

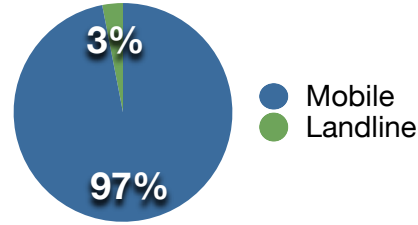
WRA Call Centre Report, Apr 2023

SUMMARY

Calls received	1243
Calls missed*	6
Calls unanswered**	0
Calls answered	1243
% calls answered	100.0%
Days in period	30

CALL TYPES

Mobile	1205
Landline	38

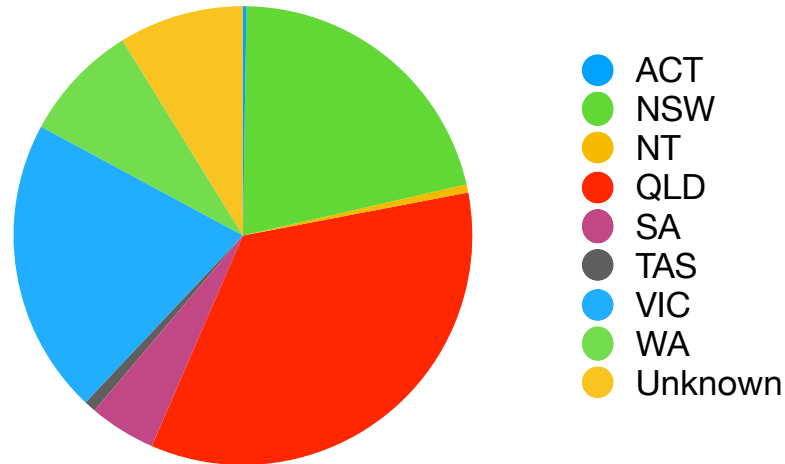


Calls are not accepted from private numbers

CALLS BY STATE

ACT	3	0.2%
NSW	257	20.7%
NT	7	0.6%
QLD	419	33.7%
SA	57	4.6%
TAS	10	0.8%
VIC	253	20.4%
WA	101	8.1%
Unknown	107	8.6%

Avg calls per day	41.4
Avg time to answer	00:17
Avg call duration	03:59



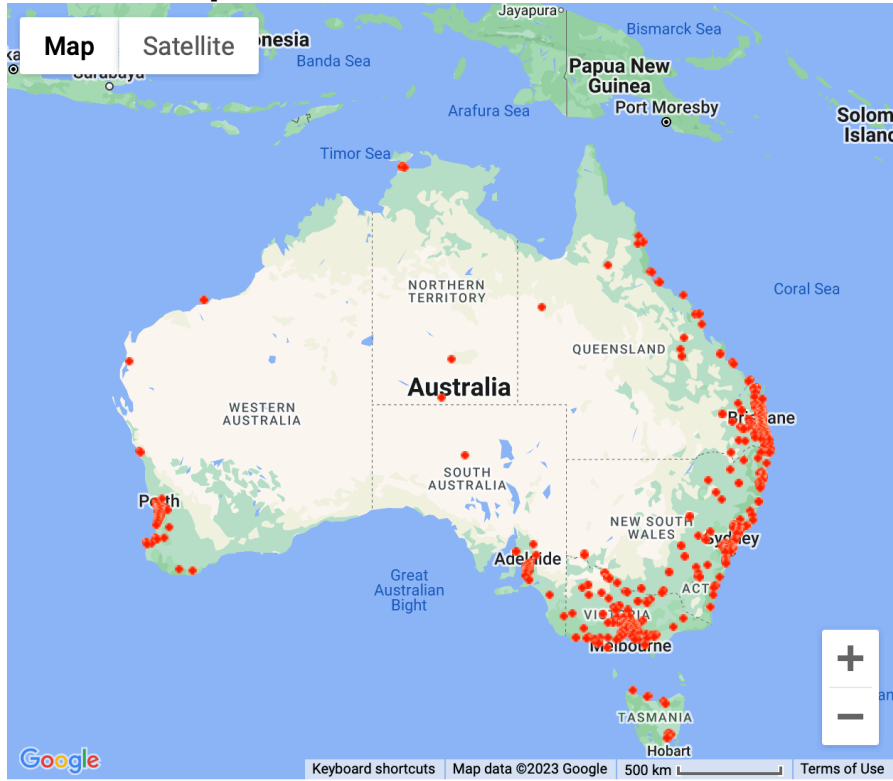
TYPE OF ANIMAL

Bandicoot	19	1.5%
Bat, flying fox	21	1.7%
Bird (raptor)	22	1.8%
Bird (seabird, pelican)	0	0.0%
Bird (other)	480	38.6%
Echidna	15	1.2%
Frog	1	0.1%
Koala	16	1.3%
Macropod	162	13.0%
Mammal (marine)	2	0.2%
Native rat, mouse	6	0.5%
Possum, glider	206	16.6%
Reptile (snake, goanna)	56	4.5%
Reptile (other)	26	2.1%
Sea turtle	2	0.2%
Wombat	1	0.1%
Other native species	9	0.7%
Domestic, farm	36	2.9%
Introduced species	28	2.3%
Unknown species	114	9.2%

* 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	194
Monday	144
Tuesday	149
Wednesday	148
Thursday	114
Friday	289
Saturday	205

TIME OF DAY

Midnight - 4 am	33
4 am - 8 am	110
8 am - noon	342
Noon - 4 pm	294
4 pm - 8 pm	330
8 pm - midnight	134

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

Temporal Distribution of Calls

