

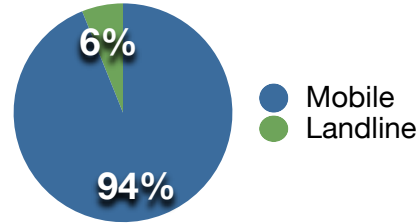
WRA Call Centre Report, May 2022

SUMMARY

Calls received	820
Calls missed*	3
Calls unanswered**	0
Calls answered	820
% calls answered	100.0%
Days in period	31

CALL TYPES

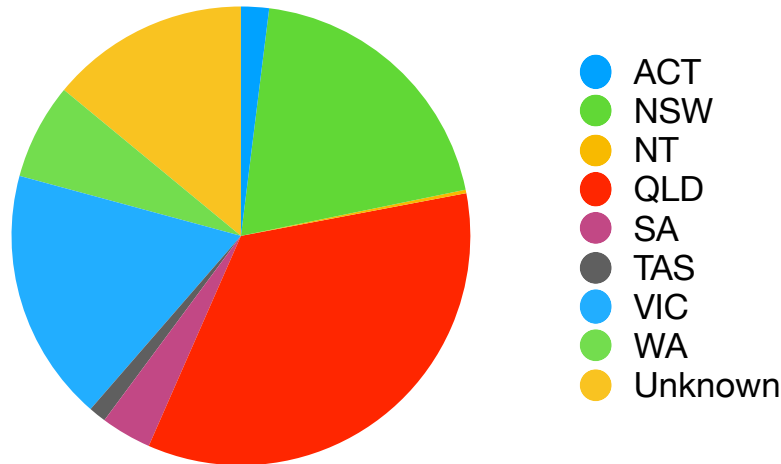
Mobile	770
Landline	50



Avg calls per day	26.5
Avg time to answer	00:17
Avg call duration	03:41

CALLS BY STATE

ACT	16	2.0%
NSW	161	19.6%
NT	2	0.2%
QLD	281	34.3%
SA	29	3.5%
TAS	10	1.2%
VIC	145	17.7%
WA	55	6.7%
Unknown	114	13.9%



