

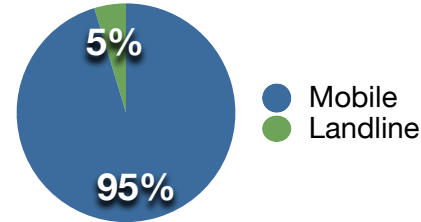
WRA Call Centre Report, Jul 2022

SUMMARY

Calls received	789
Calls missed*	1
Calls unanswered**	0
Calls answered	789
% calls answered	100.0%
Days in period	31

CALL TYPES

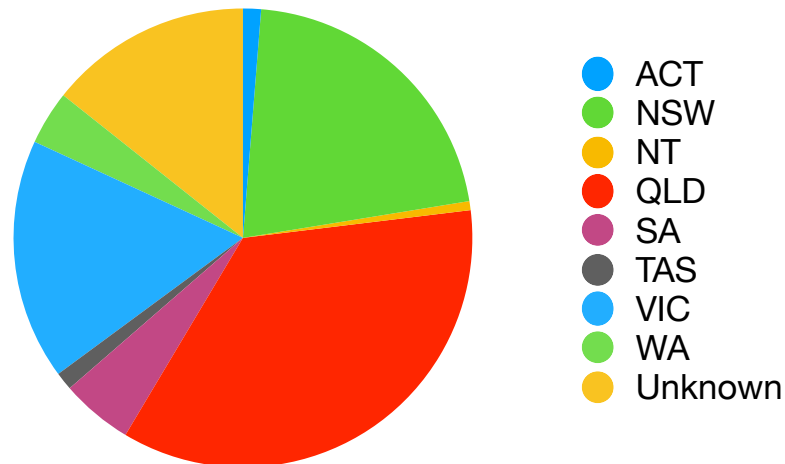
Mobile	752
Landline	37



Avg calls per day	25.5
Avg time to answer	00:17
Avg call duration	03:27

CALLS BY STATE

ACT	10	1.3%
NSW	167	21.2%
NT	5	0.6%
QLD	280	35.5%
SA	40	5.1%
TAS	10	1.3%
VIC	134	17.0%
WA	30	3.8%
Unknown	113	14.3%



