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SERVICE STANDARD PERFORMANCE REPORT APRIL 2024

AUSTRALIAN STUD BOOK - APRIL 2024

	Received	Processed	Actual Processed March 2024
Horse Registrations	809	734	767
Change of Name	7	7	12

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual March 2024
Registration Applications received and completed in the month					708	749
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					101	25
Registration Applications completed within 5 business days of receipt <i>100 of 806 – 12.417% completed in 2 business days)</i>	90%	90.82%	0.82%		643	688
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,411	1,743
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		2,458	1,521
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		34	52



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TRAINERS & RACING SERVICES – APRIL 2024

Calls Answered Inbound
9,049

Calls Made Outbound
2,141

Transactions	
Online	Phone
87.13%	2.87%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls Inbound	Traffic Light	Actual March 2024
Call Answer	60% of calls to be answered in less than 60 seconds	60%	92.16%	+32.16%	8,340		
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	4.25%	+20.75%	385		
Call Answer	10% of calls answered over two minutes	10%	3.45%	+6.55%	312		
Call Answer	5 % of Calls Abandoned before being answered	5%	0.13%	+4.87%	12		
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.30 Mins	+1.10 Mins	9,049		



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Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual March 2024
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	97.80%	-0.20%		97.24%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.56%	+1.56%		98.82%
Acceptances	RA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	96.90%	-1.10%		96.81%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.56%	+1.56%		99.21%
		20 min official close where Emergencies	98%	99.56%	+1.56%		99.21%
SMS & Email Communications							
		Total SMS's		Total Email's			
SMS – Sent by RA		143,311					
Email – Sent by RA				257,217			



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RACING AUSTRALIA SYSTEMS – APRIL 2024

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual March 2024
Single National System	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	<u>0 minutes 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%	+0.07%	100%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	99.99%
Stud Book 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 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime</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%



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EQUINE GENETICS RESEARCH CENTRE – APRIL 2024

	Processed	Actual March 2024
Thoroughbred Parentage Testing Samples	2,334	1,418
Thoroughbred DNA Self Comparison Samples	134	168
Other Breeds DNA Profiling Samples	561	636
Other Breeds Diagnostic Samples	434	574

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time March 2024	Traffic Light
Parentage verification	14 days	4.90 days		3.30 days	
DNA self-comparison	14 days	5.10 days		2.90 days	
DNA profiled only	14 days	4.70 days		3.70 days	
Paternity testing	14 days	9.40 days		3.10 days	
Maternity testing	14 days	3.70 days		3.80 days	
Tokyo (Backup) panel testing	28 days	9.70 days		7.20 days	
Genetic disease tests	21 days	3.10 days		2.70 days	
Colour genetic tests	21 days	2.70 days		2.90 days	

Service Standard Legend

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