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## SERVICE STANDARD PERFORMANCE REPORT MAY 2024

### AUSTRALIAN STUD BOOK – MAY 2024

	Received	Processed	Actual Processed April 2024
Horse Registrations	898	907	734
Change of Name	6	6	7

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual April 2024
Registration Applications received and completed in the month					871	708
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					27	101
Registration Applications completed within 5 business days of receipt <i>122 of 871 – 14.00% completed in 2 business days)</i>	90%	90.24%	0.24%		786	643
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,182	1,411
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		2,262	2,458
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		48	34



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### TRAINERS & RACING SERVICES – MAY 2024

Calls Answered Inbound
9,777

Calls Made Outbound
2,520

Transactions	
Online	Phone
88.23%	11.77%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls Inbound	Traffic Light	Actual April 2024
Call Answer	60% of calls to be answered in less than 60 seconds	60%	89.99%	+29.99%	8,798		92.16%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	5.23%	+19.77%	511		4.25%
Call Answer	10% of calls answered over two minutes	10%	4.50%	+5.50%	440		3.45%
Call Answer	5 % of Calls Abandoned before being answered	5%	0.29%	+4.71%	28		0.13%
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.29 Mins	+1.11 Mins	9,777		1.30 Mins



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Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual April 2024
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	100%	+2.00%		97.80%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.55%	+1.55%		99.56%
Acceptances	RA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	96.80%	-1.20%		96.90%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.55%	+1.55%		99.56%
		20 min official close where Emergencies	98%	99.55%	+1.55%		99.56%
SMS & Email Communications							
		Total SMS's			Total Email's		
SMS – Sent by RA		137,273					
Email – Sent by RA					285,860		



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## SERVICE STANDARD PERFORMANCE REPORT MAY 2024

### RACING AUSTRALIA SYSTEMS – MAY 2024

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual April 2024
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>122 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.72%	-0.18%	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</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 MAY 2024

### EQUINE GENETICS RESEARCH CENTRE – MAY 2024

	Processed	Actual April 2024
Thoroughbred Parentage Testing Samples	2,516	2,334
Thoroughbred DNA Self Comparison Samples	113	134
Other Breeds DNA Profiling Samples	582	561
Other Breeds Diagnostic Samples	539	434

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time April 2024	Traffic Light
Parentage verification	14 days	4.00 days		4.90 days	
DNA self-comparison	14 days	4.00 days		5.10 days	
DNA profiled only	14 days	3.00 days		4.70 days	
Paternity testing	14 days	4.20 days		9.40 days	
Maternity testing	14 days	7.60 days		3.70 days	
Tokyo (Backup) panel testing	28 days	18.00 days		9.70 days	
Genetic disease tests	21 days	4.50 days		3.10 days	
Colour genetic tests	21 days	3.20 days		2.70 days	

#### Service Standard Legend

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