

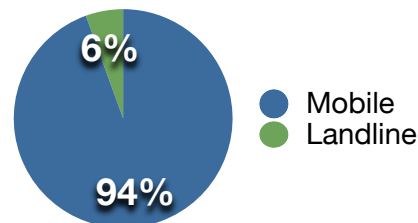
# WRA Call Centre Report, Jun 2021

## SUMMARY

<b>Calls received</b>	<b>397</b>
<b>Calls missed*</b>	<b>5</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>397</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>30</b>

## CALL TYPES

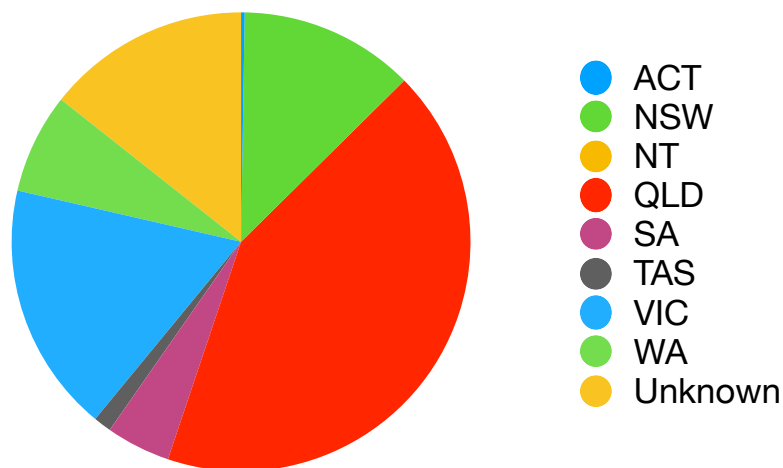
<b>Mobile</b>	<b>375</b>
<b>Landline</b>	<b>22</b>



<b>Avg calls per day</b>	<b>13.2</b>
<b>Avg time to answer</b>	<b>00:19</b>
<b>Avg call duration</b>	<b>03:39</b>

## CALLS BY STATE

<b>ACT</b>	<b>1</b>	<b>0.3%</b>
<b>NSW</b>	<b>49</b>	<b>12.3%</b>
<b>NT</b>	<b>0</b>	<b>0.0%</b>
<b>QLD</b>	<b>169</b>	<b>42.6%</b>
<b>SA</b>	<b>18</b>	<b>4.5%</b>
<b>TAS</b>	<b>5</b>	<b>1.3%</b>
<b>VIC</b>	<b>70</b>	<b>17.6%</b>
<b>WA</b>	<b>28</b>	<b>7.1%</b>
<b>Unknown</b>	<b>57</b>	<b>14.4%</b>



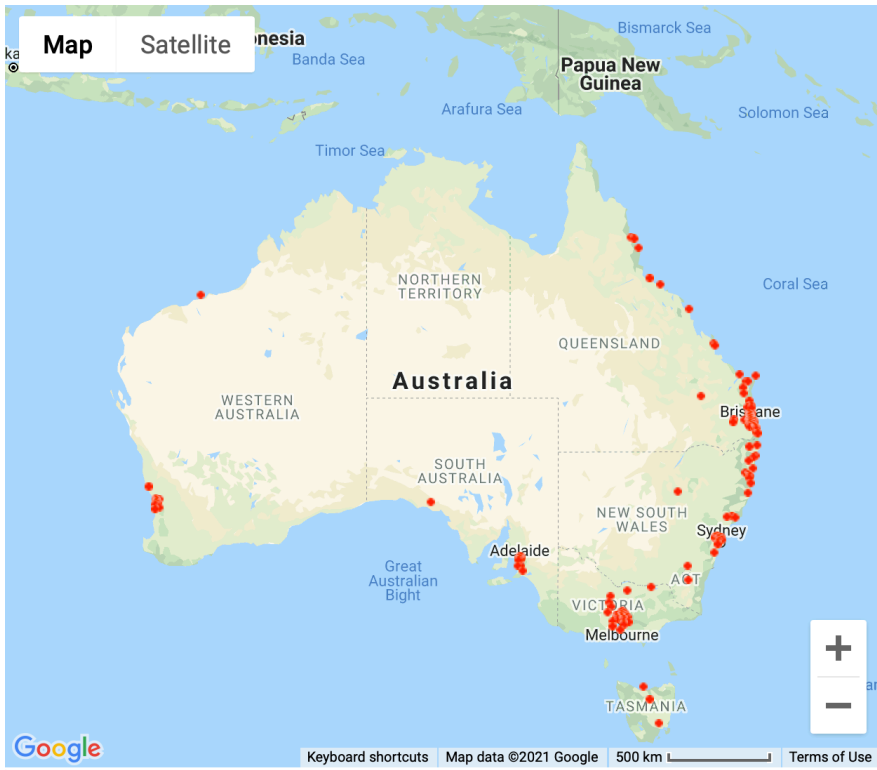
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>3</b>	<b>0.8%</b>
<b>Bat, flying fox</b>	<b>6</b>	<b>1.5%</b>
<b>Bird (raptor)</b>	<b>5</b>	<b>1.3%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>122</b>	<b>30.7%</b>
<b>Echidna</b>	<b>8</b>	<b>2.0%</b>
<b>Frog</b>	<b>1</b>	<b>0.3%</b>
<b>Koala</b>	<b>6</b>	<b>1.5%</b>
<b>Macropod</b>	<b>52</b>	<b>13.1%</b>
<b>Mammal (marine)</b>	<b>6</b>	<b>1.5%</b>
<b>Native rat, mouse</b>	<b>2</b>	<b>0.5%</b>
<b>Possum, glider</b>	<b>74</b>	<b>18.6%</b>
<b>Reptile (snake, goanna)</b>	<b>4</b>	<b>1.0%</b>
<b>Reptile (other)</b>	<b>2</b>	<b>0.5%</b>
<b>Sea turtle</b>	<b>0</b>	<b>0.0%</b>
<b>Wombat</b>	<b>3</b>	<b>0.8%</b>
<b>Other native species</b>	<b>11</b>	<b>2.8%</b>
<b>Domestic, farm</b>	<b>6</b>	<b>1.5%</b>
<b>Introduced species</b>	<b>8</b>	<b>2.0%</b>
<b>Unknown species</b>	<b>61</b>	<b>15.4%</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



