



WWW.RACINGAUSTRALIA.HORSE

## SERVICE STANDARD PERFORMANCE REPORT AUGUST 2023

### OWNERS & BREEDERS SERVICES – AUGUST 2023

	Received	Processed	Actual Processed July 2023
Horse Registrations	1,141	1,083	1,023
Change of Name	33	3	7

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual July 2023
Registration Applications received and completed in the month					1,008	966
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					133	36
Registration Applications completed within 5 business days of receipt 99 of 923 – <i>10.73% completed in 2 business days</i>	90%	91.57%	1.57%		923	884
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		921	1,007
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,075	969
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		105	43



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## SERVICE STANDARD PERFORMANCE REPORT AUGUST 2023

### TRAINERS & RACING SERVICES – AUGUST 2023

Calls Answered Inbound
12,349

Calls Made Outbound
2,799

Transactions	
Online	Phone
86.06%	13.94%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls Inbound	Traffic Light	Actual July 2023
Call Answer	60% of calls to be answered in less than 60 seconds	60%	89.07%	+29.07%	10,999		80.20%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	6.07%	+18.93%	750		11.04%
Call Answer	10% of calls answered over two minutes	10%	3.95%	+6.05%	488		8.24%
Call Answer	5 % of Calls Abandoned before being answered	5%	0.91%	+4.09%	112		0.52%
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.48 Mins	+0.92 Mins	12,349		1.56 Mins



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## SERVICE STANDARD PERFORMANCE REPORT AUGUST 2023

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual July 2023
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	94.69%	-3.31%		98.13%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.07%	+0.07%		100.00%
Acceptances	RA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	95.57%	-2.43%		100.00%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	98.55%	+0.55%		100.00%
		20 min official close where Emergencies	98%	100.00%	+2.00%		100.00%
SMS & Email Communications							
		Total SMS's		Total Email's			
SMS – Sent by RA		165,243					
Email – Sent by RA				215,164			



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## SERVICE STANDARD PERFORMANCE REPORT AUGUST 2023

### RACING AUSTRALIA SYSTEMS – AUGUST 2023

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual July 2023
Single National System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>9 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.97%	+0.07%	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%
Stud Book 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 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>120 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.73%	-0.17%	100%



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## SERVICE STANDARD PERFORMANCE REPORT AUGUST 2023

### EQUINE GENETICS RESEARCH CENTRE – AUGUST 2023

	Processed	Actual July 2023
Thoroughbred Parentage Testing Samples	995	710
Thoroughbred DNA Self Comparison Samples	97	70
Other Breeds DNA Profiling Samples	606	455
Other Breeds Diagnostic Samples	1,090	877

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time July 2023	Traffic Light
Parentage verification	14 days	4.80 days		3.80 days	
DNA self-comparison	14 days	5.50 days		4.10 days	
DNA profiled only	14 days	4.00 days		4.30 days	
Paternity testing	14 days	5.10 days		3.10 days	
Maternity testing	14 days	3.60 days		4.20 days	
Tokyo (Backup) panel testing	28 days	13.90 days		13.00 days	
Genetic disease tests	21 days	2.60 days		2.90 days	
Colour genetic tests	21 days	2.70 days		2.50 days	

#### Service Standard Legend

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