



WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT MARCH 2023

OWNERS & BREEDERS SERVICES – MARCH 2023

| | Received | Processed | Actual Processed February 2023 |
|---------------------|----------|-----------|-----------------------------------|
| Horse Registrations | 886 | 869 | 849 |
| Change of Name | 7 | 7 | 10 |

| Monthly Calculation | Target Standard | Actual Standard | Variation | Traffic Light | Total | Actual February 2023 |
|--|-----------------|-----------------|-----------|---------------|-------|----------------------|
| Registration Applications received and completed in the month | | | | | 816 | 803 |
| Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required) | | | | | 70 | 90 |
| Registration Applications completed within 5 business days of receipt 77 of 816 – 9.44% completed in 2 business days) | 90% | 94.24% | 4.24% | | 769 | 739 |
| DNA kits dispatched within 3 business days, including imports | 100% | 100% | 0% | | 2,199 | 2,330 |
| DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports | 100% | 100% | 0% | | 1,238 | 720 |
| New Breeder, Brand and Veterinarian applications processed within 2 business days | 100% | 100% | 0% | | 60 | 63 |
| | | | | | | |



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TRAINERS & RACING SERVICES – MARCH 2023

Calls Answered

12,610

Transactions

Online

84.58%

Phone

15.42%

Racing Materials Compilation Service

| Phase of Service | | Service Standard Average Monthly Calculation | Target Standard | Actual | Var | Traffic Light | Actual February 2023 |
|------------------|----|---|-----------------|---------|--------|---------------|----------------------|
| Nominations | RA | <i>Nominations to be Released within no more than 10 min official close</i> | 98% | 97.46% | -0.54% | | 99.51% |
| Riders | RA | Riders to be Released within no more than 18 min official close | 98% | 99.15% | +1.15% | | 99.51% |
| Acceptances | RA | <i>Acceptances to be Released within no more than 15 min official close</i> | 98% | 99.15% | +1.15% | | 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% | | 99.25% |
| | | 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 | 124,048 | |
| Email – Sent by RA | | 217,258 |

SERVICE STANDARD PERFORMANCE REPORT MARCH 2023

RACING AUSTRALIA SYSTEMS – MARCH 2023

| Average Uptime Availability (or Mean Availability) | | | | | |
|--|---|---------------|---------------|-----------|----------------------|
| System | Monthly Calculation | Target Uptime | Actual Uptime | Variation | Actual February 2023 |
| Single National System | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| Stable Assist | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| REINS ASB System | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| Racing Australia Website | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| Racing Australia Private Label Websites | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| Stud Book Websites | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| SMS & Email | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.93% | 100% | +0.07% | 100% |
| Office Local Area Network | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| Server Internal Network | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| Telco and Data Network | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| PABX | <u>0 minutes unplanned downtime in month</u> 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| | | | | | |



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SERVICE STANDARD PERFORMANCE REPORT MARCH 2023

EQUINE GENETICS RESEARCH CENTRE – MARCH 2023

| | Processed | Actual February 2023 |
|--|-----------|----------------------|
| Thoroughbred Parentage Testing Samples | 1,686 | 663 |
| Thoroughbred DNA Self Comparison Samples | 188 | 131 |
| Other Breeds DNA Profiling Samples | 731 | 366 |
| Other Breeds Diagnostic Samples | 510 | 533 |

| Category | Target Turnaround time | Actual turnaround time | Traffic Light | Actual turnaround time February 2023 | Traffic Light |
|------------------------------|------------------------|------------------------|---------------|--------------------------------------|---------------|
| Parentage verification | 14 days | 5.20 days | Green | 4.90 days | Green |
| DNA self-comparison | 14 days | 3.80 days | Green | 5.30 days | Green |
| DNA profiled only | 14 days | 4.80 days | Green | 3.70 days | Green |
| Paternity testing | 14 days | 4.50 days | Green | 4.50 days | Green |
| Maternity testing | 14 days | 5.90 days | Green | 4.80 days | Green |
| Tokyo (Backup) panel testing | 28 days | 41.00 days | Red | 30.90 days | Green |
| Genetic disease tests | 21 days | 2.10 days | Green | 2.20 days | Green |
| Colour genetic tests | 21 days | 3.70 days | Green | 2.50 days | Green |

Service Standard Legend

| Meeting Service Standard | Within negative 1% of Service Standard | Below Service Standard |
|--------------------------|--|------------------------|
| Green | Yellow | Red |