

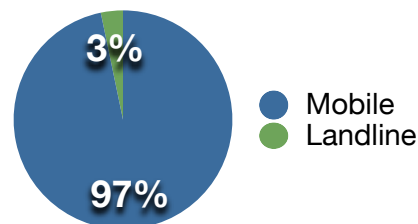
WRA Call Centre Report, Sept 2022

SUMMARY

Calls received	1499
Calls missed*	6
Calls unanswered**	0
Calls answered	1499
% calls answered	100.0%
Days in period	30

CALL TYPES

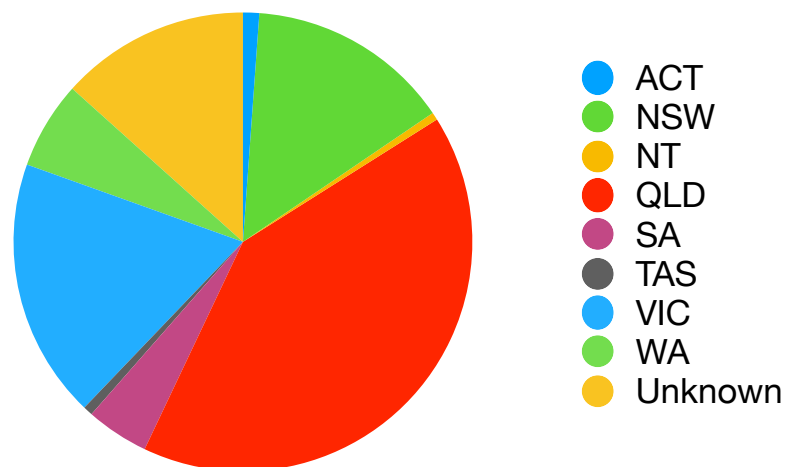
Mobile	1450
Landline	49



Avg calls per day	50.0
Avg time to answer	00:19
Avg call duration	03:35

CALLS BY STATE

ACT	17	1.1%
NSW	214	14.3%
NT	8	0.5%
QLD	611	40.8%
SA	66	4.4%
TAS	10	0.7%
VIC	273	18.2%
WA	92	6.1%
Unknown	199	13.3%



