

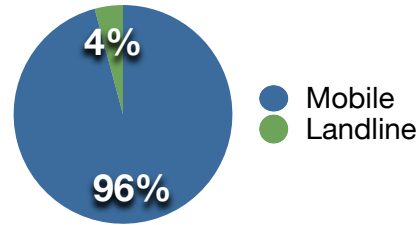
# WRA Call Centre Report, Aug 2023

## SUMMARY

<b>Calls received</b>	<b>1532</b>
<b>Calls missed*</b>	<b>3</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>1532</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>31</b>

## CALL TYPES

<b>Mobile</b>	<b>1468</b>
<b>Landline</b>	<b>64</b>

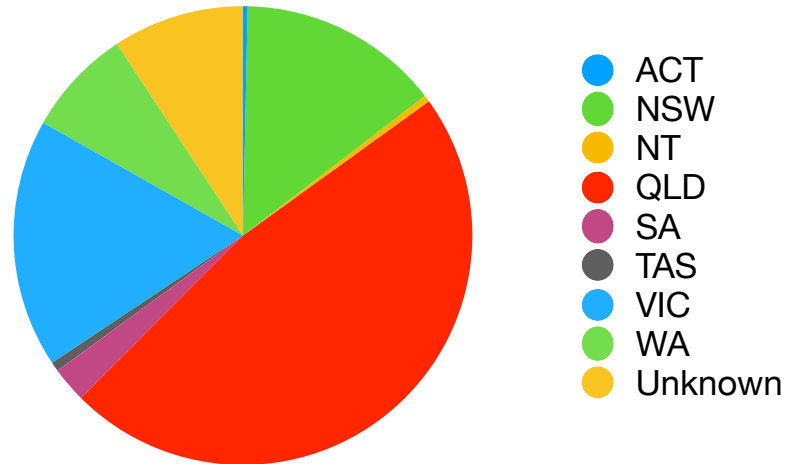


Calls are not accepted from private numbers

## CALLS BY STATE

<b>ACT</b>	<b>5</b>	<b>0.3%</b>
<b>NSW</b>	<b>217</b>	<b>14.2%</b>
<b>NT</b>	<b>7</b>	<b>0.5%</b>
<b>QLD</b>	<b>722</b>	<b>47.1%</b>
<b>SA</b>	<b>38</b>	<b>2.5%</b>
<b>TAS</b>	<b>10</b>	<b>0.7%</b>
<b>VIC</b>	<b>267</b>	<b>17.4%</b>
<b>WA</b>	<b>115</b>	<b>7.5%</b>
<b>Unknown</b>	<b>141</b>	<b>9.2%</b>

<b>Avg calls per day</b>	<b>49.4</b>
<b>Avg time to answer</b>	<b>00:16</b>
<b>Avg call duration</b>	<b>03:43</b>



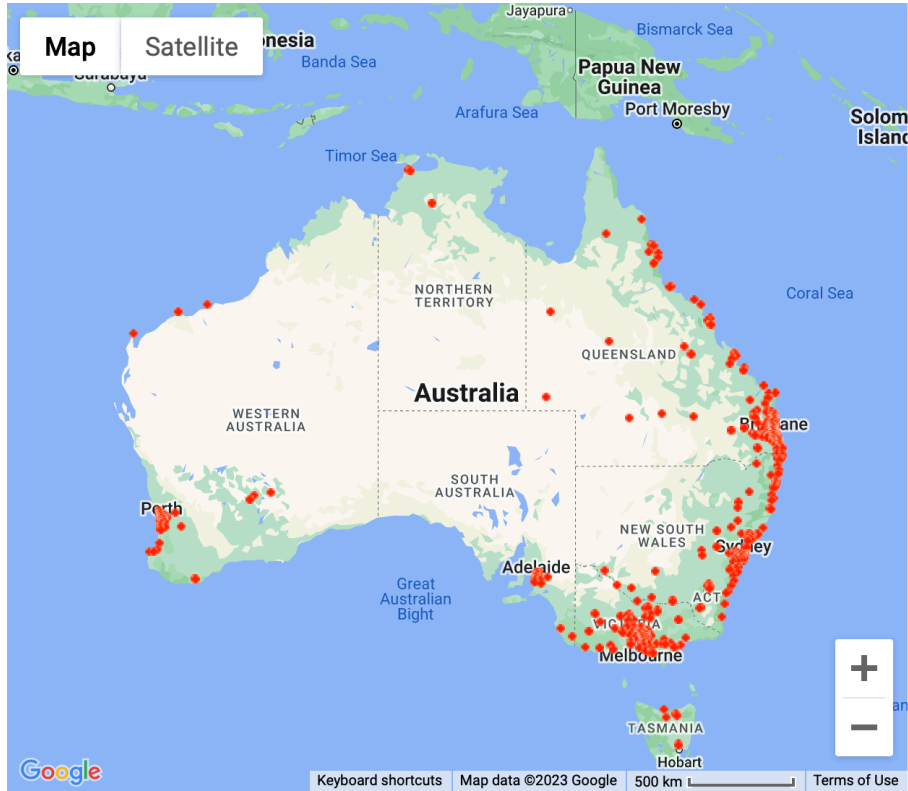
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>15</b>	<b>1.0%</b>
<b>Bat, flying fox</b>	<b>4</b>	<b>0.3%</b>
<b>Bird (raptor)</b>	<b>33</b>	<b>2.2%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>557</b>	<b>36.4%</b>
<b>Echidna</b>	<b>30</b>	<b>2.0%</b>
<b>Frog</b>	<b>1</b>	<b>0.1%</b>
<b>Koala</b>	<b>39</b>	<b>2.5%</b>
<b>Macropod</b>	<b>223</b>	<b>14.6%</b>
<b>Mammal (marine)</b>	<b>20</b>	<b>1.3%</b>
<b>Native rat, mouse</b>	<b>1</b>	<b>0.1%</b>
<b>Possum, glider</b>	<b>332</b>	<b>21.7%</b>
<b>Reptile (snake, goanna)</b>	<b>28</b>	<b>1.8%</b>
<b>Reptile (other)</b>	<b>38</b>	<b>2.5%</b>
<b>Sea turtle</b>	<b>3</b>	<b>0.2%</b>
<b>Wombat</b>	<b>12</b>	<b>0.8%</b>
<b>Other native species</b>	<b>7</b>	<b>0.5%</b>
<b>Domestic, farm</b>	<b>30</b>	<b>2.0%</b>
<b>Introduced species</b>	<b>10</b>	<b>0.7%</b>
<b>Unknown species</b>	<b>133</b>	<b>8.7%</b>

\* 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	214	<div style="width: 214px;"></div>
Monday	200	<div style="width: 200px;"></div>
Tuesday	265	<div style="width: 265px;"></div>
Wednesday	220	<div style="width: 220px;"></div>
Thursday	263	<div style="width: 263px;"></div>
Friday	197	<div style="width: 197px;"></div>
Saturday	173	<div style="width: 173px;"></div>

## TIME OF DAY

Midnight - 4 am	31	<div style="width: 31px;"></div>
4 am - 8 am	158	<div style="width: 158px;"></div>
8 am - noon	443	<div style="width: 443px;"></div>
Noon - 4 pm	376	<div style="width: 376px;"></div>
4 pm - 8 pm	362	<div style="width: 362px;"></div>
8 pm - midnight	162	<div style="width: 162px;"></div>

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

## Temporal Distribution of Calls

