RACING AUSTRALIA

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SERVICE STANDARD PERFORMANCE REPORT
SEPTEMBER 2019

OWNERS & BREEDERS SERVICES – SEPTEMBER 2019

	Received	Processed	Actual August 2019 Processed
Horse Registrations	1,193	1,186	1,223
Change of Name	8	8	11

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual August 2019
Registration Applications received and completed in the month					1,072	952
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					121	224
Registration Applications completed within 5 business days of receipt *(403 of 1,072 – 37.59% completed in 2 business days)*	90%	91%	+1%		986	905
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		454	700
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		769	953
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		124	74

TRAINERS & RACING SERVICES - SEPTEMBER 2019

Calls Answered
12,934

Transactions	
Online	Phone
74.12%	25.88%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual August 2019
Call Answer	60% of calls to be answered in less than 60 seconds	60%	71.62%	+11.62%	9,263		71.95%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	13.79%	+11.21%	1,784		14.20%
Call Answer	10% of calls answered over two minutes	10%	10.19%	-0.19%	1,318		8.87%
Call Answer	5 % of Calls Abandoned before being answered	5%	4.40%	+0.60%	569		5.01%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.40 Mins	1.00 Min	12,934		1.34 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual August 2019
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	99.50%	+1.50%		99.99%
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%	99.50%	+1.50%		100%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%		99.55%
		20 min official close where Emergencies	98%	100%	+2.00%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	102,693	
Email – Sent by RA		159,180

RACING AUSTRALIA SYSTEMS – SEPTEMBER 2019

Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Actual August 2019**
Single National System	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System *(Merge with SNS being reviewed)*	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	99.96%
Racing Australia Private Label Websites	6 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.99%	+0.09%	100%
Stud Book Websites	27 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.94%	+0.04%	100%
SMS & Email	0 Minutes unplanned downtime in month 443,200 Minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	30 minutes unplanned downtime 43,200 minutes in month	99.90%	99.93%	+0.03%	99.96%
PABX	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE – SEPTEMBER 2019

	Processed	Actual July
Thoroughbred Parentage Testing Samples	849	1,206
Thoroughbred DNA Self Comparison Samples	108	134
Other Breeds DNA Profiling Samples	591	915
Other Breeds Diagnostic Samples	693	1,060

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time August 2019	Traffic Light
Parentage verification	14 days	8.80 days	🟢	12 days	🟢
DNA self-comparison	14 days	7.40 days	🟢	9 days	🟢
DNA profiled only	14 days	11.90 days	🟢	13 days	🟢
Paternity testing	14 days	6.40 days	🟢	13 days	🟢
Maternity testing	14 days	4.50 days	🟢	5 days	🟢
Tokyo (Backup) panel testing	28 days	33 days	🔴	24 days	🟢
Genetic disease tests	21 days	5.20 days	🟢	5 days	🟢
Colour genetic tests	21 days	11.20 days	🟢	8 days	🟢

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
🟢	🟡	🔴