

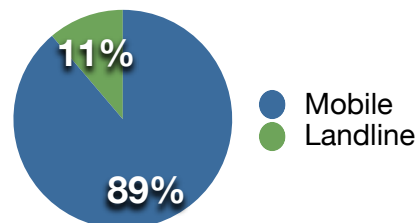
# WRA Call Centre Report, Jun 2020

## SUMMARY

<b>Calls received</b>	<b>936</b>
<b>Answered</b>	<b>918</b>
<b>Missed, followed up</b>	<b>14</b>
<b>Missed, not followed up</b>	<b>4</b>
<b>Days in period</b>	<b>30</b>

## CALL TYPES

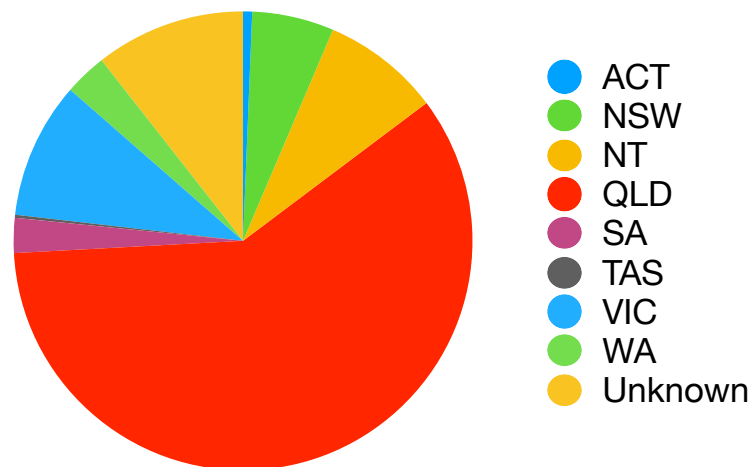
<b>Mobile</b>	<b>831</b>
<b>Landline</b>	<b>105</b>



<b>Calls answered</b>	<b>98.1%</b>
<b>Avg calls per day</b>	<b>31</b>
<b>Avg time to answer</b>	<b>00:18</b>
<b>Avg call duration</b>	<b>03:28</b>

## CALLS BY STATE

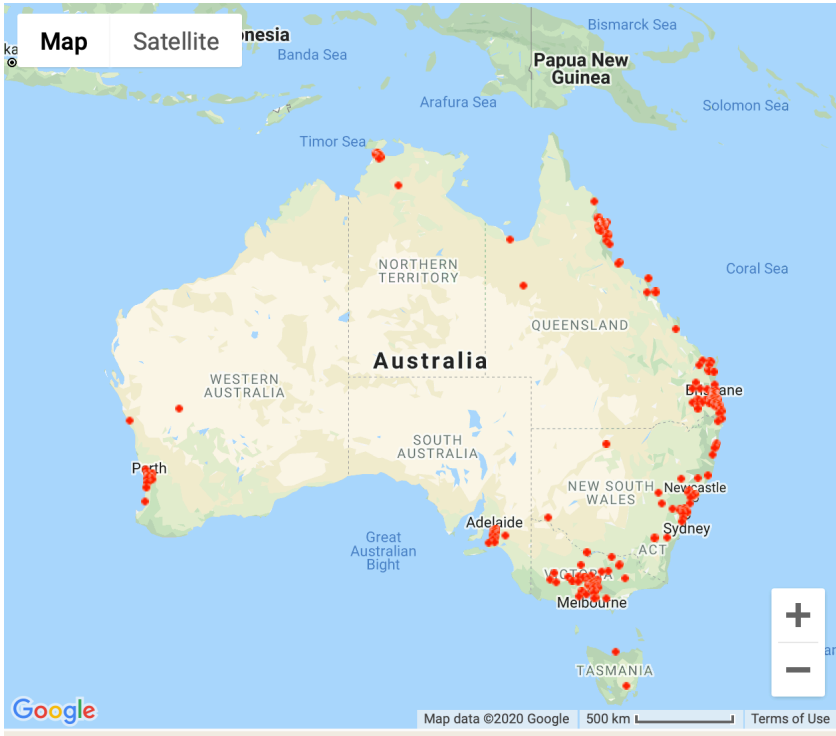
<b>ACT</b>	<b>6</b>
<b>NSW</b>	<b>54</b>
<b>NT</b>	<b>78</b>
<b>QLD</b>	<b>556</b>
<b>SA</b>	<b>23</b>
<b>TAS</b>	<b>2</b>
<b>VIC</b>	<b>90</b>
<b>WA</b>	<b>28</b>
<b>Unknown</b>	<b>99</b>



## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>5</b>	<b>0.5%</b>
<b>Bat, flying fox</b>	<b>25</b>	<b>2.7%</b>
<b>Bird (raptor)</b>	<b>15</b>	<b>1.6%</b>
<b>Bird (seabird, pelican)</b>	<b>14</b>	<b>1.5%</b>
<b>Bird (other)</b>	<b>355</b>	<b>37.9%</b>
<b>Echidna</b>	<b>20</b>	<b>2.1%</b>
<b>Frog</b>	<b>2</b>	<b>0.2%</b>
<b>Koala</b>	<b>2</b>	<b>0.2%</b>
<b>Macropod</b>	<b>97</b>	<b>10.4%</b>
<b>Mammal (marine)</b>	<b>1</b>	<b>0.1%</b>
<b>Native rat, mouse</b>	<b>14</b>	<b>1.5%</b>
<b>Possum, glider</b>	<b>195</b>	<b>20.8%</b>
<b>Reptile (snake, goanna)</b>	<b>18</b>	<b>1.9%</b>
<b>Reptile (other)</b>	<b>14</b>	<b>1.5%</b>
<b>Sea turtle</b>	<b>4</b>	<b>0.4%</b>
<b>Wombat</b>	<b>3</b>	<b>0.3%</b>
<b>Other native species</b>	<b>11</b>	<b>1.2%</b>
<b>Domestic, farm</b>	<b>18</b>	<b>1.9%</b>
<b>Introduced species</b>	<b>12</b>	<b>1.3%</b>
<b>Unknown species</b>	<b>97</b>	<b>10.4%</b>

## Distribution of Calls - Jun 2020



### DAY OF WEEK

Sunday	117	<div style="width: 117px;"></div>
Monday	185	<div style="width: 185px;"></div>
Tuesday	132	<div style="width: 132px;"></div>
Wednesday	151	<div style="width: 151px;"></div>
Thursday	93	<div style="width: 93px;"></div>
Friday	133	<div style="width: 133px;"></div>
Saturday	125	<div style="width: 125px;"></div>

### TIME OF DAY

Midnight - 4 am	25	<div style="width: 25px;"></div>
4 am - 8 am	56	<div style="width: 56px;"></div>
8 am - noon	268	<div style="width: 268px;"></div>
Noon - 4 pm	259	<div style="width: 259px;"></div>
4 pm - 8 pm	229	<div style="width: 229px;"></div>
8 pm - midnight	99	<div style="width: 99px;"></div>

## Distribution of Calls per Month

