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SERVICE STANDARD PERFORMANCE REPORT JANUARY 2021

OWNERS & BREEDERS SERVICES – JANUARY 2021

	Received	Processed	Actual December 2020 Processed
Horse Registrations	869	745	852
Change of Name	11	11	5

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual December 2020
Registration Applications received and completed in the month					698	708
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					171	92
Registration Applications completed within 5 business days of receipt <i>(157 of 698 – 22.49% completed in 2 business days)</i>	90%	91.55%	1.55%		639	656
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,056	945
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		326	821
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		83	71

TRAINERS & RACING SERVICES - JANUARY 2021

Calls Answered
12,151

Transactions	
Online	Phone
74.15%	25.85%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual December 2020
Call Answer	60% of calls to be answered in less than 60 seconds	60%	63.50%	+3.50%	7,716		61.90%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	26.78%	+2.78%	3,255		27.90%
Call Answer	10% of calls answered over two minutes	10%	8.20%	+1.80%	997		5.60%
Call Answer	5 % of Calls Abandoned before being answered	5%	1.50%	+3.50%	183		4.50%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.40 Mins	1.00 Min	12,151		2.11 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual December 2020
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.73%	+0.73%		98.22%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.58%	+0.58%		100%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	98.15%	+0.15%		98.22%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	99.15%	+1.15%		98.56%
		20 min official close where Emergencies	98%	99.15%	+1.15%		98.56%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	170,447	
Email – Sent by RA		206,065

RACING AUSTRALIA SYSTEMS – JANUARY 2021

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual December 2020
Single National System	<u>30 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.93%	+0.03%	99.93%
Stable Assist	<u>30 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.93%	+0.03%	99.93%
REINS ASB System	<u>10 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.97%	+0.10%	99.97%
Racing Australia Website	<u>30 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.93%	+0.03%	99.98%
Racing Australia Private Label Websites	<u>30 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.93%	+0.06%	99.93%
Stud Book Websites	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.09%	100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 44,640 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE – JANUARY 2021

	Processed	Actual December 2020
Thoroughbred Parentage Testing Samples	253	317
Thoroughbred DNA Self Comparison Samples	145	80
Other Breeds DNA Profiling Samples	376	314
Other Breeds Diagnostic Samples	319	283

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time December 2020	Traffic Light
Parentage verification	14 days	5.00 days	Green	4.50 days	Green
DNA self-comparison	14 days	4.50 days	Green	4.30 days	Green
DNA profiled only	14 days	4.20 days	Green	5.50 days	Green
Paternity testing	14 days	6.10 days	Green	6.20 days	Green
Maternity testing	14 days	6.10 days	Green	3.90 days	Green
Tokyo (Backup) panel testing	28 days	34.30 days	Red	N/A	Green
Genetic disease tests	21 days	1.80 days	Green	2.60 days	Green
Colour genetic tests	21 days	3.50 days	Green	16.70 days	Green

Service Standard Legend

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