

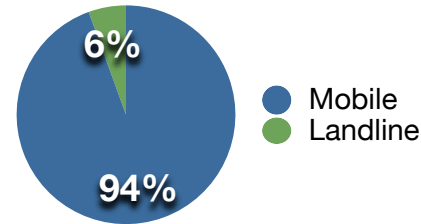
# WRA Call Centre Report, Mar 2022

## SUMMARY

<b>Calls received</b>	<b>1064</b>
<b>Calls missed*</b>	<b>14</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>1064</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>31</b>

## CALL TYPES

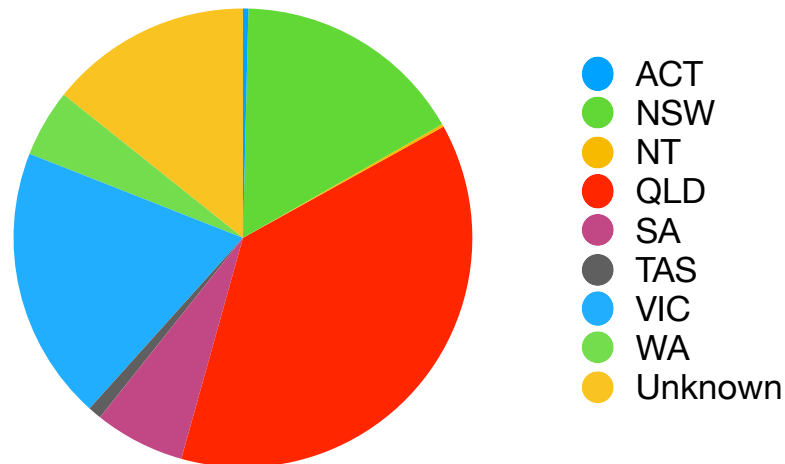
<b>Mobile</b>	<b>1005</b>
<b>Landline</b>	<b>59</b>



<b>Avg calls per day</b>	<b>34.3</b>
<b>Avg time to answer</b>	<b>00:18</b>
<b>Avg call duration</b>	<b>03:41</b>

## CALLS BY STATE

<b>ACT</b>	<b>4</b>	<b>0.4%</b>
<b>NSW</b>	<b>172</b>	<b>16.2%</b>
<b>NT</b>	<b>2</b>	<b>0.2%</b>
<b>QLD</b>	<b>393</b>	<b>36.9%</b>
<b>SA</b>	<b>67</b>	<b>6.3%</b>
<b>TAS</b>	<b>10</b>	<b>0.9%</b>
<b>VIC</b>	<b>203</b>	<b>19.1%</b>
<b>WA</b>	<b>50</b>	<b>4.7%</b>
<b>Unknown</b>	<b>150</b>	<b>14.1%</b>



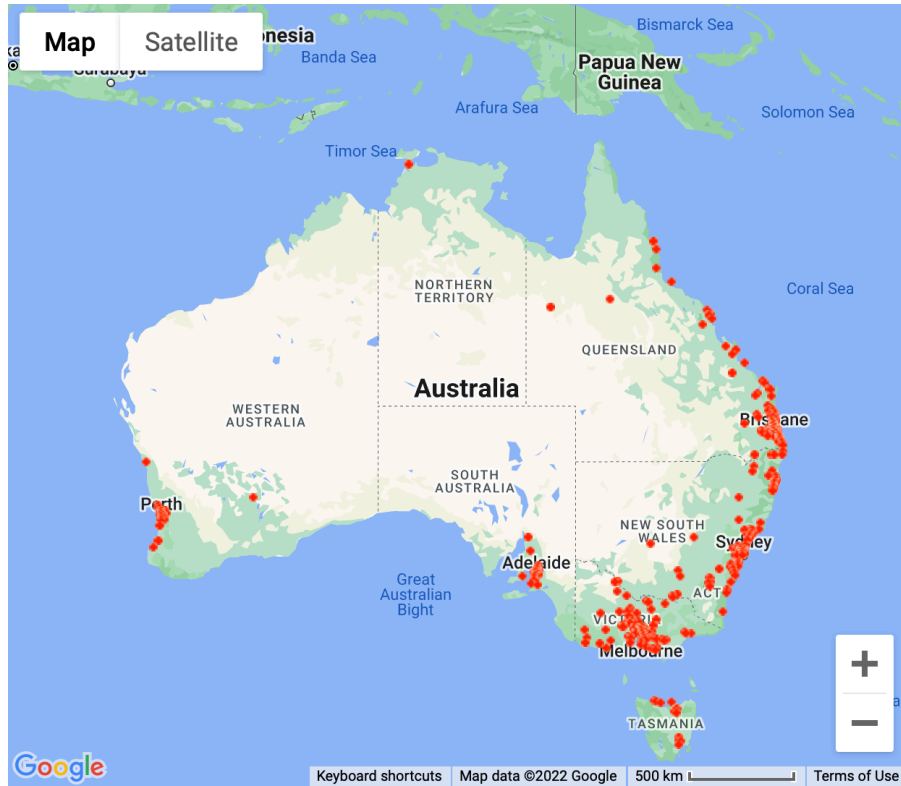
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>6</b>	<b>0.6%</b>
<b>Bat, flying fox</b>	<b>20</b>	<b>1.9%</b>
<b>Bird (raptor)</b>	<b>21</b>	<b>2.0%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>416</b>	<b>39.1%</b>
<b>Echidna</b>	<b>6</b>	<b>0.6%</b>
<b>Frog</b>	<b>1</b>	<b>0.1%</b>
<b>Koala</b>	<b>10</b>	<b>0.9%</b>
<b>Macropod</b>	<b>82</b>	<b>7.7%</b>
<b>Mammal (marine)</b>	<b>3</b>	<b>0.3%</b>
<b>Native rat, mouse</b>	<b>5</b>	<b>0.5%</b>
<b>Possum, glider</b>	<b>188</b>	<b>17.7%</b>
<b>Reptile (snake, goanna)</b>	<b>46</b>	<b>4.3%</b>
<b>Reptile (other)</b>	<b>23</b>	<b>2.2%</b>
<b>Sea turtle</b>	<b>3</b>	<b>0.3%</b>
<b>Wombat</b>	<b>4</b>	<b>0.4%</b>
<b>Other native species</b>	<b>4</b>	<b>0.4%</b>
<b>Domestic, farm</b>	<b>47</b>	<b>4.4%</b>
<b>Introduced species</b>	<b>18</b>	<b>1.7%</b>
<b>Unknown species</b>	<b>133</b>	<b>12.5%</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



