

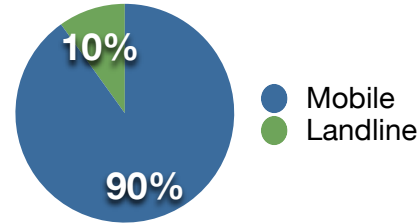
WRI Call Centre Report, Sep 2018

SUMMARY

Calls received	494
Answered	494
Missed, followed up	0
Missed, not followed up	0
Days in period	30
Avg calls per day	16.5

CALL TYPES

Mobile	445
Landline	49



TYPE OF ANIMAL

Amphibian	1	0.2%
Bandicoot	1	0.2%
Bat, flying fox	5	1.0%
Bird (raptor)	1	0.2%
Bird (seabird, pelican)	7	1.4%
Bird (other)	218	44.1%
Dingo	0	0.0%
Echidna	9	1.8%
Kangaroo, wallaby	88	17.8%
Koala	20	4.0%
Mammal (marine)	0	0.0%
Native rat, mouse	0	0.0%
Possum, glider	92	18.6%
Reptile (snake, goanna)	3	0.6%
Reptile (other)	22	4.5%
Wombat	3	0.6%
Other native species	1	0.2%
Domestic, farm	5	1.0%
Introduced species	5	1.0%
Unknown species	10	2.0%
Admin call	3	0.6%

SPATIAL DISTRIBUTION OF CALLS

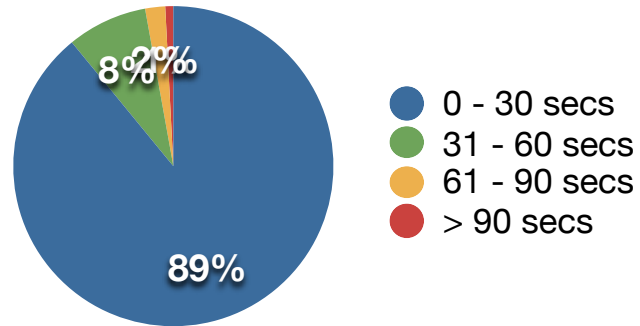


CALLS BY STATE

ACT	2
NSW	94
NT	2
QLD	215
SA	31
TAS	9
VIC	107
WA	20
Unknown	14

TIME TO ANSWER

0 - 30 secs	440
31 - 60 secs	40
61 - 90 secs	10
> 90 secs	4
Avg time to answer	00:20

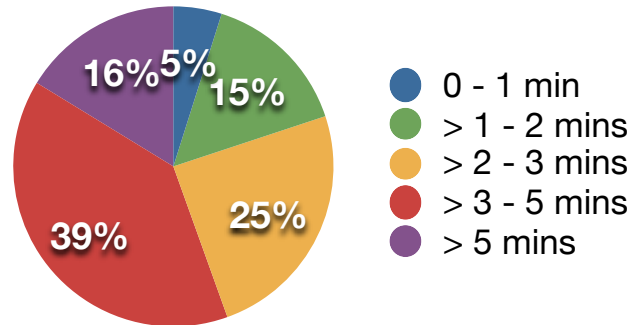


DAY OF WEEK

Sunday	98	<div style="width: 100%;"></div>
Monday	66	<div style="width: 67%;"></div>
Tuesday	59	<div style="width: 60%;"></div>
Wednesday	77	<div style="width: 78%;"></div>
Thursday	55	<div style="width: 56%;"></div>
Friday	59	<div style="width: 60%;"></div>
Saturday	80	<div style="width: 81%;"></div>

CALL DURATION

0 - 1 min	24
> 1 - 2 mins	74
> 2 - 3 mins	121
> 3 - 5 mins	193
> 5 mins	80
Avg call duration	03:32



TIME OF DAY

Midnight - 4 am	10	<div style="width: 10%;"></div>
4 am - 8 am	50	<div style="width: 50%;"></div>
8 am - noon	131	<div style="width: 131%;"></div>
Noon - 4 pm	101	<div style="width: 101%;"></div>
4 pm - 8 pm	151	<div style="width: 151%;"></div>
8 pm - midnight	51	<div style="width: 51%;"></div>

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