

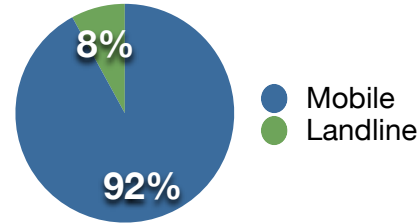
WRA Call Centre Report, Sep 2019

SUMMARY

Calls received	715
Answered	705
Missed, followed up	6
Missed, not followed up	4
Days in period	30
Avg calls per day	23.8

CALL TYPES

Mobile	658
Landline	57



TYPE OF ANIMAL

Bandicoot	1	0.1%
Bat, flying fox	56	7.8%
Bird (raptor)	6	0.8%
Bird (seabird, pelican)	13	1.8%
Bird (other)	94	13.1%
Echidna	24	3.4%
Frog	1	0.1%
Koala	24	3.4%
Macropod	75	10.5%
Mammal (marine)	0	0.0%
Native rat, mouse	0	0.0%
Possum, glider	148	20.7%
Reptile (snake, goanna)	8	1.1%
Reptile (other)	13	1.8%
Sea turtle	4	0.6%
Wombat	1	0.1%
Other native species	3	0.4%
Domestic, farm	12	1.7%
Introduced species	4	0.6%
Unknown species	40	5.6%

CALLS BY STATE

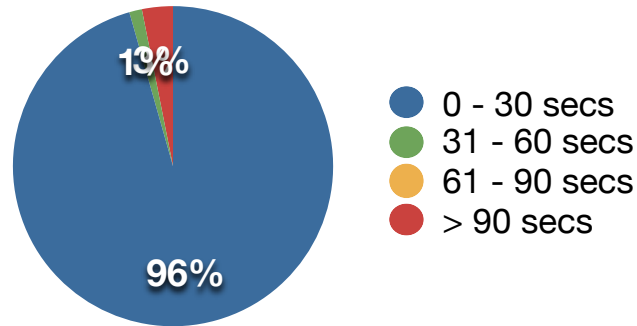
ACT	3
NSW	97
NT	0
QLD	456
SA	28
TAS	7
VIC	61
WA	31
Unknown	32

SPATIAL DISTRIBUTION OF CALLS



TIME TO ANSWER

0 - 30 secs	673
31 - 60 secs	9
61 - 90 secs	0
> 90 secs	22
Avg time to answer	00:20

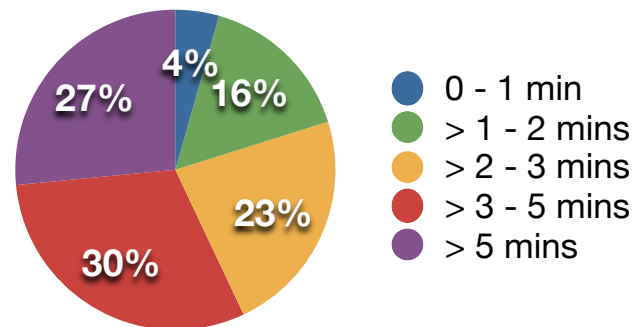


DAY OF WEEK

Sunday	112	<div style="width: 100%;"></div>
Monday	134	<div style="width: 100%;"></div>
Tuesday	81	<div style="width: 100%;"></div>
Wednesday	97	<div style="width: 100%;"></div>
Thursday	96	<div style="width: 100%;"></div>
Friday	86	<div style="width: 100%;"></div>
Saturday	111	<div style="width: 100%;"></div>

CALL DURATION

0 - 1 min	31
> 1 - 2 mins	111
> 2 - 3 mins	161
> 3 - 5 mins	215
> 5 mins	187
Avg call duration	03:53



TIME OF DAY

Midnight - 4 am	11	<div style="width: 100%;"></div>
4 am - 8 am	102	<div style="width: 100%;"></div>
8 am - noon	186	<div style="width: 100%;"></div>
Noon - 4 pm	149	<div style="width: 100%;"></div>
4 pm - 8 pm	175	<div style="width: 100%;"></div>
8 pm - midnight	94	<div style="width: 100%;"></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