

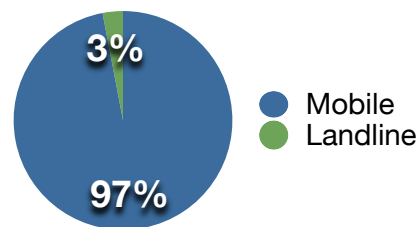
WRA Call Centre Report, Oct 2023

SUMMARY

Calls received	2728
Calls missed*	19
Calls unanswered**	0
Calls answered	2728
% calls answered	100.0%
Days in period	31

CALL TYPES

Mobile	2646
Landline	82



Calls are not accepted from private numbers or from third parties

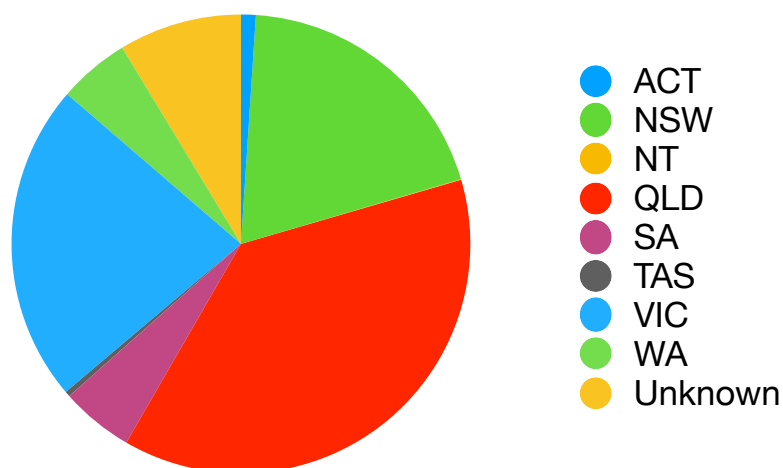
TYPE OF ANIMAL

Bandicoot	8	0.3%
Bat, flying fox	25	0.9%
Bird (raptor)	39	1.4%
Bird (seabird, pelican)	0	0.0%
Bird (other)	1396	51.2%
Echidna	51	1.9%
Frog	3	0.1%
Koala	22	0.8%
Macropod	311	11.4%
Mammal (marine)	7	0.3%
Native rat, mouse	4	0.1%
Possum, glider	384	14.1%
Reptile (snake, goanna)	61	2.2%
Reptile (other)	66	2.4%
Sea turtle	4	0.1%
Wombat	6	0.2%
Other native species	13	0.5%
Domestic, farm	48	1.8%
Introduced species	36	1.3%
Unknown species	212	7.8%

CALLS BY STATE

ACT	28	1.0%
NSW	522	19.1%
NT	1	0.0%
QLD	1018	37.3%
SA	138	5.1%
TAS	10	0.4%
VIC	605	22.2%
WA	135	4.9%
Unknown	233	8.5%

Avg calls per day	88.0
Avg time to answer	00:17
Avg call duration	03:50



* 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	485
Monday	476
Tuesday	443
Wednesday	303
Thursday	336
Friday	323
Saturday	362

TIME OF DAY

Midnight - 4 am	55
4 am - 8 am	223
8 am - noon	743
Noon - 4 pm	666
4 pm - 8 pm	802
8 pm - midnight	239

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

Temporal Distribution of Calls

