

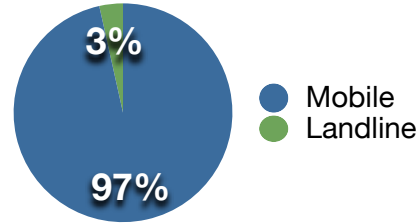
# WRA Call Centre Report, Feb 2023

## SUMMARY

<b>Calls received</b>	<b>1289</b>
<b>Calls missed*</b>	<b>6</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>1289</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>28</b>

## CALL TYPES

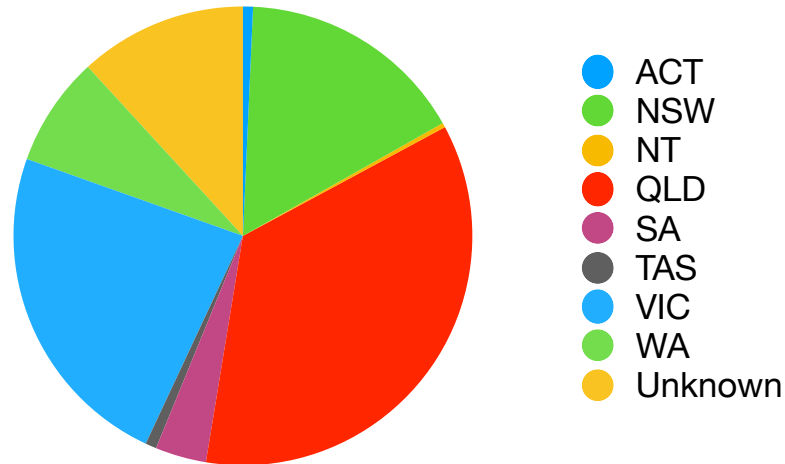
<b>Mobile</b>	<b>1244</b>
<b>Landline</b>	<b>45</b>



<b>Avg calls per day</b>	<b>46.0</b>
<b>Avg time to answer</b>	<b>00:17</b>
<b>Avg call duration</b>	<b>03:53</b>

## CALLS BY STATE

<b>ACT</b>	<b>9</b>	<b>0.7%</b>
<b>NSW</b>	<b>206</b>	<b>16.0%</b>
<b>NT</b>	<b>4</b>	<b>0.3%</b>
<b>QLD</b>	<b>453</b>	<b>35.1%</b>
<b>SA</b>	<b>46</b>	<b>3.6%</b>
<b>TAS</b>	<b>10</b>	<b>0.8%</b>
<b>VIC</b>	<b>300</b>	<b>23.3%</b>
<b>WA</b>	<b>99</b>	<b>7.7%</b>
<b>Unknown</b>	<b>151</b>	<b>11.7%</b>



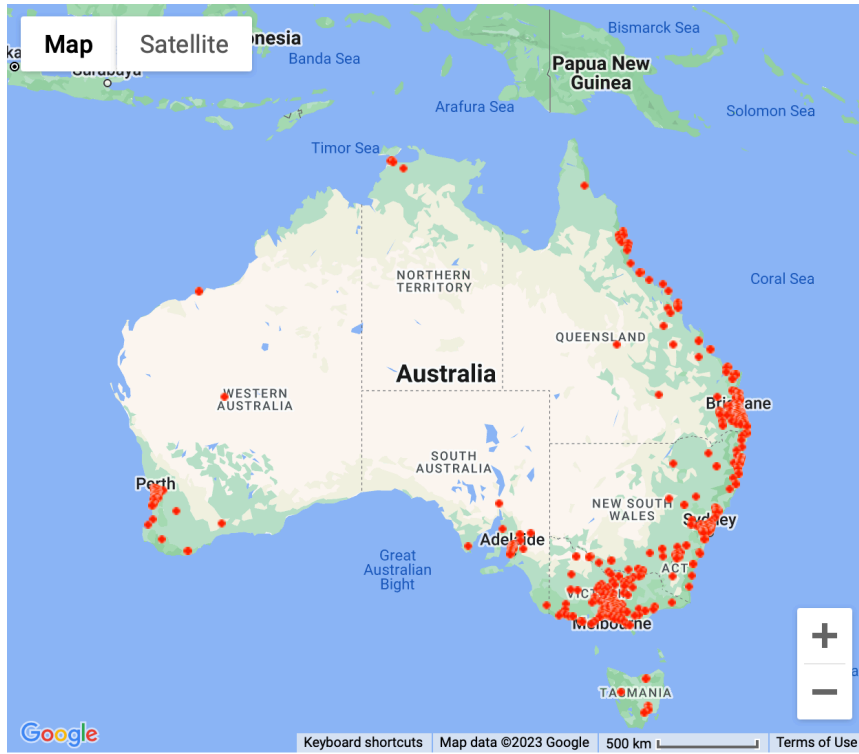
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>6</b>	<b>0.5%</b>
<b>Bat, flying fox</b>	<b>12</b>	<b>0.9%</b>
<b>Bird (raptor)</b>	<b>18</b>	<b>1.4%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>593</b>	<b>46.0%</b>
<b>Echidna</b>	<b>10</b>	<b>0.8%</b>
<b>Frog</b>	<b>2</b>	<b>0.2%</b>
<b>Koala</b>	<b>15</b>	<b>1.2%</b>
<b>Macropod</b>	<b>121</b>	<b>9.4%</b>
<b>Mammal (marine)</b>	<b>5</b>	<b>0.4%</b>
<b>Native rat, mouse</b>	<b>8</b>	<b>0.6%</b>
<b>Possum, glider</b>	<b>187</b>	<b>14.5%</b>
<b>Reptile (snake, goanna)</b>	<b>78</b>	<b>6.1%</b>
<b>Reptile (other)</b>	<b>38</b>	<b>2.9%</b>
<b>Sea turtle</b>	<b>1</b>	<b>0.1%</b>
<b>Wombat</b>	<b>2</b>	<b>0.2%</b>
<b>Other native species</b>	<b>5</b>	<b>0.4%</b>
<b>Domestic, farm</b>	<b>35</b>	<b>2.7%</b>
<b>Introduced species</b>	<b>10</b>	<b>0.8%</b>
<b>Unknown species</b>	<b>119</b>	<b>9.2%</b>

