

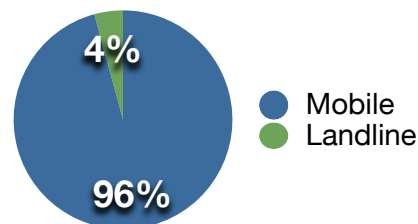
WRA Call Centre Report, Dec 2022

SUMMARY

Calls received	1727
Calls missed*	14
Calls unanswered**	0
Calls answered	1727
% calls answered	100.0%
Days in period	31

CALL TYPES

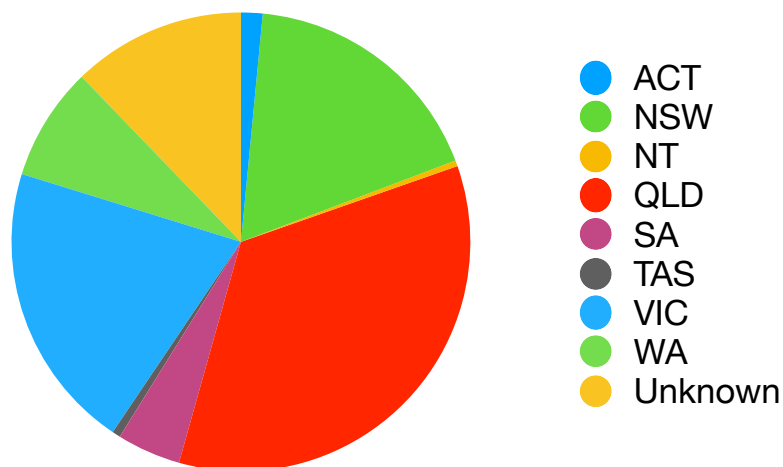
Mobile	1654
Landline	73



Avg calls per day	55.7
Avg time to answer	00:17
Avg call duration	03:45

CALLS BY STATE

ACT	26	1.5%
NSW	303	17.5%
NT	7	0.4%
QLD	594	34.4%
SA	77	4.5%
TAS	10	0.6%
VIC	348	20.2%
WA	137	7.9%
Unknown	209	12.1%



