SERVICE STANDARD PERFORMANCE REPORT
MARCH 2021

OWNERS & BREEDERS SERVICES – MARCH 2021			

	Received	Processed	Actual February 2021 Processed
Horse Registrations	934	907	975
Change of Name	14	14	9

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual February 2021
Registration Applications received and completed in the month					854	890
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					80	58
Registration Applications completed within 5 business days of receipt *(196 of 854 – 22.95% completed in 2 business days)*	90%	91.10%	1.55%		778	639
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,703	2,056
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		2,059	326
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		74	83

TRAINERS & RACING SERVICES - MARCH 2021	

Calls Answered
14,102

Transactions	
Online	Phone
75.39%	24.61%

WWW.RACINGAUSTRALIA.HORSE

Calls Answered Service							
Phase of Service	**Service Standard**	**Service Standard**	**Actual**	**Variation**	**Number of Calls**	**Traffic Light**	**Actual February 2021**
Call Answer	60% of calls to be answered in less than 60 seconds	60%	63.80%	+3.80%	8,997		61.90%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	26.10%	+1.10%	3,680		27.90%
Call Answer	10% of calls answered over two minutes	10%	6.90%	+3.10%	973		5.60%
Call Answer	5 % of Calls Abandoned before being answered	5%	3.20%	+1.80%	452		4.50%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.42 Mins	0.98 Min	14,102		2.11 Mins

Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual February 2021**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.10%	+0.10%		98.22%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2%		100%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	99.05%	+1.05%		98.22%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	99.10%	+1.10%		99.56%
		20 min official close where Emergencies	98%	99.10%	+1.10%		99.56%

SMS & Email Communications		
	Total SMS's	**Total Email's**
SMS – Sent by RA	143,225	
Email – Sent by RA		204,686

RACING AUSTRALIA SYSTEMS – MARCH 2021

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual February 2021
Single National System	30 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.93%	+0.03%	99.93%
Stable Assist	30 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.93%	+0.03%	99.93%
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%	99.93%
Racing Australia Private Label Websites	4 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.99%	+0.06%	99.99%
Stud Book Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.09%	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	60 minutes unplanned downtime 44,640 minutes in month	99.90%	99.86%	-0.14%	99.73%
PABX	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE – MARCH 2021

	Processed	Actual February 2021
Thoroughbred Parentage Testing Samples	2,026	649
Thoroughbred DNA Self Comparison Samples	152	144
Other Breeds DNA Profiling Samples	437	397
Other Breeds Diagnostic Samples	337	306

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time February 2021	Traffic Light
Parentage verification	14 days	4.70 days	🟩	3.50 days	🟩
DNA self-comparison	14 days	4.50 days	🟩	3.60 days	🟩
DNA profiled only	14 days	3.90 days	🟩	3.30 days	🟩
Paternity testing	14 days	4.30 days	🟩	4.40 days	🟩
Maternity testing	14 days	4.30 days	🟩	3.30 days	🟩
Tokyo (Backup) panel testing	28 days	12 days	🟥	18 days	🟩
Genetic disease tests	21 days	1.50 days	🟩	2.20 days	🟩
Colour genetic tests	21 days	15.70 days	🟩	6.60 days	🟩

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
🟩	🟧	🟥