SERVICE STANDARD PERFORMANCE REPORT
MARCH 2020

OWNERS & BREEDERS SERVICES – MARCH 2019

	Received	Processed	Actual February 2020 Processed
Horse Registrations	834	720	915
Change of Name	10	10	12

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual February 2020
Registration Applications received and completed in the month					682	867
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					152	210
Registration Applications completed within 5 business days of receipt *(258 of 682 – 37.82% completed in 2 business days)*	90%	90.17%	0.17%		615	786
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,988	2,094
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,915	839
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		24	64

TRAINERS & RACING SERVICES - MARCH 2020

Calls Answered
14,049

Transactions	
Online	**Phone**
73.34%	26.66%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual February 2020
Call Answer	60% of calls to be answered in less than 60 seconds	60%	74.78%	+14.78%	10,516		76.61%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	12.87%	+12.13%	1,810		13.29%
Call Answer	10% of calls answered over two minutes	10%	6.59%	+3.41%	926		5.49%
Call Answer	5 % of Calls Abandoned before being answered	5%	5.67%	-0.67%	797		4.61%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.44 Mins	0.96 Min	14,049		1.36 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual February 2020
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.29%	+0.29%		100%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.71%	+0.71%		100%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	94.37%	-3.63%		100%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	98.70%	+0.70%		100%
		20 min official close where Emergencies	98%	98.70%	+0.70%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	190,129	
Email – Sent by RA		206,791

RACING AUSTRALIA SYSTEMS – MARCH 2020

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual February 2020
Single National System	10 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.98%	+0.08%	100%
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)*	15 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.97%	+0.07%	100%
Racing Australia Website	60 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.87%	-0.03%	100%
Racing Australia Private Label Websites	60 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.95%
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 – MARCH 2020

	Processed	Actual February 2020
Thoroughbred Parentage Testing Samples	1,812	640
Thoroughbred DNA Self Comparison Samples	116	122
Other Breeds DNA Profiling Samples	404	315
Other Breeds Diagnostic Samples	287	293

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time February 2020	Traffic Light
Parentage verification	14 days	5.30 days		3.90 days	
DNA self-comparison	14 days	4.30 days		3.70 days	
DNA profiled only	14 days	5.00 days		2.80 days	
Paternity testing	14 days	5.50 days		3.90days	
Maternity testing	14 days	5.50 days		3.50 days	
Tokyo (Backup) panel testing	28 days	15.30 days		0 days	
Genetic disease tests	21 days	4.70 days		1.70 days	
Colour genetic tests	21 days	1.80 days		3.10 days	

Service Standard Legend

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