

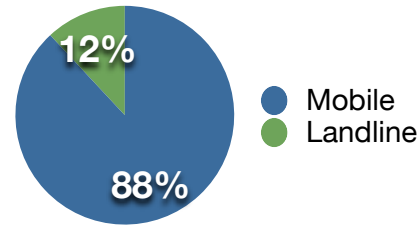
WRI Call Centre Report, Nov 2018

SUMMARY

Calls received	427
Answered	420
Missed, followed up	7
Missed, not followed up	0
Days in period	30
Avg calls per day	14.2

CALL TYPES

Mobile	376
Landline	51



TYPE OF ANIMAL

Amphibian	0	0.0%
Bandicoot	1	0.2%
Bat, flying fox	7	1.6%
Bird (raptor)	6	1.4%
Bird (seabird, pelican)	3	0.7%
Bird (other)	219	51.3%
Dingo	0	0.0%
Echidna	7	1.6%
Kangaroo, wallaby	28	6.6%
Koala	8	1.9%
Mammal (marine)	2	0.5%
Native rat, mouse	1	0.2%
Possum, glider	82	19.2%
Reptile (snake, goanna)	11	2.6%
Reptile (other)	18	4.2%
Sea turtle	1	0.2%
Wombat	0	0.0%
Other native species	2	0.5%
Domestic, farm	6	1.4%
Introduced species	7	1.6%
Unknown species	13	3.0%
Admin call	5	1.2%

CALLS BY STATE

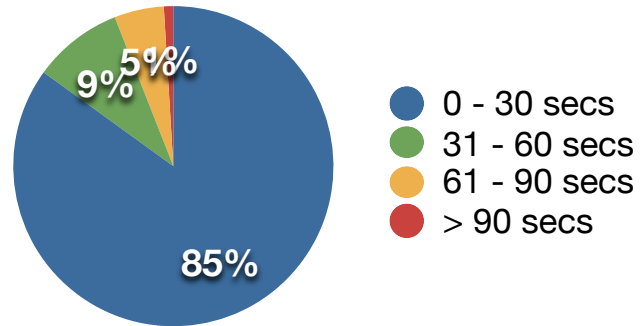
ACT	2
NSW	78
NT	1
QLD	231
SA	8
TAS	4
VIC	53
WA	22
Unknown	28

SPATIAL DISTRIBUTION OF CALLS



TIME TO ANSWER

0 - 30 secs	356
31 - 60 secs	38
61 - 90 secs	21
> 90 secs	4
Avg time to answer	00:23

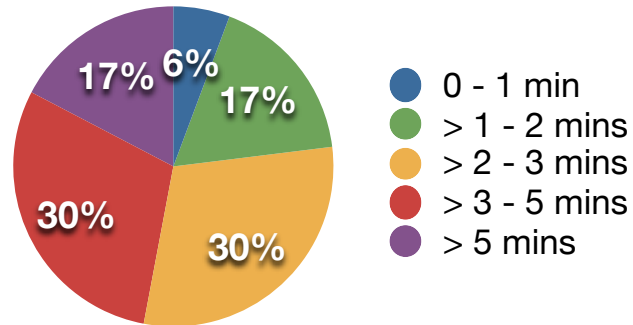


DAY OF WEEK

Sunday	67	<div style="width: 100%;"></div>
Monday	59	<div style="width: 88%;"></div>
Tuesday	61	<div style="width: 91%;"></div>
Wednesday	59	<div style="width: 88%;"></div>
Thursday	63	<div style="width: 94%;"></div>
Friday	65	<div style="width: 97%;"></div>
Saturday	53	<div style="width: 79%;"></div>

CALL DURATION

0 - 1 min	24
> 1 - 2 mins	73
> 2 - 3 mins	126
> 3 - 5 mins	125
> 5 mins	73
Avg call duration	03:24



TIME OF DAY

Midnight - 4 am	17	<div style="width: 25%;"></div>
4 am - 8 am	36	<div style="width: 51%;"></div>
8 am - noon	108	<div style="width: 155%;"></div>
Noon - 4 pm	67	<div style="width: 97%;"></div>
4 pm - 8 pm	139	<div style="width: 199%;"></div>
8 pm - midnight	60	<div style="width: 86%;"></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