

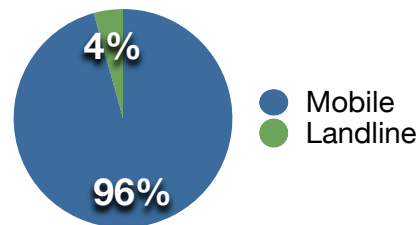
# WRA Call Centre Report, Nov 2023

## SUMMARY

<b>Calls received</b>	<b>2501</b>
<b>Calls missed*</b>	<b>19</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>2501</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>30</b>

## CALL TYPES

<b>Mobile</b>	<b>2393</b>
<b>Landline</b>	<b>108</b>



Calls are not accepted from private numbers  
or from third parties

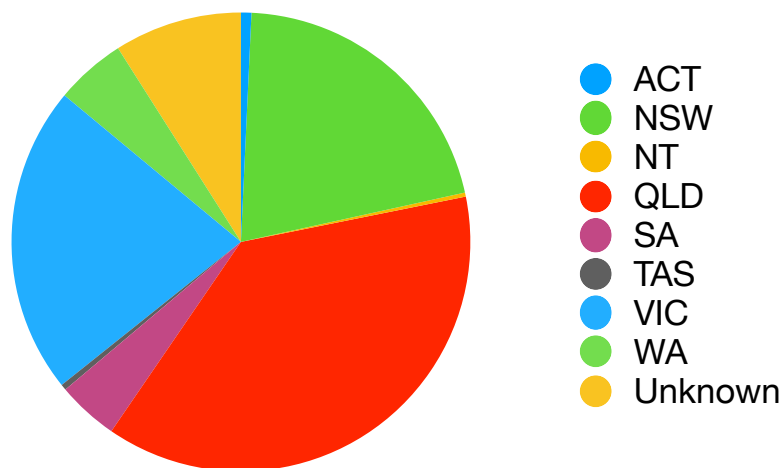
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>16</b>	<b>0.6%</b>
<b>Bat, flying fox</b>	<b>52</b>	<b>2.1%</b>
<b>Bird (raptor)</b>	<b>25</b>	<b>1.0%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>1322</b>	<b>52.9%</b>
<b>Echidna</b>	<b>43</b>	<b>1.7%</b>
<b>Frog</b>	<b>4</b>	<b>0.2%</b>
<b>Koala</b>	<b>20</b>	<b>0.8%</b>
<b>Macropod</b>	<b>225</b>	<b>9.0%</b>
<b>Mammal (marine)</b>	<b>13</b>	<b>0.5%</b>
<b>Native rat, mouse</b>	<b>1</b>	<b>0.0%</b>
<b>Possum, glider</b>	<b>279</b>	<b>11.2%</b>
<b>Reptile (snake, goanna)</b>	<b>68</b>	<b>2.7%</b>
<b>Reptile (other)</b>	<b>62</b>	<b>2.5%</b>
<b>Sea turtle</b>	<b>9</b>	<b>0.4%</b>
<b>Wombat</b>	<b>8</b>	<b>0.3%</b>
<b>Other native species</b>	<b>16</b>	<b>0.6%</b>
<b>Domestic, farm</b>	<b>50</b>	<b>2.0%</b>
<b>Introduced species</b>	<b>29</b>	<b>1.2%</b>
<b>Unknown species</b>	<b>218</b>	<b>8.7%</b>

## CALLS BY STATE

<b>ACT</b>	<b>18</b>	<b>0.7%</b>
<b>NSW</b>	<b>511</b>	<b>20.4%</b>
<b>NT</b>	<b>7</b>	<b>0.3%</b>
<b>QLD</b>	<b>926</b>	<b>37.0%</b>
<b>SA</b>	<b>106</b>	<b>4.2%</b>
<b>TAS</b>	<b>10</b>	<b>0.4%</b>
<b>VIC</b>	<b>534</b>	<b>21.4%</b>
<b>WA</b>	<b>122</b>	<b>4.9%</b>
<b>Unknown</b>	<b>221</b>	<b>8.8%</b>

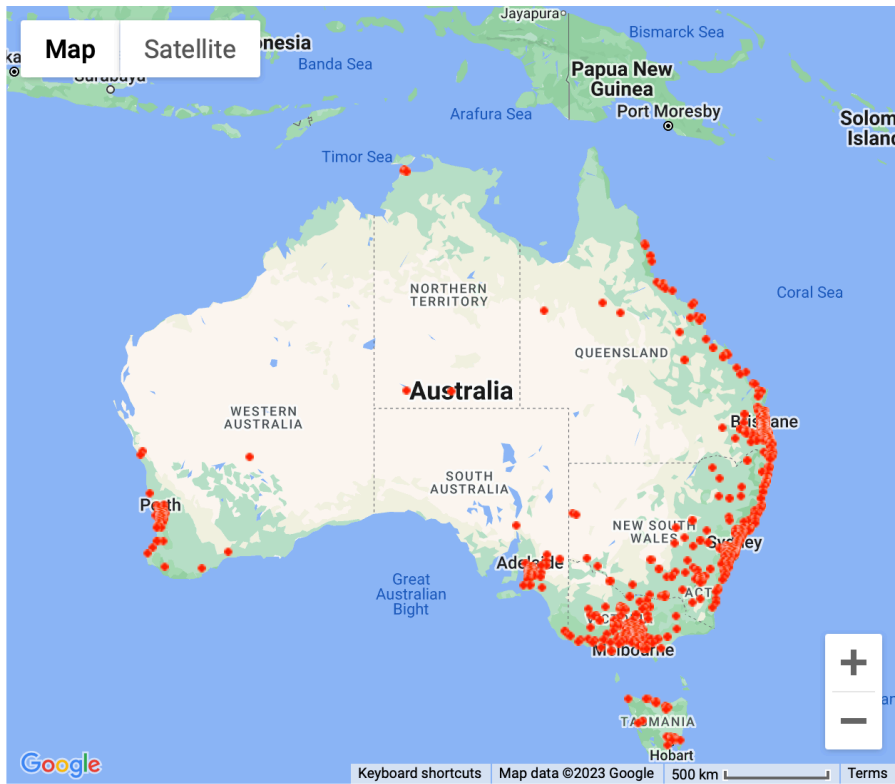
<b>Avg calls per day</b>	<b>83.4</b>
<b>Avg time to answer</b>	<b>00:17</b>
<b>Avg call duration</b>	<b>03:57</b>



\* 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	374
Monday	367
Tuesday	294
Wednesday	385
Thursday	410
Friday	325
Saturday	346

## TIME OF DAY

Midnight - 4 am	44
4 am - 8 am	191
8 am - noon	661
Noon - 4 pm	589
4 pm - 8 pm	758
8 pm - midnight	258

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

## Temporal Distribution of Calls

