

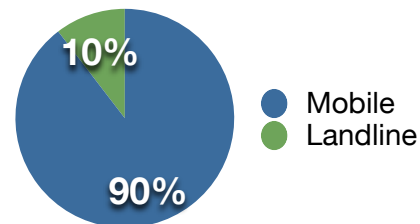
WRI Call Centre Report, Mar 2019

SUMMARY

Calls received	374
Answered	370
Missed, followed up	4
Missed, not followed up	0
Days in period	31
Avg calls per day	14.9

CALL TYPES

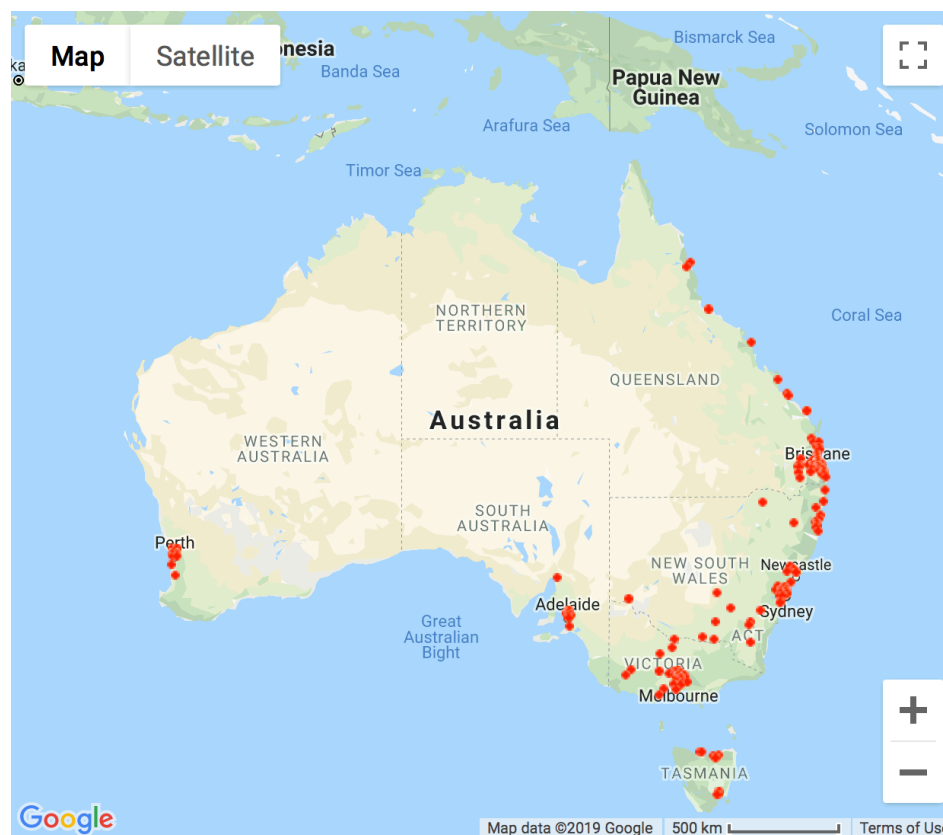
Mobile	335
Landline	39



TYPE OF ANIMAL

Bandicoot	0	0.0%
Bat, flying fox	17	4.5%
Bird (raptor)	4	1.1%
Bird (seabird, pelican)	7	1.9%
Bird (other)	146	39.0%
Echidna	2	0.5%
Frog	2	0.5%
Koala	4	1.1%
Macropod	43	11.5%
Mammal (marine)	0	0.0%
Native rat, mouse	2	0.5%
Possum, glider	97	25.9%
Reptile (snake, goanna)	2	0.5%
Reptile (other)	15	4.0%
Sea turtle	0	0.0%
Wombat	0	0.0%
Other native species	2	0.5%
Domestic, farm	5	1.3%
Introduced species	11	2.9%
Unknown species	10	2.7%

SPATIAL DISTRIBUTION OF CALLS

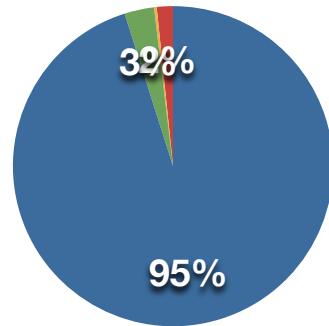


CALLS BY STATE

ACT	2
NSW	60
NT	0
QLD	198
SA	19
TAS	11
VIC	50
WA	22
Unknown	12

TIME TO ANSWER

0 - 30 secs	350
31 - 60 secs	11
61 - 90 secs	1
> 90 secs	6
Avg time to answer	0:00:20



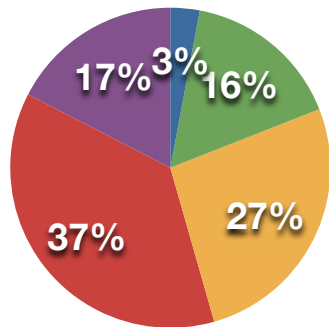
- 0 - 30 secs
- 31 - 60 secs
- 61 - 90 secs
- > 90 secs

DAY OF WEEK

Sunday	54	<div style="width: 54px; height: 10px; background-color: #c6e0b4;"></div>
Monday	55	<div style="width: 55px; height: 10px; background-color: #c6e0b4;"></div>
Tuesday	47	<div style="width: 47px; height: 10px; background-color: #c6e0b4;"></div>
Wednesday	45	<div style="width: 45px; height: 10px; background-color: #c6e0b4;"></div>
Thursday	48	<div style="width: 48px; height: 10px; background-color: #c6e0b4;"></div>
Friday	56	<div style="width: 56px; height: 10px; background-color: #c6e0b4;"></div>
Saturday	69	<div style="width: 69px; height: 10px; background-color: #c6e0b4;"></div>

CALL DURATION

0 - 1 min	11
> 1 - 2 mins	60
> 2 - 3 mins	99
> 3 - 5 mins	138
> 5 mins	65
Avg call duration	3:27



- 0 - 1 min
- > 1 - 2 mins
- > 2 - 3 mins
- > 3 - 5 mins
- > 5 mins

TIME OF DAY

Midnight - 4 am	23	<div style="width: 23px; height: 10px; background-color: #c6e0b4;"></div>
4 am - 8 am	27	<div style="width: 27px; height: 10px; background-color: #c6e0b4;"></div>
8 am - noon	104	<div style="width: 104px; height: 10px; background-color: #c6e0b4;"></div>
Noon - 4 pm	66	<div style="width: 66px; height: 10px; background-color: #c6e0b4;"></div>
4 pm - 8 pm	100	<div style="width: 100px; height: 10px; background-color: #c6e0b4;"></div>
8 pm - midnight	54	<div style="width: 54px; height: 10px; background-color: #c6e0b4;"></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