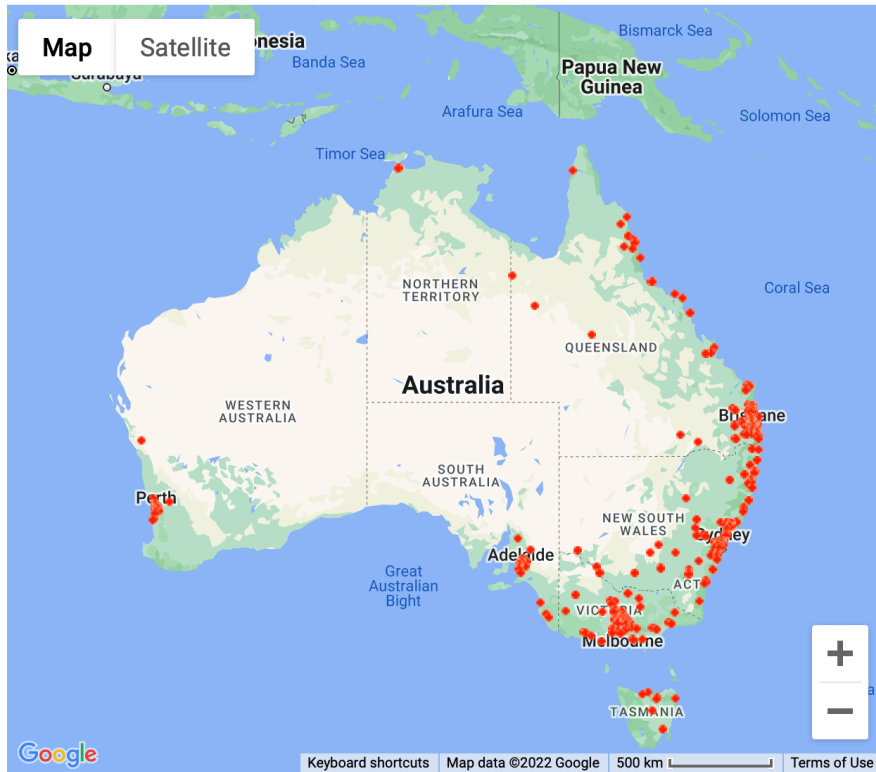
TYPE OF ANIMAL

Bandicoot	2	0.3%
Bat, flying fox	17	2.2%
Bird (raptor)	10	1.3%
Bird (seabird, pelican)	0	0.0%
Bird (other)	263	33.3%
Echidna	19	2.4%
Frog	2	0.3%
Koala	11	1.4%
Macropod	120	15.2%
Mammal (marine)	4	0.5%
Native rat, mouse	3	0.4%
Possum, glider	132	16.7%
Reptile (snake, goanna)	14	1.8%
Reptile (other)	5	0.6%
Sea turtle	3	0.4%
Wombat	8	1.0%
Other native species	10	1.3%
Domestic, farm	44	5.6%
Introduced species	9	1.1%
Unknown species	84	10.6%

* 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



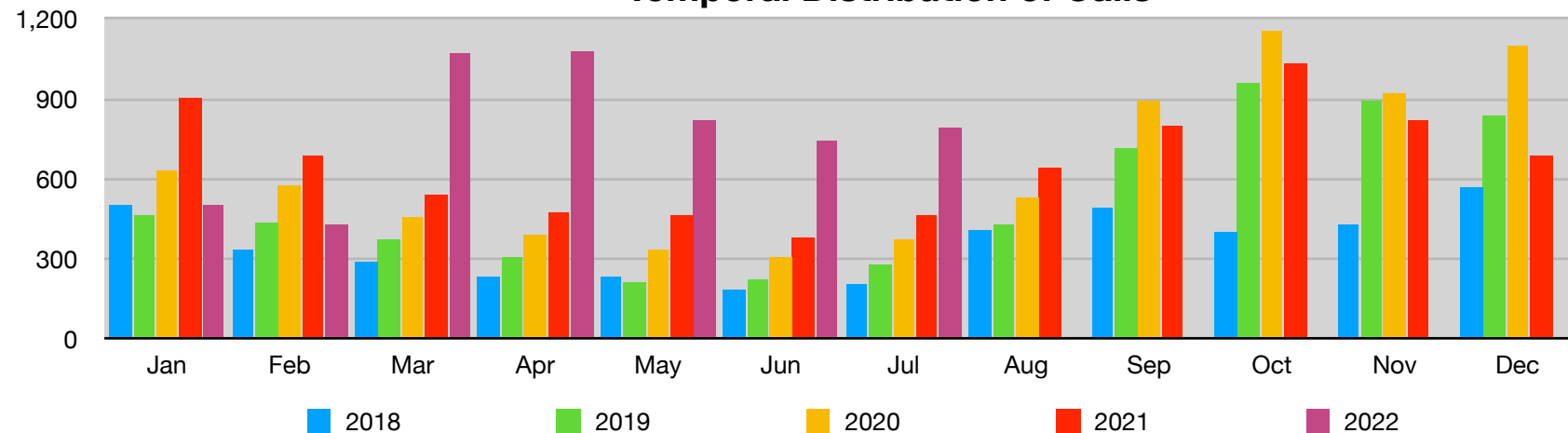
DAY OF WEEK

Sunday	145
Monday	122
Tuesday	92
Wednesday	85
Thursday	93
Friday	109
Saturday	143

TIME OF DAY

Midnight - 4 am	9
4 am - 8 am	53
8 am - noon	254
Noon - 4 pm	229
4 pm - 8 pm	179
8 pm - midnight	65

Temporal Distribution of Calls



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