

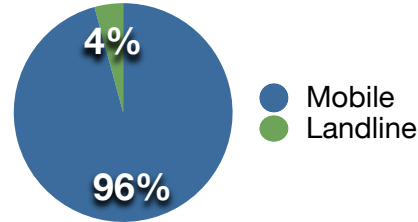
WRA Call Centre Report, Aug 21

SUMMARY

| | |
|---------------------------|---------------|
| Calls received | 638 |
| Calls missed* | 10 |
| Calls unanswered** | 0 |
| Calls answered | 638 |
| % calls answered | 100.0% |
| Days in period | 31 |

CALL TYPES

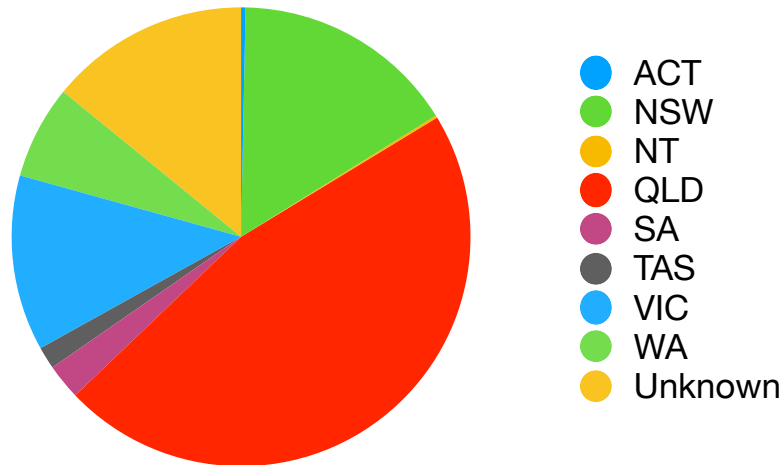
| | |
|-----------------|------------|
| Mobile | 611 |
| Landline | 27 |



| | |
|---------------------------|--------------|
| Avg calls per day | 20.6 |
| Avg time to answer | 00:19 |
| Avg call duration | 04:01 |

CALLS BY STATE

| | | |
|----------------|------------|--------------|
| ACT | 2 | 0.3% |
| NSW | 101 | 15.8% |
| NT | 1 | 0.2% |
| QLD | 297 | 46.6% |
| SA | 16 | 2.5% |
| TAS | 10 | 1.6% |
| VIC | 79 | 12.4% |
| WA | 42 | 6.6% |
| Unknown | 90 | 14.1% |



