

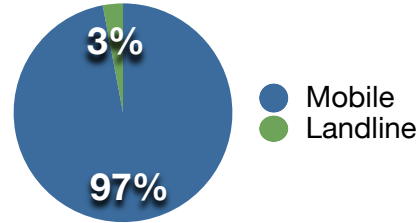
WRA Call Centre Report, Jun 2022

SUMMARY

Calls received	739
Calls missed*	3
Calls unanswered**	0
Calls answered	739
% calls answered	100.0%
Days in period	30

CALL TYPES

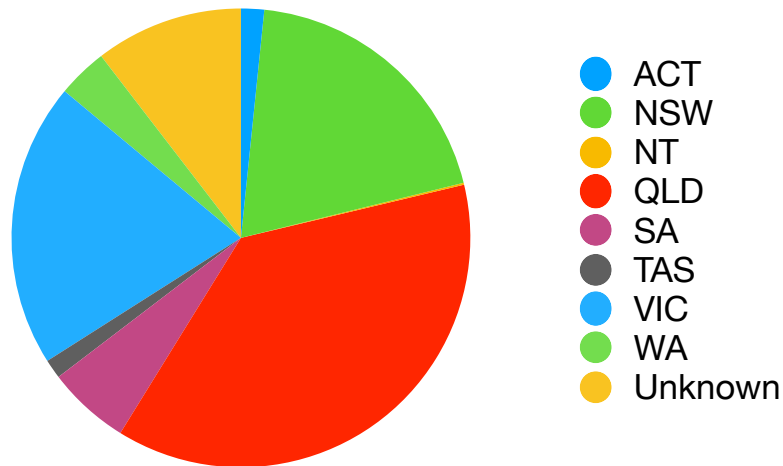
Mobile	717
Landline	22



Avg calls per day	24.6
Avg time to answer	00:18
Avg call duration	03:34

CALLS BY STATE

ACT	12	1.6%
NSW	144	19.5%
NT	1	0.1%
QLD	277	37.5%
SA	43	5.8%
TAS	10	1.4%
VIC	148	20.0%
WA	26	3.5%
Unknown	77	10.4%



