

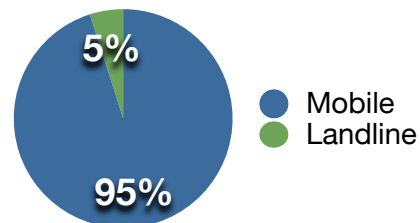
WRA Call Centre Report, Feb 2021

SUMMARY

Calls received	689
Calls missed	23
Calls answered	666
% calls answered	96.7%
Days in period	28

CALL TYPES

Mobile	655
Landline	34



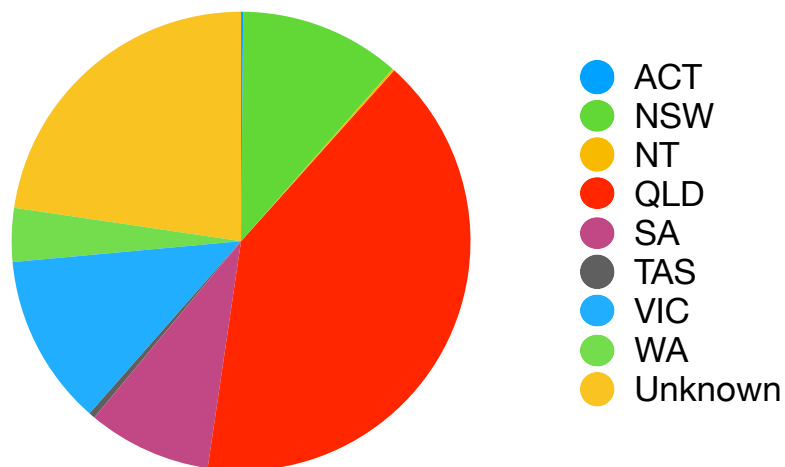
TYPE OF ANIMAL

Bandicoot	1	0.1%
Bat, flying fox	14	2.0%
Bird (raptor)	6	0.9%
Bird (seabird, pelican)	0	0.0%
Bird (other)	260	37.7%
Echidna	6	0.9%
Frog	4	0.6%
Koala	3	0.4%
Macropod	32	4.6%
Mammal (marine)	2	0.3%
Native rat, mouse	0	0.0%
Possum, glider	129	18.7%
Reptile (snake, goanna)	16	2.3%
Reptile (other)	14	2.0%
Sea turtle	2	0.3%
Wombat	1	0.1%
Other native species	2	0.3%
Domestic, farm	5	0.7%
Introduced species	26	3.8%
Unknown species	156	22.6%

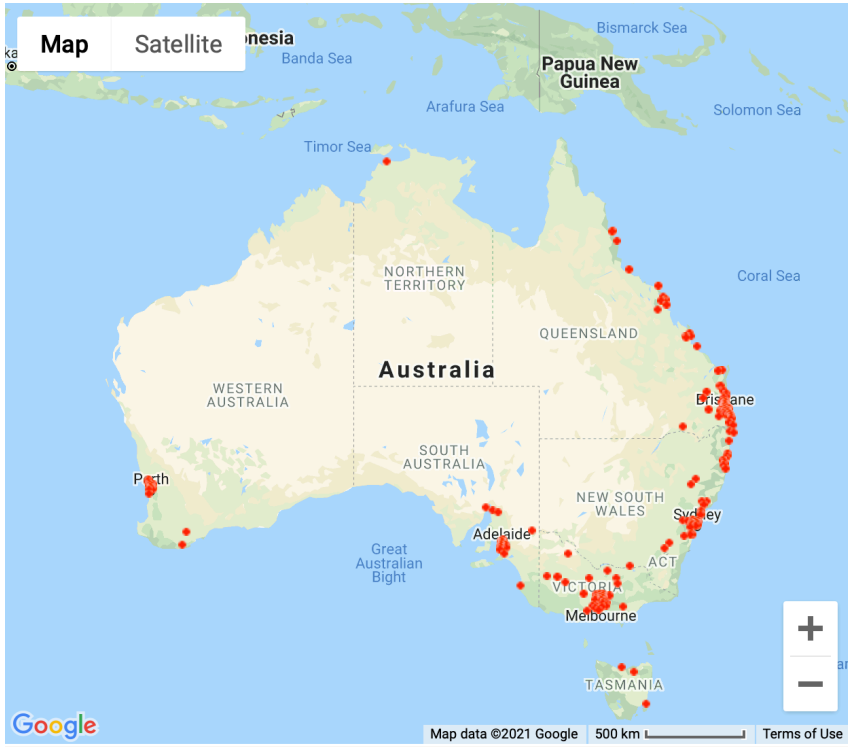
CALLS BY STATE

ACT	1	0.1%
NSW	78	11.3%
NT	1	0.1%
QLD	280	40.6%
SA	60	8.7%
TAS	3	0.4%
VIC	83	12.0%
WA	26	3.8%
Unknown	156	22.6%

Avg calls per day	24.6
Avg time to answer	00:22
Avg call duration	03:40



Distribution of Calls



DAY OF WEEK

Sunday	114	
Monday	103	
Tuesday	94	
Wednesday	105	
Thursday	96	
Friday	79	
Saturday	98	

TIME OF DAY

Midnight - 4 am	16	
4 am - 8 am	45	
8 am - noon	202	
Noon - 4 pm	121	
4 pm - 8 pm	189	
8 pm - midnight	116	

Distribution of Calls per Month

