

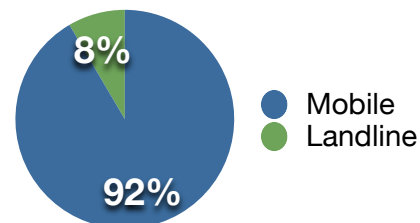
# WRA Call Centre Report, Aug 2019

## SUMMARY

<b>Calls received</b>	<b>426</b>
<b>Answered</b>	<b>424</b>
<b>Missed, followed up</b>	<b>2</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>13.7</b>

## CALL TYPES

<b>Mobile</b>	<b>390</b>
<b>Landline</b>	<b>36</b>



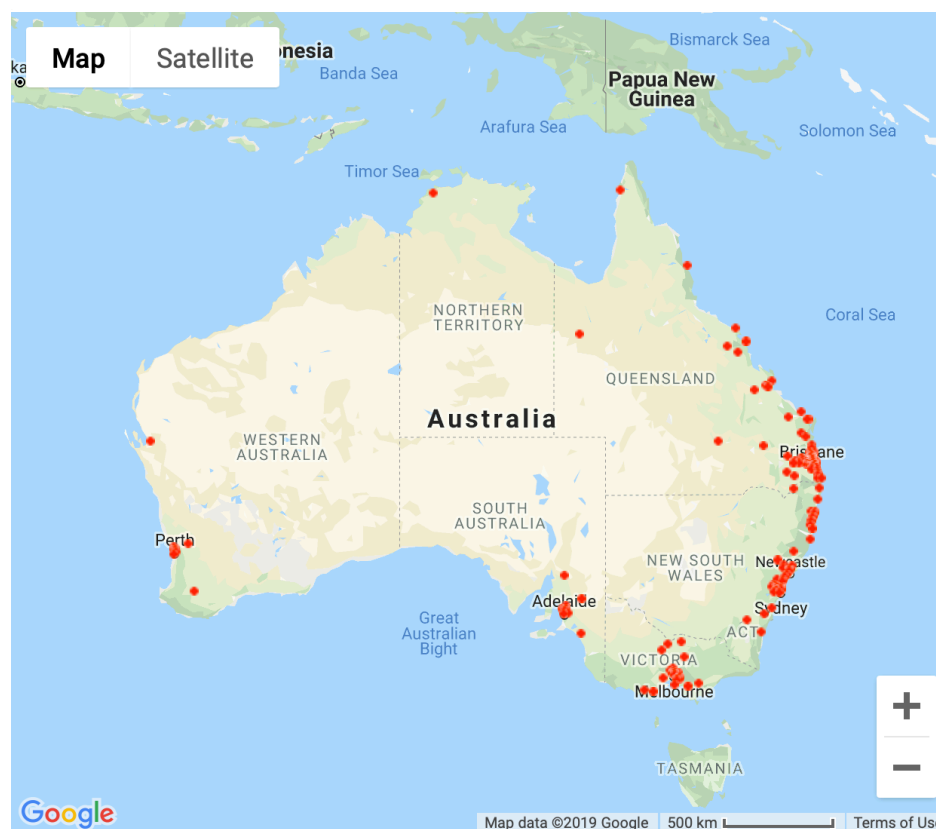
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>2</b>	<b>0.5%</b>
<b>Bat, flying fox</b>	<b>14</b>	<b>3.3%</b>
<b>Bird (raptor)</b>	<b>4</b>	<b>0.9%</b>
<b>Bird (seabird, pelican)</b>	<b>3</b>	<b>0.7%</b>
<b>Bird (other)</b>	<b>94</b>	<b>22.1%</b>
<b>Echidna</b>	<b>5</b>	<b>1.2%</b>
<b>Frog</b>	<b>0</b>	<b>0.0%</b>
<b>Koala</b>	<b>11</b>	<b>2.6%</b>
<b>Macropod</b>	<b>47</b>	<b>11.0%</b>
<b>Mammal (marine)</b>	<b>3</b>	<b>0.7%</b>
<b>Native rat, mouse</b>	<b>2</b>	<b>0.5%</b>
<b>Possum, glider</b>	<b>113</b>	<b>26.5%</b>
<b>Reptile (snake, goanna)</b>	<b>2</b>	<b>0.5%</b>
<b>Reptile (other)</b>	<b>10</b>	<b>2.3%</b>
<b>Sea turtle</b>	<b>0</b>	<b>0.0%</b>
<b>Wombat</b>	<b>1</b>	<b>0.2%</b>
<b>Other native species</b>	<b>0</b>	<b>0.0%</b>
<b>Domestic, farm</b>	<b>3</b>	<b>0.7%</b>
<b>Introduced species</b>	<b>3</b>	<b>0.7%</b>
<b>Unknown species</b>	<b>24</b>	<b>5.6%</b>

