SERVICE STANDARD PERFORMANCE REPORT
MAY 2020

OWNERS & BREEDERS SERVICES – MAY 2020

	Received	Processed	Actual April 2020 Processed
Horse Registrations	1,062	912	622
Change of Name	10	10	6

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual April 2020
Registration Applications received and completed in the month					878	584
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					184	196
Registration Applications completed within 5 business days of receipt *(161 of 735 – 21.90% completed in 2 business days)*	90%	83.71%	-6.29%	🟥	735	526
DNA kits dispatched within 3 business days, including imports	100%	100%	0%	🟩	1,193	1,225
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%	🟩	2,761	1,880
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%	🟩	59	34

TRAINERS & RACING SERVICES - MAY 2020

Calls Answered
13,668

Transactions	
Online	**Phone**
77.36%	22.64%

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Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual April 2020
Call Answer	60% of calls to be answered in less than 60 seconds	60%	68.47%	+8.47%	9,358		71.84%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	20.87%	+4.13	2,853		18.84%
Call Answer	10% of calls answered over two minutes	10%	9.01%	+0.99%	1,231		6.78%
Call Answer	5 % of Calls Abandoned before being answered	5%	1.65%	+3.35%	226		2.55%
Total Call Time	2 minutes 40 seconds	2.40 Mins	2.03 Mins	0.37 Min	13,668		2.02 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual April 2020
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	97.58%	-0.42%		96.15%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	97.58%	-0.42%		97.57%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	98.54%	+0.54%		96.48%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	98.07%	+0.07%		98.06%
		20 min official close where Emergencies	98%	98.07%	+0.07%		98.06%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	130,606	
Email – Sent by RA		166,569

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RACING AUSTRALIA SYSTEMS – MAY 2020

Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Actual April 2020**
Single National System	15 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.96%	+0.06%	99.98%
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)*	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	60 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.86%	-0.04%	99.97%
Racing Australia Private Label Websites	30 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.93%	+0.03%	99.87%
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 – MAY 2020

	Processed	Actual April 2020
Thoroughbred Parentage Testing Samples	2,456	2,224
Thoroughbred DNA Self Comparison Samples	62	94
Other Breeds DNA Profiling Samples	449	369
Other Breeds Diagnostic Samples	475	168

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time April 2020	Traffic Light
Parentage verification	14 days	3.50 days		4.70 days	
DNA self-comparison	14 days	3.90 days		3.50 days	
DNA profiled only	14 days	1.90 days		4.50 days	
Paternity testing	14 days	3.10 days		4.10 days	
Maternity testing	14 days	3.20 days		3.10 days	
Tokyo (Backup) panel testing	28 days	15.10 days		11.00 days	
Genetic disease tests	21 days	2.90 days		3.70 days	
Colour genetic tests	21 days	4.90 days		7.60 days	

Service Standard Legend

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