	100.00%	+0.07%	
Office Local Area Network	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Server Internal Network	<u>125 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.98%	+0.08%	
Telco and Data Network	<u>235 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.96%	+0.06%	
PABX	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	



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	Total Annual	Monthly Average
Thoroughbred Parentage Testing Samples	12,228	1,019.00
Thoroughbred DNA Self Comparison Samples	1,426	118.83
Other Breeds DNA Profiling Samples	4,946	412.17
Other Breeds Diagnostic Samples	4,323	360.25

	Category	Average Target Turnaround time	Average Actual turnaround time	Traffic Light
Thoroughbreds	Parentage verification	14 days	4.44 days	Green
	DNA self-comparison	14 days	3.70 days	Green
	DNA profiled only	14 days	3.58 days	Green

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
Green	Yellow	Red