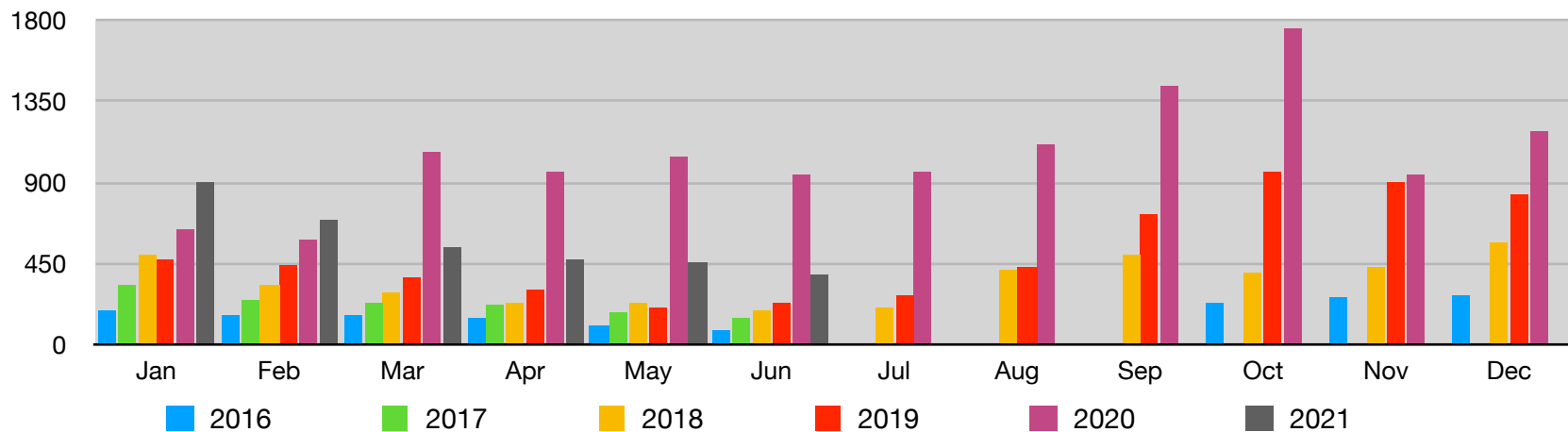
## DAY OF WEEK

Sunday	69	<div style="width: 69%;"></div>
Monday	57	<div style="width: 57%;"></div>
Tuesday	85	<div style="width: 85%;"></div>
Wednesday	64	<div style="width: 64%;"></div>
Thursday	34	<div style="width: 34%;"></div>
Friday	35	<div style="width: 35%;"></div>
Saturday	53	<div style="width: 53%;"></div>

## TIME OF DAY

Midnight - 4 am	13	<div style="width: 13%;"></div>
4 am - 8 am	31	<div style="width: 31%;"></div>
8 am - noon	99	<div style="width: 99%;"></div>
Noon - 4 pm	100	<div style="width: 100%;"></div>
4 pm - 8 pm	118	<div style="width: 118%;"></div>
8 pm - midnight	36	<div style="width: 36%;"></div>

# 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.