

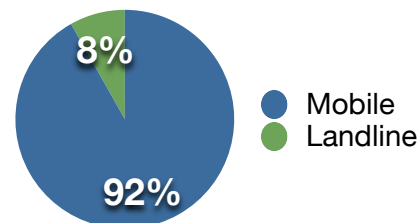
WRI Call Centre Report, Dec 2018

SUMMARY

| | |
|--------------------------------|-------------|
| Calls received | 562 |
| Answered | 555 |
| Missed, followed up | 4 |
| Missed, not followed up | 3 |
| Days in period | 31 |
| Avg calls per day | 18.1 |

CALL TYPES

| | |
|-----------------|------------|
| Mobile | 516 |
| Landline | 46 |



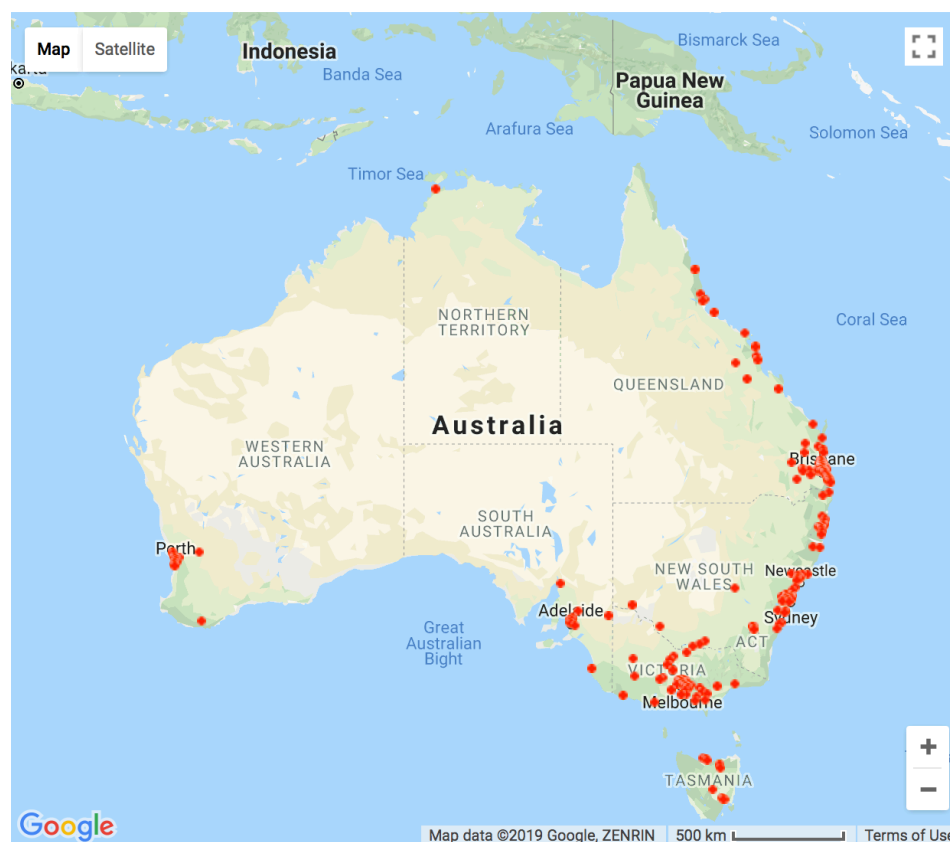
TYPE OF ANIMAL

| | | |
|--------------------------------|------------|--------------|
| Amphibian | 0 | 0.0% |
| Bandicoot | 1 | 0.2% |
| Bat, flying fox | 7 | 1.2% |
| Bird (raptor) | 6 | 1.1% |
| Bird (seabird, pelican) | 7 | 1.2% |
| Bird (other) | 287 | 51.1% |
| Dingo | 0 | 0.0% |
| Echidna | 3 | 0.5% |
| Kangaroo, wallaby | 33 | 5.9% |
| Koala | 6 | 1.1% |
| Mammal (marine) | 0 | 0.0% |
| Native rat, mouse | 0 | 0.0% |
| Possum, glider | 97 | 17.3% |
| Reptile (snake, goanna) | 15 | 2.7% |
| Reptile (other) | 22 | 3.9% |
| Sea turtle | 1 | 0.2% |
| Wombat | 4 | 0.7% |
| Other native species | 2 | 0.4% |
| Domestic, farm | 3 | 0.5% |
| Introduced species | 19 | 3.4% |
| Unknown species | 43 | 7.7% |
| Admin call | 6 | 1.1% |

