

WRI Call Centre Report, Jan 2018

SUMMARY

Total calls received	498
To Call Centre	493
To PCs (direct)	5
Total number of days	31
Avg calls per day	16.1

CALLS TO CALL CENTRE

Calls received	493
Answered	486
Followed up	5
Not followed up	2

TYPE OF ANIMAL

Bat, flying fox	9	1.9%
Snake, goanna	17	3.5%
Other reptile	16	3.3%
Bird	217	44.7%
Echidna	7	1.4%
Dingo	0	0.0%
Kangaroo, wallaby	37	7.6%
Koala	4	0.8%
Native rat, mouse	0	0.0%
Possum, glider	72	14.8%
Wombat	2	0.4%
Other native species	3	0.6%
Domestic, farm	8	1.6%
Introduced species	10	2.1%
Unknown species	1	0.2%
Not specified	83	17.1%
Total for period	486	100.0%

CALLS BY STATE

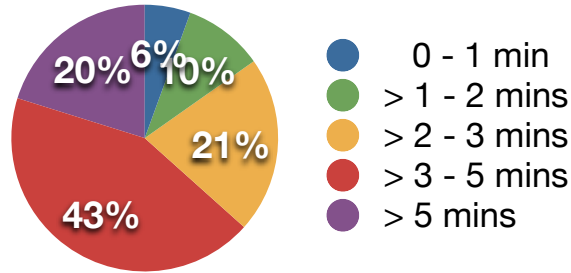
ACT	3
NSW	155
NT	0
QLD	190
SA	17
TAS	4
VIC	53
WA	9
Not specified	55
Total for period	486

SPATIAL DISTRIBUTION OF CALLS



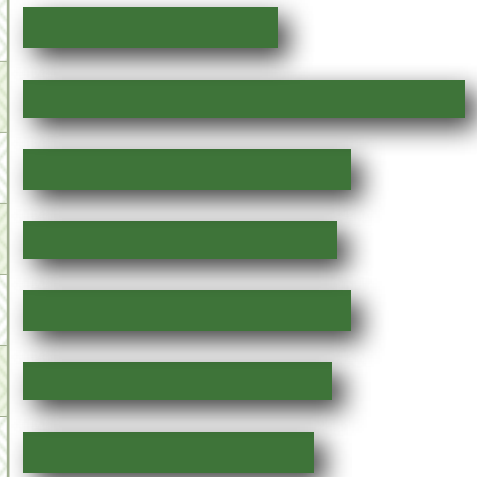
CALL DURATION

0 - 1 min	27
> 1 - 2 mins	47
> 2 - 3 mins	104
> 3 - 5 mins	210
> 5 mins	98
Total	486
Avg call duration	03:42



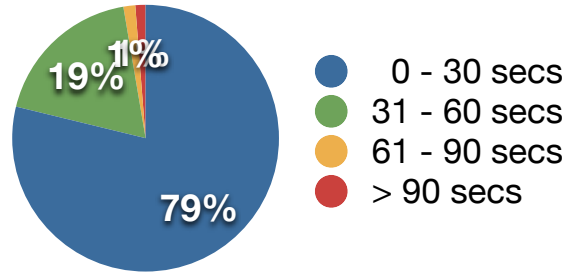
DAY OF WEEK

Sunday	56
Monday	97
Tuesday	72
Wednesday	69
Thursday	72
Friday	68
Saturday	64
Total for period	498



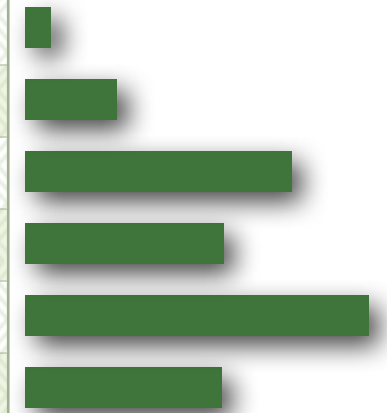
TIME TO ANSWER

0 - 30 secs	383
31 - 60 secs	90
61 - 90 secs	7
> 90 secs	6
Total of calls answered	486
Avg time to answer, secs	00:22



TIME OF DAY

Midnight - 4 am	12
4 am - 8 am	41
8 am - noon	118
Noon - 4 pm	88
4 pm - 8 pm	152
8 pm - midnight	87
Total for period	498



CALL TYPES

Mobile	420
Landline	68
Private	10
Total for period	498

