

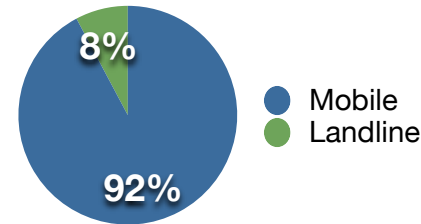
# WRI Call Centre Report, Feb 2019

## SUMMARY

<b>Calls received</b>	<b>437</b>
<b>Answered</b>	<b>430</b>
<b>Missed, followed up</b>	<b>3</b>
<b>Missed, not followed up</b>	<b>4</b>
<b>Days in period</b>	<b>28</b>
<b>Avg calls per day</b>	<b>14.9</b>

## CALL TYPES

<b>Mobile</b>	<b>403</b>
<b>Landline</b>	<b>34</b>



## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>4</b>	<b>0.9%</b>
<b>Bat, flying fox</b>	<b>12</b>	<b>2.7%</b>
<b>Bird (raptor)</b>	<b>3</b>	<b>0.7%</b>
<b>Bird (seabird, pelican)</b>	<b>6</b>	<b>1.4%</b>
<b>Bird (other)</b>	<b>212</b>	<b>48.5%</b>
<b>Echidna</b>	<b>1</b>	<b>0.2%</b>
<b>Frog</b>	<b>0</b>	<b>0.0%</b>
<b>Kangaroo, wallaby</b>	<b>40</b>	<b>9.2%</b>
<b>Koala</b>	<b>3</b>	<b>0.7%</b>
<b>Mammal (marine)</b>	<b>0</b>	<b>0.0%</b>
<b>Native rat, mouse</b>	<b>2</b>	<b>0.5%</b>
<b>Possum, glider</b>	<b>94</b>	<b>21.5%</b>
<b>Reptile (snake, goanna)</b>	<b>10</b>	<b>2.3%</b>
<b>Reptile (other)</b>	<b>9</b>	<b>2.1%</b>
<b>Sea turtle</b>	<b>1</b>	<b>0.2%</b>
<b>Wombat</b>	<b>0</b>	<b>0.0%</b>
<b>Other native species</b>	<b>1</b>	<b>0.2%</b>
<b>Domestic, farm</b>	<b>2</b>	<b>0.5%</b>
<b>Introduced species</b>	<b>12</b>	<b>2.7%</b>
<b>Unknown species</b>	<b>23</b>	<b>5.3%</b>

## CALLS BY STATE

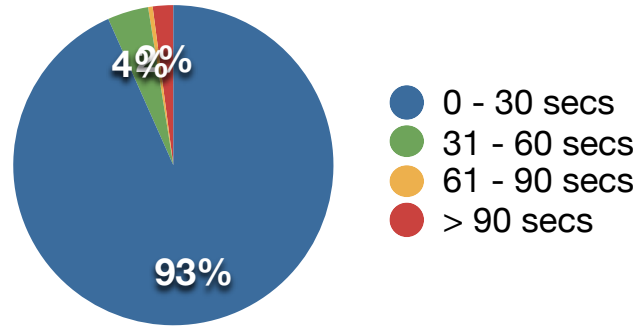
<b>ACT</b>	<b>1</b>
<b>NSW</b>	<b>76</b>
<b>NT</b>	<b>0</b>
<b>QLD</b>	<b>223</b>
<b>SA</b>	<b>13</b>
<b>TAS</b>	<b>2</b>
<b>VIC</b>	<b>63</b>
<b>WA</b>	<b>23</b>
<b>Unknown</b>	<b>36</b>

## SPATIAL DISTRIBUTION OF CALLS



### TIME TO ANSWER

0 - 30 secs	406
31 - 60 secs	18
61 - 90 secs	2
> 90 secs	9
<b>Avg time to answer</b>	<b>0:20</b>

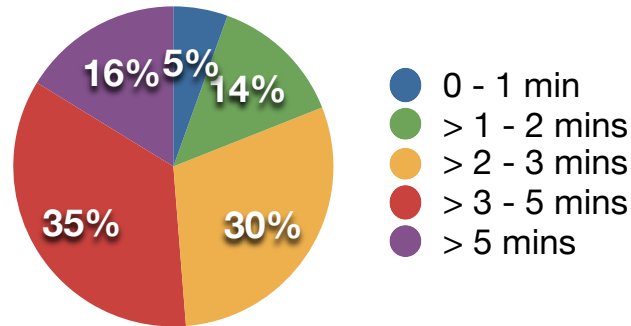


### DAY OF WEEK

Sunday	79	
Monday	51	
Tuesday	54	
Wednesday	62	
Thursday	62	
Friday	55	
Saturday	74	

### CALL DURATION

0 - 1 min	24
> 1 - 2 mins	59
> 2 - 3 mins	130
> 3 - 5 mins	153
> 5 mins	71
<b>Avg call duration</b>	<b>3:27</b>



### TIME OF DAY

Midnight - 4 am	16	
4 am - 8 am	28	
8 am - noon	105	
Noon - 4 pm	86	
4 pm - 8 pm	119	
8 pm - midnight	83	

### 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