

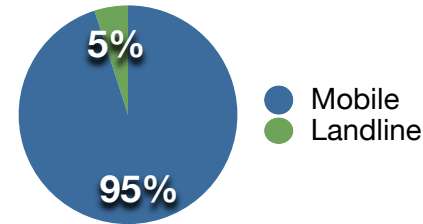
# WRA Call Centre Report, Feb 2022

## SUMMARY

<b>Calls received</b>	<b>423</b>
<b>Calls missed*</b>	<b>3</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>423</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>28</b>

## CALL TYPES

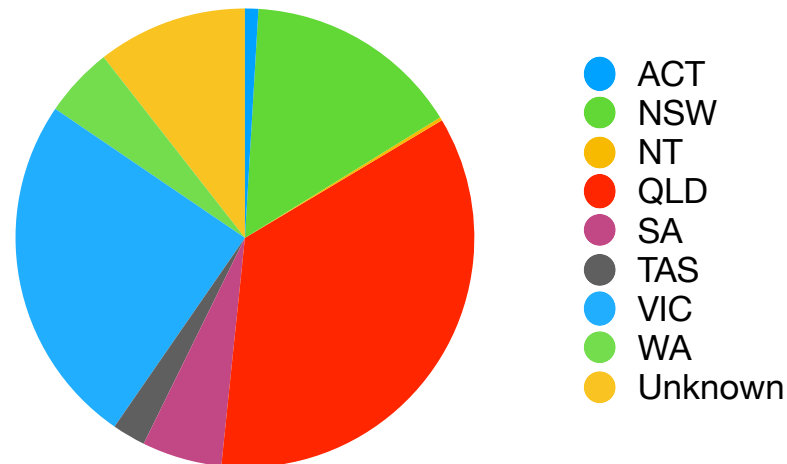
<b>Mobile</b>	<b>402</b>
<b>Landline</b>	<b>21</b>



<b>Avg calls per day</b>	<b>15.1</b>
<b>Avg time to answer</b>	<b>00:18</b>
<b>Avg call duration</b>	<b>04:05</b>

## CALLS BY STATE

<b>ACT</b>	<b>4</b>	<b>0.9%</b>
<b>NSW</b>	<b>65</b>	<b>15.4%</b>
<b>NT</b>	<b>1</b>	<b>0.2%</b>
<b>QLD</b>	<b>150</b>	<b>35.5%</b>
<b>SA</b>	<b>24</b>	<b>5.7%</b>
<b>TAS</b>	<b>10</b>	<b>2.4%</b>
<b>VIC</b>	<b>106</b>	<b>25.1%</b>
<b>WA</b>	<b>21</b>	<b>5.0%</b>
<b>Unknown</b>	<b>45</b>	<b>10.6%</b>



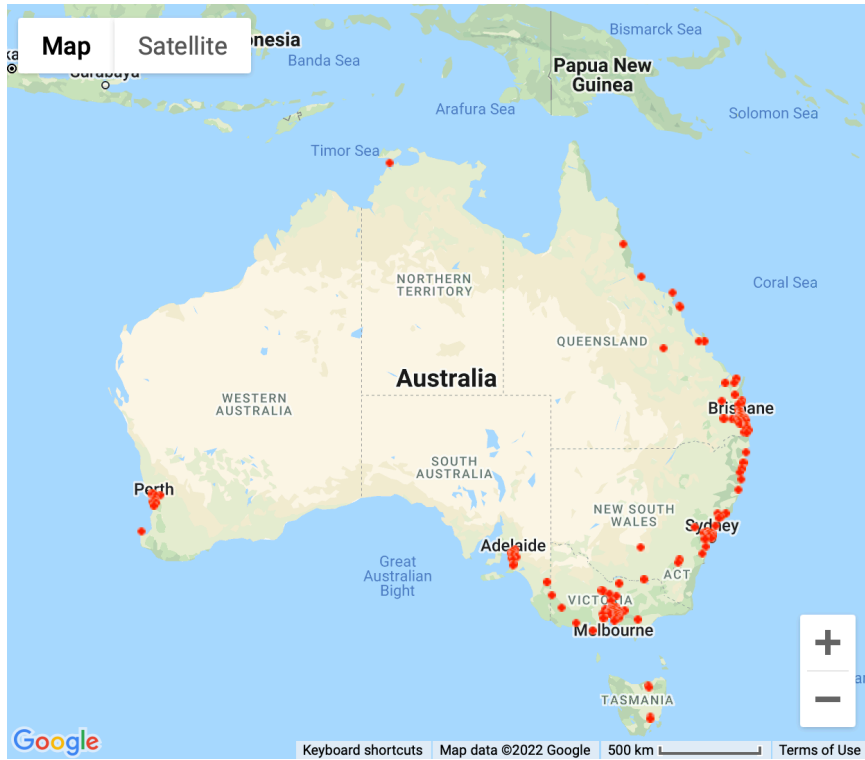
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>6</b>	<b>1.4%</b>
<b>Bat, flying fox</b>	<b>2</b>	<b>0.5%</b>
<b>Bird (raptor)</b>	<b>1</b>	<b>0.2%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>202</b>	<b>47.8%</b>
<b>Echidna</b>	<b>0</b>	<b>0.0%</b>
<b>Frog</b>	<b>0</b>	<b>0.0%</b>
<b>Koala</b>	<b>4</b>	<b>0.9%</b>
<b>Macropod</b>	<b>56</b>	<b>13.2%</b>
<b>Mammal (marine)</b>	<b>1</b>	<b>0.2%</b>
<b>Native rat, mouse</b>	<b>0</b>	<b>0.0%</b>
<b>Possum, glider</b>	<b>74</b>	<b>17.5%</b>
<b>Reptile (snake, goanna)</b>	<b>10</b>	<b>2.4%</b>
<b>Reptile (other)</b>	<b>14</b>	<b>3.3%</b>
<b>Sea turtle</b>	<b>0</b>	<b>0.0%</b>
<b>Wombat</b>	<b>0</b>	<b>0.0%</b>
<b>Other native species</b>	<b>3</b>	<b>0.7%</b>
<b>Domestic, farm</b>	<b>2</b>	<b>0.5%</b>
<b>Introduced species</b>	<b>9</b>	<b>2.1%</b>
<b>Unknown species</b>	<b>34</b>	<b>8.0%</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

