

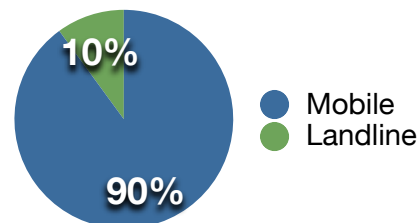
WRA Call Centre Report, Aug 2020

SUMMARY

Calls received	1104
Calls missed	31
Calls answered	1073
% calls answered	97.2%
Days in period	31

CALL TYPES

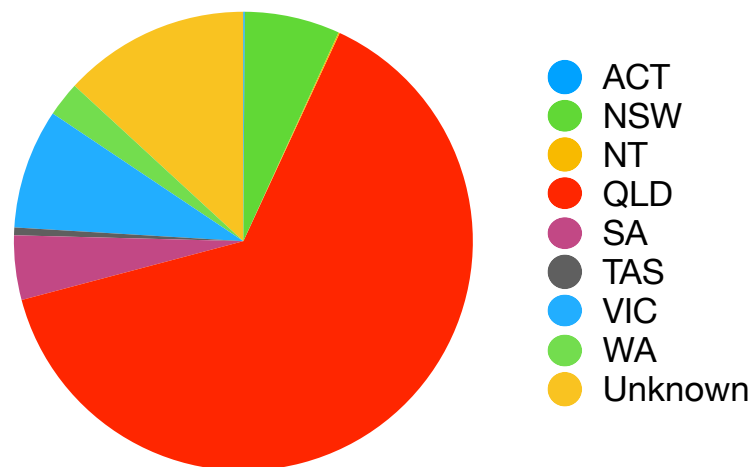
Mobile	993
Landline	111



Avg calls per day	36
Avg time to answer	00:20
Avg call duration	03:04

CALLS BY STATE

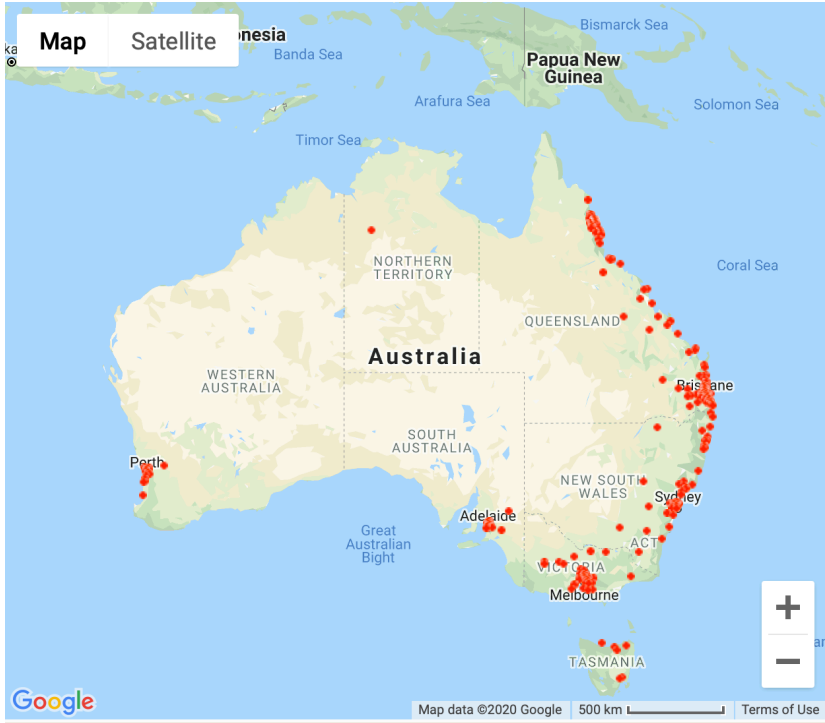
ACT	1
NSW	74
NT	1
QLD	705
SA	50
TAS	6
VIC	93
WA	27
Unknown	145



TYPE OF ANIMAL

Bandicoot	13	1.2%
Bat, flying fox	23	2.1%
Bird (raptor)	10	0.9%
Bird (seabird, pelican)	4	0.4%
Bird (other)	478	43.3%
Echidna	20	1.8%
Frog	0	0.0%
Koala	16	1.4%
Macropod	122	11.1%
Mammal (marine)	2	0.2%
Native rat, mouse	14	1.3%
Possum, glider	162	14.7%
Reptile (snake, goanna)	19	1.7%
Reptile (other)	27	2.4%
Sea turtle	0	0.0%
Wombat	5	0.5%
Other native species	7	0.6%
Domestic, farm	12	1.1%
Introduced species	10	0.9%
Unknown species	149	13.5%

Distribution of Calls - Aug 2020



DAY OF WEEK

Sunday	193	
Monday	197	
Tuesday	128	
Wednesday	141	
Thursday	149	
Friday	126	
Saturday	170	

TIME OF DAY

Midnight - 4 am	27	
4 am - 8 am	87	
8 am - noon	321	
Noon - 4 pm	315	
4 pm - 8 pm	278	
8 pm - midnight	76	

Distribution of Calls per Month

