

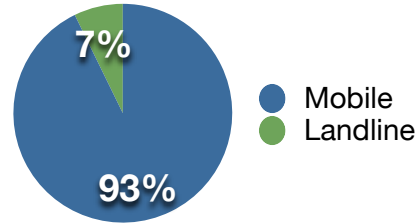
WRA Call Centre Report, Oct 2019

SUMMARY

Calls received	953
Answered	936
Missed, followed up	12
Missed, not followed up	5
Days in period	31
Avg calls per day	30.7

CALL TYPES

Mobile	884
Landline	69



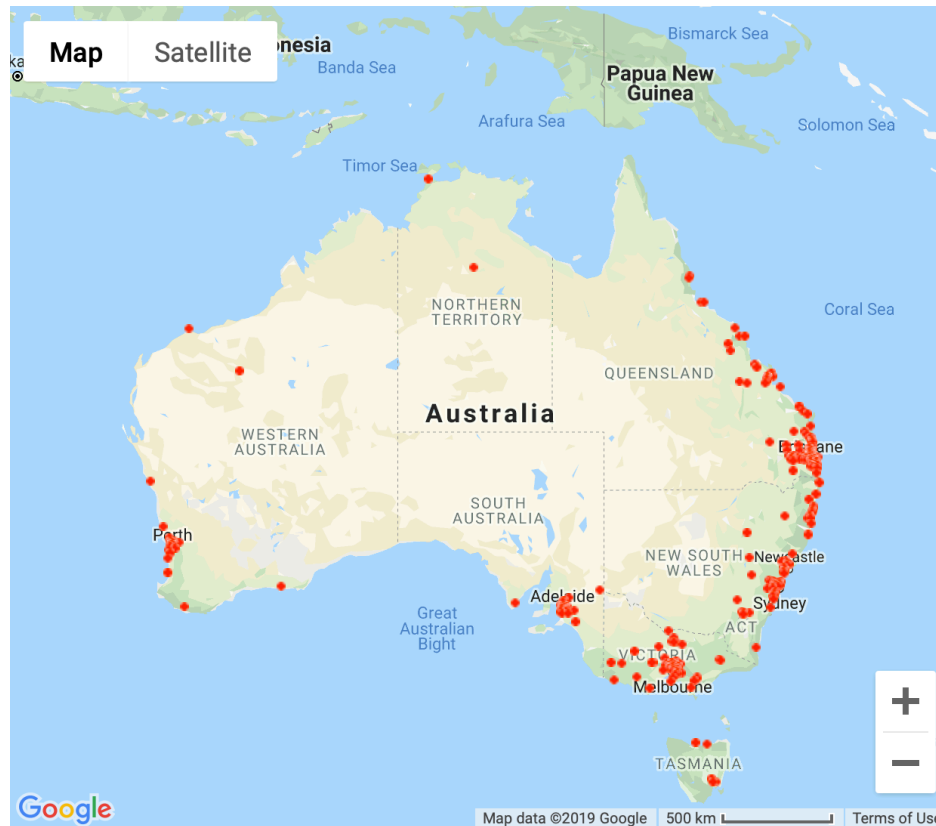
TYPE OF ANIMAL

Bandicoot	0	0.0%
Bat, flying fox	36	3.8%
Bird (raptor)	8	0.8%
Bird (seabird, pelican)	14	1.5%
Bird (other)	453	47.5%
Echidna	27	2.8%
Frog	1	0.1%
Koala	16	1.7%
Macropod	105	11.0%
Mammal (marine)	1	0.1%
Native rat, mouse	2	0.2%
Possum, glider	183	19.2%
Reptile (snake, goanna)	18	1.9%
Reptile (other)	28	2.9%
Sea turtle	0	0.0%
Wombat	2	0.2%
Other native species	5	0.5%
Domestic, farm	5	0.5%
Introduced species	7	0.7%
Unknown species	37	3.9%

CALLS BY STATE

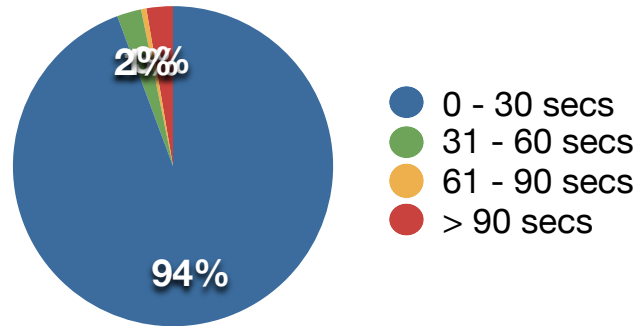
ACT	6
NSW	101
NT	3
QLD	559
SA	60
TAS	10
VIC	133
WA	48
Unknown	28

SPATIAL DISTRIBUTION OF CALLS



TIME TO ANSWER

0 - 30 secs	883
31 - 60 secs	23
61 - 90 secs	5
> 90 secs	25
Avg time to answer	00:20

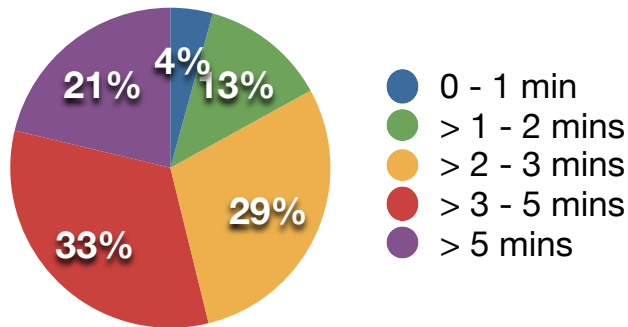


DAY OF WEEK

Sunday	158	<div style="width: 15%;"></div>
Monday	97	<div style="width: 10%;"></div>
Tuesday	171	<div style="width: 17%;"></div>
Wednesday	138	<div style="width: 14%;"></div>
Thursday	145	<div style="width: 15%;"></div>
Friday	142	<div style="width: 15%;"></div>
Saturday	102	<div style="width: 11%;"></div>

CALL DURATION

0 - 1 min	40
> 1 - 2 mins	119
> 2 - 3 mins	273
> 3 - 5 mins	305
> 5 mins	199
Avg call duration	03:43



TIME OF DAY

Midnight - 4 am	21	<div style="width: 2%;"></div>
4 am - 8 am	100	<div style="width: 10%;"></div>
8 am - noon	223	<div style="width: 22%;"></div>
Noon - 4 pm	208	<div style="width: 21%;"></div>
4 pm - 8 pm	263	<div style="width: 26%;"></div>
8 pm - midnight	138	<div style="width: 14%;"></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