

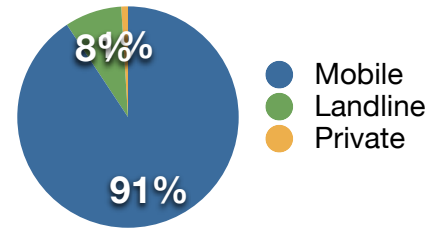
WRI Call Centre Report, Jul 2018

SUMMARY

Calls received	204
Answered	202
Missed, followed up	2
Missed, not followed up	0
Days in period	31
Avg calls per day	6.6

CALL TYPES

Mobile	185
Landline	17
Private	2



TYPE OF ANIMAL

Bat, flying fox	5
Koala	6
Marine mammal	1
Raptor	0
Seabird, pelican	0
Snake, goanna	5
Reptile (other)	0
Bird (other)	64
Echidna	8
Dingo	0
Kangaroo, wallaby	57
Native rat, mouse	0
Possum, glider	38
Wombat	3
Other native species	2
Domestic, farm	6
Introduced species	4
Unknown species	2
Admin call	1

SPATIAL DISTRIBUTION OF CALLS

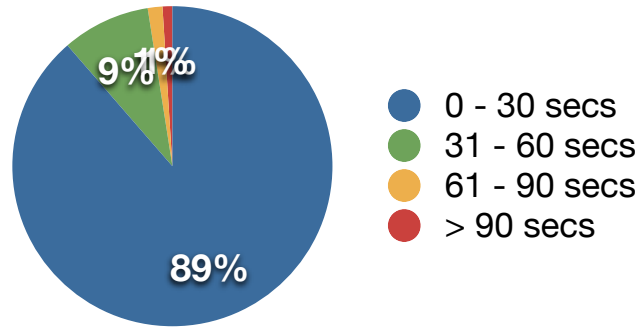


CALLS BY STATE

ACT	1
NSW	52
NT	1
QLD	109
SA	6
TAS	4
VIC	17
WA	9
Unknown	5

TIME TO ANSWER

0 - 30 secs	179
31 - 60 secs	18
61 - 90 secs	3
> 90 secs	2
Avg time to answer	00:20

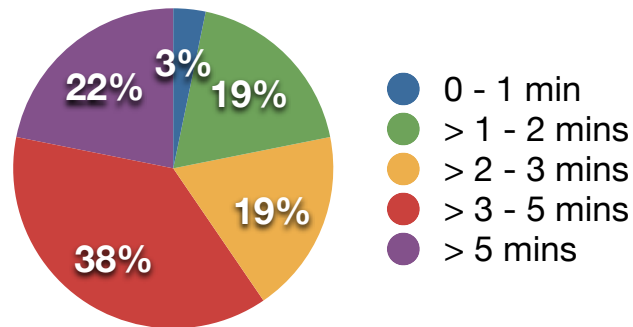


DAY OF WEEK

Sunday	28	
Monday	40	
Tuesday	24	
Wednesday	23	
Thursday	30	
Friday	29	
Saturday	30	

CALL DURATION

0 - 1 min	7
> 1 - 2 mins	40
> 2 - 3 mins	40
> 3 - 5 mins	81
> 5 mins	47
Avg call duration	03:51



TIME OF DAY

Midnight - 4 am	8	
4 am - 8 am	22	
8 am - noon	45	
Noon - 4 pm	37	
4 pm - 8 pm	61	
8 pm - midnight	31	

NOTES

Callers to the WRI Call Centre are given a 10-sec message:

“Thank you for calling Wildlife Rescue. An operator will be with you shortly.

This call will be recorded for training and security purposes.”

A call record is created automatically when a phone coordinator answers a call.

If a call is not answered within 2 mins, the call is classified as “missed”. The call is terminated but a call record is still created (provided the caller has not rung from a private number). This allows the caller to be rung back as soon as practicable.