

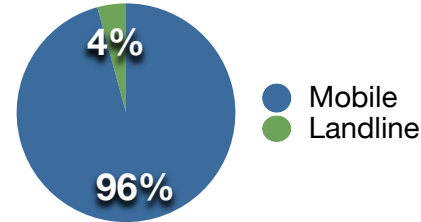
WRA Call Centre Report, Mar 2023

SUMMARY

Calls received	1396
Calls missed*	6
Calls unanswered**	0
Calls answered	1396
% calls answered	100.0%
Days in period	31

CALL TYPES

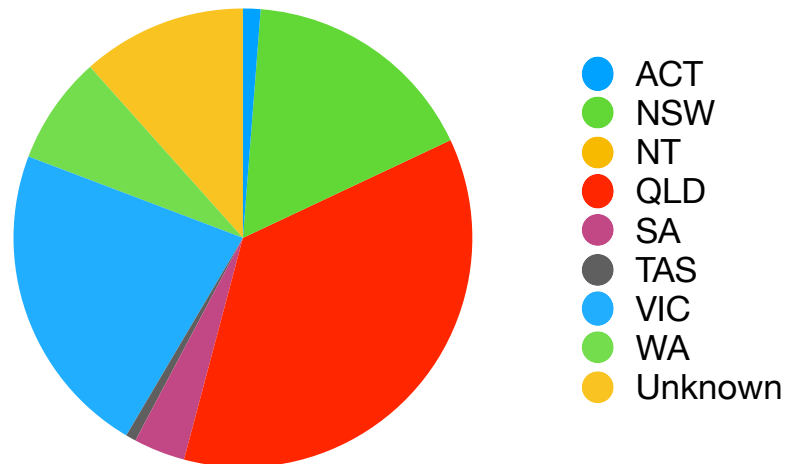
Mobile	1337
Landline	59



Avg calls per day	45.0
Avg time to answer	00:15
Avg call duration	03:57

CALLS BY STATE

ACT	17	1.2%
NSW	231	16.5%
NT	0	0.0%
QLD	498	35.7%
SA	50	3.6%
TAS	10	0.7%
VIC	307	22.0%
WA	105	7.5%
Unknown	160	11.5%



