

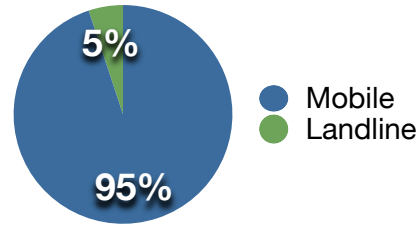
# WRA Call Centre Report, Sep 2023

## SUMMARY

<b>Calls received</b>	<b>2299</b>
<b>Calls missed*</b>	<b>23</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>2299</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>30</b>

## CALL TYPES

<b>Mobile</b>	<b>2181</b>
<b>Landline</b>	<b>117</b>

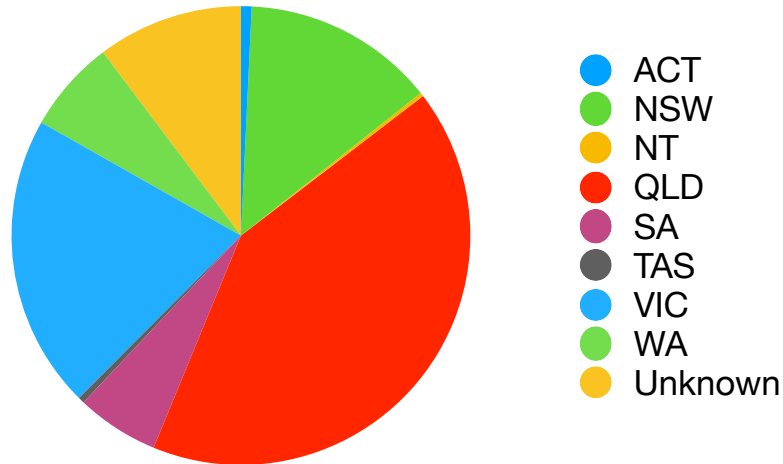


Calls are not accepted from private numbers

## CALLS BY STATE

<b>ACT</b>	<b>17</b>	<b>0.7%</b>
<b>NSW</b>	<b>308</b>	<b>13.4%</b>
<b>NT</b>	<b>6</b>	<b>0.3%</b>
<b>QLD</b>	<b>944</b>	<b>41.1%</b>
<b>SA</b>	<b>132</b>	<b>5.7%</b>
<b>TAS</b>	<b>10</b>	<b>0.4%</b>
<b>VIC</b>	<b>470</b>	<b>20.4%</b>
<b>WA</b>	<b>148</b>	<b>6.4%</b>
<b>Unknown</b>	<b>233</b>	<b>10.1%</b>

<b>Avg calls per day</b>	<b>76.6</b>
<b>Avg time to answer</b>	<b>00:16</b>
<b>Avg call duration</b>	<b>03:48</b>



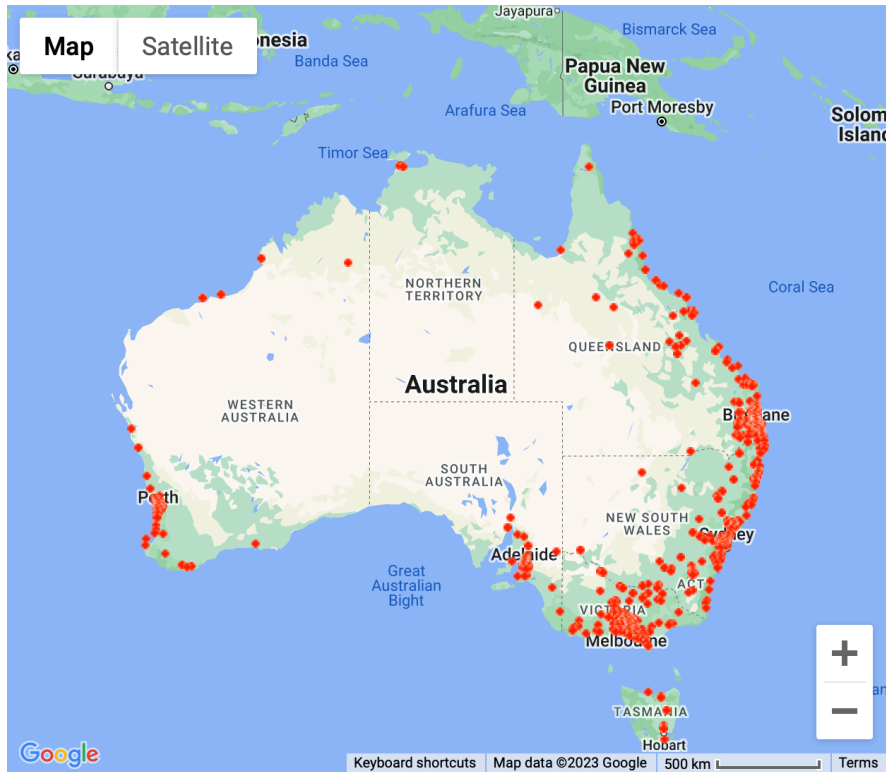
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>12</b>	<b>0.5%</b>
<b>Bat, flying fox</b>	<b>17</b>	<b>0.7%</b>
<b>Bird (raptor)</b>	<b>31</b>	<b>1.3%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>1031</b>	<b>44.8%</b>
<b>Echidna</b>	<b>49</b>	<b>2.1%</b>
<b>Frog</b>	<b>2</b>	<b>0.1%</b>
<b>Koala</b>	<b>28</b>	<b>1.2%</b>
<b>Macropod</b>	<b>284</b>	<b>12.4%</b>
<b>Mammal (marine)</b>	<b>14</b>	<b>0.6%</b>
<b>Native rat, mouse</b>	<b>4</b>	<b>0.2%</b>
<b>Possum, glider</b>	<b>379</b>	<b>16.5%</b>
<b>Reptile (snake, goanna)</b>	<b>54</b>	<b>2.3%</b>
<b>Reptile (other)</b>	<b>59</b>	<b>2.6%</b>
<b>Sea turtle</b>	<b>1</b>	<b>0.0%</b>
<b>Wombat</b>	<b>7</b>	<b>0.3%</b>
<b>Other native species</b>	<b>7</b>	<b>0.3%</b>
<b>Domestic, farm</b>	<b>53</b>	<b>2.3%</b>
<b>Introduced species</b>	<b>19</b>	<b>0.8%</b>
<b>Unknown species</b>	<b>209</b>	<b>9.1%</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	336
Monday	302
Tuesday	313
Wednesday	268
Thursday	273
Friday	382
Saturday	425

## TIME OF DAY

Midnight - 4 am	32
4 am - 8 am	226
8 am - noon	668
Noon - 4 pm	562
4 pm - 8 pm	612
8 pm - midnight	199

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

# Temporal Distribution of Calls

