

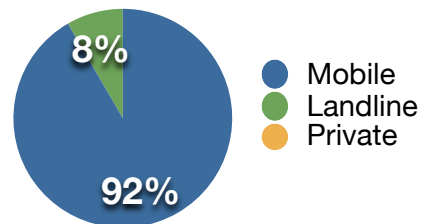
WRI Call Centre Report, Aug 2018

SUMMARY

Calls received	406
Answered	406
Missed, followed up	0
Missed, not followed up	0
Days in period	31
Avg calls per day	13.1

CALL TYPES

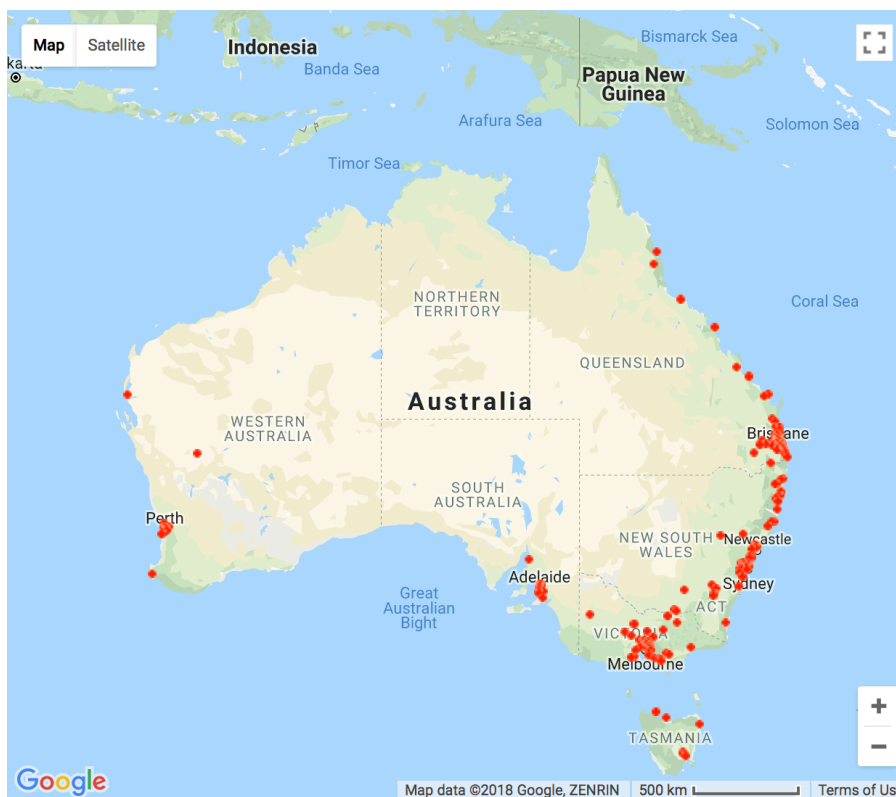
Mobile	372
Landline	34
Private	0



TYPE OF ANIMAL

Bat, flying fox	7	1.7%
Koala	12	3.0%
Marine mammal	5	1.2%
Raptor	1	0.2%
Seabird, pelican	5	1.2%
Snake, goanna	5	1.2%
Reptile (other)	9	2.2%
Bird (other)	150	36.9%
Echidna	3	0.7%
Dingo	0	0.0%
Kangaroo, wallaby	89	21.9%
Native rat, mouse	1	0.2%
Possum, glider	96	23.6%
Wombat	4	1.0%
Other native species	0	0.0%
Domestic, farm	4	1.0%
Introduced species	8	2.0%
Unknown species	6	1.5%
Admin call	1	0.2%

SPATIAL DISTRIBUTION OF CALLS

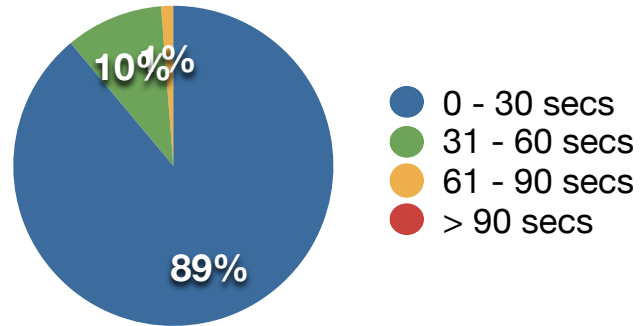


CALLS BY STATE

ACT	6
NSW	78
NT	0
QLD	184
SA	18
TAS	11
VIC	80
WA	19
Unknown	10

TIME TO ANSWER

0 - 30 secs	361
31 - 60 secs	40
61 - 90 secs	5
> 90 secs	0
Avg time to answer	00:19

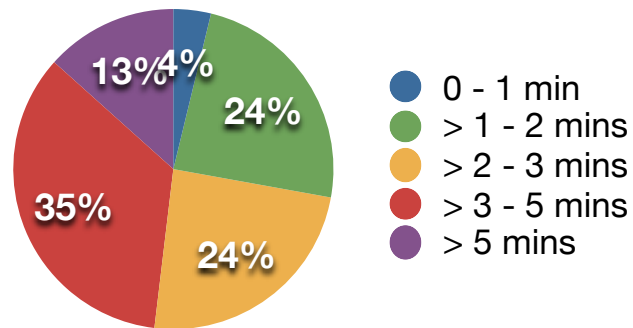


DAY OF WEEK

Sunday	45	
Monday	50	
Tuesday	45	
Wednesday	77	
Thursday	80	
Friday	63	
Saturday	46	

CALL DURATION

0 - 1 min	17
> 1 - 2 mins	108
> 2 - 3 mins	108
> 3 - 5 mins	156
> 5 mins	60
Avg call duration	03:28



TIME OF DAY

Midnight - 4 am	13	
4 am - 8 am	53	
8 am - noon	98	
Noon - 4 pm	63	
4 pm - 8 pm	126	
8 pm - midnight	53	

NOTES

Missed call: a call that was not answered within a set time limit (currently 2 minutes)

Followed up call: a missed call that was contacted, generally within 5-10 minutes