\* 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



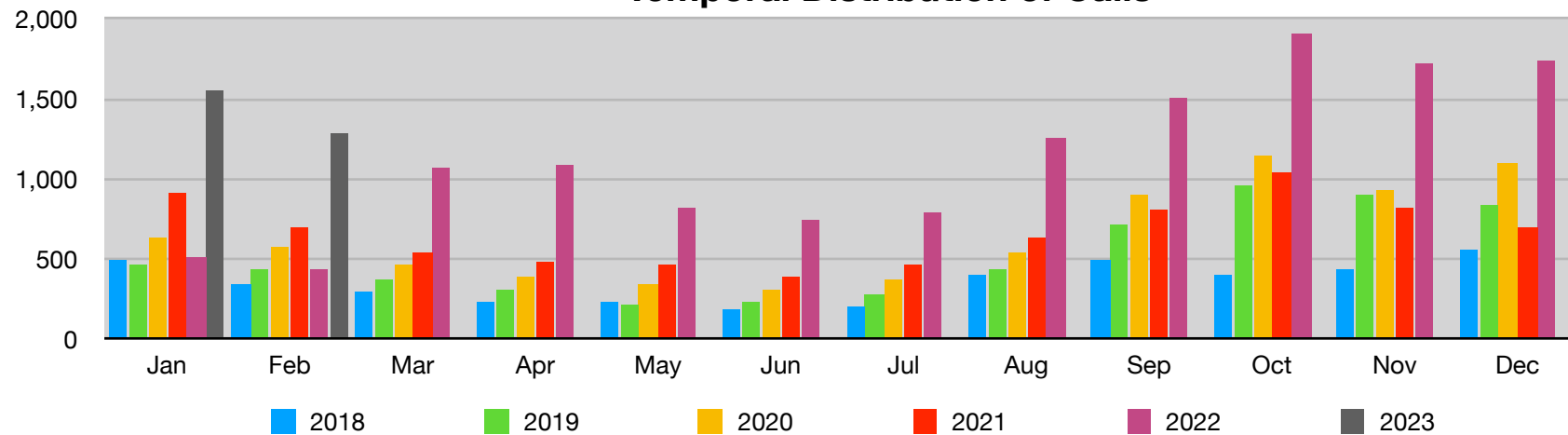
## DAY OF WEEK

<b>Sunday</b>	<b>210</b>	
<b>Monday</b>	<b>191</b>	
<b>Tuesday</b>	<b>162</b>	
<b>Wednesday</b>	<b>185</b>	
<b>Thursday</b>	<b>184</b>	
<b>Friday</b>	<b>171</b>	
<b>Saturday</b>	<b>186</b>	

## TIME OF DAY

<b>Midnight - 4 am</b>	<b>64</b>	
<b>4 am - 8 am</b>	<b>70</b>	
<b>8 am - noon</b>	<b>343</b>	
<b>Noon - 4 pm</b>	<b>278</b>	
<b>4 pm - 8 pm</b>	<b>354</b>	
<b>8 pm - midnight</b>	<b>180</b>	

# Temporal Distribution of Calls



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