

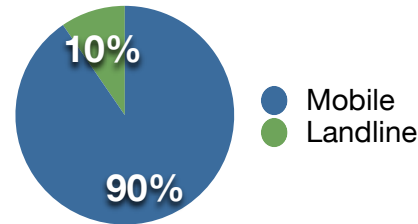
# WRI Call Centre Report, Oct 2018

## SUMMARY

<b>Calls received</b>	<b>397</b>
<b>Answered</b>	<b>394</b>
<b>Missed, followed up</b>	<b>3</b>
<b>Missed, not followed up</b>	<b>0</b>
<b>Days in period</b>	<b>31</b>
<b>Avg calls per day</b>	<b>12.8</b>

## CALL TYPES

<b>Mobile</b>	<b>359</b>
<b>Landline</b>	<b>38</b>



## TYPE OF ANIMAL

<b>Amphibian</b>	<b>1</b>	<b>0.3%</b>
<b>Bandicoot</b>	<b>2</b>	<b>0.5%</b>
<b>Bat, flying fox</b>	<b>9</b>	<b>2.3%</b>
<b>Bird (raptor)</b>	<b>1</b>	<b>0.3%</b>
<b>Bird (seabird, pelican)</b>	<b>6</b>	<b>1.5%</b>
<b>Bird (other)</b>	<b>206</b>	<b>51.9%</b>
<b>Dingo</b>	<b>0</b>	<b>0.0%</b>
<b>Echidna</b>	<b>9</b>	<b>2.3%</b>
<b>Kangaroo, wallaby</b>	<b>44</b>	<b>11.1%</b>
<b>Koala</b>	<b>8</b>	<b>2.0%</b>
<b>Mammal (marine)</b>	<b>2</b>	<b>0.5%</b>
<b>Native rat, mouse</b>	<b>0</b>	<b>0.0%</b>
<b>Possum, glider</b>	<b>78</b>	<b>19.6%</b>
<b>Reptile (snake, goanna)</b>	<b>6</b>	<b>1.5%</b>
<b>Reptile (other)</b>	<b>8</b>	<b>2.0%</b>
<b>Wombat</b>	<b>3</b>	<b>0.8%</b>
<b>Other native species</b>	<b>1</b>	<b>0.3%</b>
<b>Domestic, farm</b>	<b>0</b>	<b>0.0%</b>
<b>Introduced species</b>	<b>3</b>	<b>0.8%</b>
<b>Unknown species</b>	<b>9</b>	<b>2.3%</b>
<b>Admin call</b>	<b>1</b>	<b>0.3%</b>

## SPATIAL DISTRIBUTION OF CALLS

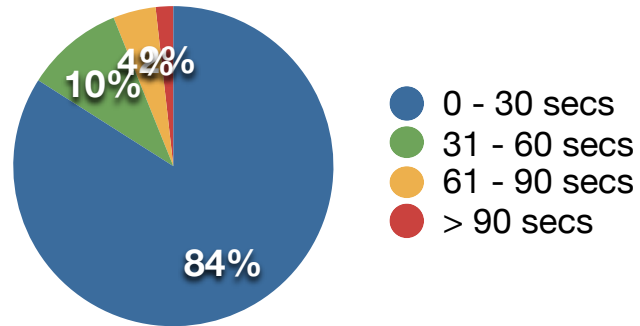


## CALLS BY STATE

<b>ACT</b>	<b>2</b>
<b>NSW</b>	<b>62</b>
<b>NT</b>	<b>0</b>
<b>QLD</b>	<b>229</b>
<b>SA</b>	<b>11</b>
<b>TAS</b>	<b>5</b>
<b>VIC</b>	<b>62</b>
<b>WA</b>	<b>12</b>
<b>Unknown</b>	<b>14</b>

### TIME TO ANSWER

0 - 30 secs	331
31 - 60 secs	39
61 - 90 secs	17
> 90 secs	7
<b>Avg time to answer</b>	<b>00:23</b>

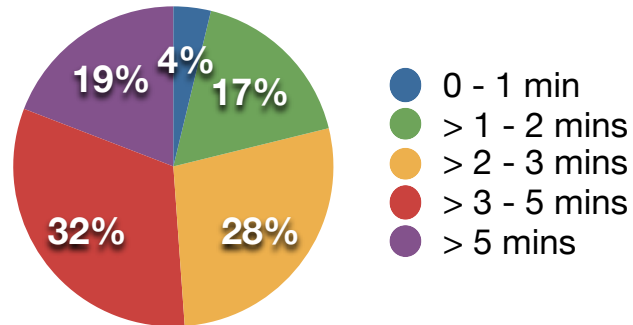


### DAY OF WEEK

Sunday	52	<div style="width: 52%;"></div>
Monday	71	<div style="width: 71%;"></div>
Tuesday	61	<div style="width: 61%;"></div>
Wednesday	52	<div style="width: 52%;"></div>
Thursday	52	<div style="width: 52%;"></div>
Friday	41	<div style="width: 41%;"></div>
Saturday	68	<div style="width: 68%;"></div>

### CALL DURATION

0 - 1 min	15
> 1 - 2 mins	69
> 2 - 3 mins	110
> 3 - 5 mins	127
> 5 mins	76
<b>Avg call duration</b>	<b>03:33</b>



### TIME OF DAY

Midnight - 4 am	8	<div style="width: 8%;"></div>
4 am - 8 am	46	<div style="width: 46%;"></div>
8 am - noon	96	<div style="width: 96%;"></div>
Noon - 4 pm	82	<div style="width: 82%;"></div>
4 pm - 8 pm	112	<div style="width: 112%;"></div>
8 pm - midnight	53	<div style="width: 53%;"></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