RACING AUSTRALIA
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SERVICE STANDARD PERFORMANCE REPORT
OCTOBER 2022

OWNERS & BREEDERS SERVICES – OCTOBER 2022

	Received	Processed	Actual September 2022 Processed
Horse Registrations	1,040	981	1,128
Change of Name	3	3	9

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual September 2022
Registration Applications received and completed in the month					949	1,083
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					91	7
Registration Applications completed within 5 business days of receipt *136 of 949 – 14.33% completed in 2 business days)*	90%	90.41%	0.41%	🟩	858	996
DNA kits dispatched within 3 business days, including imports	100%	100%	0%	🟩	170	591
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%	🟩	557	578
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%	🟩	154	140

TRAINERS & RACING SERVICES - OCTOBER 2022

Calls Answered
13,395

Transactions	
Online	**Phone**
85.64%	14.36%

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual September 2022
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	91.12%	-6.88%	🟥	91.26%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.43%	+0.43%	🟩	99.51%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	97.29%	-0.71%	🟧	100%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%	🟩	99.51%
		20 min official close where Emergencies	98%	100%	+2.00%	🟩	99.51%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	155,076	
Email – Sent by RA		256,301

RACING AUSTRALIA SYSTEMS – OCTOBER 2022

Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Actual September 2022**
Single National System	6 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.99%	+0.09%	100%
Stable Assist	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
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 in month 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%

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EQUINE GENETICS RESEARCH CENTRE - OCTOBER 2022

	Processed	Actual September 2022
Thoroughbred Parentage Testing Samples	465	557
Thoroughbred DNA Self Comparison Samples	82	129
Other Breeds DNA Profiling Samples	482	512
Other Breeds Diagnostic Samples	612	572

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time September 2022	Traffic Light
Parentage verification	14 days	4.20 days		3.50 days	
DNA self-comparison	14 days	3.40 days		2.50 days	
DNA profiled only	14 days	4.70 days		3.10 days	
Paternity testing	14 days	4.10 days		3.80 days	
Maternity testing	14 days	2.10 days		3.70 days	
Tokyo (Backup) panel testing	28 days	N/A days		13.50 days	
Genetic disease tests	21 days	3.40 days		1.20 days	
Colour genetic tests	21 days	2.20 days		3.70 days	

Service Standard Legend

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