RACING AUSTRALIA
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SERVICE STANDARD PERFORMANCE REPORT
OCTOBER 2019

OWNERS & BREEDERS SERVICES – OCTOBER 2019

	Received	Processed	Actual September 2019 Processed
Horse Registrations	1,164	974	1,186
Change of Name	14	14	8

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual September 2019
Registration Applications received and completed in the month					984	1,072
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					180	121
Registration Applications completed within 5 business days of receipt *(434 of 984 – 44.10% completed in 2 business days)*	90%	91.46%	+1.46%		900	986
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		183	454
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		496	769
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		128	124

TRAINERS & RACING SERVICES - OCTOBER 2019

Calls Answered
15,833

Transactions	
Online	Phone
76.89%	23.11%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual September 2019
Call Answer	60% of calls to be answered in less than 60 seconds	60%	73.46%	+13.46%	11,631		71.62%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	14.78%	+10.22%	2,340		13.79%
Call Answer	10% of calls answered over two minutes	10%	7.12%	+2.88%	1,128		10.19%
Call Answer	5 % of Calls Abandoned before being answered	5%	4.64%	+0.36%	734		4.40%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.41 Mins	0.99 Min	15,833		1.40 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual September 2019
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	99.57%	+1.57%		99.50%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2.00%		100%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	99.13%	+1.13%		99.50%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%		100%
		20 min official close where Emergencies	98%	100%	+2.00%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	133,026	
Email – Sent by RA		207,182

RACING AUSTRALIA SYSTEMS – OCTOBER 2019

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual September 2019
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 *(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	3 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.99%	+0.09%	100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.99%
Stud Book Websites	27 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.94%
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	30 minutes unplanned downtime 44,640 minutes in month	99.90%	100%	+0.10%	99.93%
PABX	0 minutes unplanned downtime in month 44.640 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE – OCTOBER 2019

	Processed	Actual September
Thoroughbred Parentage Testing Samples	542	849
Thoroughbred DNA Self Comparison Samples	102	108
Other Breeds DNA Profiling Samples	465	591
Other Breeds Diagnostic Samples	392	693

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time September 2019	Traffic Light
Parentage verification	14 days	5.6 days	🟩	8.80 days	🟩
DNA self-comparison	14 days	5.6 days	🟩	7.40 days	🟩
DNA profiled only	14 days	10.2 days	🟩	11.90 days	🟩
Paternity testing	14 days	7.0 days	🟩	6.40 days	🟩
Maternity testing	14 days	6.1 days	🟩	4.50 days	🟩
Tokyo (Backup) panel testing	28 days	34 days	🟥	33 days	🟥
Genetic disease tests	21 days	6.2 days	🟩	5.20 days	🟩
Colour genetic tests	21 days	7.9 days	🟩	11.20 days	🟩

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
🟩	🟧	🟥