

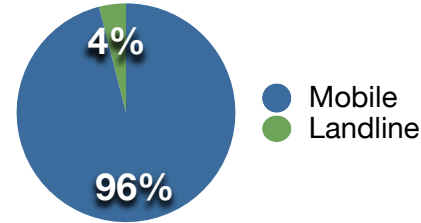
# WRA Call Centre Report, Oct 21

## SUMMARY

<b>Calls received</b>	<b>1029</b>
<b>Calls missed*</b>	<b>28</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>1029</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>31</b>

## CALL TYPES

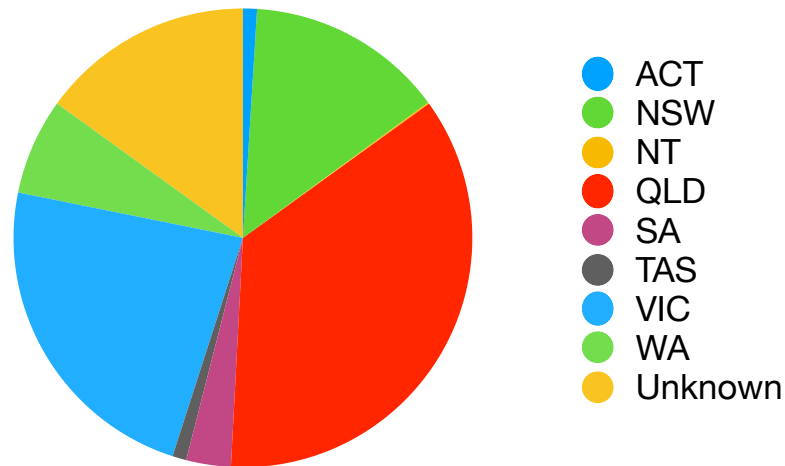
<b>Mobile</b>	<b>988</b>
<b>Landline</b>	<b>41</b>



<b>Avg calls per day</b>	<b>33.2</b>
<b>Avg time to answer</b>	<b>00:18</b>
<b>Avg call duration</b>	<b>03:49</b>

## CALLS BY STATE

<b>ACT</b>	<b>10</b>	<b>1.0%</b>
<b>NSW</b>	<b>142</b>	<b>13.8%</b>
<b>NT</b>	<b>1</b>	<b>0.1%</b>
<b>QLD</b>	<b>364</b>	<b>35.4%</b>
<b>SA</b>	<b>32</b>	<b>3.1%</b>
<b>TAS</b>	<b>10</b>	<b>1.0%</b>
<b>VIC</b>	<b>236</b>	<b>22.9%</b>
<b>WA</b>	<b>69</b>	<b>6.7%</b>
<b>Unknown</b>	<b>153</b>	<b>14.9%</b>



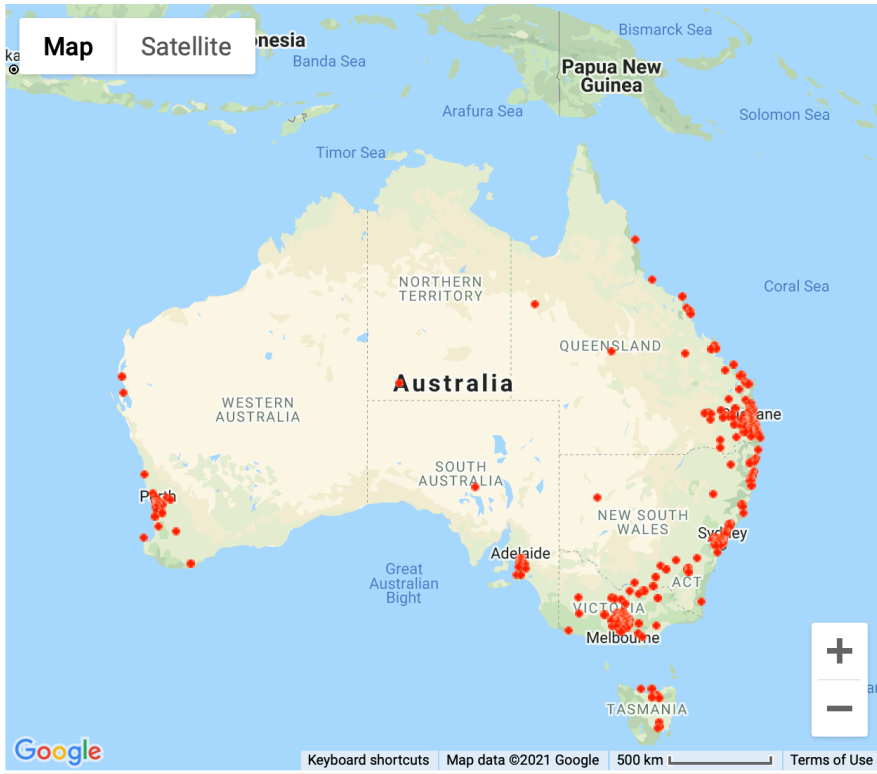
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>2</b>	<b>0.2%</b>
<b>Bat, flying fox</b>	<b>6</b>	<b>0.6%</b>
<b>Bird (raptor)</b>	<b>24</b>	<b>2.3%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>481</b>	<b>46.7%</b>
<b>Echidna</b>	<b>31</b>	<b>3.0%</b>
<b>Frog</b>	<b>1</b>	<b>0.1%</b>
<b>Koala</b>	<b>5</b>	<b>0.5%</b>
<b>Macropod</b>	<b>117</b>	<b>11.4%</b>
<b>Mammal (marine)</b>	<b>4</b>	<b>0.4%</b>
<b>Native rat, mouse</b>	<b>1</b>	<b>0.1%</b>
<b>Possum, glider</b>	<b>108</b>	<b>10.5%</b>
<b>Reptile (snake, goanna)</b>	<b>28</b>	<b>2.7%</b>
<b>Reptile (other)</b>	<b>20</b>	<b>1.9%</b>
<b>Sea turtle</b>	<b>1</b>	<b>0.1%</b>
<b>Wombat</b>	<b>3</b>	<b>0.3%</b>
<b>Other native species</b>	<b>9</b>	<b>0.9%</b>
<b>Domestic, farm</b>	<b>8</b>	<b>0.8%</b>
<b>Introduced species</b>	<b>16</b>	<b>1.6%</b>
<b>Unknown species</b>	<b>138</b>	<b>13.4%</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



