

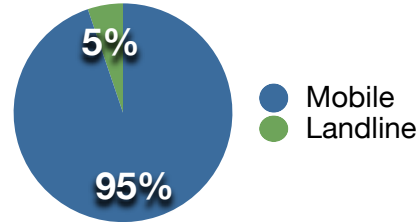
WRA Call Centre Report, Dec 2021

SUMMARY

Calls received	690
Calls missed*	9
Calls unanswered**	0
Calls answered	690
% calls answered	100.0%
Days in period	31

CALL TYPES

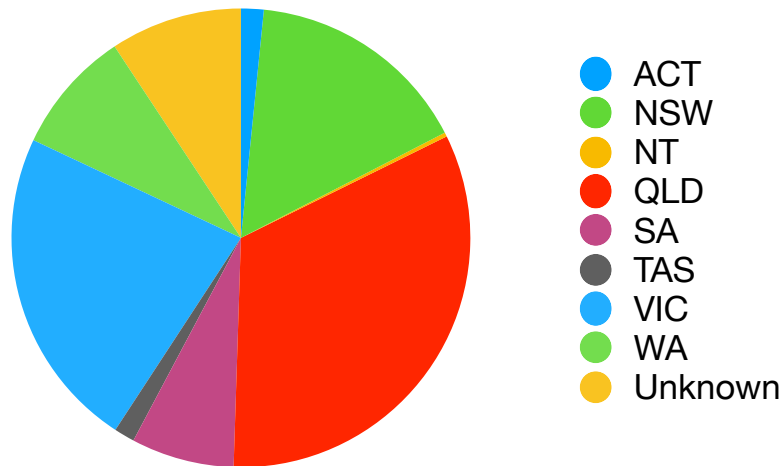
Mobile	654
Landline	36



Avg calls per day	22.3
Avg time to answer	00:19
Avg call duration	04:19

CALLS BY STATE

ACT	11	1.6%
NSW	109	15.8%
NT	2	0.3%
QLD	226	32.8%
SA	50	7.2%
TAS	10	1.4%
VIC	157	22.8%
WA	60	8.7%
Unknown	64	9.3%



