

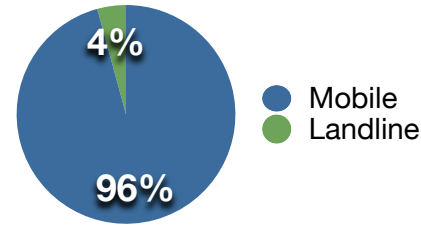
WRA Call Centre Report, Jul 2023

SUMMARY

Calls received	990
Calls missed*	11
Calls unanswered**	0
Calls answered	990
% calls answered	100.0%
Days in period	31

CALL TYPES

Mobile	948
Landline	42

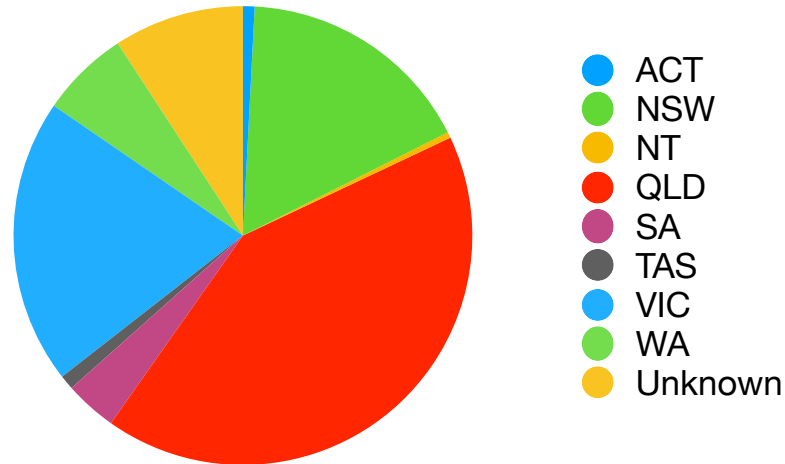


Calls are not accepted from private numbers

CALLS BY STATE

ACT	8	0.8%
NSW	164	16.6%
NT	4	0.4%
QLD	409	41.3%
SA	36	3.6%
TAS	10	1.0%
VIC	197	19.9%
WA	61	6.2%
Unknown	90	9.1%

Avg calls per day	31.9
Avg time to answer	00:16
Avg call duration	04:06



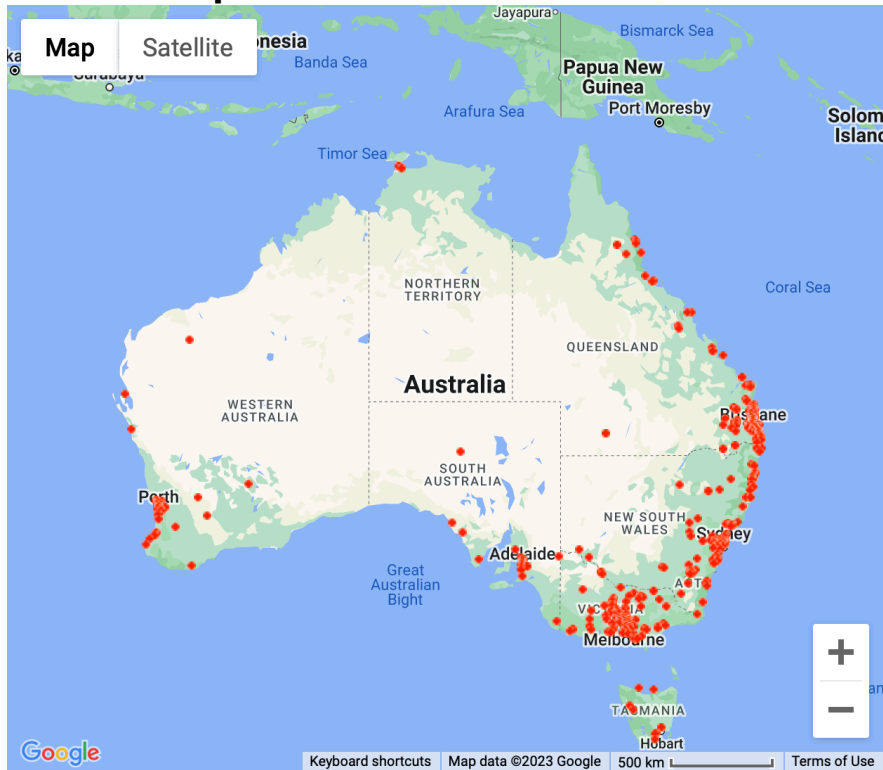
TYPE OF ANIMAL

Bandicoot	12	1.2%
Bat, flying fox	7	0.7%
Bird (raptor)	21	2.1%
Bird (seabird, pelican)	0	0.0%
Bird (other)	325	32.8%
Echidna	12	1.2%
Frog	0	0.0%
Koala	21	2.1%
Macropod	203	20.5%
Mammal (marine)	7	0.7%
Native rat, mouse	4	0.4%
Possum, glider	175	17.7%
Reptile (snake, goanna)	14	1.4%
Reptile (other)	12	1.2%
Sea turtle	0	0.0%
Wombat	13	1.3%
Other native species	7	0.7%
Domestic, farm	30	3.0%
Introduced species	11	1.1%
Unknown species	87	8.8%

* 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	203
Monday	132
Tuesday	100
Wednesday	122
Thursday	137
Friday	134
Saturday	162

TIME OF DAY

Midnight - 4 am	27
4 am - 8 am	85
8 am - noon	264
Noon - 4 pm	285
4 pm - 8 pm	234
8 pm - midnight	95

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

Temporal Distribution of Calls

