

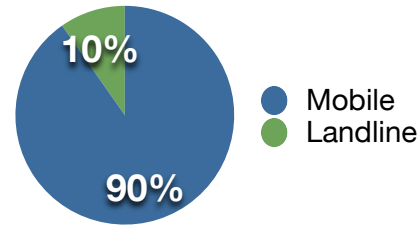
WRA Call Centre Report, Dec 2019

SUMMARY

Calls received	833
Answered	813
Missed, followed up	17
Missed, not followed up	3
Days in period	31
Avg calls per day	26.9

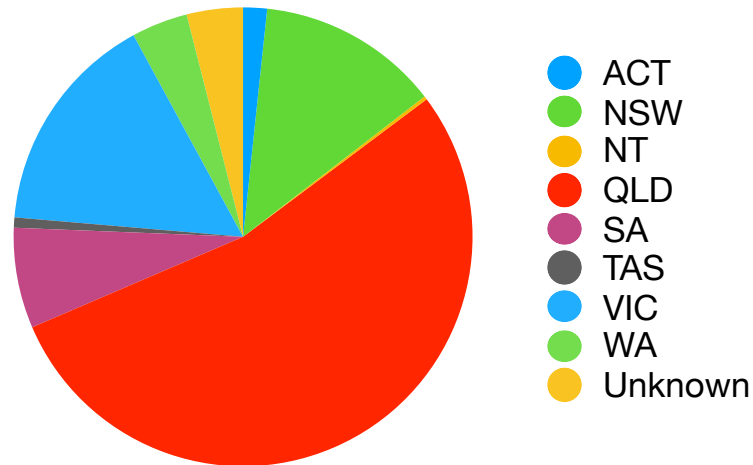
CALL TYPES

Mobile	752
Landline	81



CALLS BY STATE

ACT	14
NSW	107
NT	2
QLD	448
SA	59
TAS	6
VIC	131
WA	33
Unknown	33

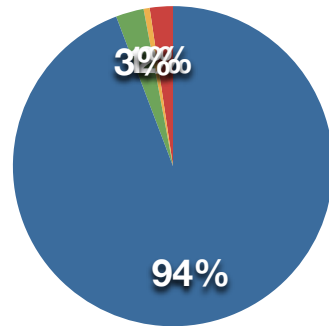


TYPE OF ANIMAL

Bandicoot	0	0.0%
Bat, flying fox	16	1.9%
Bird (raptor)	9	1.1%
Bird (seabird, pelican)	6	0.7%
Bird (other)	363	43.6%
Echidna	7	0.8%
Frog	1	0.1%
Koala	20	2.4%
Macropod	92	11.0%
Mammal (marine)	0	0.0%
Native rat, mouse	1	0.1%
Possum, glider	204	24.5%
Reptile (snake, goanna)	17	2.0%
Reptile (other)	24	2.9%
Sea turtle	1	0.1%
Wombat	0	0.0%
Other native species	2	0.2%
Domestic, farm	3	0.4%
Introduced species	23	2.8%
Unknown species	39	4.7%

TIME TO ANSWER

0 - 30 secs	766
31 - 60 secs	23
61 - 90 secs	5
> 90 secs	19
Avg time to answer	00:20



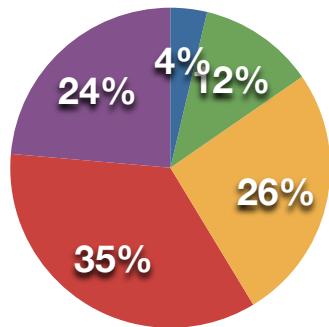
- 0 - 30 secs
- 31 - 60 secs
- 61 - 90 secs
- > 90 secs

DAY OF WEEK

Sunday	145	<div style="width: 100%;"></div>
Monday	149	<div style="width: 100%;"></div>
Tuesday	105	<div style="width: 70%;"></div>
Wednesday	85	<div style="width: 50%;"></div>
Thursday	110	<div style="width: 75%;"></div>
Friday	108	<div style="width: 70%;"></div>
Saturday	131	<div style="width: 80%;"></div>

CALL DURATION

0 - 1 min	30
> 1 - 2 mins	95
> 2 - 3 mins	211
> 3 - 5 mins	285
> 5 mins	192
Avg call duration	04:01



- 0 - 1 min
- > 1 - 2 mins
- > 2 - 3 mins
- > 3 - 5 mins
- > 5 mins

TIME OF DAY

Midnight - 4 am	32	<div style="width: 10%;"></div>
4 am - 8 am	71	<div style="width: 20%;"></div>
8 am - noon	228	<div style="width: 70%;"></div>
Noon - 4 pm	161	<div style="width: 50%;"></div>
4 pm - 8 pm	199	<div style="width: 60%;"></div>
8 pm - midnight	142	<div style="width: 45%;"></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