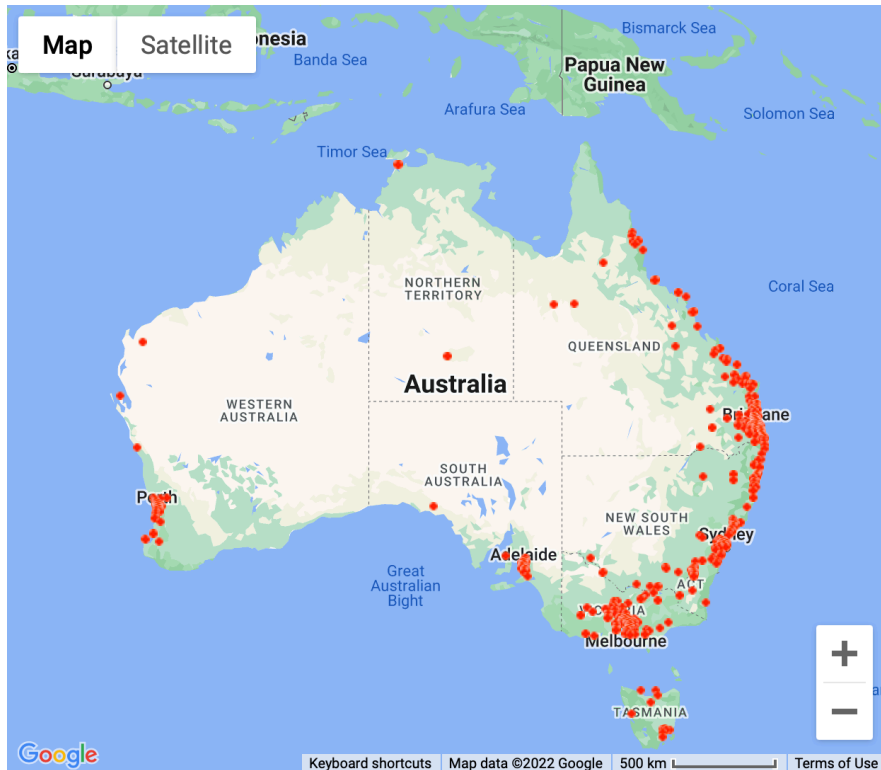
TYPE OF ANIMAL

Bandicoot	11	0.7%
Bat, flying fox	20	1.3%
Bird (raptor)	13	0.9%
Bird (seabird, pelican)	0	0.0%
Bird (other)	574	38.3%
Echidna	34	2.3%
Frog	2	0.1%
Koala	29	1.9%
Macropod	157	10.5%
Mammal (marine)	2	0.1%
Native rat, mouse	4	0.3%
Possum, glider	253	16.9%
Reptile (snake, goanna)	73	4.9%
Reptile (other)	58	3.9%
Sea turtle	3	0.2%
Wombat	7	0.5%
Other native species	6	0.4%
Domestic, farm	62	4.1%
Introduced species	14	0.9%
Unknown species	151	10.1%

* 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



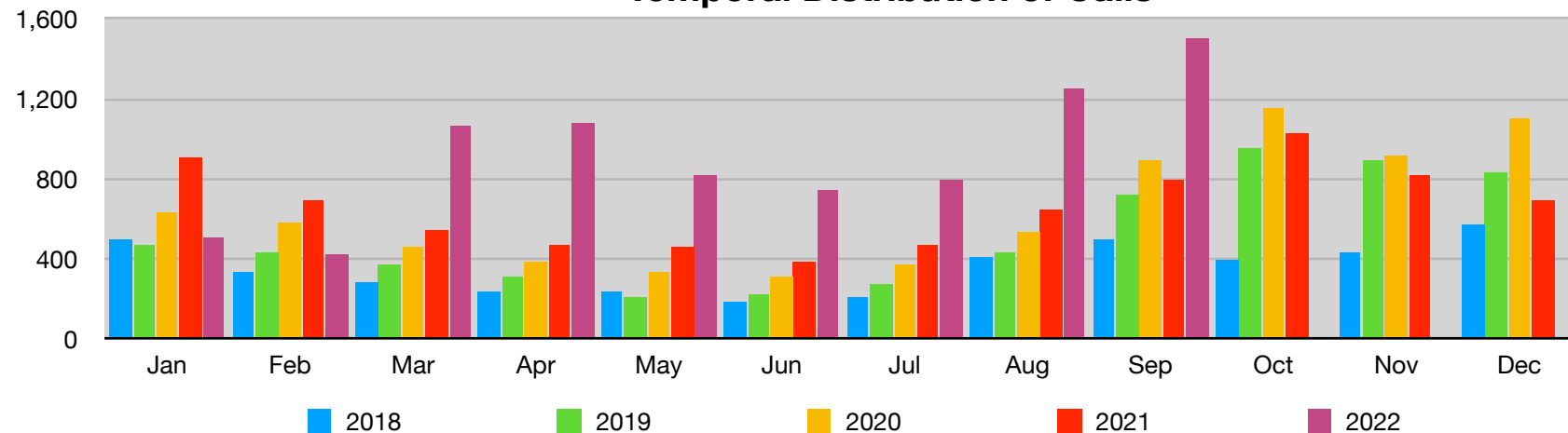
DAY OF WEEK

Sunday	201	
Monday	188	
Tuesday	184	
Wednesday	225	
Thursday	236	
Friday	252	
Saturday	213	

TIME OF DAY

Midnight - 4 am	31	
4 am - 8 am	128	
8 am - noon	414	
Noon - 4 pm	402	
4 pm - 8 pm	397	
8 pm - midnight	127	

Temporal Distribution of Calls



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