



WWW.RACINGAUSTRALIA.HORSE

## SERVICE STANDARD PERFORMANCE REPORT MAY 2021

### OWNERS & BREEDERS SERVICES – MAY 2021

|                     | Received | Processed | Actual April 2021 Processed |
|---------------------|----------|-----------|-----------------------------|
| Horse Registrations | 893      | 882       | 748                         |
| Change of Name      | 8        | 8         | 11                          |

| Monthly Calculation  | Target Standard | Actual Standard | Variation | Traffic Light | Total | Actual April 2021 |
|--|-----------------|-----------------|-----------|---------------|-------|-------------------|
| Registration Applications received and completed in the month  |                 |                 |           |               | 854   | 724               |
| Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required) |                 |                 |           |               | 39    | 72                |
| Registration Applications completed within 5 business days of receipt<br><i>(136 of 854 – 16% completed in 2 business days)</i>                | 90%             | 91.10%          | 1.10%     |               | 778   | 664               |
| DNA kits dispatched within 3 business days, including imports  | 100%            | 100%            | 0%        |               | 905   | 1,950             |
| DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports   | 100%            | 100%            | 0%        |               | 2,043 | 2,396             |
| New Breeder, Brand and Veterinarian applications processed within 2 business days  | 100%            | 100%            | 0%        |               | 75    | 62                |
|  |                 |                 |           |               |       |                   |

### TRAINERS & RACING SERVICES - MAY 2021

| Calls Answered |
|----------------|
| 12,729         |

| Transactions |        |
|--------------|--------|
| Online       | Phone  |
| 77.22%       | 22.78% |

| Calls Answered Service |  |                  |           |           |                 |               |                   |
|------------------------|--|------------------|-----------|-----------|-----------------|---------------|-------------------|
| Phase of Service       | Service Standard                                       | Service Standard | Actual    | Variation | Number of Calls | Traffic Light | Actual April 2021 |
| Call Answer            | 60% of calls to be answered in less than 60 seconds    | 60%              | 61.30%    | +1.30%    | 7,803           |               | 60.50%            |
| Call Answer            | 25% of calls to be answered between 60 and 120 seconds | 25%              | 25.40%    | +0.40%    | 3,233           |               | 27.30%            |
| Call Answer            | 10% of calls answered over two minutes                 | 10%              | 10.70%    | +0.70%    | 1,362           |               | 8.20%             |
| Call Answer            | 5 % of Calls Abandoned before being answered           | 5%               | 2.60%     | +2.40%    | 331             |               | 4.00%             |
| Total Call Time        | 2 minutes 40 seconds                                   | 2.40 Mins        | 2.00 Mins | 0.40 Min  | 12,729          |               | 1.42 Mins         |

| Racing Materials Compilation Service |     |   |                 |         |        |               |                   |
|--------------------------------------|-----|---|-----------------|---------|--------|---------------|-------------------|
| Phase of Service                     |     | Service Standard Average Monthly Calculation                                | Target Standard | Actual  | Var    | Traffic Light | Actual April 2021 |
| Nominations                          | RA  | <i>Nominations to be Released within no more than 10 min official close</i> | 98%             | 98.17%  | +0.17% |               | 98.12%            |
| Riders                               | RA  | Riders to be Released within no more than 18 min official close             | 98%             | 100.00% | +2.00% |               | 100.00%           |
| Acceptances                          | PRA | <i>Acceptances to be Released within no more than 15 min official close</i> | 98%             | 99.56%  | +1.56% |               | 99.06%            |
| Scratchings                          | RA  | Final Scratchings to be released within no more than                        |                 |         |        |               |                   |
|                                      |     | 15 min official close where no Emergencies                                  | 98%             | 98.67%  | +0.67% |               | 100%              |
|                                      |     | 20 min official close where Emergencies                                     | 98%             | 98.67%  | +0.67% |               | 100%              |

| SMS & Email Communications |             |               |
|----------------------------|-------------|---------------|
|                            | Total SMS's | Total Email's |
| SMS – Sent by RA           | 163,806     |               |
| Email – Sent by RA         |             | 313,428       |

**RACING AUSTRALIA SYSTEMS – MAY 2021**

| Average Uptime Availability (or Mean Availability) |   |               |               |           |                   |
|--|---|---------------|---------------|-----------|-------------------|
| System   | Monthly Calculation   | Target Uptime | Actual Uptime | Variation | Actual April 2021 |
| Single National System                             | <u>0 minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.90%        | 100%          | +0.10%    | 99.93%            |
| Stable Assist                                      | <u>0 minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.90%        | 100%          | +0.10%    | 99.93%            |
| REINS ASB System                                   | <u>0 minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.90%        | 100%          | +0.10%    | 100%              |
| Racing Australia Website                           | <u>0 minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.90%        | 100%          | +0.10%    | 99.93%            |
| Racing Australia Private Label Websites            | <u>0 minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.90%        | 100%          | +0.10%    | 99.99%            |
| Stud Book Websites                                 | <u>0 minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.90%        | 100%          | +0.10%    | 100%              |
| SMS & Email  | <u>0 Minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.93%        | 100%          | +0.07%    | 100%              |
| Office Local Area Network                          | <u>0 minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.90%        | 100%          | +0.10%    | 100%              |
| Server Internal Network                            | <u>0 minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.90%        | 100%          | +0.10%    | 100%              |
| Telco and Data Network                             | <u>0 minutes unplanned downtime</u><br>44,640 minutes in month          | 99.90%        | 100%          | +0.10%    | 99.86%            |
| PABX   | <u>0 minutes unplanned downtime in month</u><br>44,640 minutes in month | 99.90%        | 100%          | +0.10%    | 100%              |

**EQUINE GENETICS RESEARCH CENTRE – MAY 2021**

|  | Processed | Actual April 2021 |
|--|-----------|-------------------|
| Thoroughbred Parentage Testing Samples   | 2,222     | 1,966             |
| Thoroughbred DNA Self Comparison Samples | 97        | 89                |
| Other Breeds DNA Profiling Samples       | 380       | 366               |
| Other Breeds Diagnostic Samples          | 267       | 215               |

| Category                     | Target Turnaround time | Actual turnaround time | Traffic Light | Actual turnaround time April 2021 | Traffic Light |
|------------------------------|------------------------|------------------------|---------------|-----------------------------------|---------------|
| Parentage verification       | 14 days                | 5.60 days              | Green         | 4.10 days                         | Green         |
| DNA self-comparison          | 14 days                | 4.50 days              | Green         | 3.60 days                         | Green         |
| DNA profiled only            | 14 days                | 5.00 days              | Green         | 3.10 days                         | Green         |
| Paternity testing            | 14 days                | 3.00 days              | Green         | 3.40 days                         | Green         |
| Maternity testing            | 14 days                | 5.80 days              | Green         | 3.90 days                         | Green         |
| Tokyo (Backup) panel testing | 28 days                | 19.80 days             | Green         | 17 days                           | Green         |
| Genetic disease tests        | 21 days                | 1.40 days              | Green         | 1.40 days                         | Green         |
| Colour genetic tests         | 21 days                | 13.80 days             | Green         | 7.50 days                         | Green         |

**Service Standard Legend**

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