

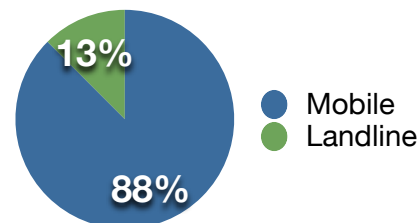
WRA Call Centre Report, May 2019

SUMMARY

Calls received	208
Answered	204
Missed, followed up	1
Missed, not followed up	3
Days in period	31
Avg calls per day	6.7

CALL TYPES

Mobile	182
Landline	26



TYPE OF ANIMAL

Bandicoot	1	0.5%
Bat, flying fox	4	1.9%
Bird (raptor)	2	1.0%
Bird (seabird, pelican)	6	2.9%
Bird (other)	76	36.5%
Echidna	9	4.3%
Frog	0	0.0%
Koala	0	0.0%
Macropod	39	18.8%
Mammal (marine)	0	0.0%
Native rat, mouse	0	0.0%
Possum, glider	43	20.7%
Reptile (snake, goanna)	8	3.8%
Reptile (other)	4	1.9%
Sea turtle	0	0.0%
Wombat	0	0.0%
Other native species	0	0.0%
Domestic, farm	0	0.0%
Introduced species	1	0.5%
Unknown species	12	5.8%

CALLS BY STATE

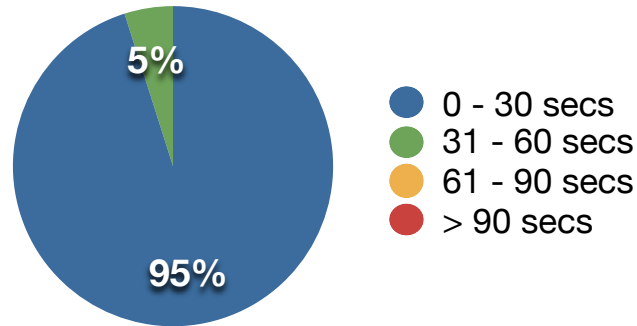
ACT	2
NSW	42
NT	0
QLD	108
SA	6
TAS	1
VIC	32
WA	6
Unknown	10

SPATIAL DISTRIBUTION OF CALLS



TIME TO ANSWER

0 - 30 secs	194
31 - 60 secs	10
61 - 90 secs	0
> 90 secs	0
Avg time to answer	0:00:18

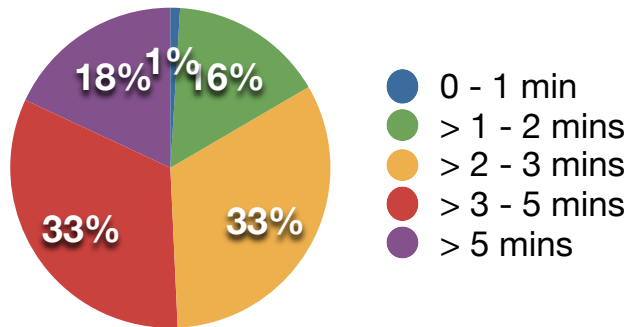


DAY OF WEEK

Sunday	28	
Monday	25	
Tuesday	29	
Wednesday	34	
Thursday	36	
Friday	28	
Saturday	25	

CALL DURATION

0 - 1 min	2
> 1 - 2 mins	32
> 2 - 3 mins	67
> 3 - 5 mins	67
> 5 mins	37
Avg call duration	3:27



TIME OF DAY

Midnight - 4 am	6	
4 am - 8 am	27	
8 am - noon	57	
Noon - 4 pm	45	
4 pm - 8 pm	43	
8 pm - midnight	27	

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