

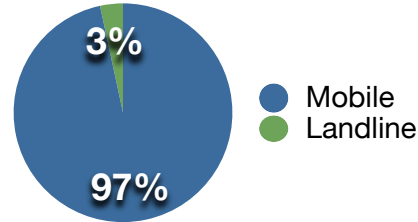
WRA Call Centre Report, Jan 2022

SUMMARY

Calls received	503
Calls missed*	3
Calls unanswered**	0
Calls answered	503
% calls answered	100.0%
Days in period	31

CALL TYPES

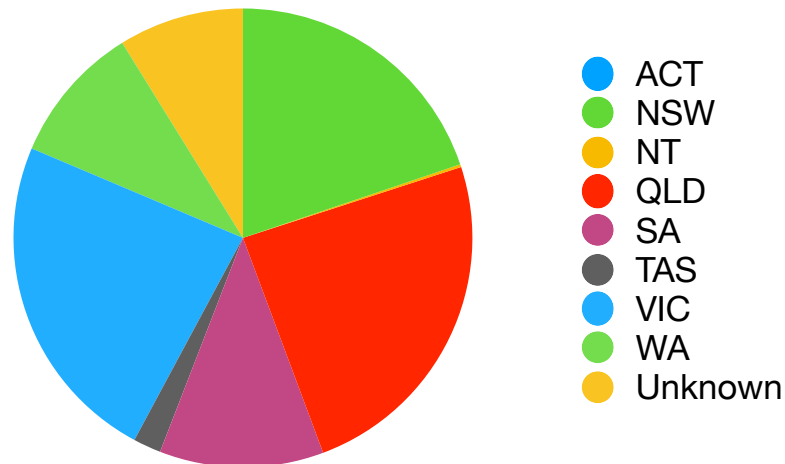
Mobile	486
Landline	17



Avg calls per day	16.2
Avg time to answer	00:19
Avg call duration	04:06

CALLS BY STATE

ACT	0	0.0%
NSW	101	20.1%
NT	1	0.2%
QLD	124	24.7%
SA	59	11.7%
TAS	10	2.0%
VIC	120	23.9%
WA	50	9.9%
Unknown	45	8.9%



