

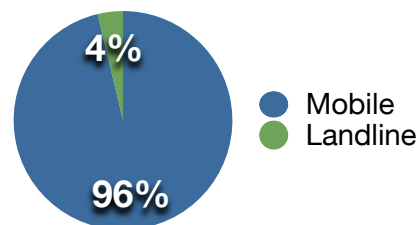
WRA Call Centre Report, Dec 2023

SUMMARY

Calls received	2138
Calls missed*	11
Calls unanswered**	0
Calls answered	2138
% calls answered	100.0%
Days in period	31

CALL TYPES

Mobile	2058
Landline	80

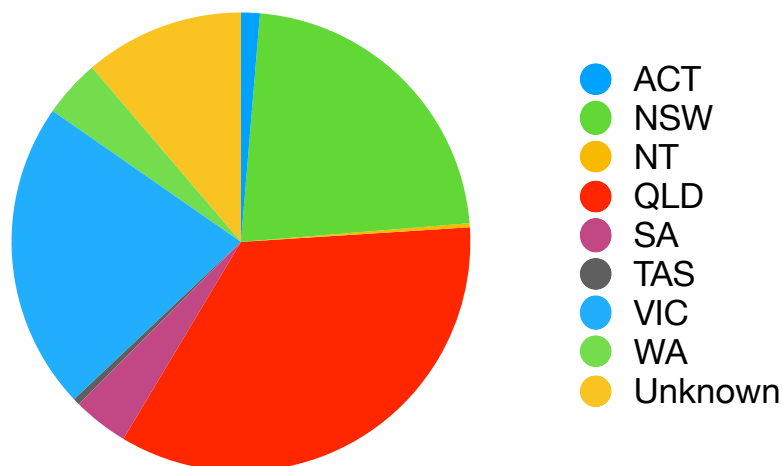


Calls are not accepted from private numbers or from third parties

CALLS BY STATE

ACT	28	1.3%
NSW	473	22.1%
NT	6	0.3%
QLD	731	34.2%
SA	83	3.9%
TAS	10	0.5%
VIC	459	21.5%
WA	86	4.0%
Unknown	238	11.1%

Avg calls per day	69.0
Avg time to answer	00:18
Avg call duration	03:58



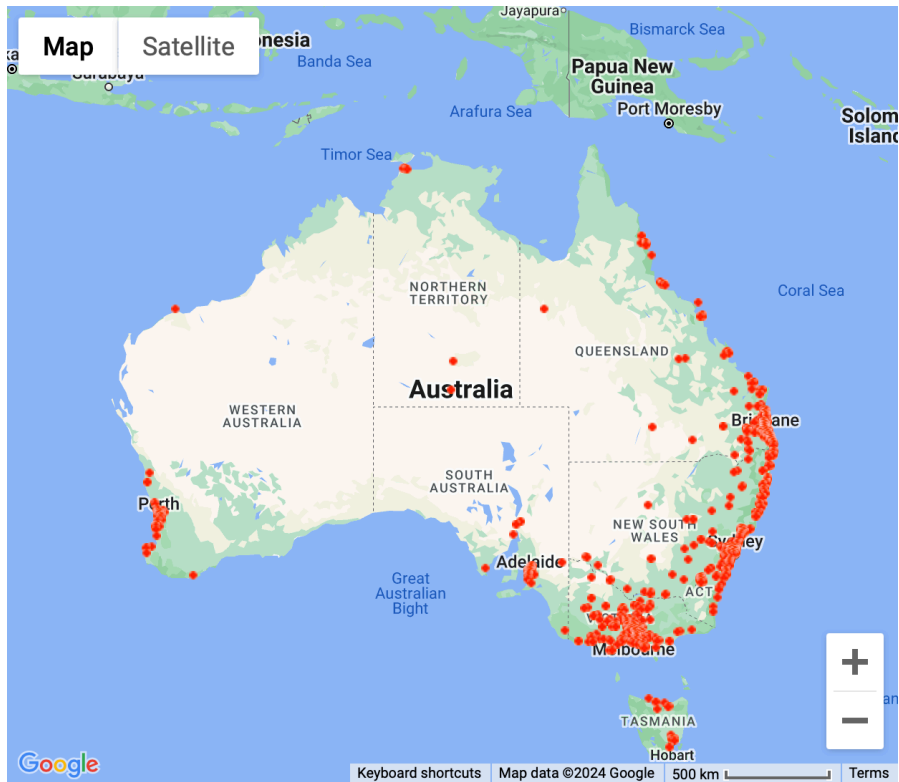
TYPE OF ANIMAL

Bandicoot	5	0.2%
Bat, flying fox	40	1.9%
Bird (raptor)	26	1.2%
Bird (seabird, pelican)	0	0.0%
Bird (other)	1134	53.0%
Echidna	20	0.9%
Frog	0	0.0%
Koala	19	0.9%
Macropod	139	6.5%
Mammal (marine)	10	0.5%
Native rat, mouse	1	0.0%
Possum, glider	245	11.5%
Reptile (snake, goanna)	72	3.4%
Reptile (other)	64	3.0%
Sea turtle	1	0.0%
Wombat	3	0.1%
Other native species	11	0.5%
Domestic, farm	51	2.4%
Introduced species	24	1.1%
Unknown species	230	10.8%

* 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	378
Monday	288
Tuesday	273
Wednesday	286
Thursday	270
Friday	329
Saturday	314

TIME OF DAY

Midnight - 4 am	28
4 am - 8 am	163
8 am - noon	596
Noon - 4 pm	497
4 pm - 8 pm	636
8 pm - midnight	218

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

Temporal Distribution of Calls

