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## SERVICE STANDARD PERFORMANCE REPORT FEBRUARY 2021

### OWNERS & BREEDERS SERVICES – FEBRUARY 2021

	Received	Processed	Actual January 2021 Processed
Horse Registrations	948	975	745
Change of Name	9	9	11

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual January 2021
Registration Applications received and completed in the month					890	698
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					58	171
Registration Applications completed within 5 business days of receipt <i>(280 of 817 – 34.27% completed in 2 business days)</i>	90%	91.79%	1.55%		817	639
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,258	2,056
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		802	326
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		66	83

### TRAINERS & RACING SERVICES - FEBRUARY 2021

Calls Answered
13,128

Transactions	
Online	Phone
74.95%	25.05%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual January 2021
Call Answer	60% of calls to be answered in less than 60 seconds	60%	61.90%	+1.90%	8,135		63.50%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	27.90%	+2.90%	3,666		26.78%
Call Answer	10% of calls answered over two minutes	10%	5.60%	+4.40%	736		8.20%
Call Answer	5 % of Calls Abandoned before being answered	5%	4.50%	+0.50%	591		1.50%
Total Call Time	2 minutes 40 seconds	2.40 Mins	2.11 Mins	0.29 Min	13,128		2.11 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual January 2021
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.22%	+0.22%		98.73%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2.00%		99.58%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	98.22%	+0.22%		98.15%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	99.56%	+1.56%		99.15%
		20 min official close where Emergencies	98%	99.56%	+1.56%		98.15%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	156,471	
Email – Sent by RA		325,831

**RACING AUSTRALIA SYSTEMS – FEBRUARY 2021**

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual January 2021
Single National System	<u>30 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	99.93%	+0.03%	99.93%
Stable Assist	<u>30 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	99.93%	+0.03%	99.93%
REINS ASB System	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	99.97%
Racing Australia Website	<u>30 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	99.93%	+0.03%	99.93%
Racing Australia Private Label Websites	<u>4 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	99.99%	+0.06%	99.93%
Stud Book Websites	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.09%	100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 40,320 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>60 minutes unplanned downtime</u> 40,320 minutes in month	99.90%	99.73%	-0.17%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	100%

**EQUINE GENETICS RESEARCH CENTRE – FEBRUARY 2021**

	Processed	Actual January 2021
Thoroughbred Parentage Testing Samples	649	317
Thoroughbred DNA Self Comparison Samples	144	80
Other Breeds DNA Profiling Samples	397	314
Other Breeds Diagnostic Samples	306	283

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time January 2021	Traffic Light
Parentage verification	14 days	3.50 days	Green	5.00 days	Green
DNA self-comparison	14 days	3.60 days	Green	4.50 days	Green
DNA profiled only	14 days	3.30 days	Green	4.20 days	Green
Paternity testing	14 days	4.40 days	Green	6.10 days	Green
Maternity testing	14 days	3.30 days	Green	6.10 days	Green
Tokyo (Backup) panel testing	28 days	18 days	Green	34.30 days	Green
Genetic disease tests	21 days	2.20 days	Green	1.80 days	Green
Colour genetic tests	21 days	6.60 days	Green	3.50 days	Green

**Service Standard Legend**

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