



WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT DECEMBER 2019

OWNERS & BREEDERS SERVICES – DECEMBER 2019

	Received	Processed	Actual November 2019 Processed
Horse Registrations	915	819	958
Change of Name	5	5	5

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual November 2019
Registration Applications received and completed in the month					819	693
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					96	237
Registration Applications completed within 5 business days of receipt <i>(397 of 819 – 48.47% completed in 2 business days)</i>	90%	90.59%	0.59%		742	642
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		190	265
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		283	477
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		50	120

TRAINERS & RACING SERVICES - DECEMBER 2019

Calls Answered
15,120

Transactions	
Online	Phone
77.15%	22.85%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual November 2019
Call Answer	60% of calls to be answered in less than 60 seconds	60%	62.46%	+2.46%	9,443		65.23%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	15.81%	+9.19%	2,391		14.99%
Call Answer	10% of calls answered over two minutes	10%	16.71%	-6.71%	2,526		14.63%
Call Answer	5 % of Calls Abandoned before being answered	5%	5.03%	-0.03%	760		5.15%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.41 Mins	+0.99 Min	15,120		1.42 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual November 2019
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	90.35%	-7.65%		99.24%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.56%	+1.56%		100%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	97.36%	-0.64%		99.62%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	99.12%	+1.12%		100%
		20 min official close where Emergencies	98%	99.56%	+1.56%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	128,455	
Email – Sent by RA		190,963

RACING AUSTRALIA SYSTEMS – DECEMBER 2019

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual November 2019
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 <i>(Merge with SNS being reviewed)</i>	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>20 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.96%	+0.06%	99.93%
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%	99.96%

EQUINE GENETICS RESEARCH CENTRE – DECEMBER 2019

	Processed	Actual November 2019
Thoroughbred Parentage Testing Samples	201	282
Thoroughbred DNA Self Comparison Samples	60	60
Other Breeds DNA Profiling Samples	309	423
Other Breeds Diagnostic Samples	380	347

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time November 2019	Traffic Light
Parentage verification	14 days	5.40 days	Green	6.00 days	Green
DNA self-comparison	14 days	7.00 days	Green	5.60 days	Green
DNA profiled only	14 days	3.10 days	Green	4.50 days	Green
Paternity testing	14 days	5.40 days	Green	5.40 days	Green
Maternity testing	14 days	3.00 days	Green	6.20 days	Green
Tokyo (Backup) panel testing	28 days	0 days	Green	22.90 days	Green
Genetic disease tests	21 days	4.90 days	Green	6.20 days	Green
Colour genetic tests	21 days	10.00 days	Green	6.20 days	Green

Service Standard Legend

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