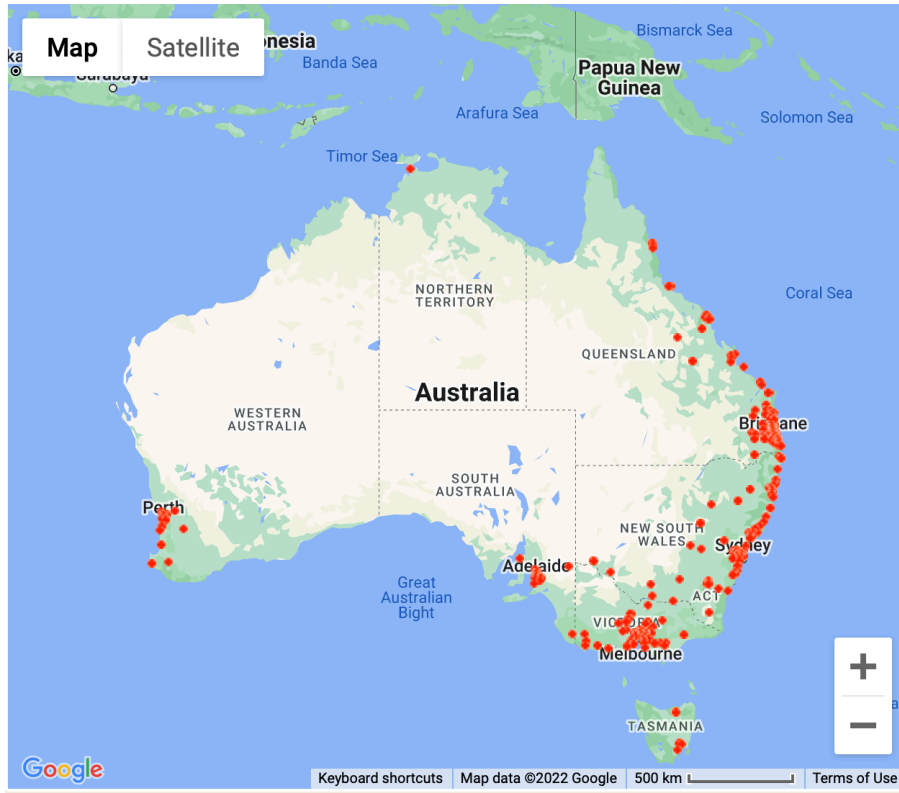
TYPE OF ANIMAL

Bandicoot	0	0.0%
Bat, flying fox	14	1.9%
Bird (raptor)	12	1.6%
Bird (seabird, pelican)	0	0.0%
Bird (other)	260	35.2%
Echidna	8	1.1%
Frog	1	0.1%
Koala	14	1.9%
Macropod	142	19.2%
Mammal (marine)	2	0.3%
Native rat, mouse	1	0.1%
Possum, glider	127	17.2%
Reptile (snake, goanna)	15	2.0%
Reptile (other)	5	0.7%
Sea turtle	0	0.0%
Wombat	2	0.3%
Other native species	1	0.1%
Domestic, farm	39	5.3%
Introduced species	21	2.8%
Unknown species	56	7.6%

* 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



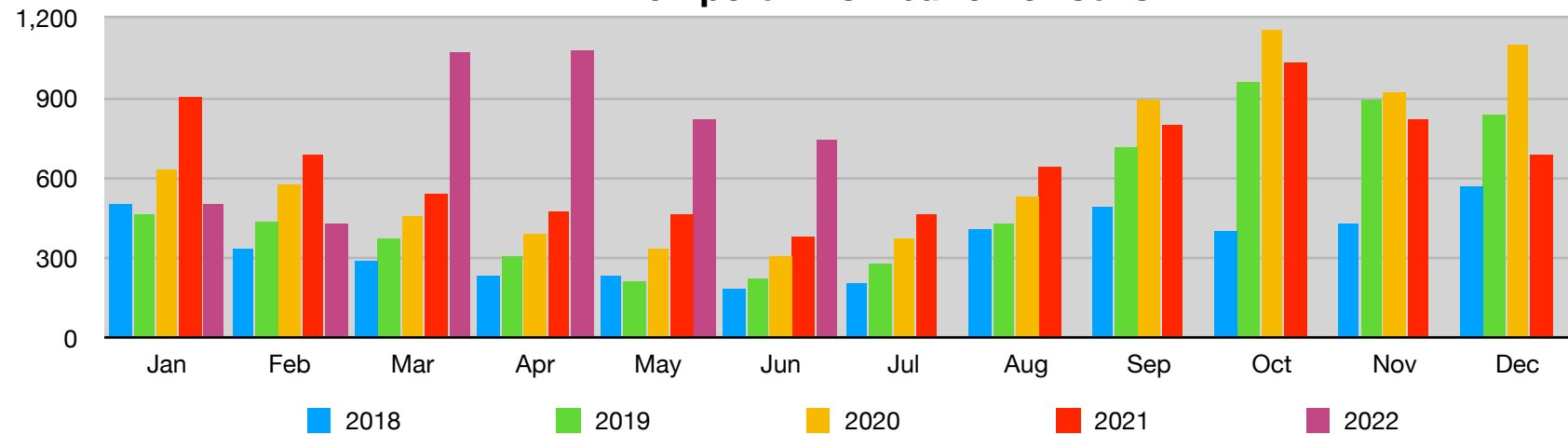
DAY OF WEEK

Sunday	119
Monday	91
Tuesday	94
Wednesday	118
Thursday	118
Friday	96
Saturday	103

TIME OF DAY

Midnight - 4 am	17
4 am - 8 am	64
8 am - noon	190
Noon - 4 pm	225
4 pm - 8 pm	180
8 pm - midnight	63

Temporal Distribution of Calls



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