

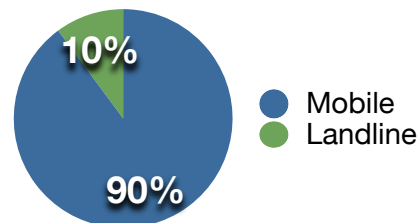
# WRA Call Centre Report, Sep 2020

## SUMMARY

<b>Calls received</b>	<b>1431</b>
<b>Calls missed</b>	<b>31</b>
<b>Calls answered</b>	<b>1400</b>
<b>% calls answered</b>	<b>97.8%</b>
<b>Days in period</b>	<b>30</b>

## CALL TYPES

<b>Mobile</b>	<b>1286</b>
<b>Landline</b>	<b>145</b>



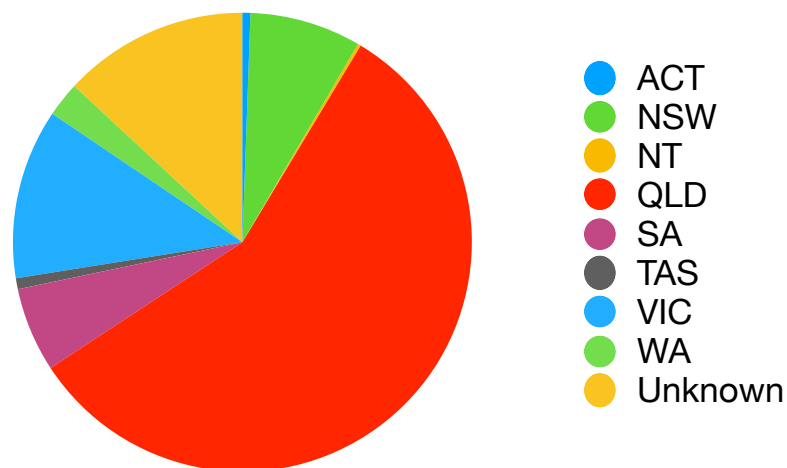
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>7</b>	<b>0.5%</b>
<b>Bat, flying fox</b>	<b>29</b>	<b>2.0%</b>
<b>Bird (raptor)</b>	<b>11</b>	<b>0.8%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>651</b>	<b>45.5%</b>
<b>Echidna</b>	<b>33</b>	<b>2.3%</b>
<b>Frog</b>	<b>2</b>	<b>0.1%</b>
<b>Koala</b>	<b>36</b>	<b>2.5%</b>
<b>Macropod</b>	<b>136</b>	<b>9.5%</b>
<b>Mammal (marine)</b>	<b>1</b>	<b>0.1%</b>
<b>Native rat, mouse</b>	<b>3</b>	<b>0.2%</b>
<b>Possum, glider</b>	<b>211</b>	<b>14.7%</b>
<b>Reptile (snake, goanna)</b>	<b>39</b>	<b>2.7%</b>
<b>Reptile (other)</b>	<b>31</b>	<b>2.2%</b>
<b>Sea turtle</b>	<b>2</b>	<b>0.1%</b>
<b>Wombat</b>	<b>1</b>	<b>0.1%</b>
<b>Other native species</b>	<b>8</b>	<b>0.6%</b>
<b>Domestic, farm</b>	<b>8</b>	<b>0.6%</b>
<b>Introduced species</b>	<b>15</b>	<b>1.0%</b>
<b>Unknown species</b>	<b>187</b>	<b>13.1%</b>

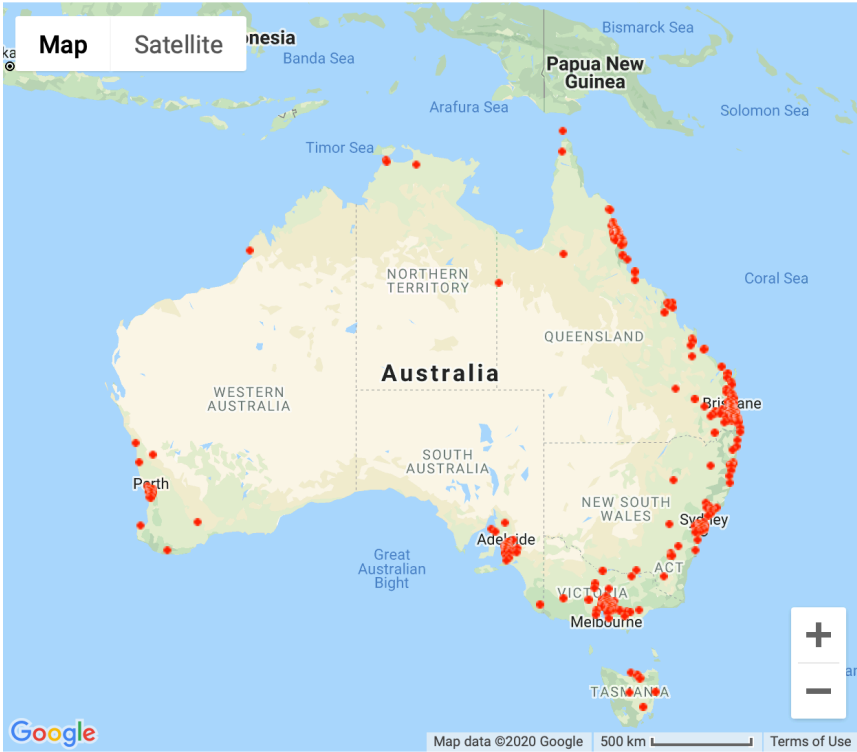
## CALLS BY STATE

<b>ACT</b>	<b>8</b>
<b>NSW</b>	<b>112</b>
<b>NT</b>	<b>3</b>
<b>QLD</b>	<b>816</b>
<b>SA</b>	<b>85</b>
<b>TAS</b>	<b>11</b>
<b>VIC</b>	<b>171</b>
<b>WA</b>	<b>35</b>
<b>Unknown</b>	<b>187</b>

<b>Avg calls per day</b>	<b>48</b>
<b>Avg time to answer</b>	<b>00:21</b>
<b>Avg call duration</b>	<b>03:23</b>



# Distribution of Calls - Sep 2020



## DAY OF WEEK

<b>Sunday</b>	<b>204</b>	
<b>Monday</b>	<b>208</b>	
<b>Tuesday</b>	<b>225</b>	
<b>Wednesday</b>	<b>265</b>	
<b>Thursday</b>	<b>198</b>	
<b>Friday</b>	<b>168</b>	
<b>Saturday</b>	<b>163</b>	

## TIME OF DAY

<b>Midnight - 4 am</b>	<b>21</b>	
<b>4 am - 8 am</b>	<b>126</b>	
<b>8 am - noon</b>	<b>354</b>	
<b>Noon - 4 pm</b>	<b>360</b>	
<b>4 pm - 8 pm</b>	<b>449</b>	
<b>8 pm - midnight</b>	<b>121</b>	

## Distribution of Calls per Month