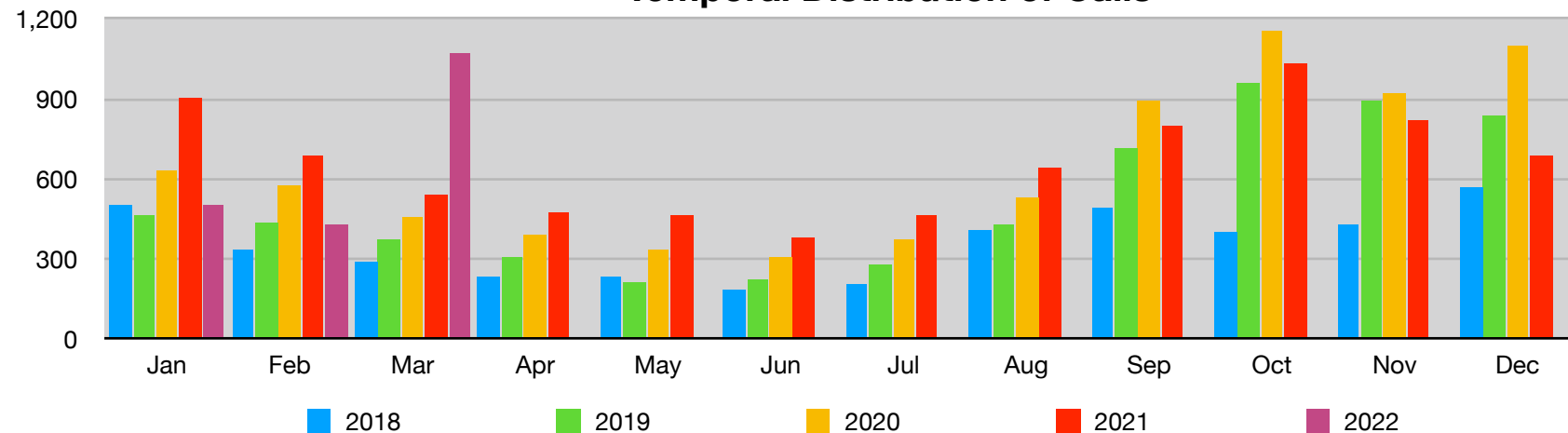
## DAY OF WEEK

Sunday	143	<div style="width: 100%;"></div>
Monday	140	<div style="width: 98%;"></div>
Tuesday	194	<div style="width: 135%;"></div>
Wednesday	184	<div style="width: 128%;"></div>
Thursday	120	<div style="width: 84%;"></div>
Friday	132	<div style="width: 93%;"></div>
Saturday	151	<div style="width: 107%;"></div>

## TIME OF DAY

Midnight - 4 am	29	<div style="width: 20%;"></div>
4 am - 8 am	64	<div style="width: 46%;"></div>
8 am - noon	296	<div style="width: 210%;"></div>
Noon - 4 pm	279	<div style="width: 199%;"></div>
4 pm - 8 pm	273	<div style="width: 195%;"></div>
8 pm - midnight	123	<div style="width: 88%;"></div>

# Temporal Distribution of Calls



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