

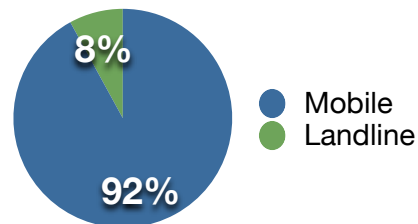
WRA Call Centre Report, Apr 2019

SUMMARY

Calls received	301
Answered	295
Missed, followed up	4
Missed, not followed up	2
Days in period	30
Avg calls per day	14.9

CALL TYPES

Mobile	277
Landline	24



TYPE OF ANIMAL

Bandicoot	1	0.3%
Bat, flying fox	6	2.0%
Bird (raptor)	5	1.7%
Bird (seabird, pelican)	5	1.7%
Bird (other)	118	39.2%
Echidna	5	1.7%
Frog	0	0.0%
Koala	0	0.0%
Macropod	37	12.3%
Mammal (marine)	2	0.7%
Native rat, mouse	1	0.3%
Possum, glider	73	24.3%
Reptile (snake, goanna)	6	2.0%
Reptile (other)	15	5.0%
Sea turtle	1	0.3%
Wombat	1	0.3%
Other native species	1	0.3%
Domestic, farm	3	1.0%
Introduced species	7	2.3%
Unknown species	12	4.0%

CALLS BY STATE

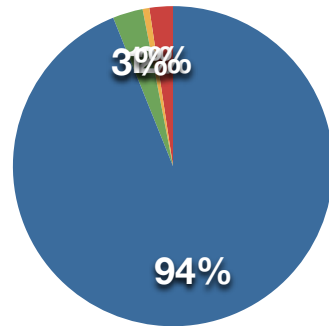
ACT	1
NSW	58
NT	1
QLD	160
SA	8
TAS	2
VIC	40
WA	15
Unknown	14

SPATIAL DISTRIBUTION OF CALLS



TIME TO ANSWER

0 - 30 secs	277
31 - 60 secs	9
61 - 90 secs	2
> 90 secs	7
Avg time to answer	0:20



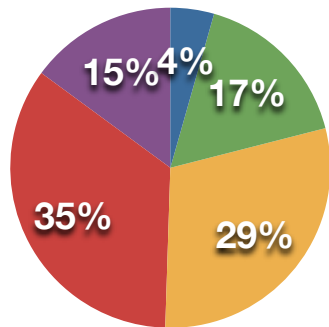
- 0 - 30 secs
- 31 - 60 secs
- 61 - 90 secs
- > 90 secs

DAY OF WEEK

Sunday	49	<div style="width: 49%;"></div>
Monday	56	<div style="width: 56%;"></div>
Tuesday	52	<div style="width: 52%;"></div>
Wednesday	29	<div style="width: 29%;"></div>
Thursday	33	<div style="width: 33%;"></div>
Friday	46	<div style="width: 46%;"></div>
Saturday	36	<div style="width: 36%;"></div>

CALL DURATION

0 - 1 min	13
> 1 - 2 mins	49
> 2 - 3 mins	87
> 3 - 5 mins	102
> 5 mins	44
Avg call duration	3:27



- 0 - 1 min
- > 1 - 2 mins
- > 2 - 3 mins
- > 3 - 5 mins
- > 5 mins

TIME OF DAY

Midnight - 4 am	7	<div style="width: 7%;"></div>
4 am - 8 am	37	<div style="width: 37%;"></div>
8 am - noon	76	<div style="width: 76%;"></div>
Noon - 4 pm	58	<div style="width: 58%;"></div>
4 pm - 8 pm	85	<div style="width: 85%;"></div>
8 pm - midnight	38	<div style="width: 38%;"></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