

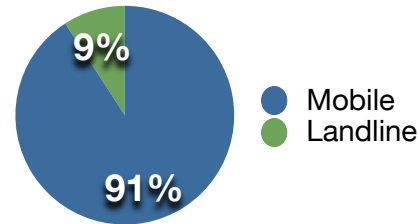
WRA Call Centre Report, May 2020

SUMMARY

Calls received	1035
Answered	1017
Missed, followed up	14
Missed, not followed up	4
Days in period	31

CALL TYPES

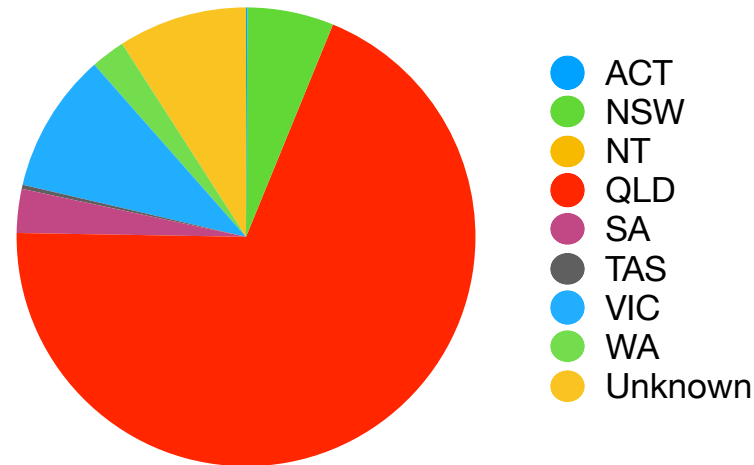
Mobile	940
Landline	95



Calls answered	98.3%
Avg calls per day	33
Avg time to answer	00:20
Avg call duration	02:51

CALLS BY STATE

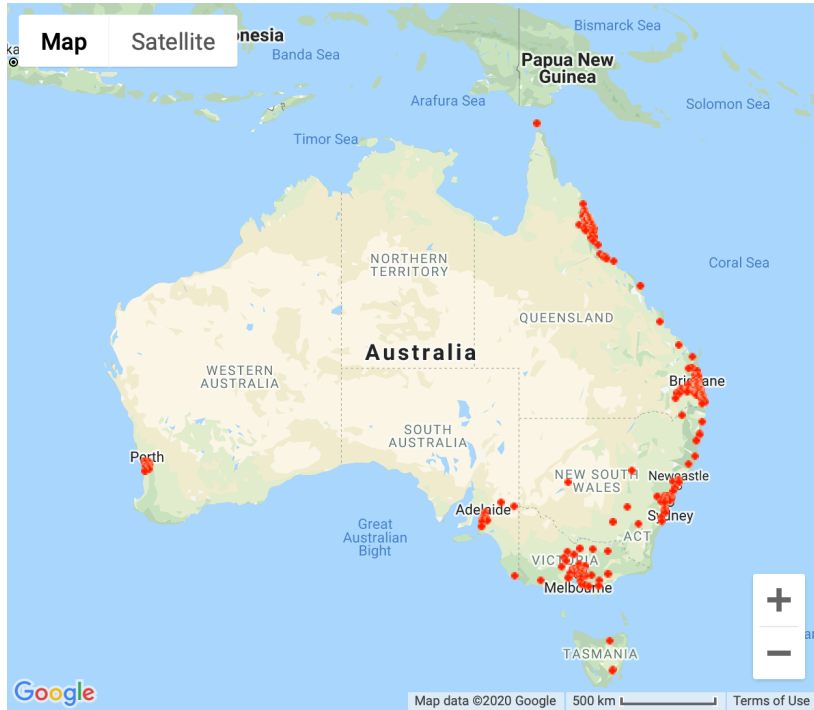
ACT	1
NSW	63
NT	0
QLD	715
SA	32
TAS	3
VIC	102
WA	25
Unknown	94



TYPE OF ANIMAL

Bandicoot	4	0.4%
Bat, flying fox	27	2.6%
Bird (raptor)	12	1.2%
Bird (seabird, pelican)	8	0.8%
Bird (other)	500	48.3%
Echidna	20	1.9%
Frog	5	0.5%
Koala	5	0.5%
Macropod	114	11.0%
Mammal (marine)	1	0.1%
Native rat, mouse	13	1.3%
Possum, glider	176	17.0%
Reptile (snake, goanna)	17	1.6%
Reptile (other)	17	1.6%
Sea turtle	0	0.0%
Wombat	7	0.7%
Other native species	2	0.2%
Domestic, farm	10	1.0%
Introduced species	8	0.8%
Unknown species	89	8.6%

Distribution of Calls - May 2020



DAY OF WEEK

Sunday	181	
Monday	151	
Tuesday	107	
Wednesday	121	
Thursday	160	
Friday	173	
Saturday	142	

TIME OF DAY

Midnight - 4 am	13	
4 am - 8 am	89	
8 am - noon	312	
Noon - 4 pm	283	
4 pm - 8 pm	246	
8 pm - midnight	92	

Distribution of Calls per Month

