

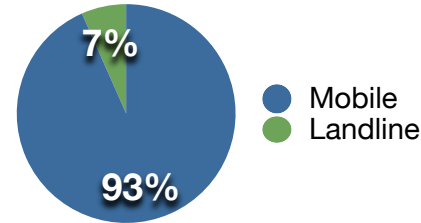
WRA Call Centre Report, Jan 2021

SUMMARY

Calls received	905
Calls missed	34
Calls answered	871
% calls answered	96.2%
Days in period	31

CALL TYPES

Mobile	845
Landline	60



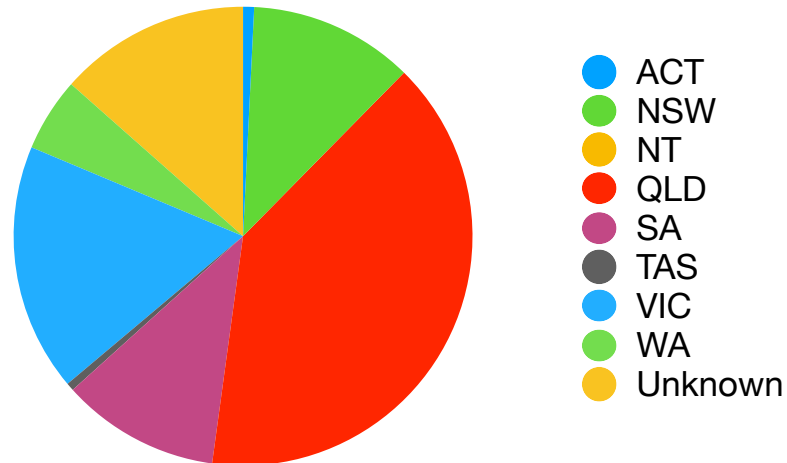
TYPE OF ANIMAL

Bandicoot	1	0.1%
Bat, flying fox	33	3.6%
Bird (raptor)	13	1.4%
Bird (seabird, pelican)	0	0.0%
Bird (other)	406	44.9%
Echidna	9	1.0%
Frog	2	0.2%
Koala	6	0.7%
Macropod	65	7.2%
Mammal (marine)	6	0.7%
Native rat, mouse	0	0.0%
Possum, glider	142	15.7%
Reptile (snake, goanna)	21	2.3%
Reptile (other)	28	3.1%
Sea turtle	0	0.0%
Wombat	1	0.1%
Other native species	4	0.4%
Domestic, farm	13	1.4%
Introduced species	23	2.5%
Unknown species	116	12.8%

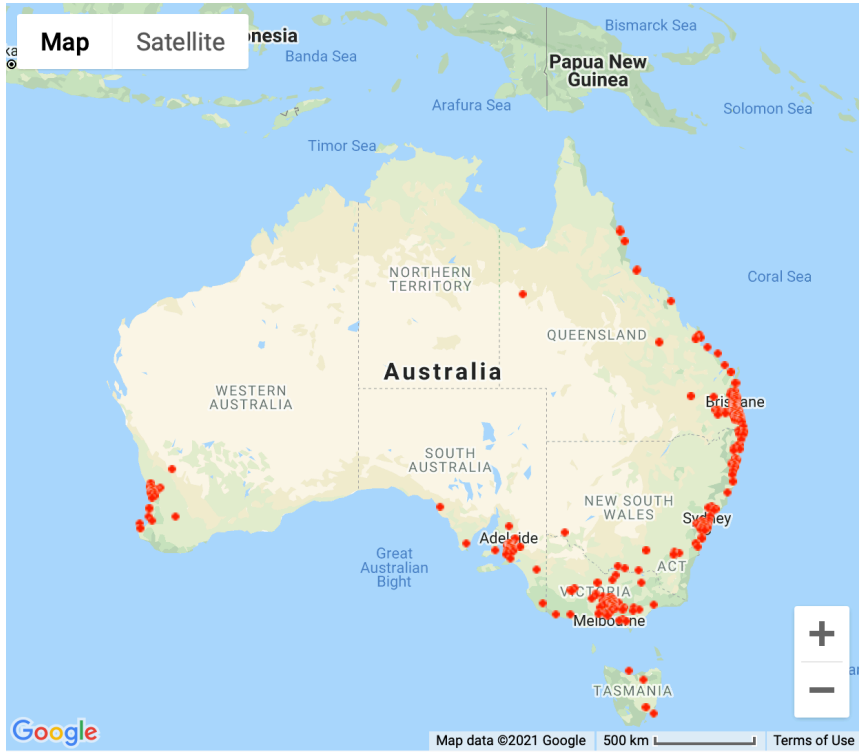
CALLS BY STATE

ACT	7	0.8%
NSW	105	11.6%
NT	0	0.0%
QLD	360	39.8%
SA	101	11.2%
TAS	5	0.6%
VIC	158	17.5%
WA	47	5.2%
Unknown	122	13.5%

Avg calls per day	29
Avg time to answer	00:22
Avg call duration	03:29



Distribution of Calls



DAY OF WEEK

Sunday	157	
Monday	125	
Tuesday	130	
Wednesday	108	
Thursday	99	
Friday	142	
Saturday	144	

TIME OF DAY

Midnight - 4 am	38	
4 am - 8 am	48	
8 am - noon	230	
Noon - 4 pm	199	
4 pm - 8 pm	249	
8 pm - midnight	141	

Distribution of Calls per Month

