SERVICE STANDARD PERFORMANCE REPORT
DECEMBER 2022

OWNERS & BREEDERS SERVICES – DECEMBER 2022			

	Received	Processed	Actual November 2022 Processed
Horse Registrations	829	873	1,086
Change of Name	8	8	11

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual November 2022
Registration Applications received and completed in the month					820	997
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					84	32
Registration Applications completed within 5 business days of receipt *118 of 820 – 14.39% completed in 2 business days)*	90%	93.17%	3.17%		764	918
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		264	277
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		315	523
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		60	121

SERVICE STANDARD PERFORMANCE REPORT
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TRAINERS & RACING SERVICES - DECEMBER 2022

Calls Answered
11,867

Transactions	
Online	**Phone**
84.32%	15.68%

Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual November 2022**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	92.56%	-5.44%		92.98%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100.00%	+2.00%		100.00%
Acceptances	RA	*Acceptances to be Released within no more than 15 min official close*	98%	99.16%	+1.16%		100.00%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.58%	+1.58%		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	146,206	
Email – Sent by RA		277,454

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SERVICE STANDARD PERFORMANCE REPORT
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RACING AUSTRALIA SYSTEMS – DECEMBER 2022					
Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Actual November 2022**
Single National System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.94%
Stud Book Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	0 minutes unplanned downtime in month 44,640 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%

RACING AUSTRALIA

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SERVICE STANDARD PERFORMANCE REPORT
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EQUINE GENETICS RESEARCH CENTRE - DECEMBER 2022

	Processed	Actual November 2022
Thoroughbred Parentage Testing Samples	233	376
Thoroughbred DNA Self Comparison Samples	56	10
Other Breeds DNA Profiling Samples	352	437
Other Breeds Diagnostic Samples	613	478

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time November 2022	Traffic Light
Parentage verification	14 days	3.20 days		4.50 days	
DNA self-comparison	14 days	2.10 days		3.60 days	
DNA profiled only	14 days	2.00 days		4.10 days	
Paternity testing	14 days	2.90 days		3.80 days	
Maternity testing	14 days	2.60 days		3.90 days	
Tokyo (Backup) panel testing	28 days	14.20 days		27.10 days	
Genetic disease tests	21 days	2.30 days		2.10 days	
Colour genetic tests	21 days	2.30 days		3.40 days	

Service Standard Legend

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