

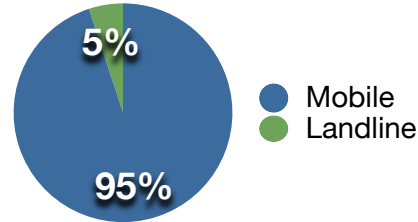
WRA Call Centre Report, Aug 2022

SUMMARY

Calls received	1247
Calls missed*	5
Calls unanswered**	0
Calls answered	1247
% calls answered	100.0%
Days in period	31

CALL TYPES

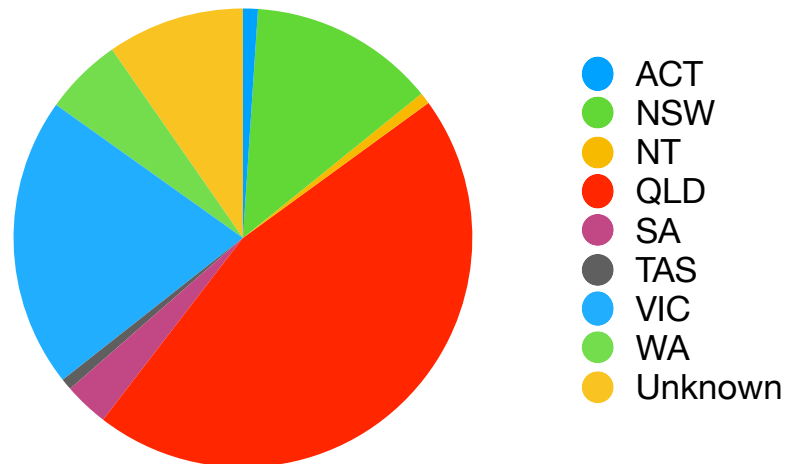
Mobile	1184
Landline	63



Avg calls per day	40.2
Avg time to answer	00:18
Avg call duration	03:41

CALLS BY STATE

ACT	13	1.0%
NSW	163	13.1%
NT	10	0.8%
QLD	564	45.2%
SA	39	3.1%
TAS	10	0.8%
VIC	254	20.4%
WA	68	5.5%
Unknown	120	9.6%