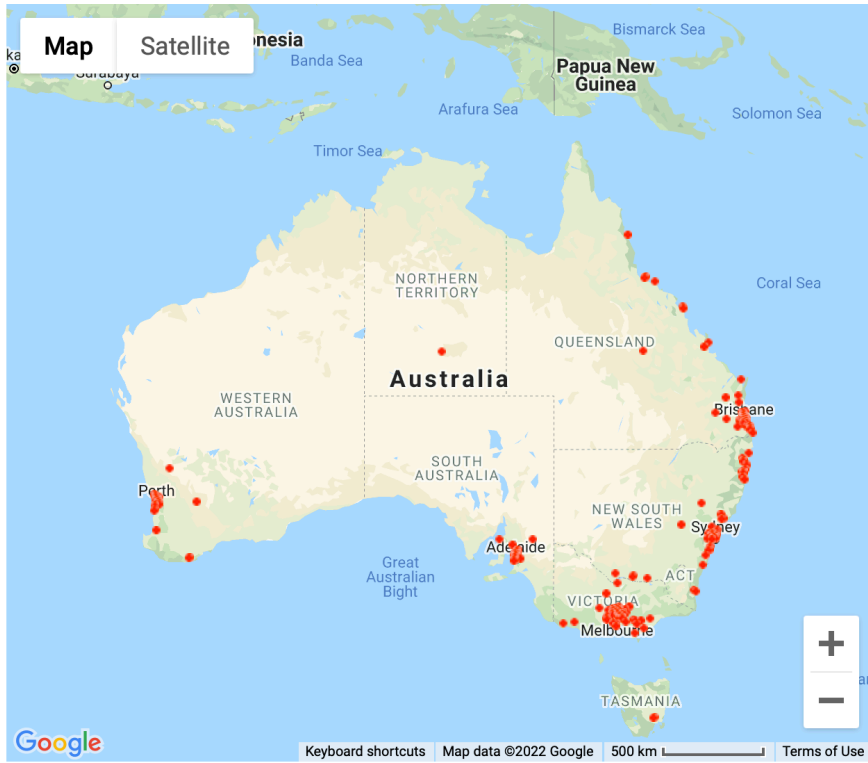
TYPE OF ANIMAL

Bandicoot	3	0.6%
Bat, flying fox	5	1.0%
Bird (raptor)	3	0.6%
Bird (seabird, pelican)	0	0.0%
Bird (other)	291	57.9%
Echidna	2	0.4%
Frog	1	0.2%
Koala	6	1.2%
Macropod	39	7.8%
Mammal (marine)	1	0.2%
Native rat, mouse	0	0.0%
Possum, glider	48	9.5%
Reptile (snake, goanna)	12	2.4%
Reptile (other)	11	2.2%
Sea turtle	0	0.0%
Wombat	0	0.0%
Other native species	4	0.8%
Domestic, farm	5	1.0%
Introduced species	15	3.0%
Unknown species	36	7.2%

* 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



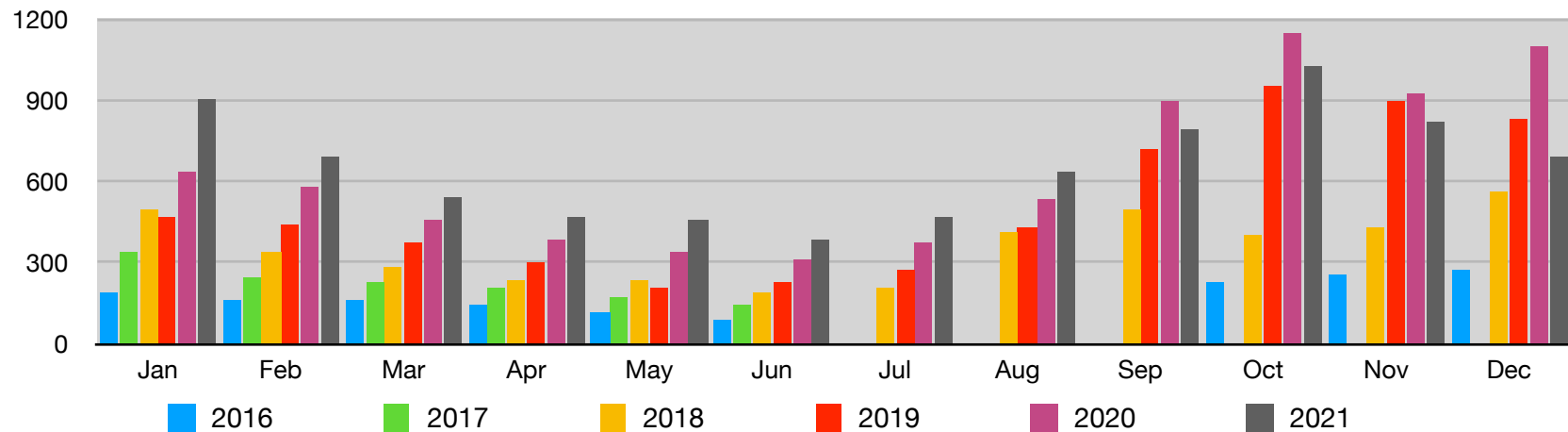
DAY OF WEEK

Sunday	81	
Monday	78	
Tuesday	54	
Wednesday	72	
Thursday	66	
Friday	63	
Saturday	89	

TIME OF DAY

Midnight - 4 am	25	
4 am - 8 am	22	
8 am - noon	133	
Noon - 4 pm	114	
4 pm - 8 pm	125	
8 pm - midnight	84	

Temporal Distribution of Calls



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