

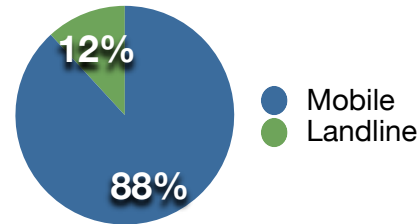
# WRA Call Centre Report, Mar 2020

## SUMMARY

<b>Calls received</b>	<b>1072</b>
<b>Answered</b>	<b>1044</b>
<b>Missed, followed up</b>	<b>8</b>
<b>Missed, not followed up</b>	<b>20</b>
<b>Days in period</b>	<b>31</b>

## CALL TYPES

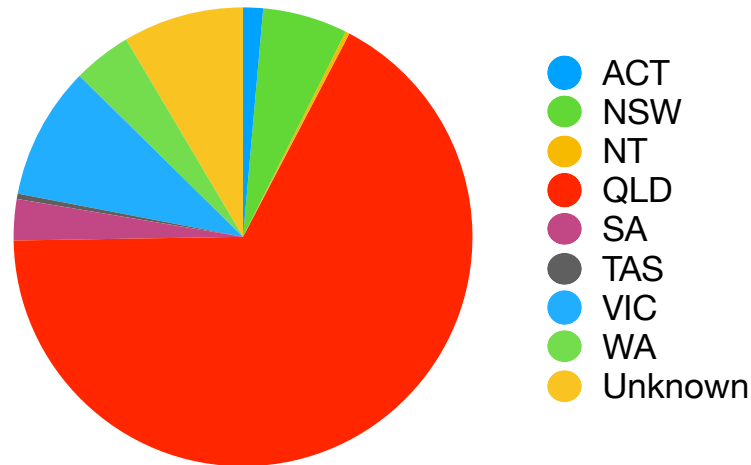
<b>Mobile</b>	<b>945</b>
<b>Landline</b>	<b>127</b>



<b>Calls answered</b>	<b>97.4%</b>
<b>Avg calls per day</b>	<b>34.6</b>
<b>Avg time to answer</b>	<b>0m 21s</b>
<b>Avg call duration</b>	<b>2m 49s</b>

## CALLS BY STATE

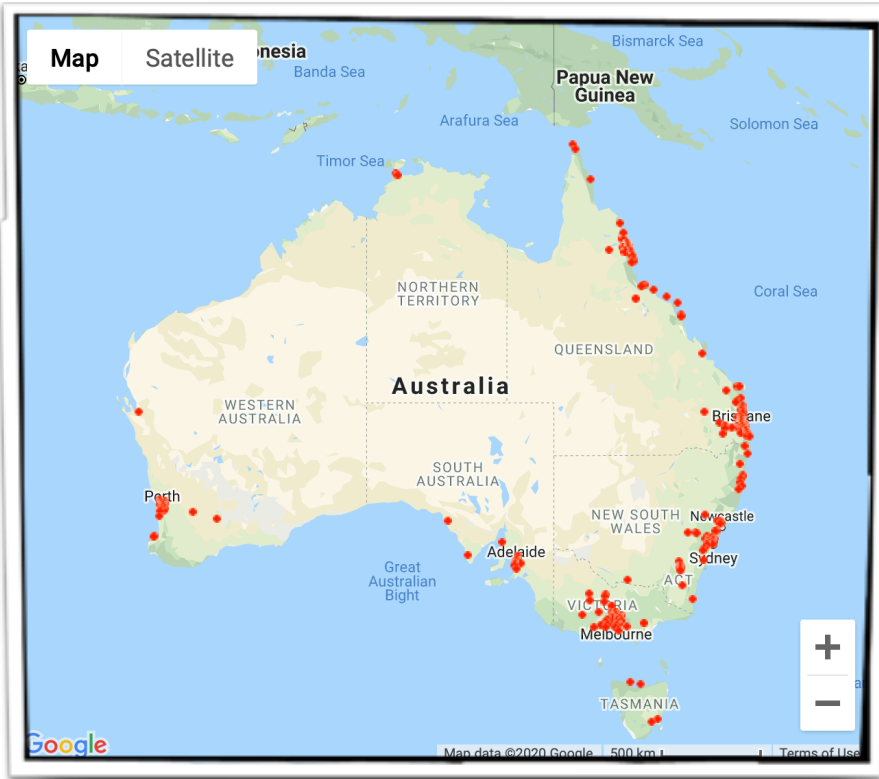
<b>ACT</b>	<b>15</b>
<b>NSW</b>	<b>64</b>
<b>NT</b>	<b>3</b>
<b>QLD</b>	<b>717</b>
<b>SA</b>	<b>31</b>
<b>TAS</b>	<b>4</b>
<b>VIC</b>	<b>100</b>
<b>WA</b>	<b>44</b>
<b>Unknown</b>	<b>91</b>



## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>3</b>	<b>0.3%</b>
<b>Bat, flying fox</b>	<b>41</b>	<b>3.8%</b>
<b>Bird (raptor)</b>	<b>8</b>	<b>0.7%</b>
<b>Bird (seabird, pelican)</b>	<b>10</b>	<b>0.9%</b>
<b>Bird (other)</b>	<b>510</b>	<b>47.6%</b>
<b>Echidna</b>	<b>2</b>	<b>0.2%</b>
<b>Frog</b>	<b>6</b>	<b>0.6%</b>
<b>Koala</b>	<b>6</b>	<b>0.6%</b>
<b>Macropod</b>	<b>98</b>	<b>9.1%</b>
<b>Mammal (marine)</b>	<b>0</b>	<b>0.0%</b>
<b>Native rat, mouse</b>	<b>8</b>	<b>0.7%</b>
<b>Possum, glider</b>	<b>154</b>	<b>14.4%</b>
<b>Reptile (snake, goanna)</b>	<b>24</b>	<b>2.2%</b>
<b>Reptile (other)</b>	<b>35</b>	<b>3.3%</b>
<b>Sea turtle</b>	<b>5</b>	<b>0.5%</b>
<b>Wombat</b>	<b>0</b>	<b>0.0%</b>
<b>Other native species</b>	<b>4</b>	<b>0.4%</b>
<b>Domestic, farm</b>	<b>16</b>	<b>1.5%</b>
<b>Introduced species</b>	<b>12</b>	<b>1.1%</b>
<b>Unknown species</b>	<b>104</b>	<b>9.7%</b>

## Distribution of Calls - Mar 2020



### DAY OF WEEK

<b>Sunday</b>	<b>187</b>	
<b>Monday</b>	<b>192</b>	
<b>Tuesday</b>	<b>152</b>	
<b>Wednesday</b>	<b>133</b>	
<b>Thursday</b>	<b>108</b>	
<b>Friday</b>	<b>157</b>	
<b>Saturday</b>	<b>143</b>	

### TIME OF DAY

<b>Midnight - 4 am</b>	<b>27</b>	
<b>4 am - 8 am</b>	<b>52</b>	
<b>8 am - noon</b>	<b>273</b>	
<b>Noon - 4 pm</b>	<b>251</b>	
<b>4 pm - 8 pm</b>	<b>314</b>	
<b>8 pm - midnight</b>	<b>155</b>	

## Distribution of Calls per Month