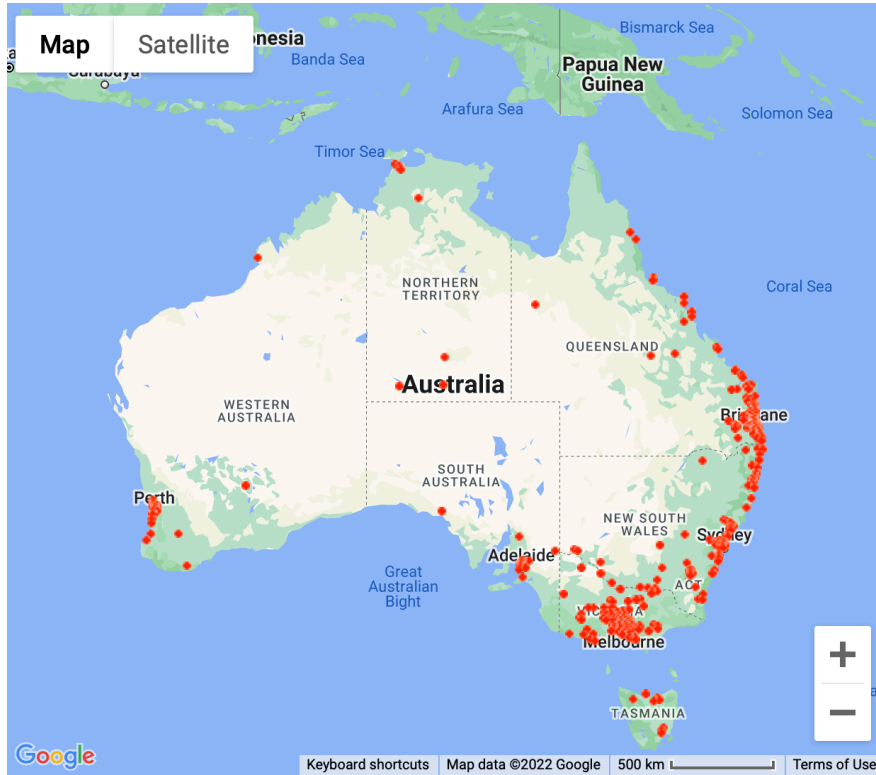
TYPE OF ANIMAL

Bandicoot	6	0.5%
Bat, flying fox	32	2.6%
Bird (raptor)	29	2.3%
Bird (seabird, pelican)	0	0.0%
Bird (other)	395	31.7%
Echidna	28	2.2%
Frog	1	0.1%
Koala	28	2.2%
Macropod	179	14.4%
Mammal (marine)	10	0.8%
Native rat, mouse	0	0.0%
Possum, glider	225	18.0%
Reptile (snake, goanna)	20	1.6%
Reptile (other)	36	2.9%
Sea turtle	4	0.3%
Wombat	17	1.4%
Other native species	8	0.6%
Domestic, farm	45	3.6%
Introduced species	28	2.2%
Unknown species	112	9.0%

* 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



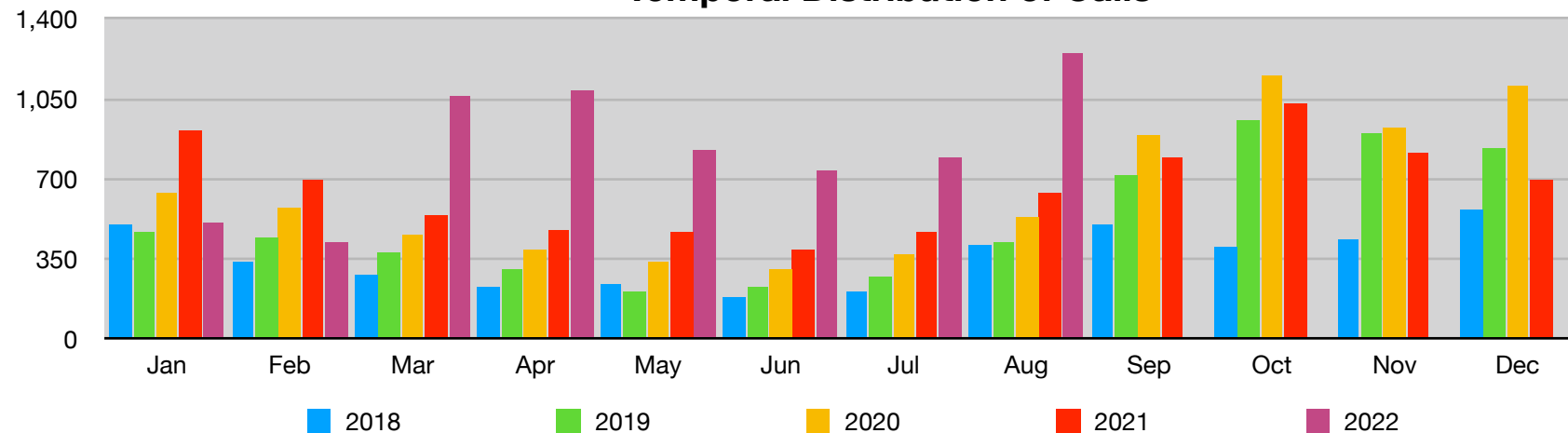
DAY OF WEEK

Sunday	179	<div style="width: 100%;"></div>
Monday	211	<div style="width: 100%;"></div>
Tuesday	201	<div style="width: 100%;"></div>
Wednesday	204	<div style="width: 100%;"></div>
Thursday	137	<div style="width: 100%;"></div>
Friday	147	<div style="width: 100%;"></div>
Saturday	168	<div style="width: 100%;"></div>

TIME OF DAY

Midnight - 4 am	23	<div style="width: 100%;"></div>
4 am - 8 am	124	<div style="width: 100%;"></div>
8 am - noon	365	<div style="width: 100%;"></div>
Noon - 4 pm	309	<div style="width: 100%;"></div>
4 pm - 8 pm	310	<div style="width: 100%;"></div>
8 pm - midnight	116	<div style="width: 100%;"></div>

Temporal Distribution of Calls



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