

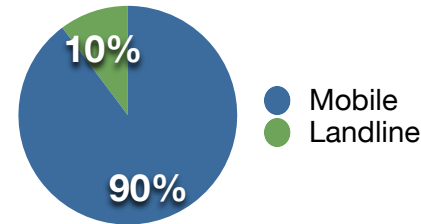
# WRA Call Centre Report, Jun 2019

## SUMMARY

<b>Calls received</b>	<b>225</b>
<b>Answered</b>	<b>225</b>
<b>Missed, followed up</b>	<b>0</b>
<b>Missed, not followed up</b>	<b>0</b>
<b>Days in period</b>	<b>30</b>
<b>Avg calls per day</b>	<b>7.5</b>

## CALL TYPES

<b>Mobile</b>	<b>202</b>
<b>Landline</b>	<b>23</b>



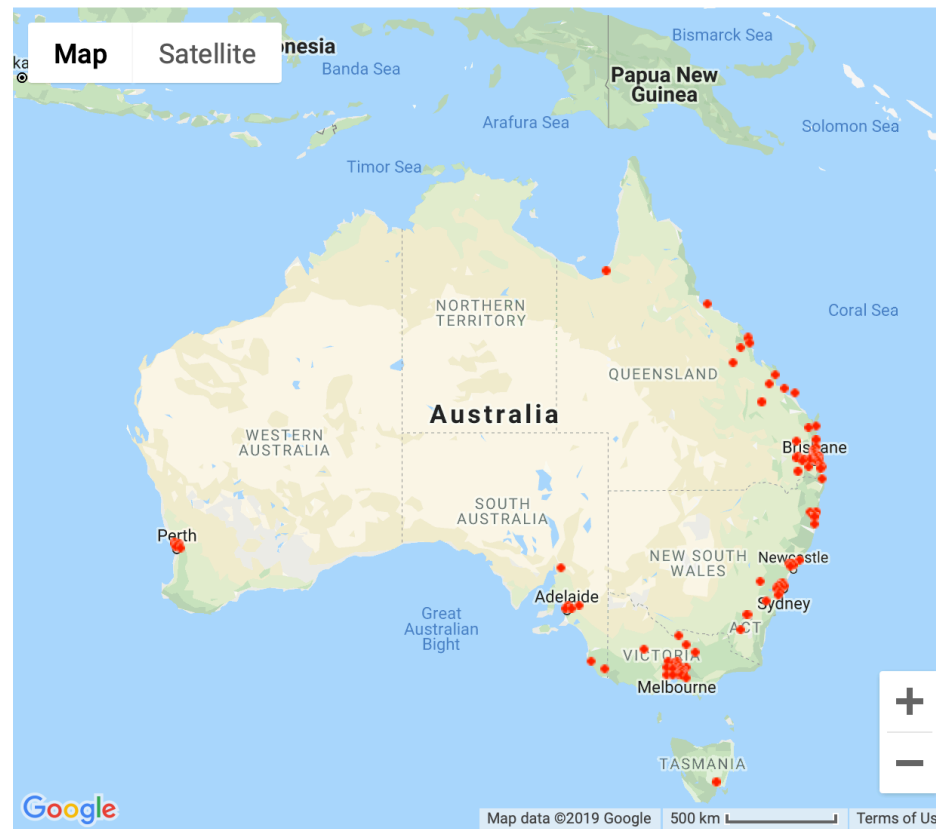
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>4</b>	<b>1.8%</b>
<b>Bat, flying fox</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (raptor)</b>	<b>1</b>	<b>0.4%</b>
<b>Bird (seabird, pelican)</b>	<b>6</b>	<b>2.7%</b>
<b>Bird (other)</b>	<b>77</b>	<b>34.2%</b>
<b>Echidna</b>	<b>5</b>	<b>2.2%</b>
<b>Frog</b>	<b>0</b>	<b>0.0%</b>
<b>Koala</b>	<b>7</b>	<b>3.1%</b>
<b>Macropod</b>	<b>34</b>	<b>15.1%</b>
<b>Mammal (marine)</b>	<b>1</b>	<b>0.4%</b>
<b>Native rat, mouse</b>	<b>1</b>	<b>0.4%</b>
<b>Possum, glider</b>	<b>67</b>	<b>29.8%</b>
<b>Reptile (snake, goanna)</b>	<b>5</b>	<b>2.2%</b>
<b>Reptile (other)</b>	<b>1</b>	<b>0.4%</b>
<b>Sea turtle</b>	<b>1</b>	<b>0.4%</b>
<b>Wombat</b>	<b>2</b>	<b>0.9%</b>
<b>Other native species</b>	<b>0</b>	<b>0.0%</b>
<b>Domestic, farm</b>	<b>2</b>	<b>0.9%</b>
<b>Introduced species</b>	<b>6</b>	<b>2.7%</b>
<b>Unknown species</b>	<b>5</b>	<b>2.2%</b>

## CALLS BY STATE

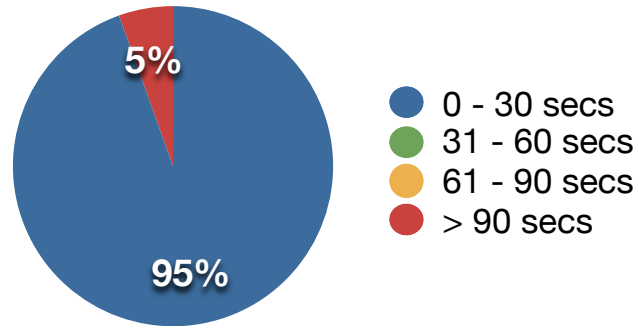
<b>ACT</b>	<b>2</b>
<b>NSW</b>	<b>37</b>
<b>NT</b>	<b>0</b>
<b>QLD</b>	<b>120</b>
<b>SA</b>	<b>10</b>
<b>TAS</b>	<b>3</b>
<b>VIC</b>	<b>33</b>
<b>WA</b>	<b>15</b>
<b>Unknown</b>	<b>5</b>

## SPATIAL DISTRIBUTION OF CALLS



### TIME TO ANSWER

0 - 30 secs	207
31 - 60 secs	0
61 - 90 secs	0
> 90 secs	12
<b>Avg time to answer</b>	<b>0:00:21</b>

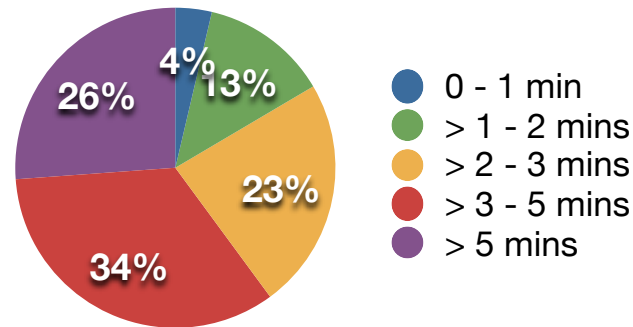


### DAY OF WEEK

Sunday	51	
Monday	28	
Tuesday	25	
Wednesday	24	
Thursday	28	
Friday	31	
Saturday	38	

### CALL DURATION

0 - 1 min	8
> 1 - 2 mins	28
> 2 - 3 mins	51
> 3 - 5 mins	74
> 5 mins	57
<b>Avg call duration</b>	<b>3:27</b>



### TIME OF DAY

Midnight - 4 am	10	
4 am - 8 am	23	
8 am - noon	54	
Noon - 4 pm	60	
4 pm - 8 pm	48	
8 pm - midnight	30	

### 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