

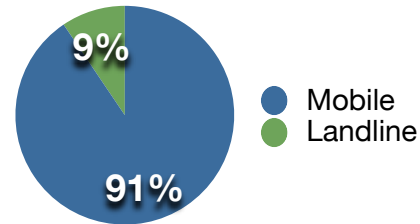
WRA Call Centre Report, Jul 2020

SUMMARY

Calls received	952
Answered	937
Missed, followed up	12
Missed, not followed up	3
Days in period	31

CALL TYPES

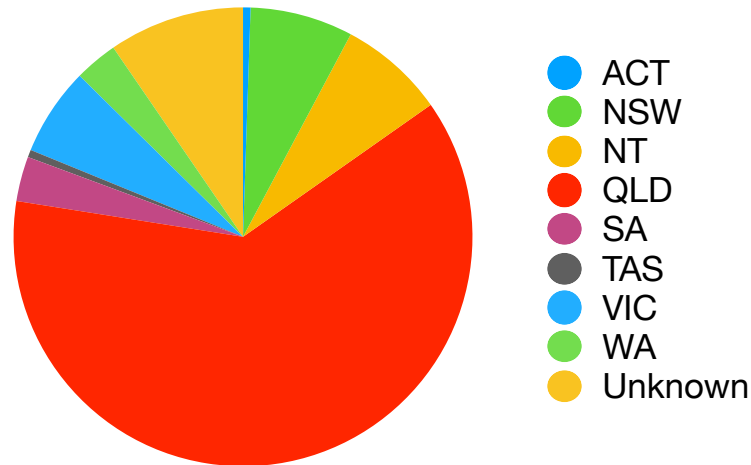
Mobile	862
Landline	90



Calls answered	98.4%
Avg calls per day	31
Avg time to answer	00:19
Avg call duration	03:16

CALLS BY STATE

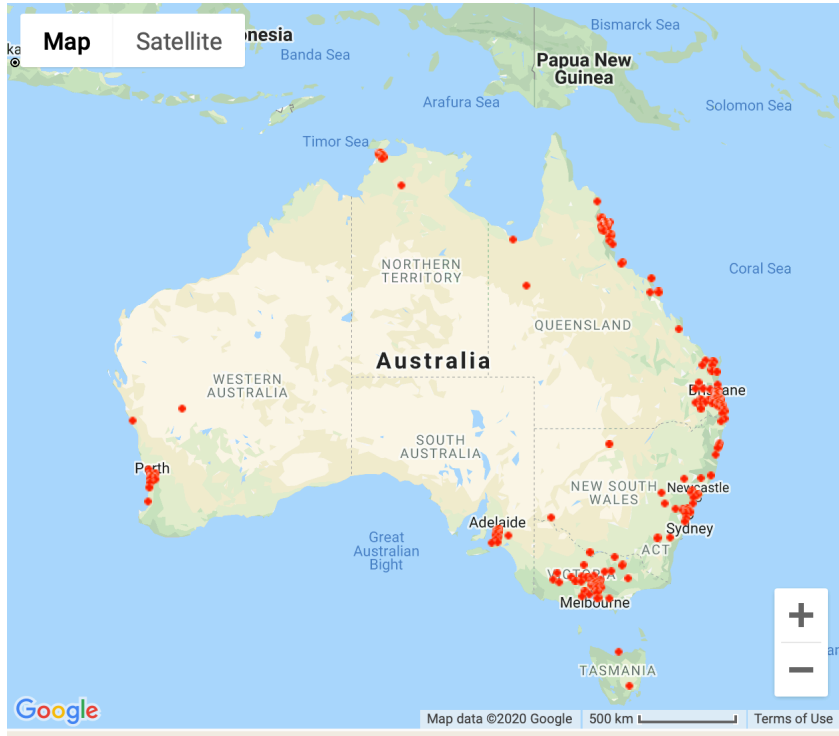
ACT	5
NSW	69
NT	71
QLD	592
SA	30
TAS	5
VIC	59
WA	29
Unknown	91



TYPE OF ANIMAL

Bandicoot	4	0.4%
Bat, flying fox	16	1.7%
Bird (raptor)	10	1.1%
Bird (seabird, pelican)	16	1.7%
Bird (other)	389	40.9%
Echidna	8	0.8%
Frog	1	0.1%
Koala	7	0.7%
Macropod	137	14.4%
Mammal (marine)	2	0.2%
Native rat, mouse	4	0.4%
Possum, glider	179	18.8%
Reptile (snake, goanna)	19	2.0%
Reptile (other)	8	0.8%
Sea turtle	3	0.3%
Wombat	4	0.4%
Other native species	14	1.5%
Domestic, farm	17	1.8%
Introduced species	14	1.5%
Unknown species	84	8.8%

Distribution of Calls - Jun 2020



DAY OF WEEK

Sunday	133	<div style="width: 100%;"></div>
Monday	122	<div style="width: 90%;"></div>
Tuesday	127	<div style="width: 95%;"></div>
Wednesday	137	<div style="width: 100%;"></div>
Thursday	173	<div style="width: 130%;"></div>
Friday	149	<div style="width: 115%;"></div>
Saturday	111	<div style="width: 85%;"></div>

TIME OF DAY

Midnight - 4 am	22	<div style="width: 10%;"></div>
4 am - 8 am	70	<div style="width: 30%;"></div>
8 am - noon	284	<div style="width: 100%;"></div>
Noon - 4 pm	245	<div style="width: 85%;"></div>
4 pm - 8 pm	248	<div style="width: 85%;"></div>
8 pm - midnight	83	<div style="width: 30%;"></div>

Distribution of Calls per Month

