

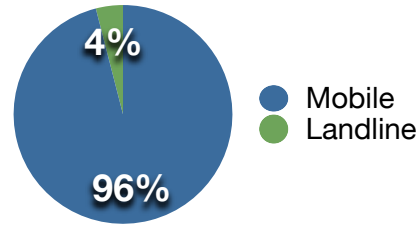
WRA Call Centre Report, Jun 2023

SUMMARY

Calls received	899
Calls missed*	5
Calls unanswered**	0
Calls answered	899
% calls answered	100.0%
Days in period	30

CALL TYPES

Mobile	863
Landline	36

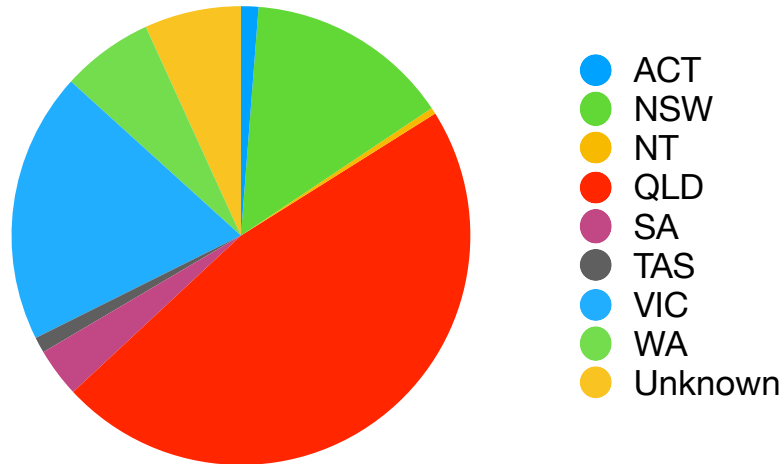


Calls are not accepted from private numbers

CALLS BY STATE

ACT	11	1.2%
NSW	129	14.3%
NT	4	0.4%
QLD	421	46.8%
SA	31	3.4%
TAS	10	1.1%
VIC	171	19.0%
WA	58	6.5%
Unknown	61	6.8%

Avg calls per day	30.0
Avg time to answer	00:18
Avg call duration	04:06



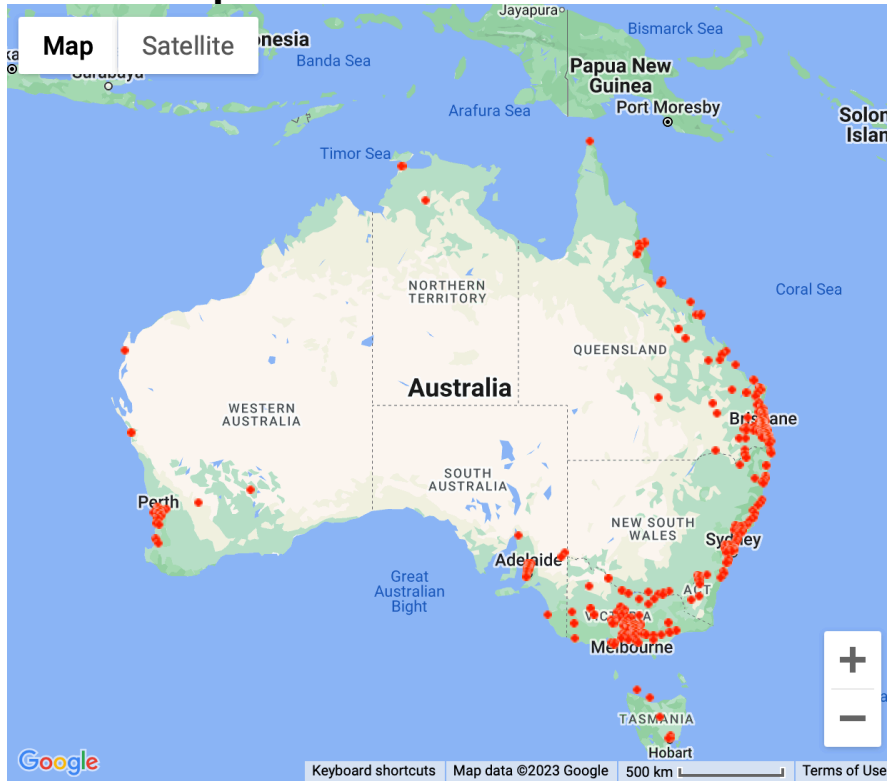
TYPE OF ANIMAL

Bandicoot	7	0.8%
Bat, flying fox	7	0.8%
Bird (raptor)	29	3.2%
Bird (seabird, pelican)	0	0.0%
Bird (other)	348	38.7%
Echidna	17	1.9%
Frog	1	0.1%
Koala	19	2.1%
Macropod	156	17.4%
Mammal (marine)	2	0.2%
Native rat, mouse	4	0.4%
Possum, glider	138	15.4%
Reptile (snake, goanna)	12	1.3%
Reptile (other)	10	1.1%
Sea turtle	1	0.1%
Wombat	6	0.7%
Other native species	11	1.2%
Domestic, farm	24	2.7%
Introduced species	11	1.2%
Unknown species	70	7.8%

* 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	118	
Monday	101	
Tuesday	117	
Wednesday	124	
Thursday	185	
Friday	143	
Saturday	111	

TIME OF DAY

Midnight - 4 am	23	
4 am - 8 am	75	
8 am - noon	253	
Noon - 4 pm	249	
4 pm - 8 pm	222	
8 pm - midnight	77	

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

Temporal Distribution of Calls

