

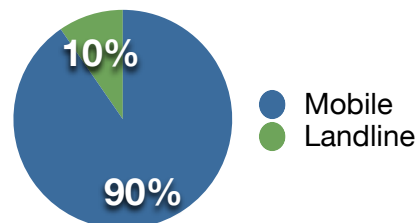
WRA Call Centre Report, Nov 2019

SUMMARY

Calls received	894
Answered	877
Missed, followed up	17
Missed, not followed up	0
Days in period	30
Avg calls per day	29.8

CALL TYPES

Mobile	808
Landline	86



TYPE OF ANIMAL

Bandicoot	3	0.3%
Bat, flying fox	19	2.1%
Bird (raptor)	3	0.3%
Bird (seabird, pelican)	8	0.9%
Bird (other)	448	50.1%
Echidna	14	1.6%
Frog	0	0.0%
Koala	21	2.3%
Macropod	110	12.3%
Mammal (marine)	0	0.0%
Native rat, mouse	2	0.2%
Possum, glider	165	18.5%
Reptile (snake, goanna)	11	1.2%
Reptile (other)	19	2.1%
Sea turtle	1	0.1%
Wombat	1	0.1%
Other native species	2	0.2%
Domestic, farm	9	1.0%
Introduced species	10	1.1%
Unknown species	48	5.4%

CALLS BY STATE

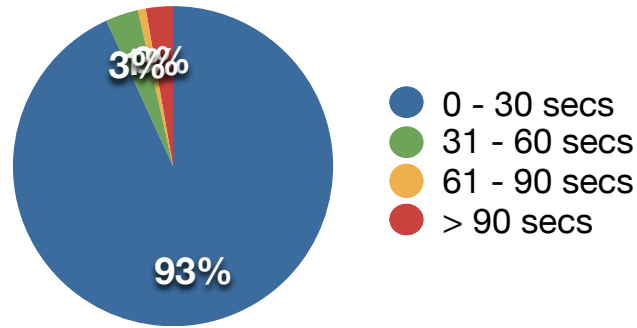
ACT	11
NSW	112
NT	1
QLD	506
SA	78
TAS	6
VIC	105
WA	30
Unknown	45

SPATIAL DISTRIBUTION OF CALLS



TIME TO ANSWER

0 - 30 secs	817
31 - 60 secs	29
61 - 90 secs	7
> 90 secs	24
Avg time to answer	00:21

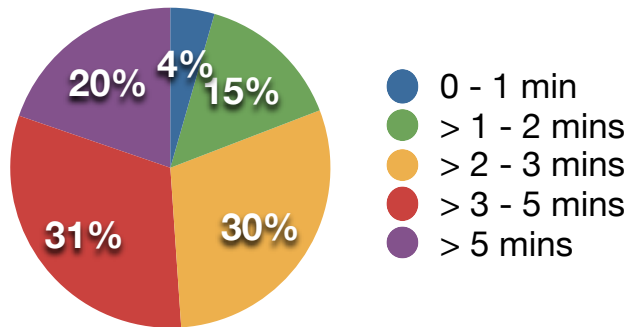


DAY OF WEEK

Sunday	142	<div style="width: 100%;"></div>
Monday	128	<div style="width: 90%;"></div>
Tuesday	121	<div style="width: 85%;"></div>
Wednesday	129	<div style="width: 90%;"></div>
Thursday	102	<div style="width: 70%;"></div>
Friday	143	<div style="width: 100%;"></div>
Saturday	129	<div style="width: 90%;"></div>

CALL DURATION

0 - 1 min	39
> 1 - 2 mins	129
> 2 - 3 mins	261
> 3 - 5 mins	275
> 5 mins	173
Avg call duration	03:39



TIME OF DAY

Midnight - 4 am	20	<div style="width: 5%;"></div>
4 am - 8 am	75	<div style="width: 15%;"></div>
8 am - noon	232	<div style="width: 55%;"></div>
Noon - 4 pm	188	<div style="width: 45%;"></div>
4 pm - 8 pm	251	<div style="width: 60%;"></div>
8 pm - midnight	128	<div style="width: 30%;"></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