SERVICE STANDARD PERFORMANCE REPORT
JULY 2022

OWNERS & BREEDERS SERVICES – JULY 2022

	Received	Processed	Actual June 2022 Processed
Horse Registrations	900	841	709
Change of Name	9	9	10

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual June 2022
Registration Applications received and completed in the month					858	668
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					36	161
Registration Applications completed within 5 business days of receipt *171 of 810 – 21.11% completed in 2 business days)*	90%	91.97%	1.97%		745	617
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		901	793
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,026	1,828
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		61	66

TRAINERS & RACING SERVICES - JULY 2022

Calls Answered
13,207

Transactions	
Online	Phone
83.47%	16.53%

Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual June 2022**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	93.16%	-4.84%	🟥	98.19%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100.00%	+2.00%	🟩	100.00%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	99.14%	+1.14%	🟩	99.10%
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%	🟩	99.54%
		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	139,723	
Email – Sent by RA		215,587

RACING AUSTRALIA SYSTEMS – JULY 2022

Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Actual June 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%	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	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE - JULY 2022

	Processed	Actual June 2022
Thoroughbred Parentage Testing Samples	1,168	1,541
Thoroughbred DNA Self Comparison Samples	134	151
Other Breeds DNA Profiling Samples	453	563
Other Breeds Diagnostic Samples	376	451

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time June 2022	Traffic Light
Parentage verification	14 days	3.60 days		3.80 days	
DNA self-comparison	14 days	3.10 days		6.60 days	
DNA profiled only	14 days	2.40 days		2.90 days	
Paternity testing	14 days	3.10 days		3.30 days	
Maternity testing	14 days	3.40 days		2.80 days	
Tokyo (Backup) panel testing	28 days	2.00 days		24.40 days	
Genetic disease tests	21 days	2.10 days		2.60 days	
Colour genetic tests	21 days	1.60 days		1.60 days	

Service Standard Legend

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