

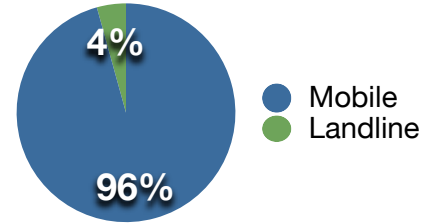
WRA Call Centre Report, Oct 2022

SUMMARY

Calls received	1906
Calls missed*	11
Calls unanswered**	0
Calls answered	1906
% calls answered	100.0%
Days in period	31

CALL TYPES

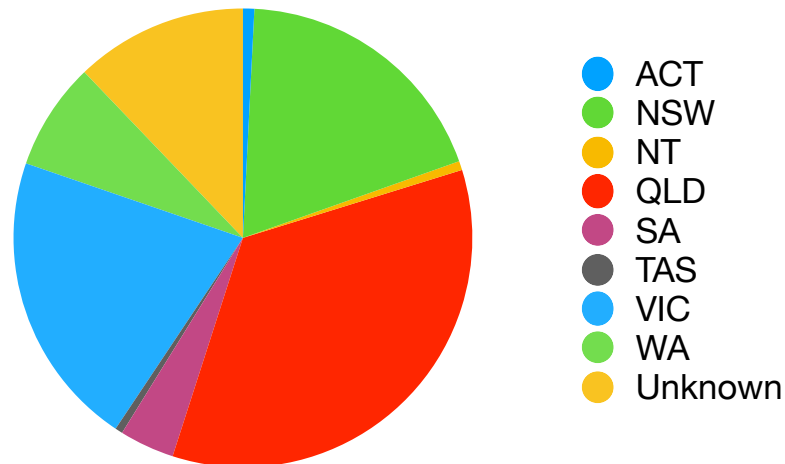
Mobile	1824
Landline	82



Avg calls per day	61.5
Avg time to answer	00:18
Avg call duration	03:37

CALLS BY STATE

ACT	15	0.8%
NSW	354	18.6%
NT	12	0.6%
QLD	655	34.4%
SA	73	3.8%
TAS	10	0.5%
VIC	394	20.7%
WA	143	7.5%
Unknown	229	12.0%