## CALLS BY STATE

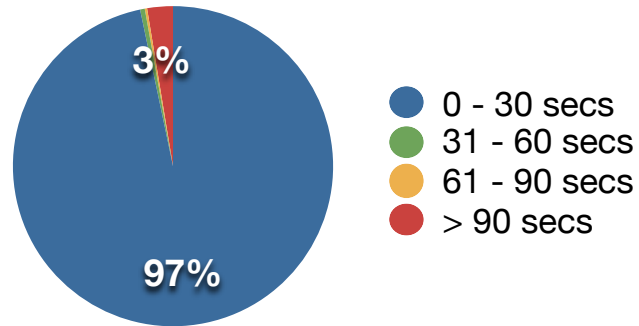
<b>ACT</b>	<b>0</b>
<b>NSW</b>	<b>69</b>
<b>NT</b>	<b>1</b>
<b>QLD</b>	<b>269</b>
<b>SA</b>	<b>15</b>
<b>TAS</b>	<b>0</b>
<b>VIC</b>	<b>46</b>
<b>WA</b>	<b>14</b>
<b>Unknown</b>	<b>12</b>

## SPATIAL DISTRIBUTION OF CALLS



### TIME TO ANSWER

0 - 30 secs	410
31 - 60 secs	2
61 - 90 secs	1
> 90 secs	11
<b>Avg time to answer</b>	<b>00:19</b>

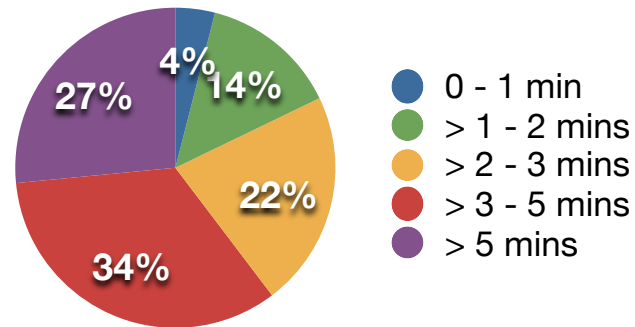


### DAY OF WEEK

Sunday	54	<div style="width: 54px; height: 10px; background-color: #c6e0b4;"></div>
Monday	45	<div style="width: 45px; height: 10px; background-color: #c6e0b4;"></div>
Tuesday	51	<div style="width: 51px; height: 10px; background-color: #c6e0b4;"></div>
Wednesday	70	<div style="width: 70px; height: 10px; background-color: #c6e0b4;"></div>
Thursday	73	<div style="width: 73px; height: 10px; background-color: #c6e0b4;"></div>
Friday	72	<div style="width: 72px; height: 10px; background-color: #c6e0b4;"></div>
Saturday	61	<div style="width: 61px; height: 10px; background-color: #c6e0b4;"></div>

### CALL DURATION

0 - 1 min	17
> 1 - 2 mins	59
> 2 - 3 mins	93
> 3 - 5 mins	144
> 5 mins	113
<b>Avg call duration</b>	<b>04:02</b>



### TIME OF DAY

Midnight - 4 am	9	<div style="width: 9px; height: 10px; background-color: #c6e0b4;"></div>
4 am - 8 am	46	<div style="width: 46px; height: 10px; background-color: #c6e0b4;"></div>
8 am - noon	103	<div style="width: 103px; height: 10px; background-color: #c6e0b4;"></div>
Noon - 4 pm	98	<div style="width: 98px; height: 10px; background-color: #c6e0b4;"></div>
4 pm - 8 pm	126	<div style="width: 126px; height: 10px; background-color: #c6e0b4;"></div>
8 pm - midnight	44	<div style="width: 44px; height: 10px; background-color: #c6e0b4;"></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