

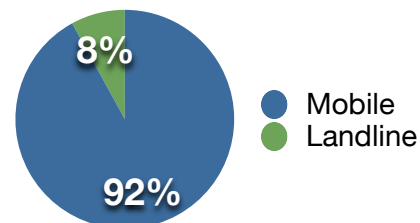
WRI Call Centre Report, Jan 2019

SUMMARY

Calls received	463
Answered	450
Missed, followed up	5
Missed, not followed up	8
Days in period	31
Avg calls per day	14.9

CALL TYPES

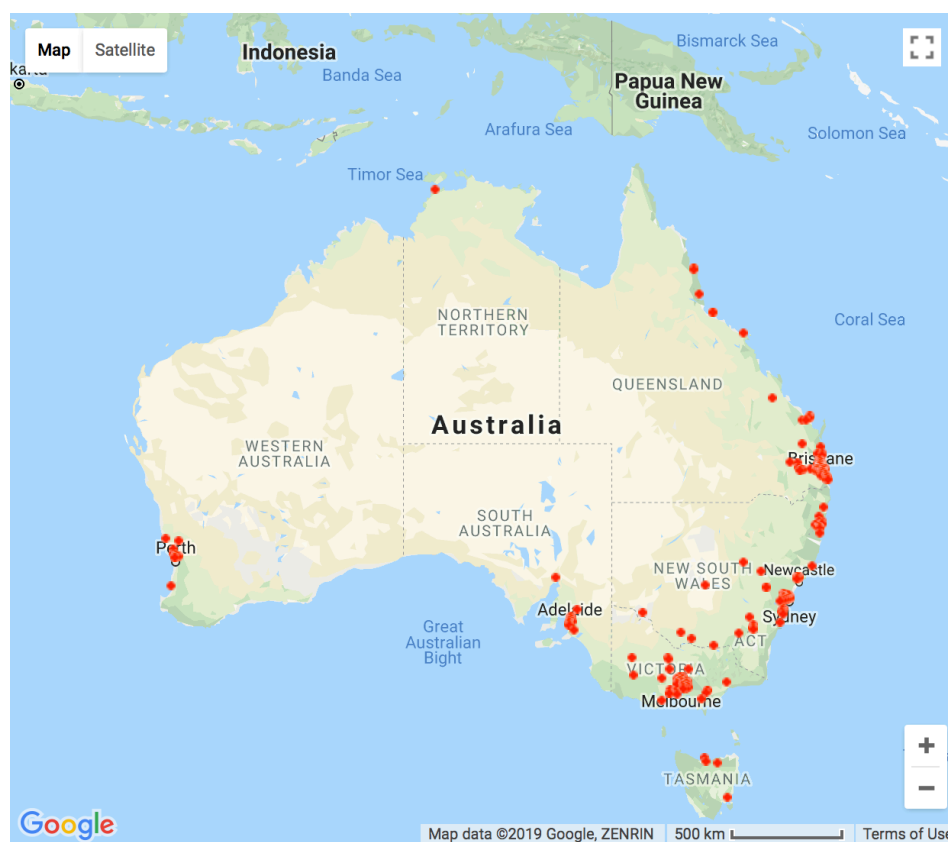
Mobile	426
Landline	37



TYPE OF ANIMAL

Bandicoot	0	0.0%
Bat, flying fox	16	3.5%
Bird (raptor)	4	0.9%
Bird (seabird, pelican)	8	1.7%
Bird (other)	223	48.2%
Echidna	4	0.9%
Frog	0	0.0%
Kangaroo, wallaby	42	9.1%
Koala	6	1.3%
Mammal (marine)	1	0.2%
Native rat, mouse	0	0.0%
Possum, glider	92	19.9%
Reptile (snake, goanna)	9	1.9%
Reptile (other)	10	2.2%
Sea turtle	0	0.0%
Wombat	0	0.0%
Other native species	0	0.0%
Domestic, farm	11	2.4%
Introduced species	8	1.7%
Unknown species	28	6.0%

SPATIAL DISTRIBUTION OF CALLS

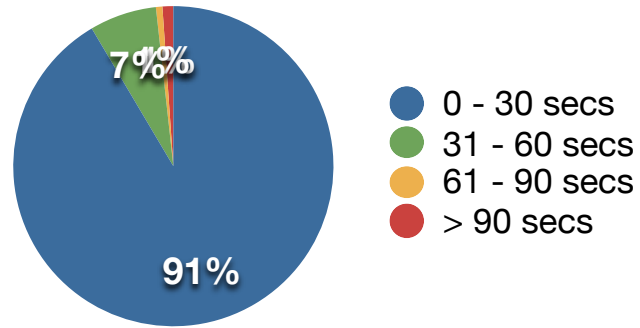


CALLS BY STATE

ACT	5
NSW	88
NT	1
QLD	233
SA	19
TAS	4
VIC	72
WA	13
Unknown	28

TIME TO ANSWER

0 - 30 secs	419
31 - 60 secs	31
61 - 90 secs	3
> 90 secs	5
Avg time to answer	0:30

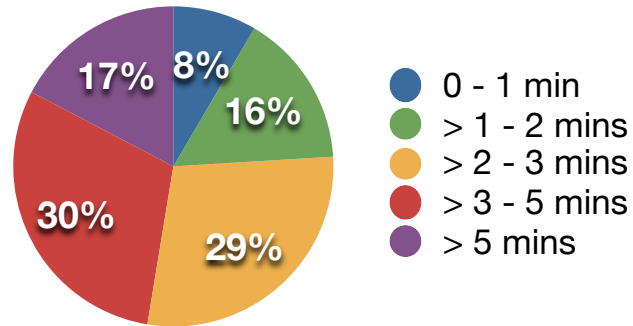


DAY OF WEEK

Sunday	62	
Monday	65	
Tuesday	74	
Wednesday	70	
Thursday	62	
Friday	57	
Saturday	73	

CALL DURATION

0 - 1 min	39
> 1 - 2 mins	72
> 2 - 3 mins	132
> 3 - 5 mins	139
> 5 mins	80
Avg call duration	3:27



TIME OF DAY

Midnight - 4 am	23	
4 am - 8 am	29	
8 am - noon	115	
Noon - 4 pm	77	
4 pm - 8 pm	126	
8 pm - midnight	93	

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