

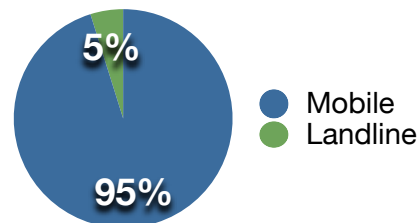
# WRA Call Centre Report, Mar 2021

## SUMMARY

<b>Calls received</b>	<b>537</b>
<b>Calls missed</b>	<b>18</b>
<b>Calls answered</b>	<b>519</b>
<b>% calls answered</b>	<b>96.6%</b>
<b>Days in period</b>	<b>31</b>

## CALL TYPES

<b>Mobile</b>	<b>511</b>
<b>Landline</b>	<b>26</b>



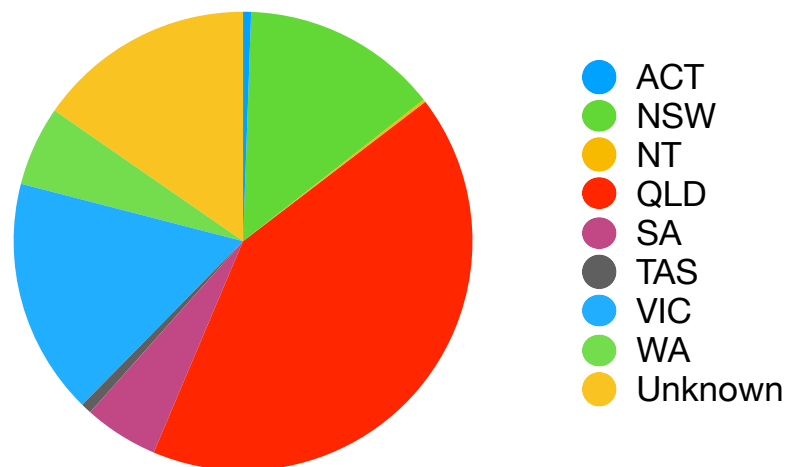
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>1</b>	<b>0.2%</b>
<b>Bat, flying fox</b>	<b>15</b>	<b>2.8%</b>
<b>Bird (raptor)</b>	<b>7</b>	<b>1.3%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>218</b>	<b>40.6%</b>
<b>Echidna</b>	<b>7</b>	<b>1.3%</b>
<b>Frog</b>	<b>2</b>	<b>0.4%</b>
<b>Koala</b>	<b>9</b>	<b>1.7%</b>
<b>Macropod</b>	<b>43</b>	<b>8.0%</b>
<b>Mammal (marine)</b>	<b>0</b>	<b>0.0%</b>
<b>Native rat, mouse</b>	<b>1</b>	<b>0.2%</b>
<b>Possum, glider</b>	<b>78</b>	<b>14.5%</b>
<b>Reptile (snake, goanna)</b>	<b>14</b>	<b>2.6%</b>
<b>Reptile (other)</b>	<b>20</b>	<b>3.7%</b>
<b>Sea turtle</b>	<b>2</b>	<b>0.4%</b>
<b>Wombat</b>	<b>6</b>	<b>1.1%</b>
<b>Other native species</b>	<b>3</b>	<b>0.6%</b>
<b>Domestic, farm</b>	<b>6</b>	<b>1.1%</b>
<b>Introduced species</b>	<b>11</b>	<b>2.0%</b>
<b>Unknown species</b>	<b>85</b>	<b>15.8%</b>

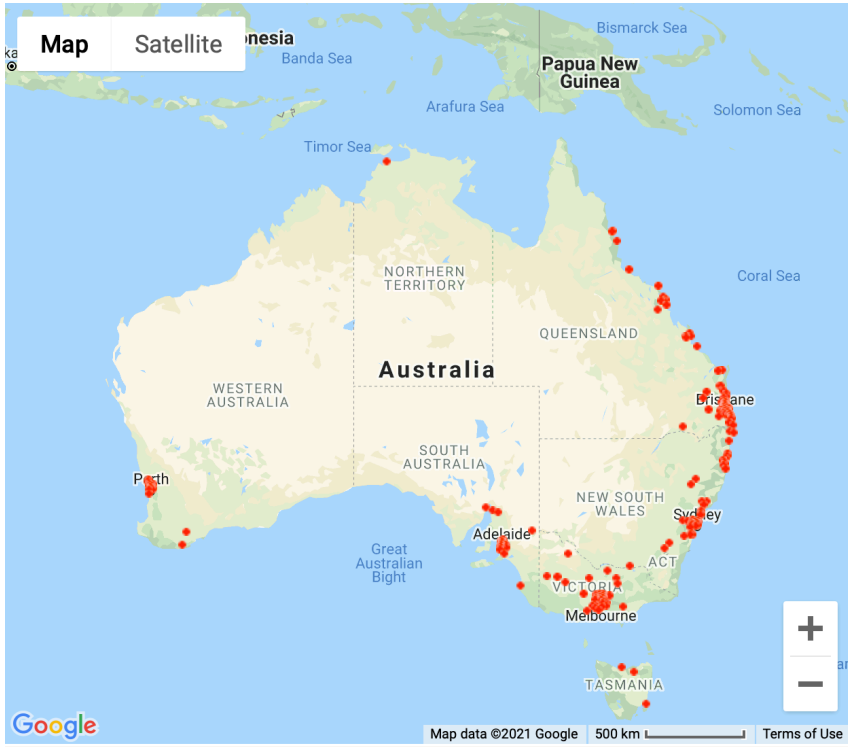
## CALLS BY STATE

<b>ACT</b>	<b>3</b>	<b>0.6%</b>
<b>NSW</b>	<b>74</b>	<b>13.8%</b>
<b>NT</b>	<b>1</b>	<b>0.2%</b>
<b>QLD</b>	<b>223</b>	<b>41.5%</b>
<b>SA</b>	<b>28</b>	<b>5.2%</b>
<b>TAS</b>	<b>4</b>	<b>0.7%</b>
<b>VIC</b>	<b>89</b>	<b>16.6%</b>
<b>WA</b>	<b>30</b>	<b>5.6%</b>
<b>Unknown</b>	<b>82</b>	<b>15.3%</b>

<b>Avg calls per day</b>	<b>17.3</b>
<b>Avg time to answer</b>	<b>00:19</b>
<b>Avg call duration</b>	<b>03:41</b>



# Distribution of Calls



## DAY OF WEEK

Sunday	79	<div style="width: 79%;"></div>
Monday	83	<div style="width: 83%;"></div>
Tuesday	91	<div style="width: 91%;"></div>
Wednesday	73	<div style="width: 73%;"></div>
Thursday	68	<div style="width: 68%;"></div>
Friday	76	<div style="width: 76%;"></div>
Saturday	67	<div style="width: 67%;"></div>

## TIME OF DAY

Midnight - 4 am	14	<div style="width: 14%;"></div>
4 am - 8 am	22	<div style="width: 22%;"></div>
8 am - noon	138	<div style="width: 138%;"></div>
Noon - 4 pm	130	<div style="width: 130%;"></div>
4 pm - 8 pm	155	<div style="width: 155%;"></div>
8 pm - midnight	78	<div style="width: 78%;"></div>

# Distribution of Calls per Month