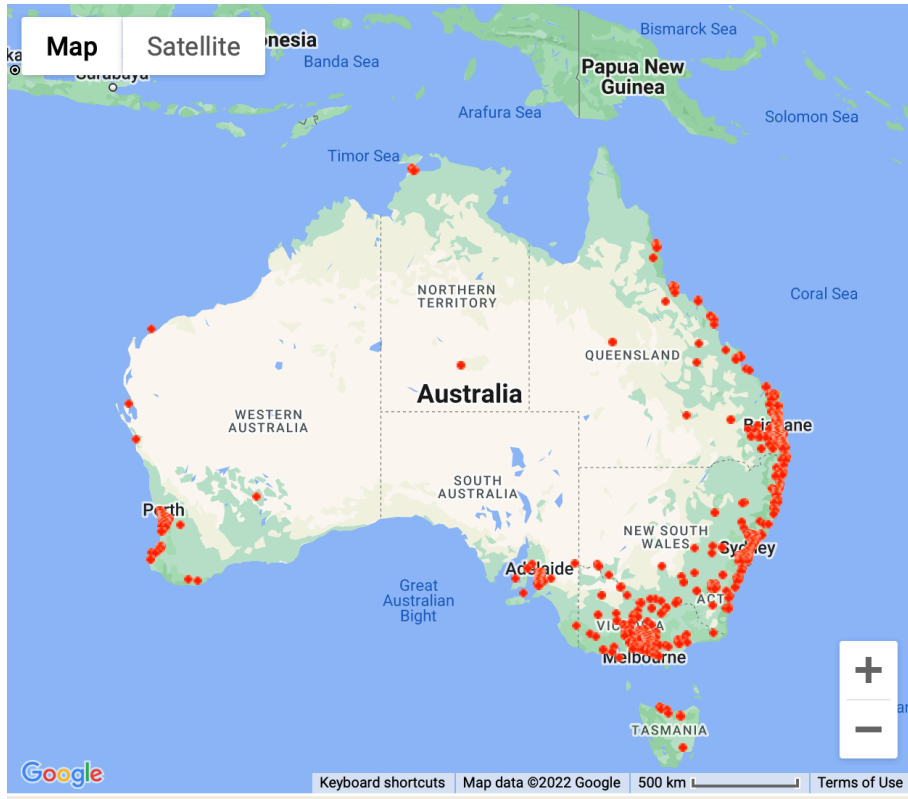
TYPE OF ANIMAL

Bandicoot	6	0.3%
Bat, flying fox	29	1.5%
Bird (raptor)	23	1.2%
Bird (seabird, pelican)	0	0.0%
Bird (other)	924	48.5%
Echidna	36	1.9%
Frog	2	0.1%
Koala	19	1.0%
Macropod	203	10.7%
Mammal (marine)	5	0.3%
Native rat, mouse	1	0.1%
Possum, glider	215	11.3%
Reptile (snake, goanna)	65	3.4%
Reptile (other)	70	3.7%
Sea turtle	1	0.1%
Wombat	5	0.3%
Other native species	10	0.5%
Domestic, farm	70	3.7%
Introduced species	19	1.0%
Unknown species	171	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



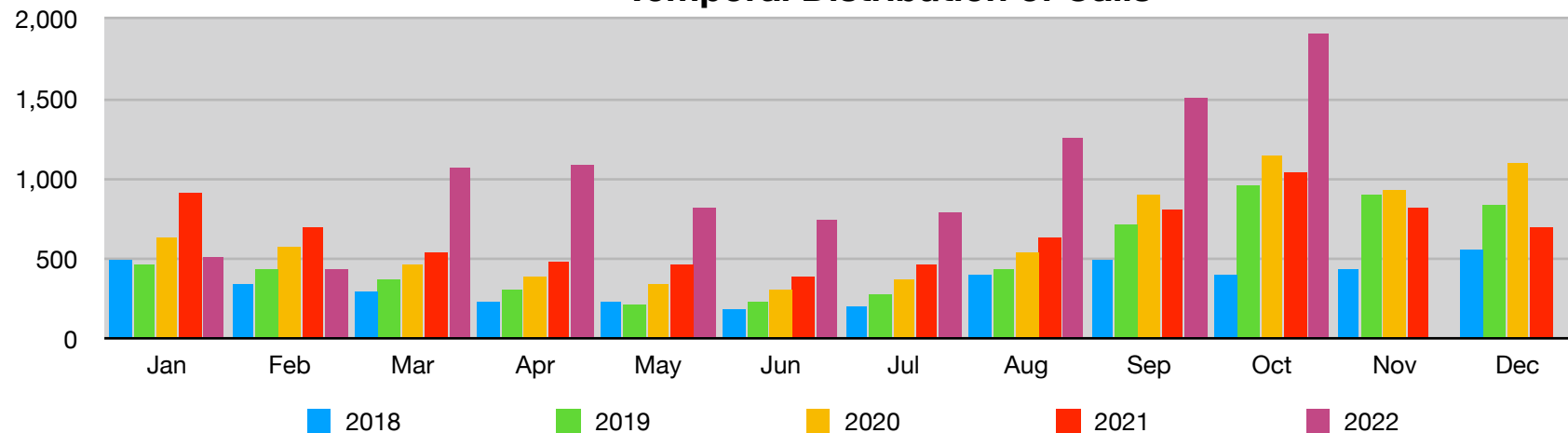
DAY OF WEEK

Sunday	358	<div style="width: 358px;"></div>
Monday	323	<div style="width: 323px;"></div>
Tuesday	273	<div style="width: 273px;"></div>
Wednesday	210	<div style="width: 210px;"></div>
Thursday	214	<div style="width: 214px;"></div>
Friday	216	<div style="width: 216px;"></div>
Saturday	312	<div style="width: 312px;"></div>

TIME OF DAY

Midnight - 4 am	31	<div style="width: 31px;"></div>
4 am - 8 am	108	<div style="width: 108px;"></div>
8 am - noon	515	<div style="width: 515px;"></div>
Noon - 4 pm	462	<div style="width: 462px;"></div>
4 pm - 8 pm	571	<div style="width: 571px;"></div>
8 pm - midnight	219	<div style="width: 219px;"></div>

Temporal Distribution of Calls



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