RACING AUSTRALIA

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SERVICE STANDARD PERFORMANCE REPORT
JULY 2021

OWNERS & BREEDERS SERVICES – JULY 2021

	Received	Processed	Actual June 2021 Processed
Horse Registrations	1,146	972	933
Change of Name	3	3	3

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual June 2021
Registration Applications received and completed in the month					930	893
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					216	34
Registration Applications completed within 5 business days of receipt *(289 of 930 – 31% completed in 2 business days)*	90%	91.50%	1.50%		851	819
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		707	988
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1291	1,529
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		84	59

TRAINERS & RACING SERVICES - JULY 2021

Calls Answered
14,258

Transactions	
Online	**Phone**
77.36%	22.64%

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Calls Answered Service							
Phase of Service	**Service Standard**	**Service Standard**	**Actual**	**Variation**	**Number of Calls**	**Traffic Light**	**Actual June 2021**
Call Answer	60% of calls to be answered in less than 60 seconds	60%	62.70%	+2.70%	8,940		61.20%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	25.84%	+0.84%	3,684		26.00%
Call Answer	10% of calls answered over two minutes	10%	8.64%	+1.36%	1,232		11.60%
Call Answer	5 % of Calls Abandoned before being answered	5%	2.82%	+2.18%	402		1.20%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.38 Mins	1.02 Min	14,258		1.41 Mins

Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual June 2021**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.71%	+0.71%		99.00%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.13%	+1.13%		99.50%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	99.13%	+1.13%		100.00%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	100.00%	+2.00%		100.00%
		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	165,063	
Email – Sent by RA		283,695

RACING AUSTRALIA SYSTEMS – JULY 2021

Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Actual June 2021**
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	30 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.93%	+0.03%	100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Website	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	60 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.86%	-0.04%	100%
Telco and Data Network	180 minutes unplanned downtime 44,640 minutes in month	99.90%	99.59%	-0.31%	100%
PABX	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE – JULY 2021

	Processed	Actual June 021
Thoroughbred Parentage Testing Samples	1,356	1,211
Thoroughbred DNA Self Comparison Samples	95	118
Other Breeds DNA Profiling Samples	515	355
Other Breeds Diagnostic Samples	371	354

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time June 2021	Traffic Light
Parentage verification	14 days	3.40 days		4.30 days	
DNA self-comparison	14 days	2.80 days		2.70 days	
DNA profiled only	14 days	5.00 days		3.50 days	
Paternity testing	14 days	2.60 days		3.30 days	
Maternity testing	14 days	2.10 days		3.30 days	
Tokyo (Backup) panel testing	28 days	N/A		21.00 days	
Genetic disease tests	21 days	4.80 days		1.60 days	
Colour genetic tests	21 days	2.10 days		3.30 days	

Service Standard Legend

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