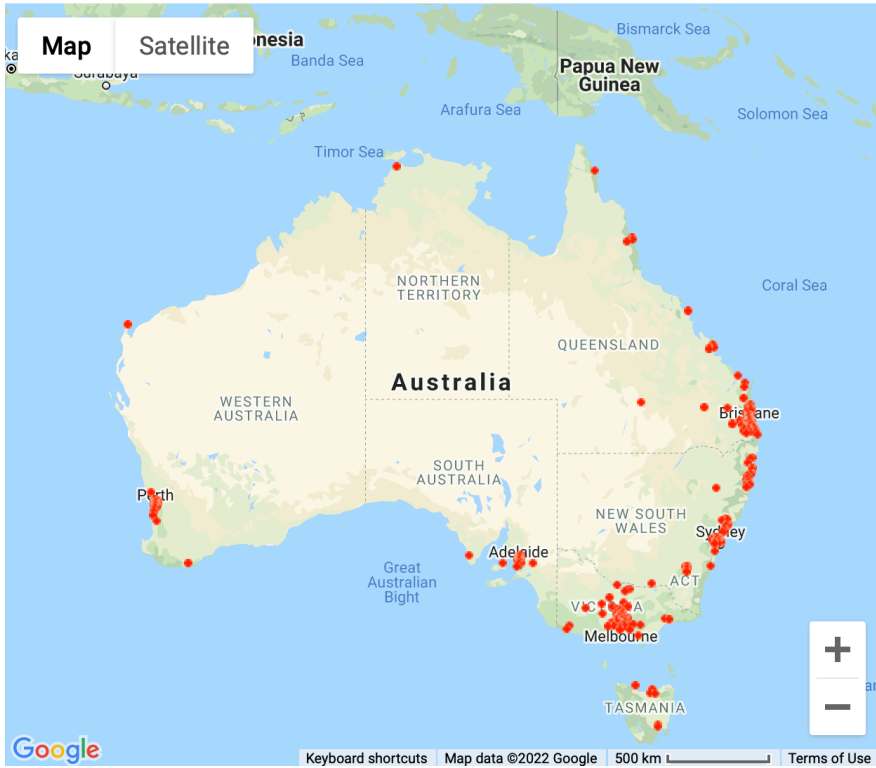
TYPE OF ANIMAL

Bandicoot	0	0.0%
Bat, flying fox	12	1.7%
Bird (raptor)	6	0.9%
Bird (seabird, pelican)	0	0.0%
Bird (other)	426	61.7%
Echidna	2	0.3%
Frog	0	0.0%
Koala	5	0.7%
Macropod	53	7.7%
Mammal (marine)	2	0.3%
Native rat, mouse	2	0.3%
Possum, glider	58	8.4%
Reptile (snake, goanna)	20	2.9%
Reptile (other)	23	3.3%
Sea turtle	0	0.0%
Wombat	3	0.4%
Other native species	0	0.0%
Domestic, farm	12	1.7%
Introduced species	8	1.2%
Unknown species	49	7.1%

* 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

Spatial Distribution of Calls



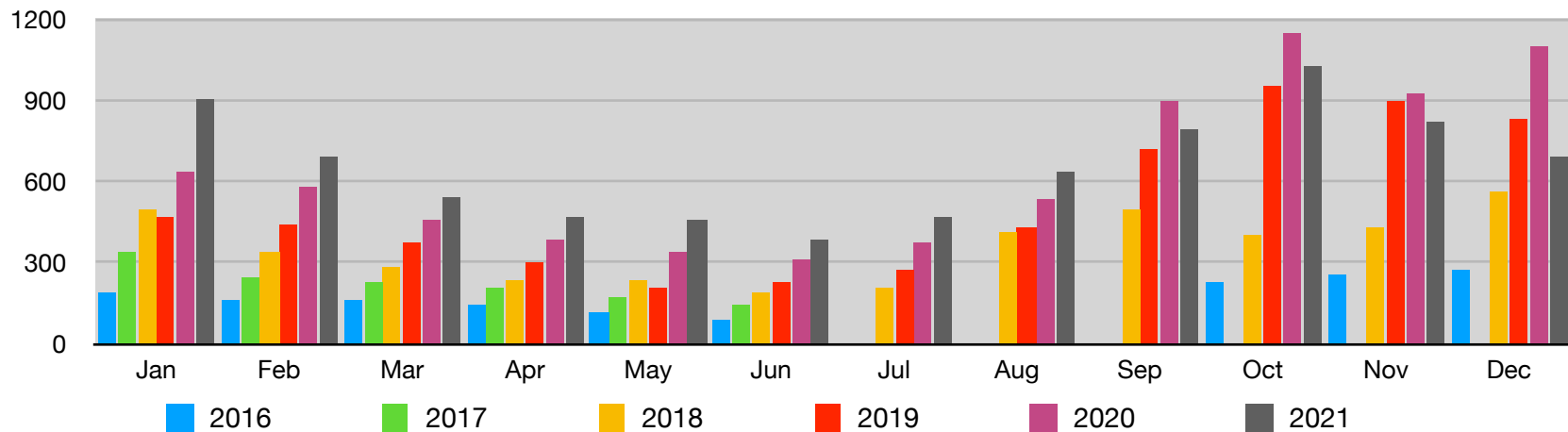
DAY OF WEEK

Sunday	80	
Monday	92	
Tuesday	102	
Wednesday	122	
Thursday	105	
Friday	110	
Saturday	79	

TIME OF DAY

Midnight - 4 am	21	
4 am - 8 am	40	
8 am - noon	168	
Noon - 4 pm	145	
4 pm - 8 pm	199	
8 pm - midnight	117	

Temporal Distribution of Calls



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