

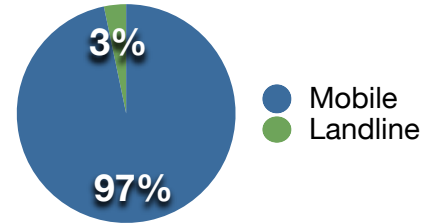
# WRA Call Centre Report, May 2021

## SUMMARY

<b>Calls received</b>	<b>458</b>
<b>Calls missed*</b>	<b>9</b>
<b>Calls unanswered**</b>	<b>1</b>
<b>Calls answered</b>	<b>457</b>
<b>% calls answered</b>	<b>99.8%</b>
<b>Days in period</b>	<b>31</b>

## CALL TYPES

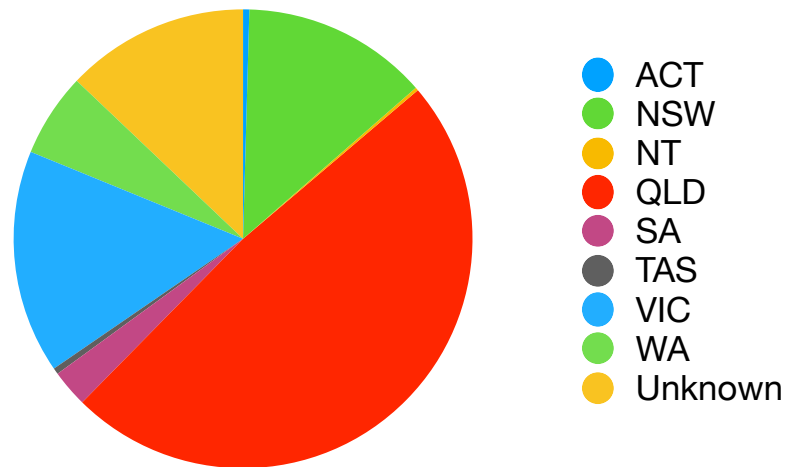
<b>Mobile</b>	<b>443</b>
<b>Landline</b>	<b>15</b>



<b>Avg calls per day</b>	<b>14.8</b>
<b>Avg time to answer</b>	<b>00:20</b>
<b>Avg call duration</b>	<b>03:50</b>

## CALLS BY STATE

<b>ACT</b>	<b>2</b>	<b>0.4%</b>
<b>NSW</b>	<b>60</b>	<b>13.1%</b>
<b>NT</b>	<b>1</b>	<b>0.2%</b>
<b>QLD</b>	<b>222</b>	<b>48.5%</b>
<b>SA</b>	<b>12</b>	<b>2.6%</b>
<b>TAS</b>	<b>2</b>	<b>0.4%</b>
<b>VIC</b>	<b>72</b>	<b>15.7%</b>
<b>WA</b>	<b>27</b>	<b>5.9%</b>
<b>Unknown</b>	<b>59</b>	<b>12.9%</b>



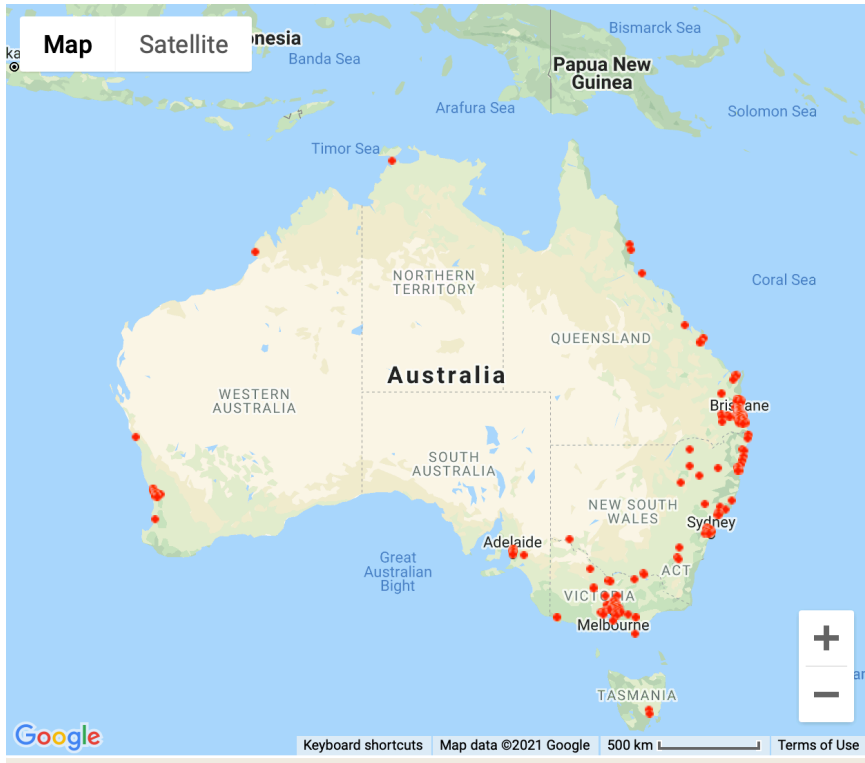
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>0</b>	<b>0.0%</b>
<b>Bat, flying fox</b>	<b>9</b>	<b>2.0%</b>
<b>Bird (raptor)</b>	<b>8</b>	<b>1.7%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>149</b>	<b>32.5%</b>
<b>Echidna</b>	<b>22</b>	<b>4.8%</b>
<b>Frog</b>	<b>1</b>	<b>0.2%</b>
<b>Koala</b>	<b>4</b>	<b>0.9%</b>
<b>Macropod</b>	<b>73</b>	<b>15.9%</b>
<b>Mammal (marine)</b>	<b>0</b>	<b>0.0%</b>
<b>Native rat, mouse</b>	<b>4</b>	<b>0.9%</b>
<b>Possum, glider</b>	<b>79</b>	<b>17.2%</b>
<b>Reptile (snake, goanna)</b>	<b>8</b>	<b>1.7%</b>
<b>Reptile (other)</b>	<b>14</b>	<b>3.1%</b>
<b>Sea turtle</b>	<b>0</b>	<b>0.0%</b>
<b>Wombat</b>	<b>2</b>	<b>0.4%</b>
<b>Other native species</b>	<b>4</b>	<b>0.9%</b>
<b>Domestic, farm</b>	<b>6</b>	<b>1.3%</b>
<b>Introduced species</b>	<b>12</b>	<b>2.6%</b>
<b>Unknown species</b>	<b>53</b>	<b>11.6%</b>

