RACING AUSTRALIA
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SERVICE STANDARD PERFORMANCE REPORT
JANUARY 2024

AUSTRALIAN STUD BOOK - JANUARY 2024

	Received	Processed	Actual Processed December 2023
Horse Registrations	830	921	923
Change of Name	3	3	4

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual December 2023
Registration Applications received and completed in the month					830	873
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					0	13
Registration Applications completed within 5 business days of receipt *115 of 830 – 13.867% completed in 2 business days)*	90%	91.20%	1.20%		757	802
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		3,357	214
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		422	305
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		53	51

SERVICE STANDARD PERFORMANCE REPORT
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TRAINERS & RACING SERVICES – JANUARY 2024

Calls Answered Inbound
13,774

Calls Made Outbound
2,594

Transactions	
Online	Phone
87.57%	12.43%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls Inbound	Traffic Light	Actual December 2023
Call Answer	60% of calls to be answered in less than 60 seconds	60%	73.83%	+13.38%	10,170		79.38%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	16.97%	+8.03%	2,338		12.07%
Call Answer	10% of calls answered over two minutes	10%	8.15%	+1.85%	1,122		7.81%
Call Answer	5 % of Calls Abandoned before being answered	5%	1.05%	+3.96%	144		0.77%
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.43Mins	+0.57Mins	13,774		1.41 Mins

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Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual December 2023**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	83.89%	-14.11%	🟥	91.87%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	94.79%	-3.21%	🟥	95.56%
Acceptances	RA	*Acceptances to be Released within no more than 15 min official close*	98%	88.15%	-9.85%	🟥	97.98%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	98.58%	+0.58%	🟩	97.18%
		20 min official close where Emergencies	98%	97.63%	-0.37%	🟧	98.39%

SMS & Email Communications		
	Total SMS's	**Total Email's**
SMS – Sent by RA	158,500	
Email – Sent by RA		240,167

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RACING AUSTRALIA SYSTEMS – JANUARY 2024					
Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual December 2023
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	9 minutes unplanned downtime in month / 44,640 minutes in month	99.90%	99.97%	+0.07%	99.97%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month / 44,640 minutes in month	99.90%	100%	+0.10%	100%
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	2,400 minutes unplanned downtime in month / 44,640 minutes in month	99.90%	94.62%	-5.28%	94.62%

SERVICE STANDARD PERFORMANCE REPORT
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EQUINE GENETICS RESEARCH CENTRE – JANUARY 2024

	Processed	Actual December 2023
Thoroughbred Parentage Testing Samples	314	245
Thoroughbred DNA Self Comparison Samples	152	78
Other Breeds DNA Profiling Samples	432	465
Other Breeds Diagnostic Samples	420	731

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time December 2023	Traffic Light
Parentage verification	14 days	3.70 days		9.90 days	
DNA self-comparison	14 days	3.20 days		11.40 days	
DNA profiled only	14 days	4.60 days		6.50 days	
Paternity testing	14 days	4.00 days		5.70 days	
Maternity testing	14 days	3.30 days		4.00 days	
Tokyo (Backup) panel testing	28 days	N/A		1.60 days	
Genetic disease tests	21 days	5.40 days		2.50 days	
Colour genetic tests	21 days	3.70 days		2.80 days	

Service Standard Legend

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