



WWW.RACINGAUSTRALIA.HORSE

## SERVICE STANDARD PERFORMANCE REPORT FEBRUARY 2023

### OWNERS & BREEDERS SERVICES – FEBRUARY 2023

	Received	Processed	Actual Processed January 2023
Horse Registrations	893	849	711
Change of Name	10	10	5

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual January 2023
Registration Applications received and completed in the month					803	663
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					90	106
Registration Applications completed within 5 business days of receipt <i>82 of 803 – 10.21% completed in 2 business days)</i>	90%	92.03%	2.03%		739	601
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,330	2,584
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		720	410
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		63	47



WWW.RACINGAUSTRALIA.HORSE

## SERVICE STANDARD PERFORMANCE REPORT FEBRUARY 2023

### TRAINERS & RACING SERVICES – FEBRUARY 2023

#### Calls Answered

10,919

#### Transactions

Online

85.35%

Phone

14.65%

#### Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual January 2023
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99.51%	+1.51%		85.59%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.51%	+1.51%		97.38%
Acceptances	RA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100.00%	+2.00%		97.36%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.25%	+0.25%		98.25%
		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	120,149	
Email – Sent by RA		235,989

## SERVICE STANDARD PERFORMANCE REPORT FEBRUARY 2023

### RACING AUSTRALIA SYSTEMS – FEBRUARY 2023

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual January 2023
Single National System	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	99.94%
Stud Book Websites	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	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>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 40,320 minutes in month	99.90%	100%	+0.10%	100%



WWW.RACINGAUSTRALIA.HORSE

## SERVICE STANDARD PERFORMANCE REPORT FEBRUARY 2023

### EQUINE GENETICS RESEARCH CENTRE – FEBRUARY 2023

	Processed	Actual January 2023
Thoroughbred Parentage Testing Samples	663	239
Thoroughbred DNA Self Comparison Samples	131	104
Other Breeds DNA Profiling Samples	366	364
Other Breeds Diagnostic Samples	533	377

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time January 2023	Traffic Light
Parentage verification	14 days	4.90 days		5.30 days	
DNA self-comparison	14 days	5.30 days		4.90 days	
DNA profiled only	14 days	3.70 days		3.00 days	
Paternity testing	14 days	4.50 days		3.80 days	
Maternity testing	14 days	4.80 days		N/A days	
Tokyo (Backup) panel testing	28 days	30.90 days		N/A days	
Genetic disease tests	21 days	2.20 days		2.40 days	
Colour genetic tests	21 days	2.50 days		5.90 days	

#### Service Standard Legend

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