

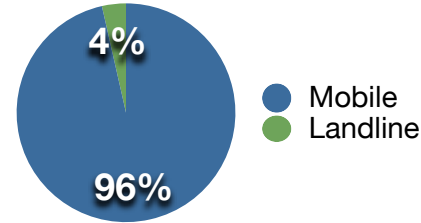
WRA Call Centre Report, Jan 2023

SUMMARY

Calls received	1552
Calls missed*	15
Calls unanswered**	0
Calls answered	1552
% calls answered	100.0%
Days in period	31

CALL TYPES

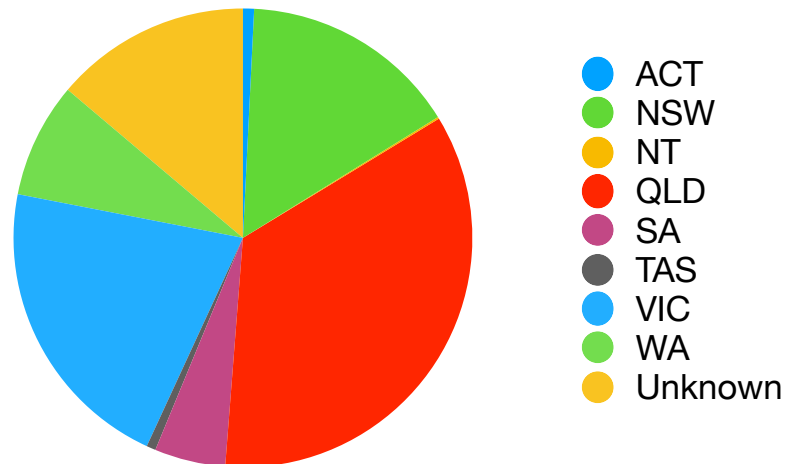
Mobile	1497
Landline	55



Avg calls per day	50.1
Avg time to answer	00:18
Avg call duration	03:48

CALLS BY STATE

ACT	12	0.8%
NSW	237	15.3%
NT	2	0.1%
QLD	538	34.7%
SA	77	5.0%
TAS	10	0.6%
VIC	326	21.0%
WA	125	8.1%
Unknown	213	13.7%