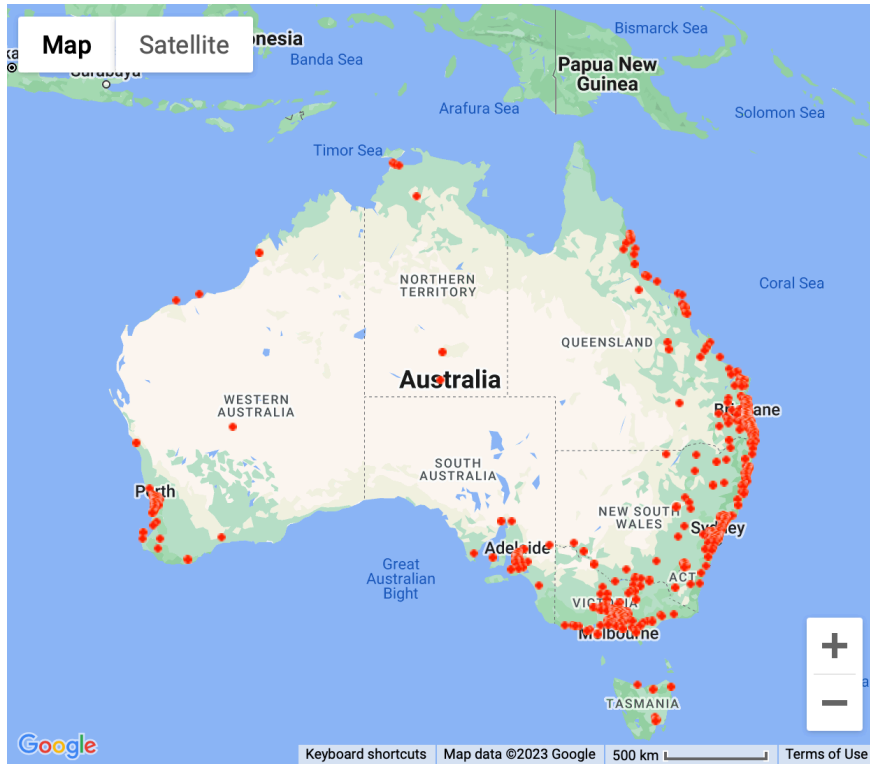
TYPE OF ANIMAL

Bandicoot	12	0.7%
Bat, flying fox	26	1.5%
Bird (raptor)	27	1.6%
Bird (seabird, pelican)	0	0.0%
Bird (other)	866	50.1%
Echidna	12	0.7%
Frog	1	0.1%
Koala	20	1.2%
Macropod	157	9.1%
Mammal (marine)	5	0.3%
Native rat, mouse	5	0.3%
Possum, glider	196	11.3%
Reptile (snake, goanna)	79	4.6%
Reptile (other)	51	3.0%
Sea turtle	6	0.3%
Wombat	7	0.4%
Other native species	9	0.5%
Domestic, farm	50	2.9%
Introduced species	16	0.9%
Unknown species	157	9.1%

* 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



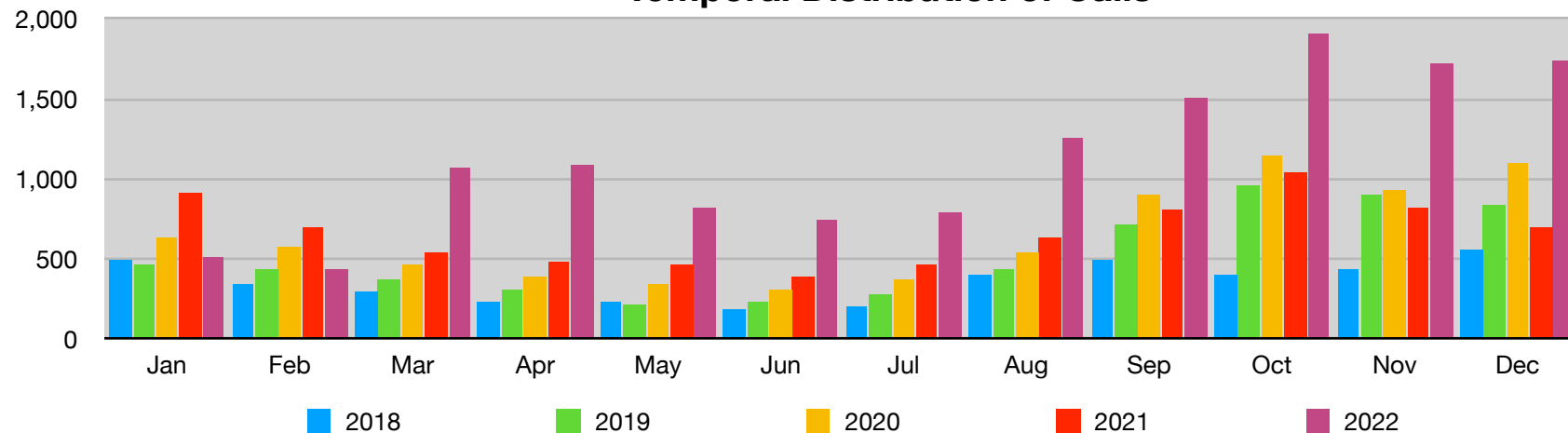
DAY OF WEEK

Sunday	201	
Monday	199	
Tuesday	190	
Wednesday	230	
Thursday	248	
Friday	330	
Saturday	329	

TIME OF DAY

Midnight - 4 am	62	
4 am - 8 am	123	
8 am - noon	417	
Noon - 4 pm	377	
4 pm - 8 pm	515	
8 pm - midnight	233	

Temporal Distribution of Calls



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