

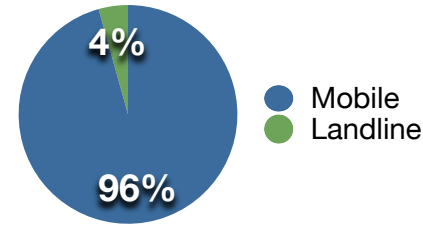
WRA Call Centre Report, May 2023

SUMMARY

Calls received	1015
Calls missed*	4
Calls unanswered**	0
Calls answered	1015
% calls answered	100.0%
Days in period	31

CALL TYPES

Mobile	971
Landline	44

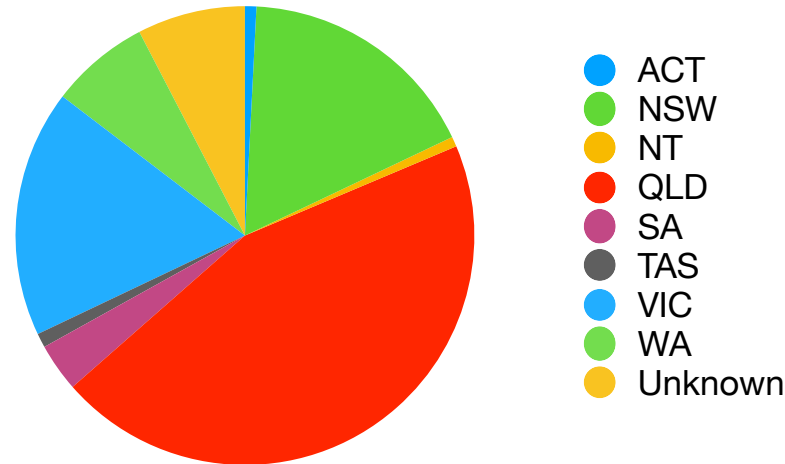


Calls are not accepted from private numbers

CALLS BY STATE

ACT	8	0.8%
NSW	171	16.8%
NT	7	0.7%
QLD	448	44.1%
SA	34	3.3%
TAS	10	1.0%
VIC	174	17.1%
WA	70	6.9%
Unknown	76	7.5%

Avg calls per day	32.7
Avg time to answer	00:16
Avg call duration	03:56



TYPE OF ANIMAL

Bandicoot	7	0.7%
Bat, flying fox	13	1.3%
Bird (raptor)	22	2.2%
Bird (seabird, pelican)	0	0.0%
Bird (other)	388	38.2%
Echidna	19	1.9%
Frog	6	0.6%
Koala	9	0.9%
Macropod	156	15.4%
Mammal (marine)	1	0.1%
Native rat, mouse	2	0.2%
Possum, glider	182	17.9%
Reptile (snake, goanna)	30	3.0%
Reptile (other)	10	1.0%
Sea turtle	7	0.7%
Wombat	10	1.0%
Other native species	7	0.7%
Domestic, farm	35	3.4%
Introduced species	7	0.7%
Unknown species	78	7.7%

* 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	130	<div style="width: 100%;"></div>
Monday	148	<div style="width: 113%;"></div>
Tuesday	163	<div style="width: 125%;"></div>
Wednesday	179	<div style="width: 137%;"></div>
Thursday	136	<div style="width: 104%;"></div>
Friday	130	<div style="width: 100%;"></div>
Saturday	129	<div style="width: 99%;"></div>

TIME OF DAY

Midnight - 4 am	14	<div style="width: 1.1%;"></div>
4 am - 8 am	79	<div style="width: 6.5%;"></div>
8 am - noon	265	<div style="width: 22%;"></div>
Noon - 4 pm	286	<div style="width: 23.8%;"></div>
4 pm - 8 pm	257	<div style="width: 21.3%;"></div>
8 pm - midnight	114	<div style="width: 9.5%;"></div>

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

Temporal Distribution of Calls

