

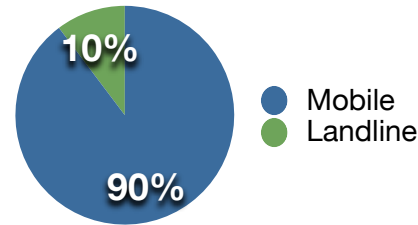
WRA Call Centre Report, Apr 2020

SUMMARY

Calls received	982
Answered	954
Missed, followed up	8
Missed, not followed up	20
Days in period	30

CALL TYPES

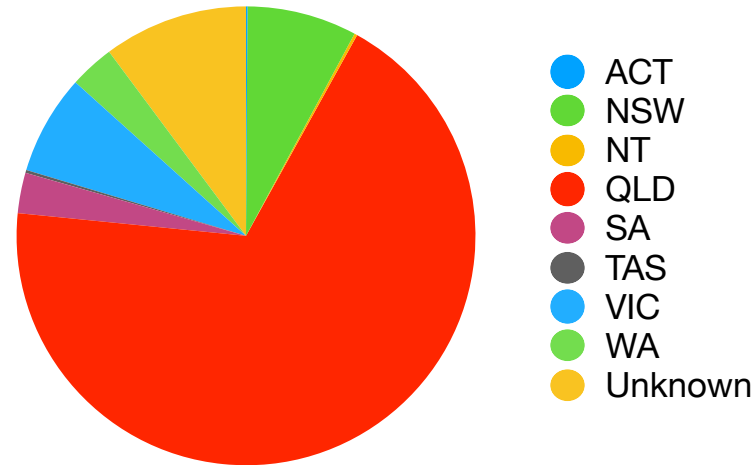
Mobile	881
Landline	101



Calls answered	97.1%
Avg calls per day	32.7
Avg time to answer	00:23
Avg call duration	03:12

CALLS BY STATE

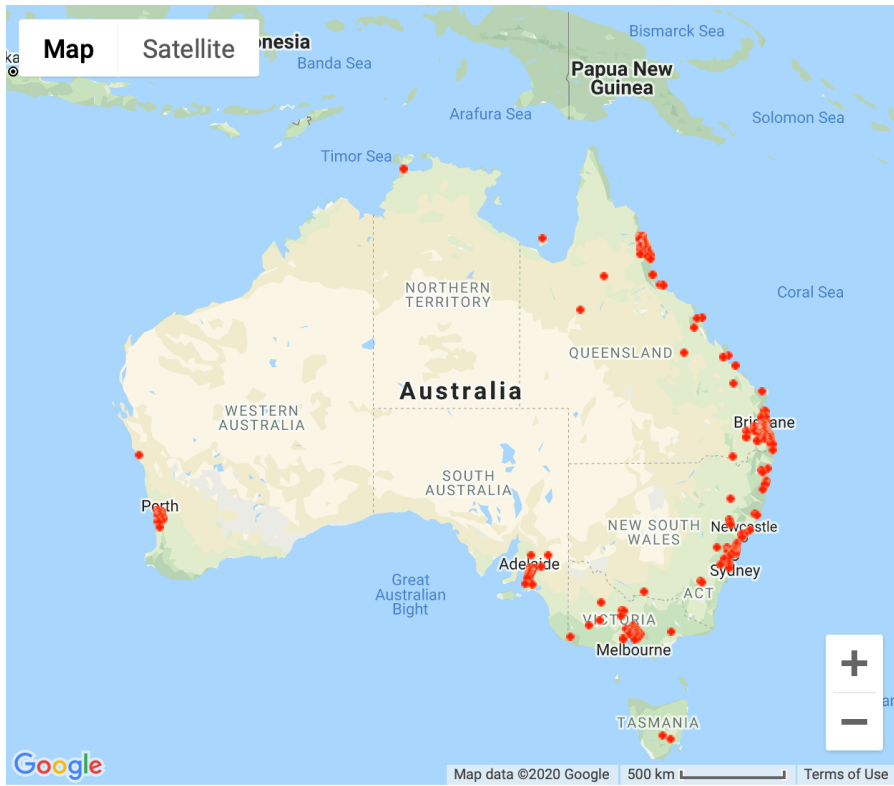
ACT	1
NSW	76
NT	2
QLD	673
SA	28
TAS	2
VIC	69
WA	31
Unknown	100



TYPE OF ANIMAL

Bandicoot	14	1.4%
Bat, flying fox	35	3.6%
Bird (raptor)	5	0.5%
Bird (seabird, pelican)	12	1.2%
Bird (other)	496	50.5%
Echidna	13	1.3%
Frog	3	0.3%
Koala	3	0.3%
Macropod	76	7.7%
Mammal (marine)	0	0.0%
Native rat, mouse	10	1.0%
Possum, glider	144	14.7%
Reptile (snake, goanna)	23	2.3%
Reptile (other)	22	2.2%
Sea turtle	0	0.0%
Wombat	1	0.1%
Other native species	3	0.3%
Domestic, farm	12	1.2%
Introduced species	13	1.3%
Unknown species	97	9.9%

Distribution of Calls - Apr 2020



DAY OF WEEK

Sunday	114
Monday	155
Tuesday	112
Wednesday	185
Thursday	166
Friday	116
Saturday	134

TIME OF DAY

Midnight - 4 am	15
4 am - 8 am	81
8 am - noon	295
Noon - 4 pm	246
4 pm - 8 pm	261
8 pm - midnight	84

Distribution of Calls per Month

