SERVICE STANDARD PERFORMANCE REPORT
JULY 2020

OWNERS & BREEDERS SERVICES – JULY 2020			

	Received	Processed	Actual June 2020 Processed
Horse Registrations	1,088	1,092	1,116
Change of Name	9	9	9

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual June 2020
Registration Applications received and completed in the month					1,037	1,045
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					278	273
Registration Applications completed within 5 business days of receipt *(165 of 988 – 16.70% completed in 2 business days)*	90%	95.27%	+5.27%		988	954
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,014	1,070
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,421	1,445
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		78	67

TRAINERS & RACING SERVICES - JULY 2020	

Calls Answered
15,848

Transactions	
Online	Phone
74.53%	25.47%

WWW.RACINGAUSTRALIA.HORSE

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual June 2020
Call Answer	60% of calls to be answered in less than 60 seconds	60%	62.14%	+2.14%	9,848		63.79%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	22.79%	-2.21%	3,612		23.30%
Call Answer	10% of calls answered over two minutes	10%	12.78%	+2.78%	2,025		9.94%
Call Answer	5 % of Calls Abandoned before being answered	5%	2.29%	+2.71%	363		2.97%
Total Call Time	2 minutes 40 seconds	2.40 Mins	2.12 Mins	0.28 Min	15,848		2.03 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual June 2020
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.97%	+0.97%		98.94%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2.00%		98.94%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	98.95%	+0.95%		98.40%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	99.48%	+1.48%		99.47%
		20 min official close where Emergencies	98%	99.48%	+1.48%		99.47%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	131,620	
Email – Sent by RA		176,590

RACING AUSTRALIA SYSTEMS – JULY 2020

Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Actual June 2020**
Single National System	20 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.95%	+0.05%	99.96%
Stable Assist	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System *(Merge with SNS being reviewed)*	10 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.97%	+0.07%	99.93%
Racing Australia Website	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.96%
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 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%

EQUINE GENETICS RESEARCH CENTRE – JULY 2020

	Processed	Actual June 2020
Thoroughbred Parentage Testing Samples	1,358	1,035
Thoroughbred DNA Self Comparison Samples	120	67
Other Breeds DNA Profiling Samples	670	494
Other Breeds Diagnostic Samples	501	364

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time June 2020	Traffic Light
Parentage verification	14 days	3.90 days		4.20 days	
DNA self-comparison	14 days	3.75 days		4.20 days	
DNA profiled only	14 days	2.10 days		4.20 days	
Paternity testing	14 days	5.90 days		5.00 days	
Maternity testing	14 days	5.10 days		5.00 days	
Tokyo (Backup) panel testing	28 days	7.30 days		5.80 days	
Genetic disease tests	21 days	3.10 days		3.20 days	
Colour genetic tests	21 days	4.20 days		4.60 days	

Service Standard Legend

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