

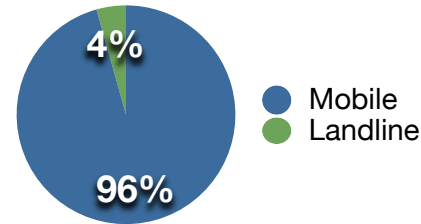
WRA Call Centre Report, Apr 2022

SUMMARY

Calls received	1080
Calls missed*	10
Calls unanswered**	0
Calls answered	1080
% calls answered	100.0%
Days in period	30

CALL TYPES

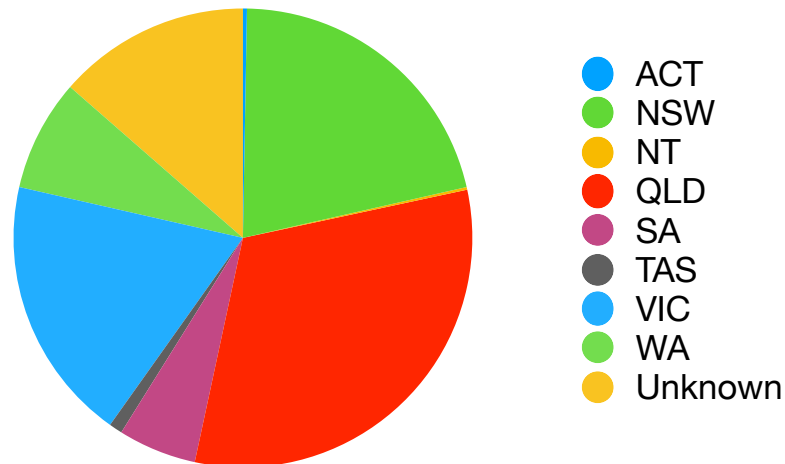
Mobile	1033
Landline	47



Avg calls per day	36.0
Avg time to answer	00:17
Avg call duration	03:26

CALLS BY STATE

ACT	3	0.3%
NSW	226	20.9%
NT	2	0.2%
QLD	339	31.4%
SA	59	5.5%
TAS	10	0.9%
VIC	200	18.5%
WA	84	7.8%
Unknown	145	13.4%



