RACING AUSTRALIA

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SERVICE STANDARD PERFORMANCE REPORT
FEBRUARY 2022

OWNERS & BREEDERS SERVICES – FEBRUARY 2022

	Received	Processed	Actual January 2022 Processed
Horse Registrations	829	813	747
Change of Name	7	7	3

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual January 2022
Registration Applications received and completed in the month					768	692
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					61	181
Registration Applications completed within 5 business days of receipt *(94 of 768 – 12.24% completed in 2 business days)*	90%	92.19%	2.19%		708	646
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,244	1,803
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		876	254
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		73	55

TRAINERS & RACING SERVICES - FEBRUARY 2022

Calls Answered
10,728

Transactions	
Online	**Phone**
81.28%	18.72%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual January 2022
Call Answer	60% of calls to be answered in less than 60 seconds	60%	64.56%	+4.56%	6,926		62.19%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	26.08%	+1.08%	2,798		25.23%
Call Answer	10% of calls answered over two minutes	10%	7.62%	+2.38%	817		9.02%
Call Answer	5 % of Calls Abandoned before being answered	5%	1.74%	+3.26%	187		3.56%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.38 Mins	1.02 Mins	10,728		1.37 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual January 2022
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.01%	+0.01%		98.21%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.50%	+1.5%		99.55%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	99.05%	+1.05%		98.66%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	98.51%	+0.51%		99.10%
		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	112,017	
Email – Sent by RA		175,725

RACING AUSTRALIA SYSTEMS – FEBRUARY 2022

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual January 2022
Single National System	0 minutes unplanned downtime in month 40,320 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	0 minutes unplanned downtime in month 40,320 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	0 minutes unplanned downtime in month 40,320 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	0 minutes unplanned downtime in month 40,320 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 40,320 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Website	0 minutes unplanned downtime in month 40,320 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	0 Minutes unplanned downtime in month 40,320 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	0 minutes unplanned downtime in month 40,320 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	0 minutes unplanned downtime in month 40,320 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	0 minutes unplanned downtime 40,320 minutes in month	99.90%	100%	-0.31%	100%
PABX	0 minutes unplanned downtime in month 40,320 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE - FEBRUARY 2022

	Processed	Actual January 2022
Thoroughbred Parentage Testing Samples	767	205
Thoroughbred DNA Self Comparison Samples	150	129
Other Breeds DNA Profiling Samples	383	403
Other Breeds Diagnostic Samples	294	509

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time January 2022	Traffic Light
Parentage verification	14 days	4.60 days		3.00 days	
DNA self-comparison	14 days	3.30 days		2.10 days	
DNA profiled only	14 days	4.00 days		9.40 days	
Paternity testing	14 days	4.30 days		3.20 days	
Maternity testing	14 days	5.30 days		3.00 days	
Tokyo (Backup) panel testing	28 days	N/A		N/A	
Genetic disease tests	21 days	5.30 days		3.50 days	
Colour genetic tests	21 days	9.80 days		3.40 days	

Service Standard Legend

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