WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT
FEBRUARY 2024

AUSTRALIAN STUD BOOK - FEBRUARY 2024

	Received	Processed	Actual Processed January 2024
Horse Registrations	858	878	921
Change of Name	14	14	3

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual January 2024
Registration Applications received and completed in the month					806	830
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					52	0
Registration Applications completed within 5 business days of receipt *100 of 806 – 12.417% completed in 2 business days)*	90%	92.55%	2.55%	🟩	746	757
DNA kits dispatched within 3 business days, including imports	100%	100%	0%	🟩	2,116	3,357
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%	🟩	781	422
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%	🟩	69	53

SERVICE STANDARD PERFORMANCE REPORT
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TRAINERS & RACING SERVICES – FEBRUARY 2024

Calls Answered Inbound
11,194

Calls Made Outbound
2,463

Transactions	
Online	Phone
86.43%	13.57%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls Inbound	Traffic Light	Actual January 2024
Call Answer	60% of calls to be answered in less than 60 seconds	60%	70.79%	+10.79%	7,924		73.83%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	18.69%	+6.31%	2,092		16.97%
Call Answer	10% of calls answered over two minutes	10%	9.80%	+0.20%	1,097		8.15%
Call Answer	5 % of Calls Abandoned before being answered	5%	0.72%	+4.28%	81		1.05%
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.44 Mins	+0.56 Mins	11,194		1.43 Mins

SERVICE STANDARD PERFORMANCE REPORT
FEBRUARY 2024

Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual January 2024**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.10%	+0.10%		83.89%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.53%	+1.53%		94.79%
Acceptances	RA	*Acceptances to be Released within no more than 15 min official close*	98%	98.10%	+0.10%		88.15%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%		98.58%
		20 min official close where Emergencies	98%	100%	+2.00%		97.63%

SMS & Email Communications		
	Total SMS's	**Total Email's**
SMS – Sent by RA	133,421	
Email – Sent by RA		273,508

SERVICE STANDARD PERFORMANCE REPORT
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RACING AUSTRALIA SYSTEMS – FEBRUARY 2024

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual January 2024
Single National System	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	99.97%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Websites	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	0 minutes unplanned downtime in month 41,760 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	100%
PABX	0 minutes unplanned downtime in month 41,760 minutes in month	99.90%	100%	+0.10%	94.62%

SERVICE STANDARD PERFORMANCE REPORT
FEBRUARY 2024

EQUINE GENETICS RESEARCH CENTRE – FEBRUARY 2024

	Processed	Actual January 2024
Thoroughbred Parentage Testing Samples	516	314
Thoroughbred DNA Self Comparison Samples	147	152
Other Breeds DNA Profiling Samples	585	432
Other Breeds Diagnostic Samples	816	420

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time January 2024	Traffic Light
Parentage verification	14 days	3.50 days	🟩	3.70 days	🟩
DNA self-comparison	14 days	3.00 days	🟩	3.20 days	🟩
DNA profiled only	14 days	3.80 days	🟩	4.60 days	🟩
Paternity testing	14 days	4.00 days	🟩	4.00 days	🟩
Maternity testing	14 days	3.10 days	🟩	3.30 days	🟩
Tokyo (Backup) panel testing	28 days	14.30 days	🟩	N/A	🟩
Genetic disease tests	21 days	3.90 days	🟩	5.40 days	🟩
Colour genetic tests	21 days	1.90 days	🟩	3.70 days	🟩

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
🟩	🟧	🟥