CALLS BY STATE

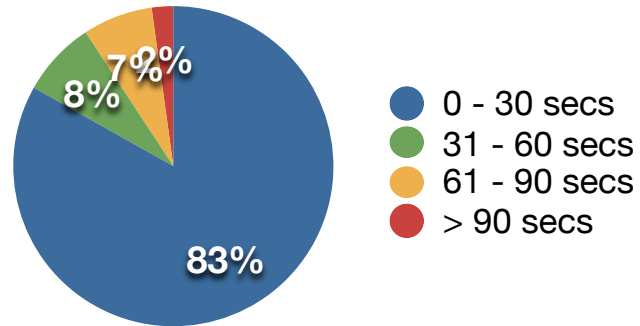
| | |
|----------------|------------|
| ACT | 6 |
| NSW | 100 |
| NT | 2 |
| QLD | 257 |
| SA | 14 |
| TAS | 14 |
| VIC | 93 |
| WA | 20 |
| Unknown | 56 |

SPATIAL DISTRIBUTION OF CALLS



TIME TO ANSWER

| | |
|---------------------------|--------------|
| 0 - 30 secs | 459 |
| 31 - 60 secs | 42 |
| 61 - 90 secs | 39 |
| > 90 secs | 12 |
| Avg time to answer | 00:26 |

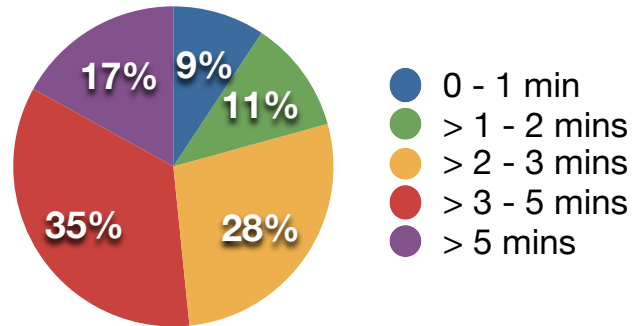


DAY OF WEEK

| | | |
|-----------|-----|----------------------------------|
| Sunday | 112 | <div style="width: 100%;"></div> |
| Monday | 87 | <div style="width: 77%;"></div> |
| Tuesday | 73 | <div style="width: 65%;"></div> |
| Wednesday | 76 | <div style="width: 68%;"></div> |
| Thursday | 56 | <div style="width: 50%;"></div> |
| Friday | 66 | <div style="width: 59%;"></div> |
| Saturday | 92 | <div style="width: 82%;"></div> |

CALL DURATION

| | |
|--------------------------|--------------|
| 0 - 1 min | 52 |
| > 1 - 2 mins | 64 |
| > 2 - 3 mins | 155 |
| > 3 - 5 mins | 194 |
| > 5 mins | 95 |
| Avg call duration | 03:26 |



TIME OF DAY

| | | |
|-----------------|-----|----------------------------------|
| Midnight - 4 am | 21 | <div style="width: 18%;"></div> |
| 4 am - 8 am | 48 | <div style="width: 42%;"></div> |
| 8 am - noon | 146 | <div style="width: 128%;"></div> |
| Noon - 4 pm | 114 | <div style="width: 100%;"></div> |
| 4 pm - 8 pm | 145 | <div style="width: 127%;"></div> |
| 8 pm - midnight | 88 | <div style="width: 77%;"></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