# Spatial Distribution of Calls



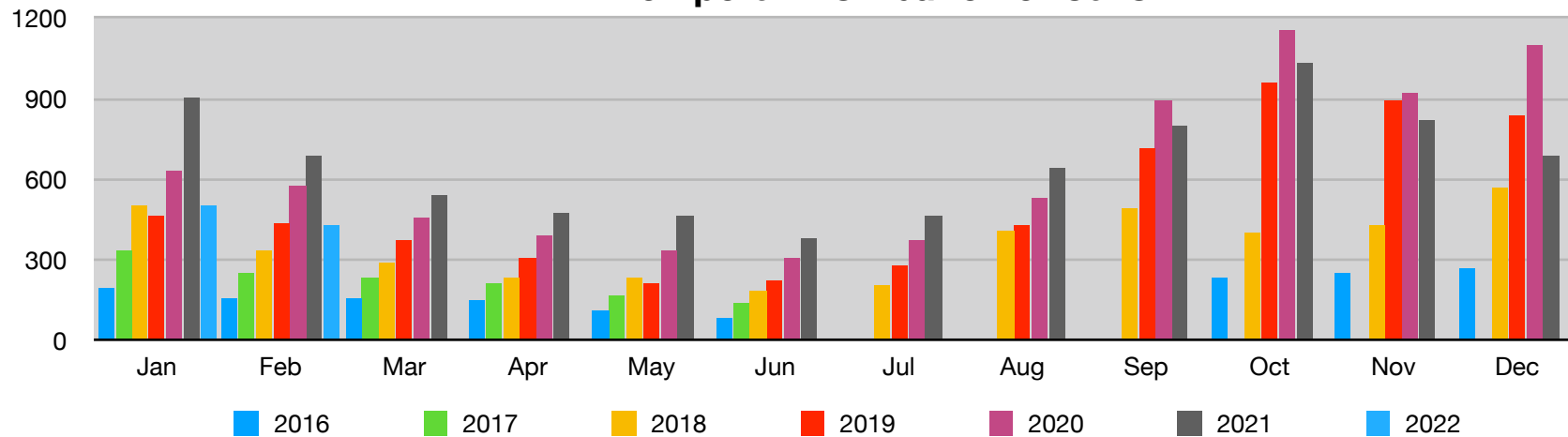
## DAY OF WEEK

Sunday	61	<div style="width: 61%;"></div>
Monday	71	<div style="width: 71%;"></div>
Tuesday	63	<div style="width: 63%;"></div>
Wednesday	50	<div style="width: 50%;"></div>
Thursday	44	<div style="width: 44%;"></div>
Friday	70	<div style="width: 70%;"></div>
Saturday	64	<div style="width: 64%;"></div>

## TIME OF DAY

Midnight - 4 am	7	<div style="width: 7%;"></div>
4 am - 8 am	29	<div style="width: 29%;"></div>
8 am - noon	98	<div style="width: 98%;"></div>
Noon - 4 pm	90	<div style="width: 90%;"></div>
4 pm - 8 pm	136	<div style="width: 136%;"></div>
8 pm - midnight	63	<div style="width: 63%;"></div>

# Temporal Distribution of Calls



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