

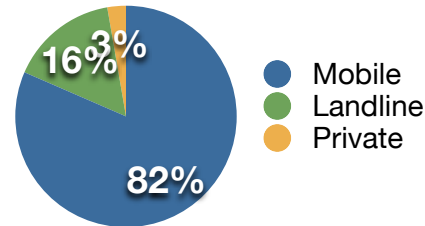
WRI Call Centre Report, Jun 2018

SUMMARY

Calls received	184
Answered	184
Missed, followed up	0
Missed, not followed up	0
Days in period	30
Avg calls per day	6.1

CALL TYPES

Mobile	150
Landline	29
Private	5



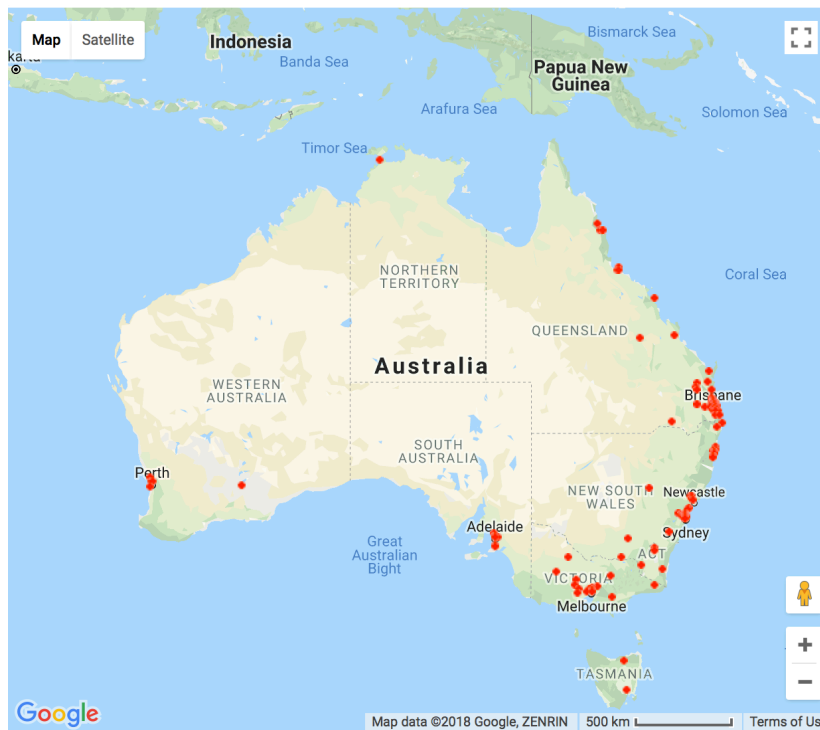
TYPE OF ANIMAL

Bat, flying fox	1
Snake, goanna	2
Other reptile	1
Bird	54
Echidna	13
Dingo	0
Kangaroo, wallaby	32
Koala	2
Native rat, mouse	0
Possum, glider	42
Wombat	1
Other native species	2
Domestic, farm	3
Introduced species	5
Unknown species	0
Not specified	26

CALLS BY STATE

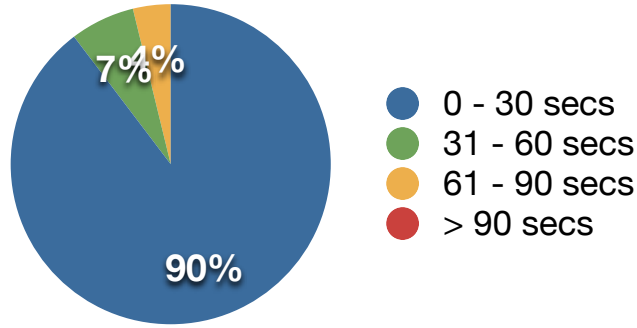
ACT	0
NSW	49
NT	1
QLD	75
SA	7
TAS	2
VIC	16
WA	5
Unknown	29

SPATIAL DISTRIBUTION OF CALLS



TIME TO ANSWER

0 - 30 secs	165
31 - 60 secs	12
61 - 90 secs	7
> 90 secs	0
Avg time to answer	00:20

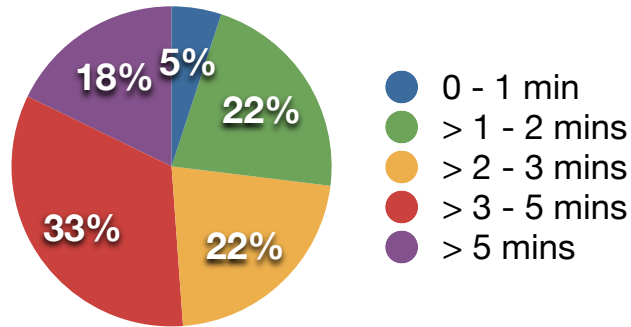


DAY OF WEEK

Sunday	26
Monday	30
Tuesday	19
Wednesday	25
Thursday	23
Friday	29
Saturday	32

CALL DURATION

0 - 1 min	11
> 1 - 2 mins	48
> 2 - 3 mins	48
> 3 - 5 mins	73
> 5 mins	39
Avg call duration	03:45



TIME OF DAY

Midnight - 4 am	5
4 am - 8 am	20
8 am - noon	57
Noon - 4 pm	40
4 pm - 8 pm	47
8 pm - midnight	15

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.