

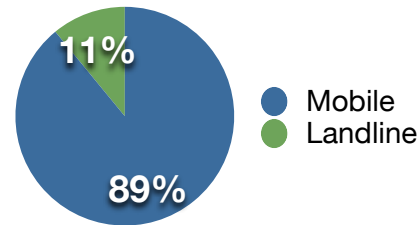
# WRA Call Centre Report, Feb 2020

## SUMMARY

<b>Calls received</b>	<b>575</b>
<b>Answered</b>	<b>556</b>
<b>Missed, followed up</b>	<b>4</b>
<b>Missed, not followed up</b>	<b>15</b>
<b>Days in period</b>	<b>29</b>
<b>Avg calls per day</b>	<b>19.8</b>

## CALL TYPES

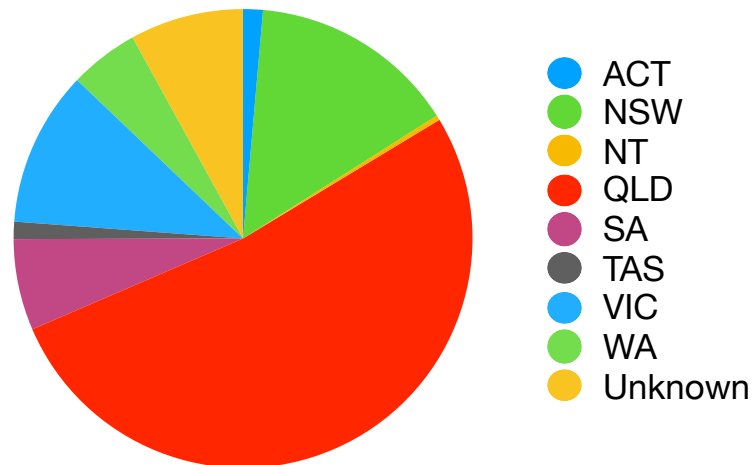
<b>Mobile</b>	<b>512</b>
<b>Landline</b>	<b>63</b>



<b>Avg calls per day</b>	<b>19.8</b>
<b>Avg time to answer</b>	<b>0m 20s</b>
<b>Avg call duration</b>	<b>2m 51s</b>

## CALLS BY STATE

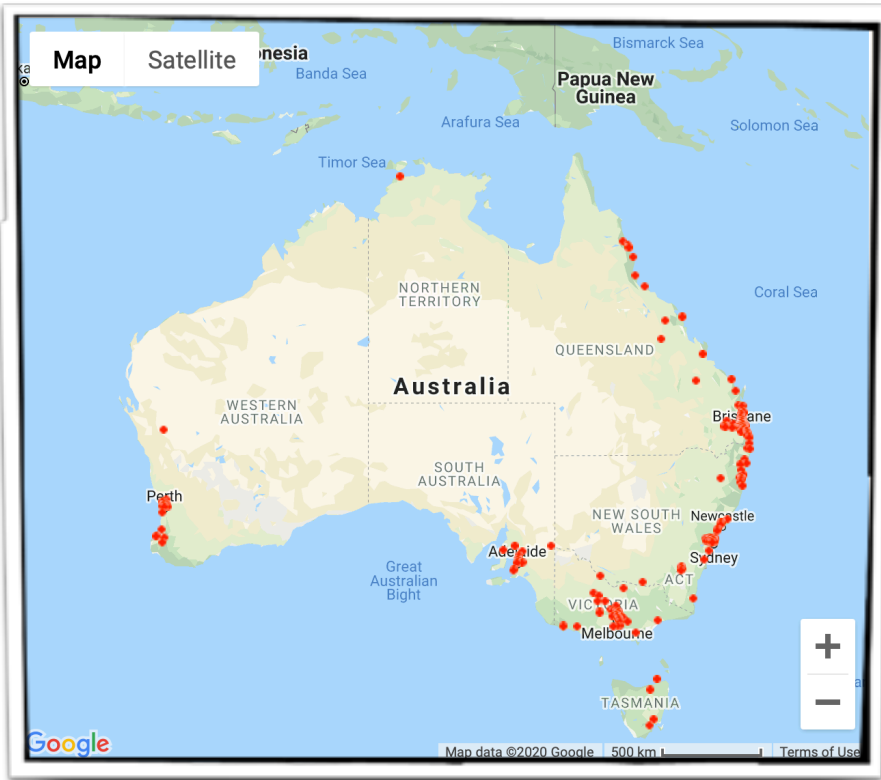
<b>ACT</b>	<b>8</b>
<b>NSW</b>	<b>84</b>
<b>NT</b>	<b>2</b>
<b>QLD</b>	<b>300</b>
<b>SA</b>	<b>37</b>
<b>TAS</b>	<b>7</b>
<b>VIC</b>	<b>63</b>
<b>WA</b>	<b>28</b>
<b>Unknown</b>	<b>46</b>



## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>1</b>	<b>0.2%</b>
<b>Bat, flying fox</b>	<b>14</b>	<b>2.4%</b>
<b>Bird (raptor)</b>	<b>11</b>	<b>1.9%</b>
<b>Bird (seabird, pelican)</b>	<b>10</b>	<b>1.7%</b>
<b>Bird (other)</b>	<b>237</b>	<b>41.2%</b>
<b>Echidna</b>	<b>2</b>	<b>0.3%</b>
<b>Frog</b>	<b>1</b>	<b>0.2%</b>
<b>Koala</b>	<b>6</b>	<b>1.0%</b>
<b>Macropod</b>	<b>51</b>	<b>8.9%</b>
<b>Mammal (marine)</b>	<b>0</b>	<b>0.0%</b>
<b>Native rat, mouse</b>	<b>1</b>	<b>0.2%</b>
<b>Possum, glider</b>	<b>136</b>	<b>23.7%</b>
<b>Reptile (snake, goanna)</b>	<b>9</b>	<b>1.6%</b>
<b>Reptile (other)</b>	<b>24</b>	<b>4.2%</b>
<b>Sea turtle</b>	<b>0</b>	<b>0.0%</b>
<b>Wombat</b>	<b>0</b>	<b>0.0%</b>
<b>Other native species</b>	<b>1</b>	<b>0.2%</b>
<b>Domestic, farm</b>	<b>12</b>	<b>2.1%</b>
<b>Introduced species</b>	<b>9</b>	<b>1.6%</b>
<b>Unknown species</b>	<b>46</b>	<b>8.0%</b>

## Distribution of Calls - Feb 2020



### DAY OF WEEK

Sunday	77	<div style="width: 77%;"></div>
Monday	86	<div style="width: 86%;"></div>
Tuesday	71	<div style="width: 71%;"></div>
Wednesday	81	<div style="width: 81%;"></div>
Thursday	79	<div style="width: 79%;"></div>
Friday	69	<div style="width: 69%;"></div>
Saturday	112	<div style="width: 112%;"></div>

### TIME OF DAY

Midnight - 4 am	16	<div style="width: 16%;"></div>
4 am - 8 am	46	<div style="width: 46%;"></div>
8 am - noon	135	<div style="width: 135%;"></div>
Noon - 4 pm	129	<div style="width: 129%;"></div>
4 pm - 8 pm	150	<div style="width: 150%;"></div>
8 pm - midnight	99	<div style="width: 99%;"></div>

## Distribution of Calls per Month

