

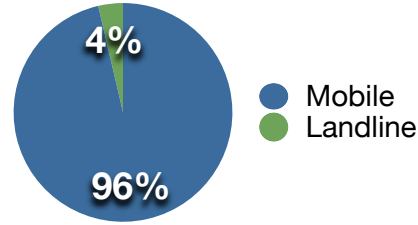
WRA Call Centre Report, Jan 2024

SUMMARY

Calls received	1947
Calls missed*	8
Calls unanswered**	0
Calls answered	1947
% calls answered	100.0%
Days in period	31

CALL TYPES

Mobile	1876
Landline	71

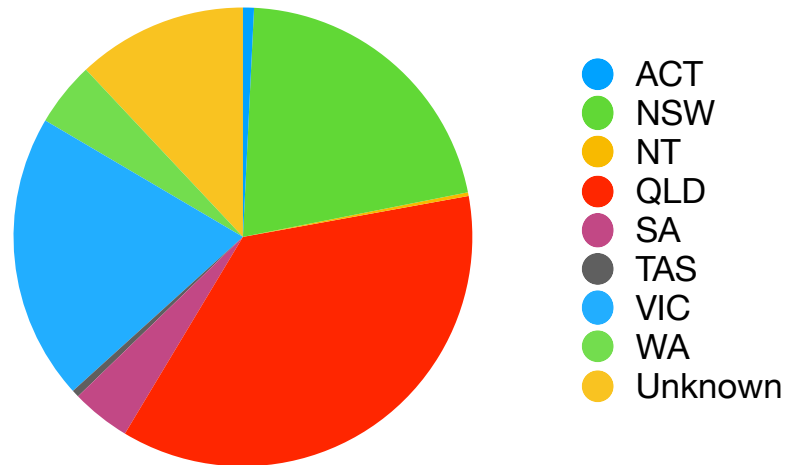


Calls are not accepted from private numbers or from third parties

CALLS BY STATE

ACT	15	0.8%
NSW	410	21.1%
NT	5	0.3%
QLD	708	36.4%
SA	81	4.2%
TAS	10	0.5%
VIC	392	20.1%
WA	88	4.5%
Unknown	233	12.0%

Avg calls per day	62.8
Avg time to answer	00:18
Avg call duration	02:55



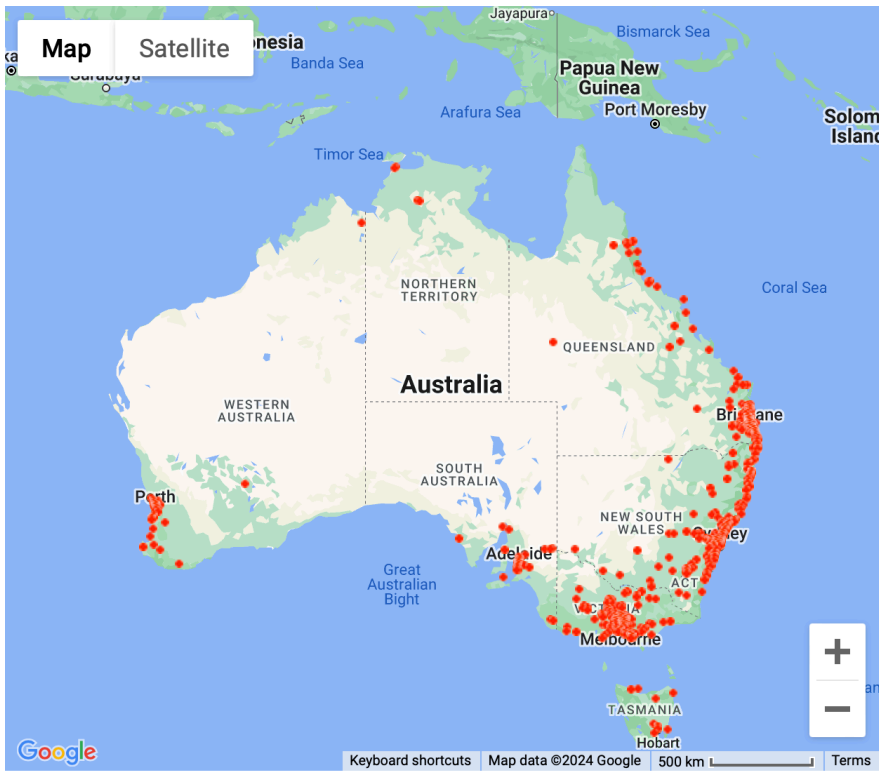
TYPE OF ANIMAL

Bandicoot	4	0.2%
Bat, flying fox	54	2.8%
Bird (raptor)	14	0.7%
Bird (seabird, pelican)	0	0.0%
Bird (other)	1030	52.9%
Echidna	6	0.3%
Frog	4	0.2%
Koala	14	0.7%
Macropod	122	6.3%
Mammal (marine)	15	0.8%
Native rat, mouse	3	0.2%
Possum, glider	190	9.8%
Reptile (snake, goanna)	80	4.1%
Reptile (other)	70	3.6%
Sea turtle	1	0.1%
Wombat	5	0.3%
Other native species	13	0.7%
Domestic, farm	41	2.1%
Introduced species	30	1.5%
Unknown species	228	11.7%

* 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	253
Monday	305
Tuesday	322
Wednesday	304
Thursday	256
Friday	245
Saturday	262

TIME OF DAY

Midnight - 4 am	48
4 am - 8 am	126
8 am - noon	519
Noon - 4 pm	467
4 pm - 8 pm	569
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

