

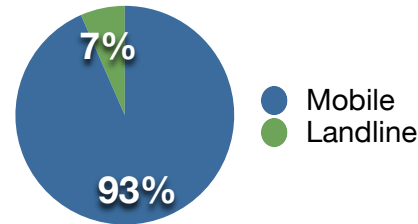
WRA Call Centre Report, Jul 2019

SUMMARY

| | |
|--------------------------------|------------|
| Calls received | 274 |
| Answered | 269 |
| Missed, followed up | 3 |
| Missed, not followed up | 2 |
| Days in period | 31 |
| Avg calls per day | 8.8 |

CALL TYPES

| | |
|-----------------|------------|
| Mobile | 256 |
| Landline | 18 |



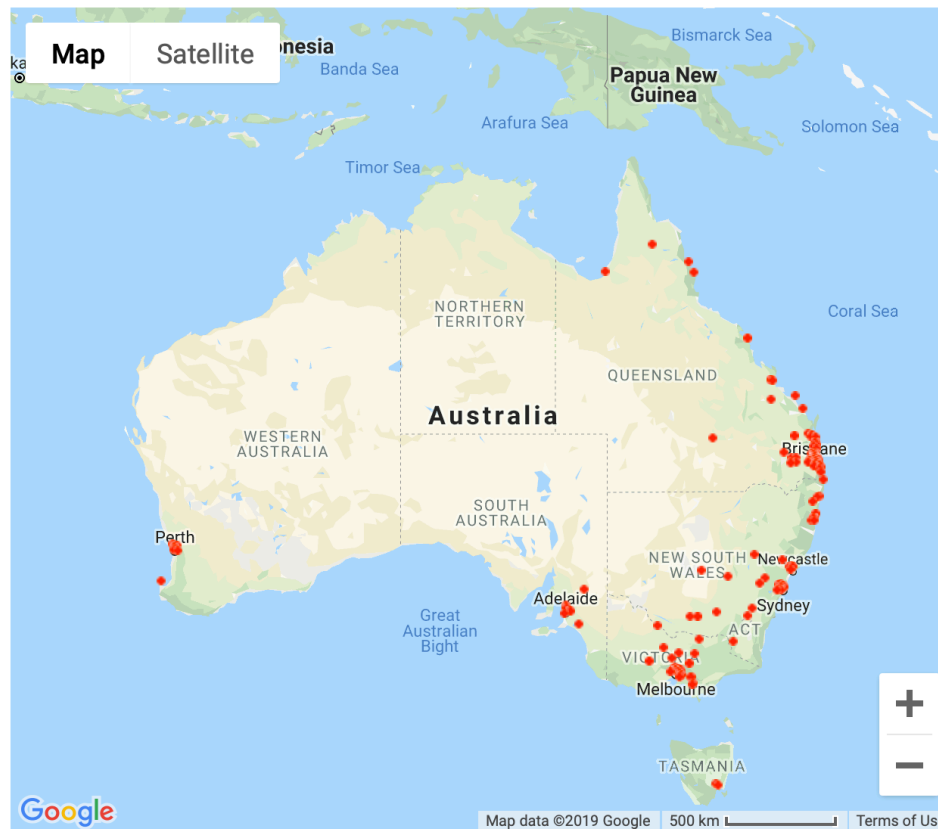
TYPE OF ANIMAL

| | | |
|--------------------------------|-----------|--------------|
| Bandicoot | 1 | 0.4% |
| Bat, flying fox | 9 | 3.3% |
| Bird (raptor) | 4 | 1.5% |
| Bird (seabird, pelican) | 2 | 0.7% |
| Bird (other) | 94 | 34.3% |
| Echidna | 8 | 2.9% |
| Frog | 0 | 0.0% |
| Koala | 4 | 1.5% |
| Macropod | 45 | 16.4% |
| Mammal (marine) | 1 | 0.4% |
| Native rat, mouse | 1 | 0.4% |
| Possum, glider | 73 | 26.6% |
| Reptile (snake, goanna) | 4 | 1.5% |
| Reptile (other) | 1 | 0.4% |
| Sea turtle | 0 | 0.0% |
| Wombat | 1 | 0.4% |
| Other native species | 1 | 0.4% |
| Domestic, farm | 2 | 0.7% |
| Introduced species | 12 | 4.4% |
| Unknown species | 10 | 3.6% |

CALLS BY STATE

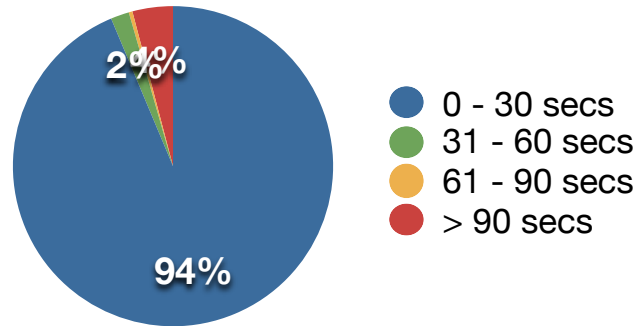
| | |
|----------------|------------|
| ACT | 1 |
| NSW | 52 |
| NT | 0 |
| QLD | 150 |
| SA | 11 |
| TAS | 2 |
| VIC | 37 |
| WA | 12 |
| Unknown | 7 |

SPATIAL DISTRIBUTION OF CALLS



TIME TO ANSWER

| | |
|---------------------------|-------------|
| 0 - 30 secs | 252 |
| 31 - 60 secs | 5 |
| 61 - 90 secs | 1 |
| > 90 secs | 11 |
| Avg time to answer | 0:21 |

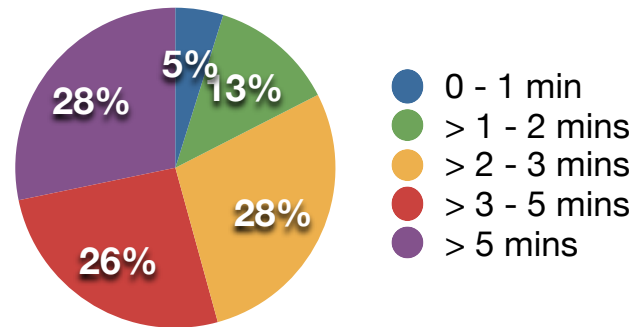


DAY OF WEEK

| | | |
|-----------|----|---------------------------------|
| Sunday | 42 | <div style="width: 42%;"></div> |
| Monday | 43 | <div style="width: 43%;"></div> |
| Tuesday | 46 | <div style="width: 46%;"></div> |
| Wednesday | 40 | <div style="width: 40%;"></div> |
| Thursday | 36 | <div style="width: 36%;"></div> |
| Friday | 27 | <div style="width: 27%;"></div> |
| Saturday | 40 | <div style="width: 40%;"></div> |

CALL DURATION

| | |
|--------------------------|-------------|
| 0 - 1 min | 13 |
| > 1 - 2 mins | 34 |
| > 2 - 3 mins | 76 |
| > 3 - 5 mins | 70 |
| > 5 mins | 76 |
| Avg call duration | 4:07 |



TIME OF DAY

| | | |
|-----------------|----|---------------------------------|
| Midnight - 4 am | 7 | <div style="width: 7%;"></div> |
| 4 am - 8 am | 28 | <div style="width: 28%;"></div> |
| 8 am - noon | 58 | <div style="width: 58%;"></div> |
| Noon - 4 pm | 76 | <div style="width: 76%;"></div> |
| 4 pm - 8 pm | 70 | <div style="width: 70%;"></div> |
| 8 pm - midnight | 35 | <div style="width: 35%;"></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