\* A missed call is one which was not answered within 2 mins but was rung back (generally within 5-10 mins)

\*\* An unanswered call is one which was not answered within 2 mins and was NOT rung back

# Distribution of Calls



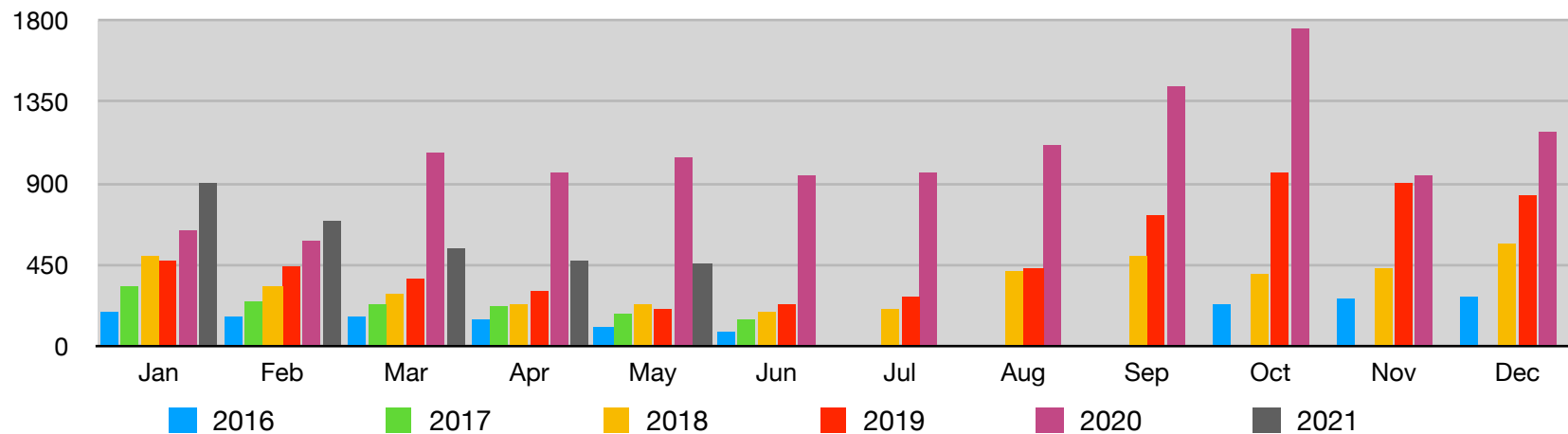
## DAY OF WEEK

<b>Sunday</b>	<b>99</b>	
<b>Monday</b>	<b>77</b>	
<b>Tuesday</b>	<b>56</b>	
<b>Wednesday</b>	<b>60</b>	
<b>Thursday</b>	<b>47</b>	
<b>Friday</b>	<b>53</b>	
<b>Saturday</b>	<b>66</b>	

## TIME OF DAY

<b>Midnight - 4 am</b>	<b>16</b>	
<b>4 am - 8 am</b>	<b>49</b>	
<b>8 am - noon</b>	<b>110</b>	
<b>Noon - 4 pm</b>	<b>99</b>	
<b>4 pm - 8 pm</b>	<b>115</b>	
<b>8 pm - midnight</b>	<b>69</b>	

# Distribution of Calls per Month



Between March and October 2020, WRA was affiliated with a number of native animal groups. This practice has been terminated.