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SERVICE STANDARD PERFORMANCE REPORT MAY 2022

OWNERS & BREEDERS SERVICES – MAY 2022

	Received	Processed	Actual April 2022 Processed
Horse Registrations	894	905	695
Change of Name	14	14	15

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual April 2022
Registration Applications received and completed in the month					858	664
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					36	31
Registration Applications completed within 5 business days of receipt <i>108 of 858 – 12.59% completed in 2 business days)</i>	90%	92.54%	2.54%		794	624
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,099	2,127
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		2,991	1,335
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		56	538

TRAINERS & RACING SERVICES - MAY 2022

Calls Answered
12,567

Transactions	
Online	Phone
82.05%	17.95%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual April 2022
Call Answer	60% of calls to be answered in less than 60 seconds	60%	61.90%	+1.90%	7,779		64.10%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	26.20%	+1.20%	3,293		27.40%
Call Answer	10% of calls answered over two minutes	10%	9.10%	+0.90%	1,143		7.10%
Call Answer	5 % of Calls Abandoned before being answered	5%	2.80%	+2.20%	352		1.40%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.37 Mins	1.03 Mins	12,567		1.36 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual April 2022
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.19%	+0.19%		98.08%
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%	99.10%	+1.10%		98.84%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.54%	+1.54%		99.61%
		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	151,401	
Email – Sent by RA		238,771

RACING AUSTRALIA SYSTEMS – MAY 2022

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual April 2022
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%	-0.31%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE - MAY 2022

	Processed	Actual April 2022
Thoroughbred Parentage Testing Samples	2,285	1,758
Thoroughbred DNA Self Comparison Samples	129	99
Other Breeds DNA Profiling Samples	389	430
Other Breeds Diagnostic Samples	331	351

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time April 2022	Traffic Light
Parentage verification	14 days	4.00 days	Green	5.80 days	Green
DNA self-comparison	14 days	5.40 days	Green	4.90 days	Green
DNA profiled only	14 days	3.50 days	Green	4.00 days	Green
Paternity testing	14 days	4.80 days	Green	4.10 days	Green
Maternity testing	14 days	3.00 days	Green	3.10 days	Green
Tokyo (Backup) panel testing	28 days	11.50 days	Green	22.00 days	Green
Genetic disease tests	21 days	3.40 days	Green	3.30 days	Green
Colour genetic tests	21 days	1.20 days	Green	3.80 days	Green

Service Standard Legend

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