

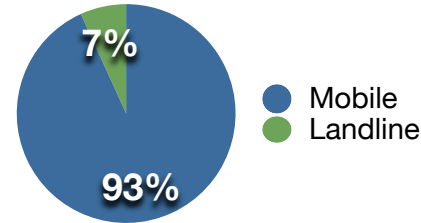
WRA Call Centre Report, Apr 2021

SUMMARY

Calls received	470
Calls missed*	9
Calls unanswered**	0
Calls answered	470
% calls answered	100.0%
Days in period	30

CALL TYPES

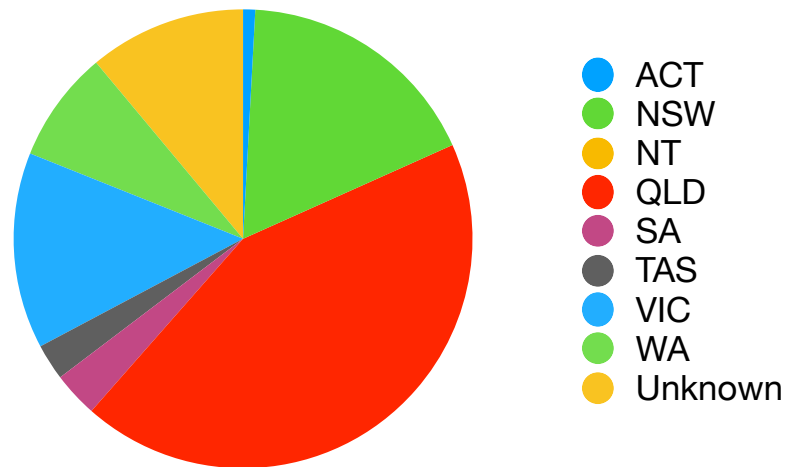
Mobile	438
Landline	32



Avg calls per day	15.7
Avg time to answer	00:18
Avg call duration	04:09

CALLS BY STATE

ACT	4	0.9%
NSW	82	17.4%
NT	0	0.0%
QLD	203	43.2%
SA	15	3.2%
TAS	12	2.6%
VIC	65	13.8%
WA	37	7.9%
Unknown	52	11.1%



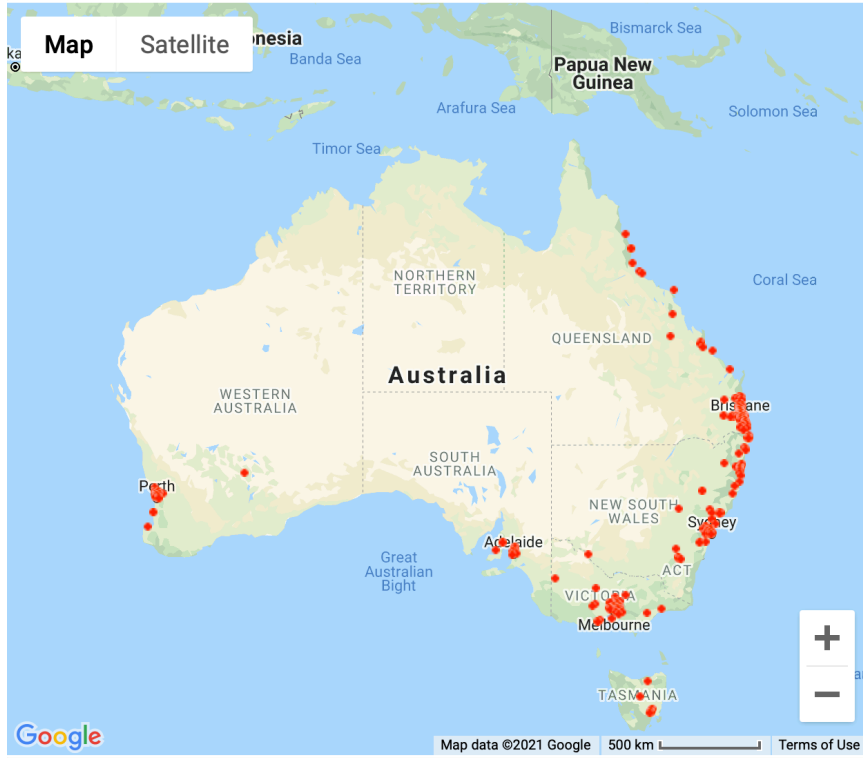
TYPE OF ANIMAL

Bandicoot	1	0.2%
Bat, flying fox	14	3.0%
Bird (raptor)	16	3.4%
Bird (seabird, pelican)	0	0.0%
Bird (other)	162	34.5%
Echidna	5	1.1%
Frog	2	0.4%
Koala	2	0.4%
Macropod	93	19.8%
Mammal (marine)	3	0.6%
Native rat, mouse	6	1.3%
Possum, glider	56	11.9%
Reptile (snake, goanna)	7	1.5%
Reptile (other)	5	1.1%
Sea turtle	1	0.2%
Wombat	2	0.4%
Other native species	6	1.3%
Domestic, farm	5	1.1%
Introduced species	16	3.4%
Unknown species	57	12.1%

* 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

Sunday	59	<div style="width: 59%;"></div>
Monday	64	<div style="width: 64%;"></div>
Tuesday	61	<div style="width: 61%;"></div>
Wednesday	63	<div style="width: 63%;"></div>
Thursday	70	<div style="width: 70%;"></div>
Friday	88	<div style="width: 88%;"></div>
Saturday	65	<div style="width: 65%;"></div>

TIME OF DAY

Midnight - 4 am	20	<div style="width: 20%;"></div>
4 am - 8 am	46	<div style="width: 46%;"></div>
8 am - noon	136	<div style="width: 136%;"></div>
Noon - 4 pm	87	<div style="width: 87%;"></div>
4 pm - 8 pm	122	<div style="width: 122%;"></div>
8 pm - midnight	59	<div style="width: 59%;"></div>

Distribution of Calls per Month

