

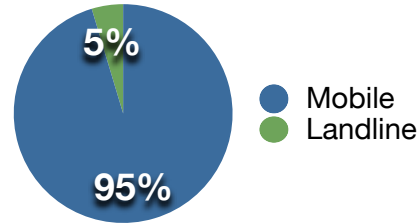
WRA Call Centre Report, Nov 2020

SUMMARY

Calls received	947
Calls missed	5
Calls answered	942
% calls answered	99.5%
Days in period	30

CALL TYPES

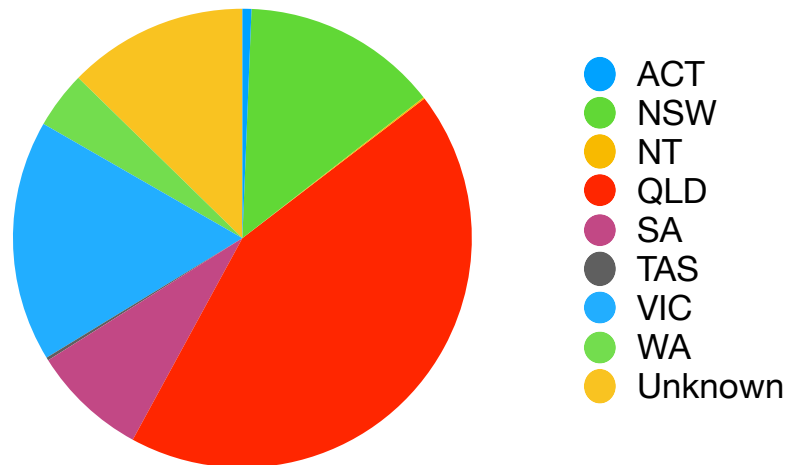
Mobile	903
Landline	44



CALLS BY STATE

ACT	6
NSW	131
NT	1
QLD	410
SA	77
TAS	2
VIC	161
WA	38
Unknown	120

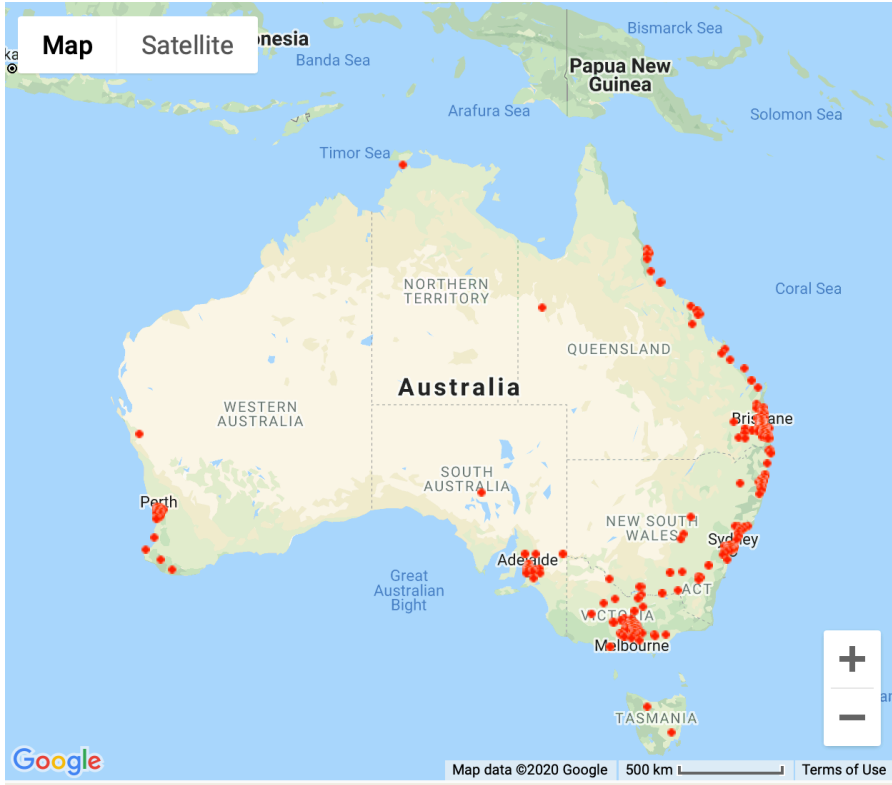
Avg calls per day	32
Avg time to answer	00:22
Avg call duration	03:15



TYPE OF ANIMAL

Bandicoot	1	0.1%
Bat, flying fox	16	1.7%
Bird (raptor)	7	0.7%
Bird (seabird, pelican)	0	0.0%
Bird (other)	507	53.5%
Echidna	8	0.8%
Frog	2	0.2%
Koala	9	1.0%
Macropod	67	7.1%
Mammal (marine)	0	0.0%
Native rat, mouse	2	0.2%
Possum, glider	142	15.0%
Reptile (snake, goanna)	13	1.4%
Reptile (other)	23	2.4%
Sea turtle	3	0.3%
Wombat	5	0.5%
Other native species	3	0.3%
Domestic, farm	6	0.6%
Introduced species	20	2.1%
Unknown species	108	11.4%

Distribution of Calls, Nov 2020



DAY OF WEEK

Sunday	150	
Monday	147	
Tuesday	86	
Wednesday	99	
Thursday	149	
Friday	164	
Saturday	152	

TIME OF DAY

Midnight - 4 am	39	
4 am - 8 am	76	
8 am - noon	237	
Noon - 4 pm	153	
4 pm - 8 pm	299	
8 pm - midnight	143	

Distribution of Calls per Month

