

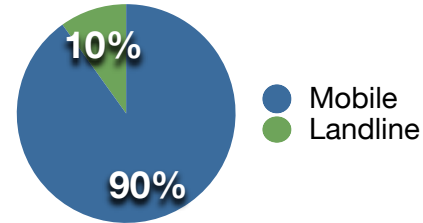
WRA Call Centre Report, Oct 2020

SUMMARY

| | |
|-------------------------|--------------|
| Calls received | 1747 |
| Calls missed | 23 |
| Calls answered | 1724 |
| % calls answered | 98.7% |
| Days in period | 31 |

CALL TYPES

| | |
|-----------------|-------------|
| Mobile | 1574 |
| Landline | 173 |



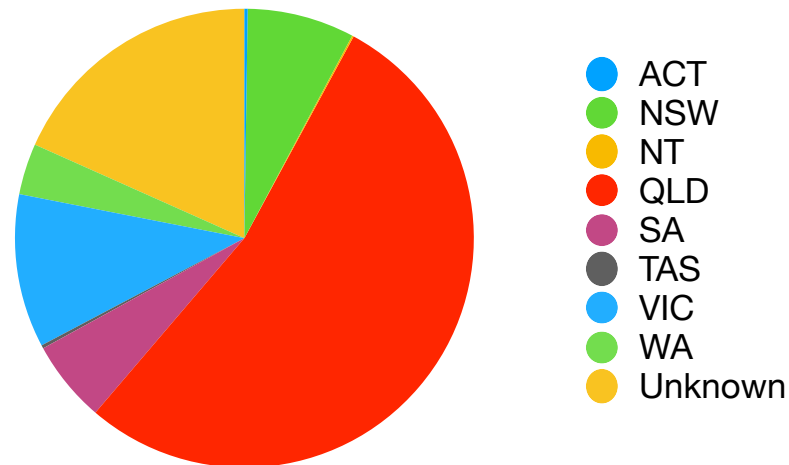
TYPE OF ANIMAL

| | | |
|--------------------------------|------------|--------------|
| Bandicoot | 6 | 0.3% |
| Bat, flying fox | 52 | 3.0% |
| Bird (raptor) | 7 | 0.4% |
| Bird (seabird, pelican) | 0 | 0.0% |
| Bird (other) | 882 | 50.5% |
| Echidna | 22 | 1.3% |
| Frog | 2 | 0.1% |
| Koala | 13 | 0.7% |
| Macropod | 115 | 6.6% |
| Mammal (marine) | 1 | 0.1% |
| Native rat, mouse | 2 | 0.1% |
| Possum, glider | 179 | 10.2% |
| Reptile (snake, goanna) | 34 | 1.9% |
| Reptile (other) | 35 | 2.0% |
| Sea turtle | 3 | 0.2% |
| Wombat | 4 | 0.2% |
| Other native species | 7 | 0.4% |
| Domestic, farm | 12 | 0.7% |
| Introduced species | 30 | 1.7% |
| Unknown species | 321 | 18.4% |

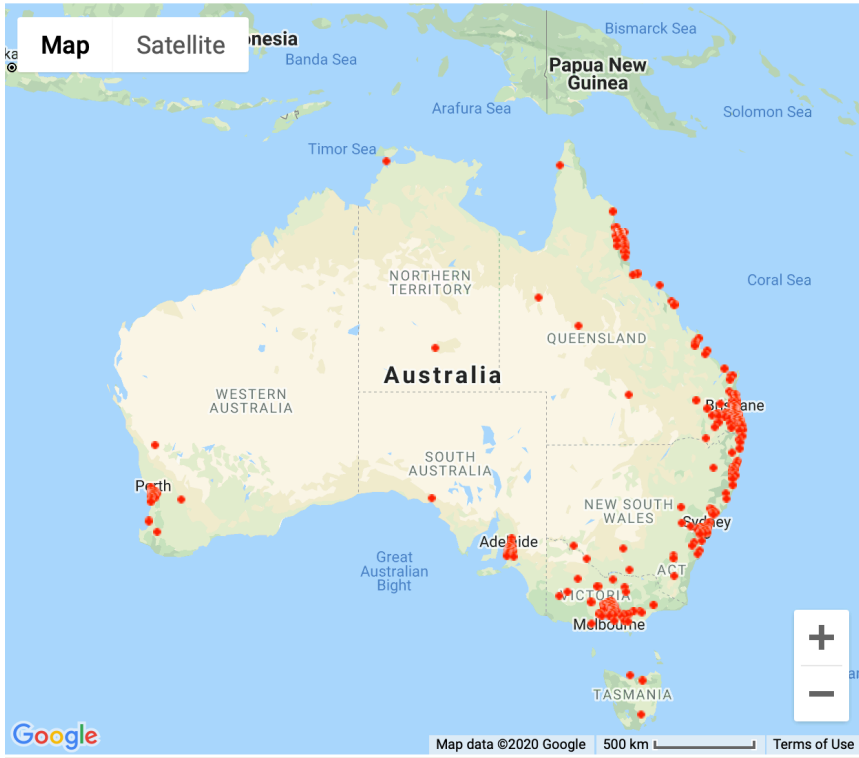
CALLS BY STATE

| | |
|----------------|------------|
| ACT | 4 |
| NSW | 132 |
| NT | 2 |
| QLD | 932 |
| SA | 101 |
| TAS | 4 |
| VIC | 189 |
| WA | 63 |
| Unknown | 320 |

| | |
|---------------------------|--------------|
| Avg calls per day | 56 |
| Avg time to answer | 0:29 |
| Avg call duration | 03:05 |



Distribution of Calls, Oct 2020



DAY OF WEEK

| | | |
|------------------|------------|--|
| Sunday | 258 | |
| Monday | 212 | |
| Tuesday | 271 | |
| Wednesday | 270 | |
| Thursday | 289 | |
| Friday | 218 | |
| Saturday | 229 | |

TIME OF DAY

| | | |
|------------------------|------------|--|
| Midnight - 4 am | 40 | |
| 4 am - 8 am | 93 | |
| 8 am - noon | 436 | |
| Noon - 4 pm | 411 | |
| 4 pm - 8 pm | 562 | |
| 8 pm - midnight | 205 | |

Distribution of Calls per Month