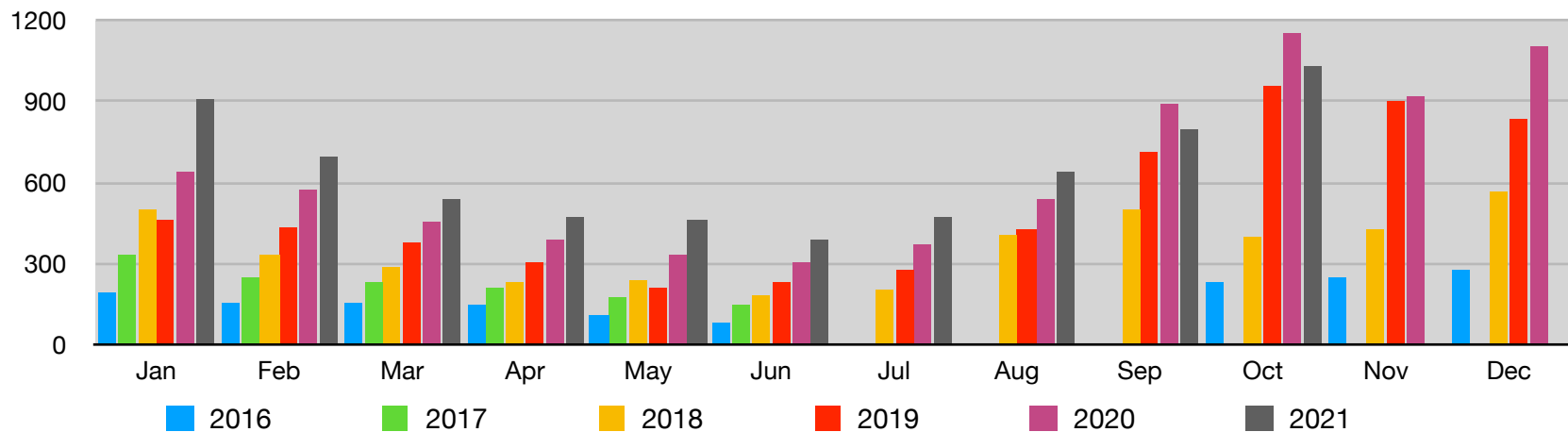
## DAY OF WEEK

<b>Sunday</b>	<b>195</b>	
<b>Monday</b>	<b>119</b>	
<b>Tuesday</b>	<b>150</b>	
<b>Wednesday</b>	<b>122</b>	
<b>Thursday</b>	<b>134</b>	
<b>Friday</b>	<b>154</b>	
<b>Saturday</b>	<b>155</b>	

## TIME OF DAY

<b>Midnight - 4 am</b>	<b>24</b>	
<b>4 am - 8 am</b>	<b>66</b>	
<b>8 am - noon</b>	<b>269</b>	
<b>Noon - 4 pm</b>	<b>242</b>	
<b>4 pm - 8 pm</b>	<b>317</b>	
<b>8 pm - midnight</b>	<b>111</b>	

# Distribution of Calls per Month



Only calls directed to the WRA Call Centre are included (i.e. calls redirected from other groups are excluded)