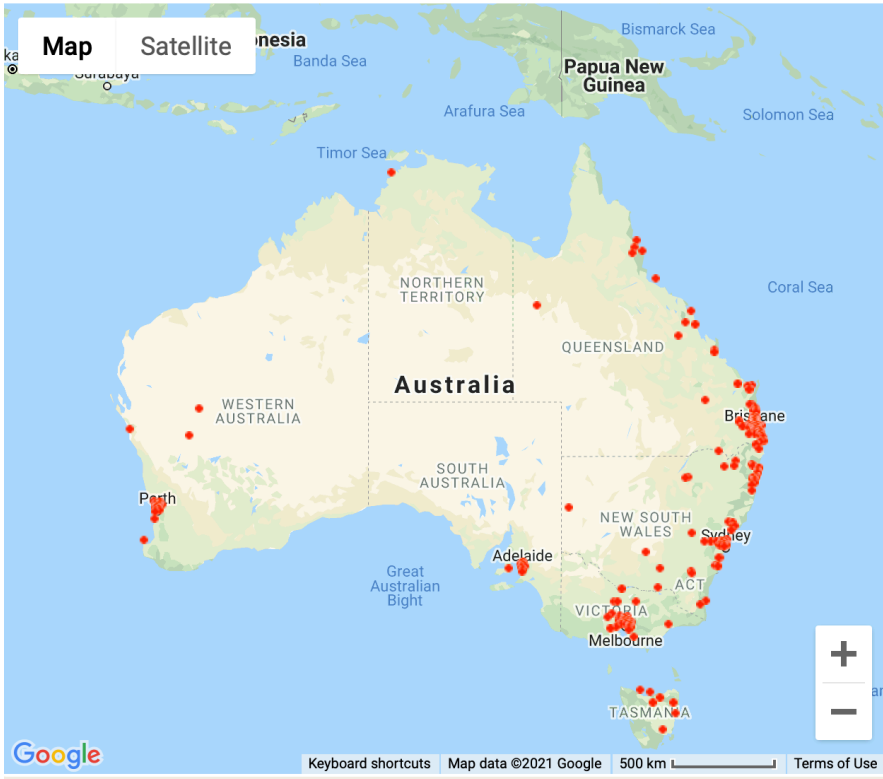
TYPE OF ANIMAL

| | | |
|--------------------------------|------------|--------------|
| Bandicoot | 1 | 0.2% |
| Bat, flying fox | 3 | 0.5% |
| Bird (raptor) | 14 | 2.2% |
| Bird (seabird, pelican) | 0 | 0.0% |
| Bird (other) | 236 | 37.0% |
| Echidna | 15 | 2.4% |
| Frog | 3 | 0.5% |
| Koala | 4 | 0.6% |
| Macropod | 86 | 13.5% |
| Mammal (marine) | 5 | 0.8% |
| Native rat, mouse | 1 | 0.2% |
| Possum, glider | 94 | 14.7% |
| Reptile (snake, goanna) | 25 | 3.9% |
| Reptile (other) | 25 | 3.9% |
| Sea turtle | 1 | 0.2% |
| Wombat | 1 | 0.2% |
| Other native species | 6 | 0.9% |
| Domestic, farm | 6 | 0.9% |
| Introduced species | 11 | 1.7% |
| Unknown species | 83 | 13.0% |

* A missed call is one which was not answered within 2 mins but was rung back (generally within 5-10 mins)

** An unanswered call is one which was not answered within 2 mins and was NOT rung back

Distribution of Calls



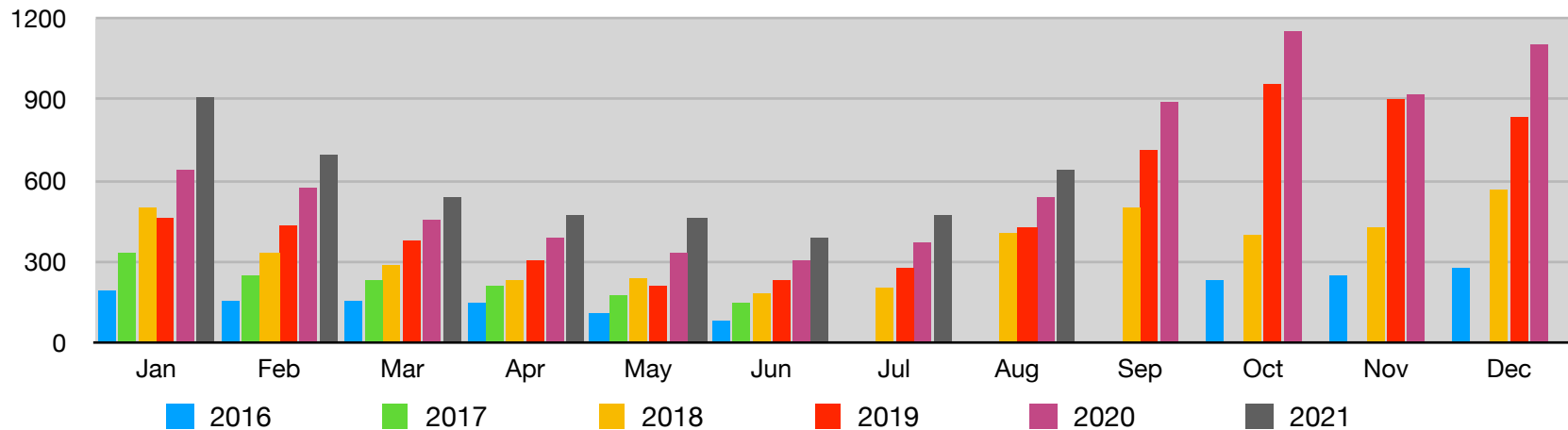
DAY OF WEEK

| | | |
|------------------|------------|--|
| Sunday | 125 | |
| Monday | 118 | |
| Tuesday | 85 | |
| Wednesday | 72 | |
| Thursday | 73 | |
| Friday | 73 | |
| Saturday | 92 | |

TIME OF DAY

| | | |
|------------------------|------------|--|
| Midnight - 4 am | 15 | |
| 4 am - 8 am | 59 | |
| 8 am - noon | 162 | |
| Noon - 4 pm | 163 | |
| 4 pm - 8 pm | 152 | |
| 8 pm - midnight | 87 | |

Distribution of Calls per Month



Only calls directed to the WRA Call Centre are included (i.e. calls redirected from other groups are excluded)