SERVICE STANDARD PERFORMANCE REPORT
MARCH 2024

AUSTRALIAN STUD BOOK - MARCH 2024

	Received	Processed	Actual Processed February 2024
Horse Registrations	774	767	878
Change of Name	12	12	14

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual February 2024
Registration Applications received and completed in the month					749	806
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					25	52
Registration Applications completed within 5 business days of receipt *125 of 749 – 16.69% completed in 2 business days)*	90%	91.86%	1.86%		688	746
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,743	2,116
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,521	781
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		52	69

SERVICE STANDARD PERFORMANCE REPORT
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TRAINERS & RACING SERVICES – MARCH 2024

Calls Answered Inbound
11,194

Calls Made Outbound
2,463

Transactions	
Online	Phone
86.43%	13.57%

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Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual February 2024
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	97.24%	-0.76%		98.10%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.82%	+0.82%		99.53%
Acceptances	RA	*Acceptances to be Released within no more than 15 min official close*	98%	96.81%	-1.19%		98.10%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.21%	+1.21%		100%
		20 min official close where Emergencies	98%	99.21%	+1.21%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	156,584	
Email – Sent by RA		266,710

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RACING AUSTRALIA SYSTEMS – MARCH 2024					
Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Actual February 2024**
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	16 minutes unplanned downtime in month / 44,640 minutes in month	99.90%	99.96%	+0.06%	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%

SERVICE STANDARD PERFORMANCE REPORT
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EQUINE GENETICS RESEARCH CENTRE – MARCH 2024

	Processed	Actual February 2024
Thoroughbred Parentage Testing Samples	1,418	516
Thoroughbred DNA Self Comparison Samples	168	147
Other Breeds DNA Profiling Samples	636	585
Other Breeds Diagnostic Samples	574	816

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time January 2024	Traffic Light
Parentage verification	14 days	3.30 days	🟢	3.50 days	🟢
DNA self-comparison	14 days	2.90 days	🟢	3.00 days	🟢
DNA profiled only	14 days	3.70 days	🟢	3.80 days	🟢
Paternity testing	14 days	3.10 days	🟢	4.00 days	🟢
Maternity testing	14 days	3.80 days	🟢	3.10 days	🟢
Tokyo (Backup) panel testing	28 days	7.20 days	🟢	14.30 days	🟢
Genetic disease tests	21 days	2.70 days	🟢	3.90 days	🟢
Colour genetic tests	21 days	2.90 days	🟢	1.90 days	🟢

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
🟢	🟡	🔴