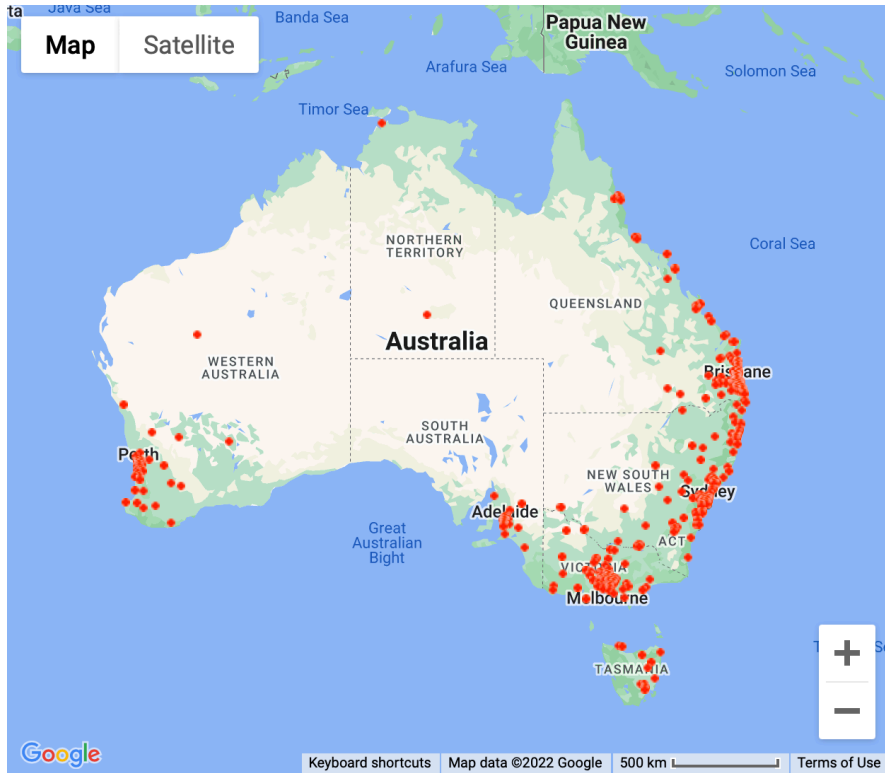
TYPE OF ANIMAL

Bandicoot	6	0.6%
Bat, flying fox	12	1.1%
Bird (raptor)	22	2.0%
Bird (seabird, pelican)	0	0.0%
Bird (other)	408	37.8%
Echidna	15	1.4%
Frog	1	0.1%
Koala	12	1.1%
Macropod	138	12.8%
Mammal (marine)	5	0.5%
Native rat, mouse	2	0.2%
Possum, glider	152	14.1%
Reptile (snake, goanna)	30	2.8%
Reptile (other)	30	2.8%
Sea turtle	4	0.4%
Wombat	6	0.6%
Other native species	10	0.9%
Domestic, farm	58	5.4%
Introduced species	28	2.6%
Unknown species	122	11.3%

* 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



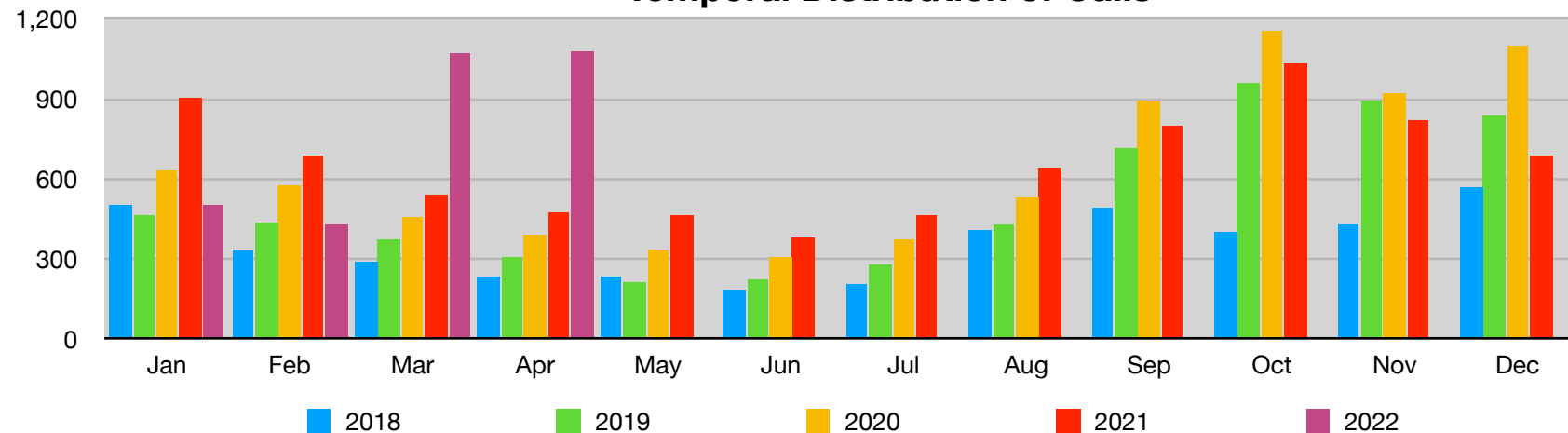
DAY OF WEEK

Sunday	141
Monday	141
Tuesday	129
Wednesday	111
Thursday	155
Friday	209
Saturday	194

TIME OF DAY

Midnight - 4 am	21
4 am - 8 am	96
8 am - noon	309
Noon - 4 pm	272
4 pm - 8 pm	292
8 pm - midnight	90

Temporal Distribution of Calls



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