

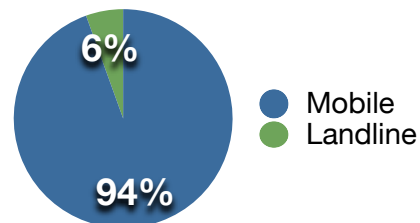
WRA Call Centre Report, Dec 2020

SUMMARY

Calls received	1179
Calls missed	38
Calls answered	1141
% calls answered	96.8%
Days in period	31

CALL TYPES

Mobile	1114
Landline	65



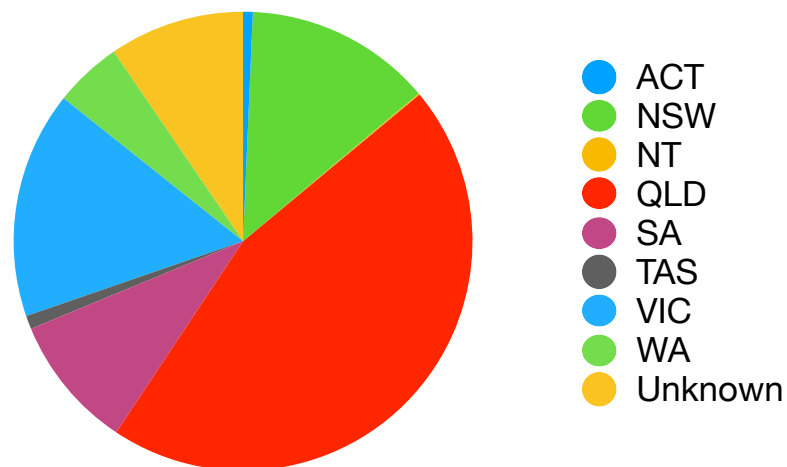
TYPE OF ANIMAL

Bandicoot	1	0.1%
Bat, flying fox	17	1.4%
Bird (raptor)	6	0.5%
Bird (seabird, pelican)	0	0.0%
Bird (other)	636	53.9%
Echidna	7	0.6%
Frog	1	0.1%
Koala	9	0.8%
Macropod	95	8.1%
Mammal (marine)	1	0.1%
Native rat, mouse	3	0.3%
Possum, glider	159	13.5%
Reptile (snake, goanna)	16	1.4%
Reptile (other)	33	2.8%
Sea turtle	5	0.4%
Wombat	0	0.0%
Other native species	7	0.6%
Domestic, farm	14	1.2%
Introduced species	41	3.5%
Unknown species	105	8.9%

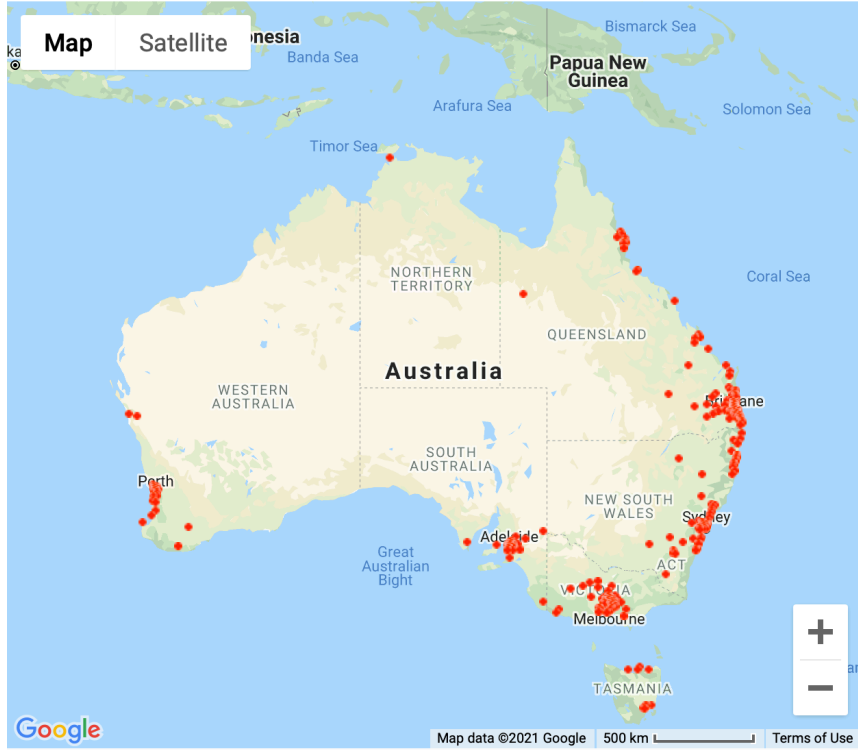
CALLS BY STATE

ACT	8	0.7%
NSW	155	13.1%
NT	1	0.1%
QLD	533	45.2%
SA	111	9.4%
TAS	11	0.9%
VIC	188	15.9%
WA	56	4.7%
Unknown	112	9.5%

Avg calls per day	38
Avg time to answer	00:20
Avg call duration	03:15



Distribution of Calls, Dec 2020



DAY OF WEEK

Sunday	147	
Monday	167	
Tuesday	200	
Wednesday	213	
Thursday	155	
Friday	118	
Saturday	179	

TIME OF DAY

Midnight - 4 am	42	
4 am - 8 am	84	
8 am - noon	292	
Noon - 4 pm	255	
4 pm - 8 pm	328	
8 pm - midnight	178	

Distribution of Calls per Month