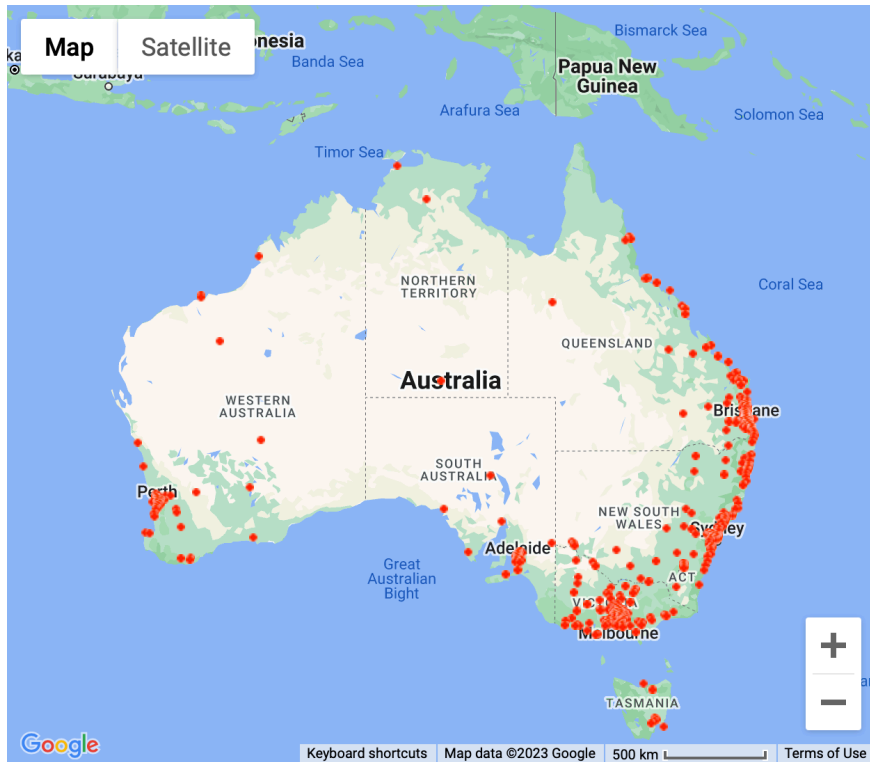
TYPE OF ANIMAL

Bandicoot	15	1.0%
Bat, flying fox	14	0.9%
Bird (raptor)	30	1.9%
Bird (seabird, pelican)	0	0.0%
Bird (other)	739	47.6%
Echidna	8	0.5%
Frog	4	0.3%
Koala	17	1.1%
Macropod	126	8.1%
Mammal (marine)	7	0.5%
Native rat, mouse	3	0.2%
Possum, glider	173	11.1%
Reptile (snake, goanna)	93	6.0%
Reptile (other)	44	2.8%
Sea turtle	6	0.4%
Wombat	5	0.3%
Other native species	5	0.3%
Domestic, farm	55	3.5%
Introduced species	15	1.0%
Unknown species	163	10.5%

* 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



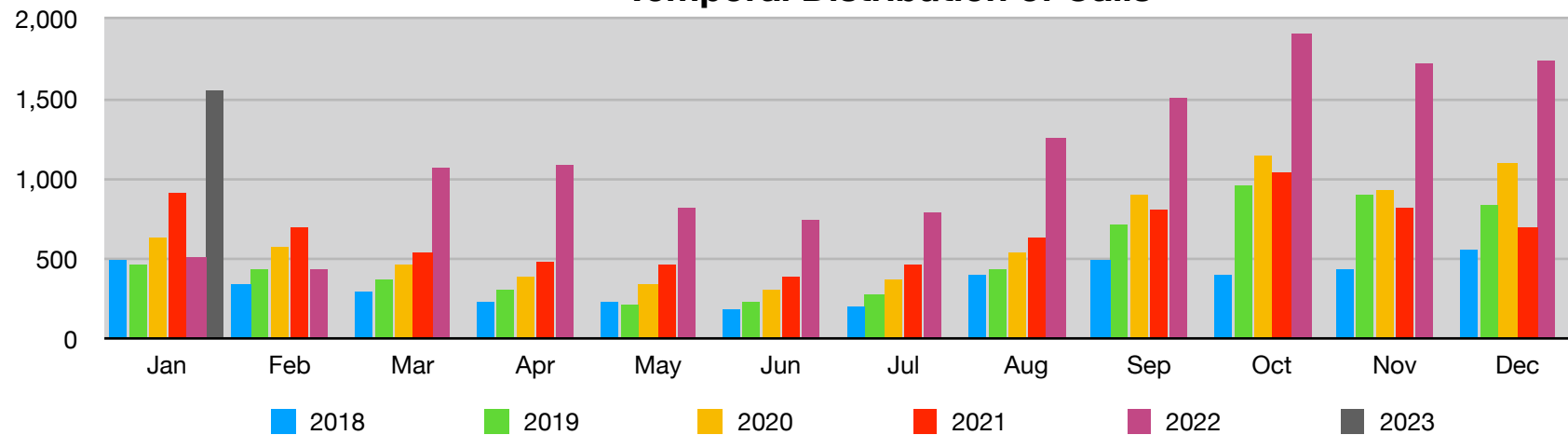
DAY OF WEEK

Sunday	266	<div style="width: 266px; height: 10px; background-color: #c8e6c9;"></div>
Monday	305	<div style="width: 305px; height: 10px; background-color: #c8e6c9;"></div>
Tuesday	244	<div style="width: 244px; height: 10px; background-color: #c8e6c9;"></div>
Wednesday	191	<div style="width: 191px; height: 10px; background-color: #c8e6c9;"></div>
Thursday	196	<div style="width: 196px; height: 10px; background-color: #c8e6c9;"></div>
Friday	204	<div style="width: 204px; height: 10px; background-color: #c8e6c9;"></div>
Saturday	146	<div style="width: 146px; height: 10px; background-color: #c8e6c9;"></div>

TIME OF DAY

Midnight - 4 am	60	<div style="width: 60px; height: 10px; background-color: #c8e6c9;"></div>
4 am - 8 am	95	<div style="width: 95px; height: 10px; background-color: #c8e6c9;"></div>
8 am - noon	376	<div style="width: 376px; height: 10px; background-color: #c8e6c9;"></div>
Noon - 4 pm	346	<div style="width: 346px; height: 10px; background-color: #c8e6c9;"></div>
4 pm - 8 pm	447	<div style="width: 447px; height: 10px; background-color: #c8e6c9;"></div>
8 pm - midnight	228	<div style="width: 228px; height: 10px; background-color: #c8e6c9;"></div>

Temporal Distribution of Calls



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