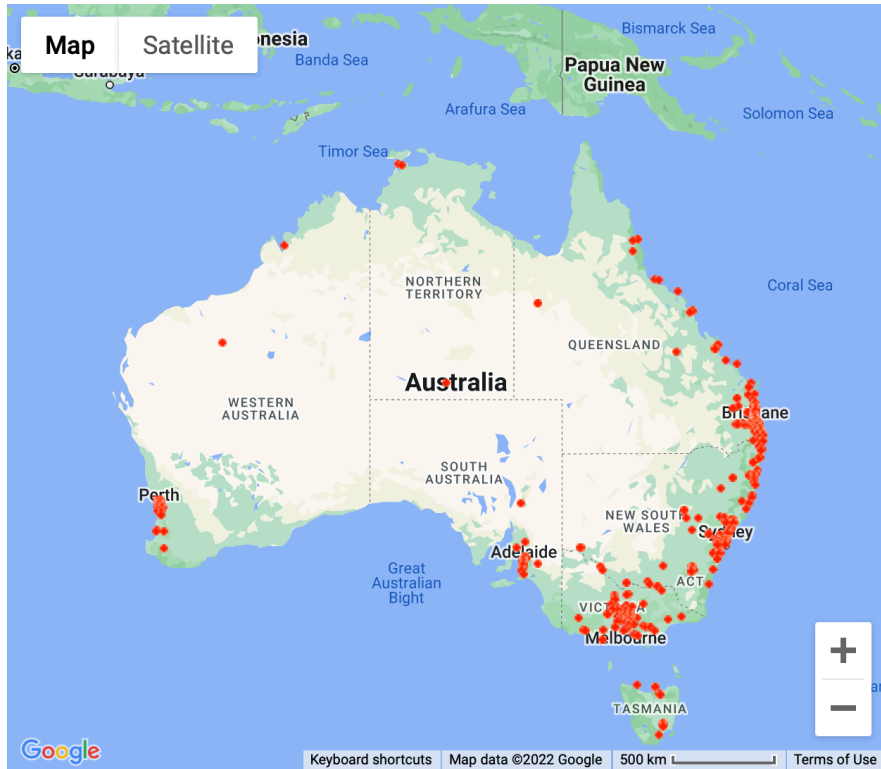
TYPE OF ANIMAL

Bandicoot	3	0.4%
Bat, flying fox	11	1.3%
Bird (raptor)	19	2.3%
Bird (seabird, pelican)	0	0.0%
Bird (other)	304	37.1%
Echidna	10	1.2%
Frog	5	0.6%
Koala	6	0.7%
Macropod	124	15.1%
Mammal (marine)	1	0.1%
Native rat, mouse	0	0.0%
Possum, glider	122	14.9%
Reptile (snake, goanna)	18	2.2%
Reptile (other)	18	2.2%
Sea turtle	1	0.1%
Wombat	2	0.2%
Other native species	3	0.4%
Domestic, farm	42	5.1%
Introduced species	14	1.7%
Unknown species	97	11.8%

* 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



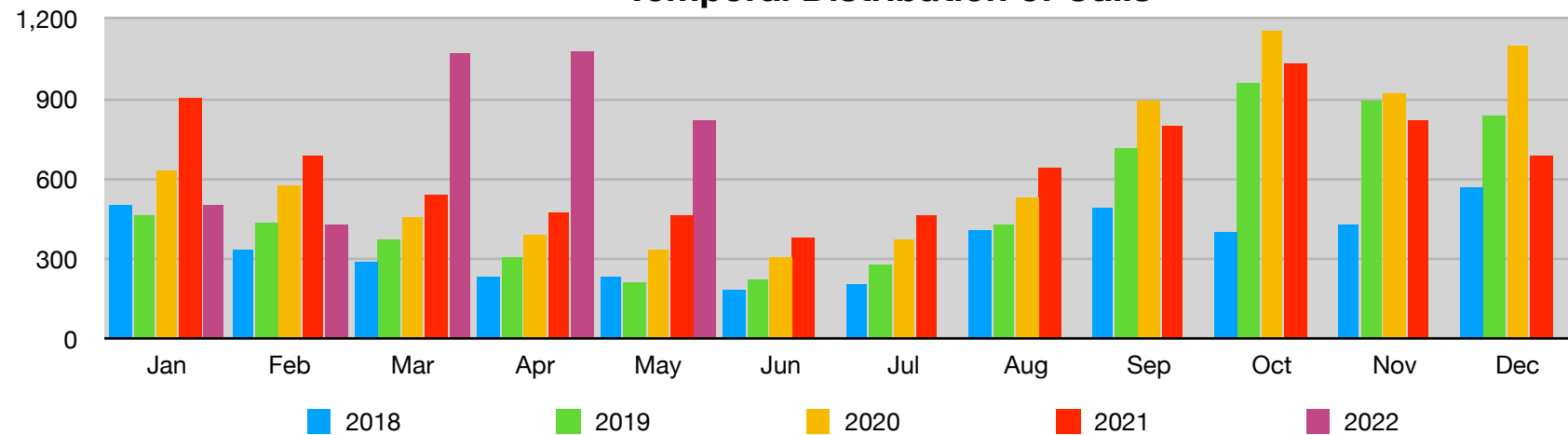
DAY OF WEEK

Sunday	162	<div style="width: 100%;"></div>
Monday	126	<div style="width: 78%;"></div>
Tuesday	146	<div style="width: 91%;"></div>
Wednesday	87	<div style="width: 54%;"></div>
Thursday	91	<div style="width: 56%;"></div>
Friday	96	<div style="width: 59%;"></div>
Saturday	112	<div style="width: 69%;"></div>

TIME OF DAY

Midnight - 4 am	8	<div style="width: 0.5%;"></div>
4 am - 8 am	77	<div style="width: 5%;"></div>
8 am - noon	243	<div style="width: 15%;"></div>
Noon - 4 pm	228	<div style="width: 14%;"></div>
4 pm - 8 pm	199	<div style="width: 12%;"></div>
8 pm - midnight	65	<div style="width: 4%;"></div>

Temporal Distribution of Calls



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