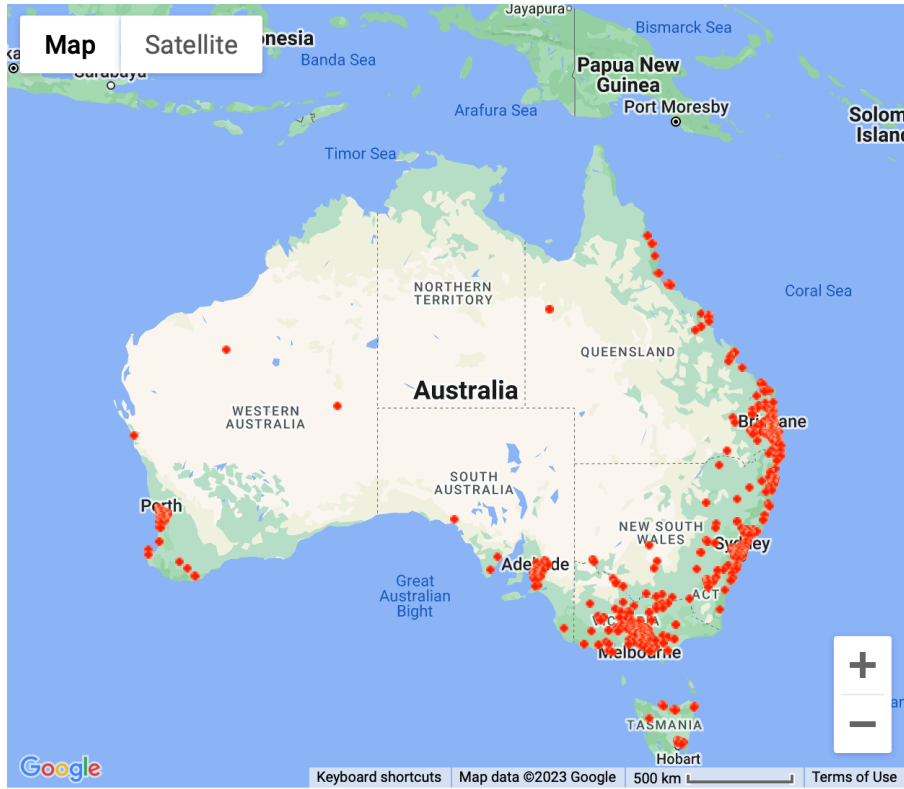
TYPE OF ANIMAL

Bandicoot	13	0.9%
Bat, flying fox	27	1.9%
Bird (raptor)	30	2.1%
Bird (seabird, pelican)	0	0.0%
Bird (other)	549	39.3%
Echidna	15	1.1%
Frog	0	0.0%
Koala	8	0.6%
Macropod	199	14.3%
Mammal (marine)	3	0.2%
Native rat, mouse	2	0.1%
Possum, glider	203	14.5%
Reptile (snake, goanna)	81	5.8%
Reptile (other)	35	2.5%
Sea turtle	4	0.3%
Wombat	14	1.0%
Other native species	8	0.6%
Domestic, farm	26	1.9%
Introduced species	14	1.0%
Unknown species	139	10.0%

* 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



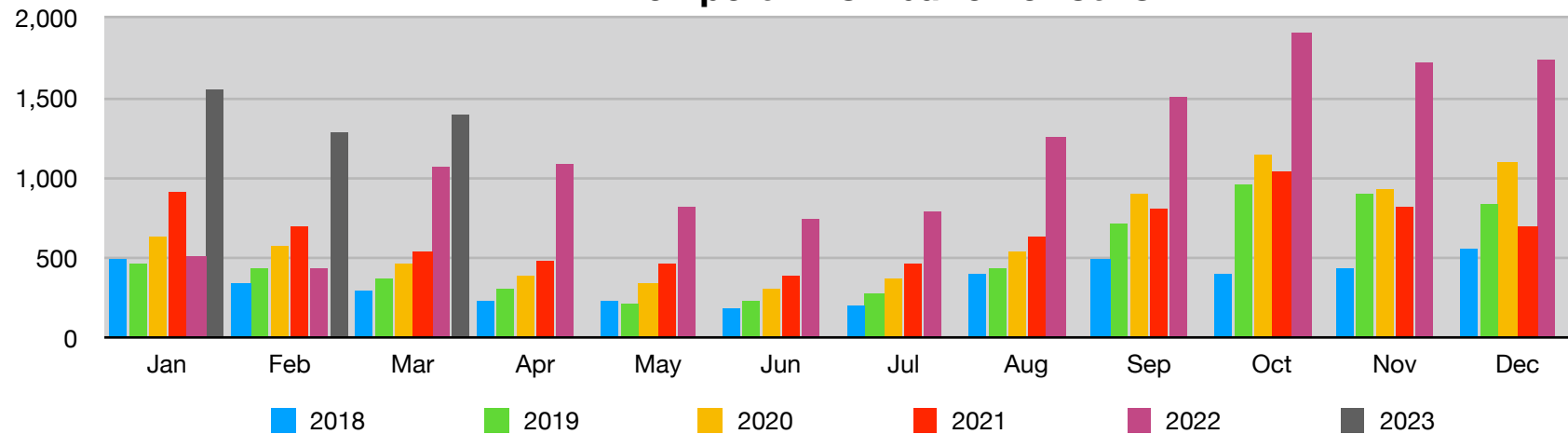
DAY OF WEEK

Sunday	181	
Monday	142	
Tuesday	189	
Wednesday	265	
Thursday	182	
Friday	214	
Saturday	223	

TIME OF DAY

Midnight - 4 am	60	
4 am - 8 am	82	
8 am - noon	404	
Noon - 4 pm	292	
4 pm - 8 pm	401	
8 pm - midnight	157	

Temporal Distribution of Calls



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