SERVICE STANDARD PERFORMANCE REPORT
JANUARY 2023

OWNERS & BREEDERS SERVICES – JANUARY 2023

	Received	Processed	Actual December 2022 Processed
Horse Registrations	769	711	873
Change of Name	5	5	8

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual December 2022
Registration Applications received and completed in the month					663	820
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					106	84
Registration Applications completed within 5 business days of receipt *52 of 663 – 7.84% completed in 2 business days)*	90%	90.65%	0.65%		601	764
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,584	264
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		410	315
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		47	60

SERVICE STANDARD PERFORMANCE REPORT
JANUARY 2023

TRAINERS & RACING SERVICES – JANUARY 2023

Calls Answered
11,306

Transactions	
Online	**Phone**
84.99%	15.01%

Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual December 2022**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	85.59%	-12.41%		92.56%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	97.38%	-0.62%		100.00%
Acceptances	RA	*Acceptances to be Released within no more than 15 min official close*	98%	97.36%	-0.64%		99.16%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	98.25%	+0.25%		99.58%
		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	155,232	
Email – Sent by RA		204,437

SERVICE STANDARD PERFORMANCE REPORT
JANUARY 2023

RACING AUSTRALIA SYSTEMS – JANUARY 2023					

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual December 2022
Single National System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.94%
Stud Book Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	0 minutes unplanned downtime in month 44,640 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%

SERVICE STANDARD PERFORMANCE REPORT
JANUARY 2023

EQUINE GENETICS RESEARCH CENTRE – JANUARY 2023

	Processed	Actual December 2022
Thoroughbred Parentage Testing Samples	239	233
Thoroughbred DNA Self Comparison Samples	104	56
Other Breeds DNA Profiling Samples	364	352
Other Breeds Diagnostic Samples	377	613

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time December 2022	Traffic Light
Parentage verification	14 days	5.30 days		3.20 days	
DNA self-comparison	14 days	4.90 days		2.10 days	
DNA profiled only	14 days	3.00 days		2.00 days	
Paternity testing	14 days	3.80 days		2.90 days	
Maternity testing	14 days	N/A days		2.60 days	
Tokyo (Backup) panel testing	28 days	N/A days		14.20 days	
Genetic disease tests	21 days	2.40 days		2.30 days	
Colour genetic tests	21 days	5.90 days		2.30 days	

Service Standard Legend

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