

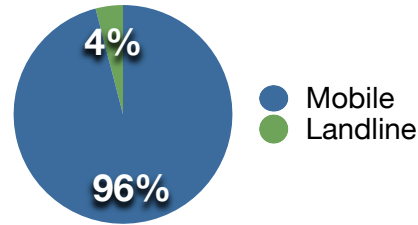
WRA Call Centre Report, Feb 2024

SUMMARY

Calls received	1781
Calls missed*	8
Calls unanswered**	0
Calls answered	1781
% calls answered	100.0%
Days in period	29

CALL TYPES

Mobile	1709
Landline	72

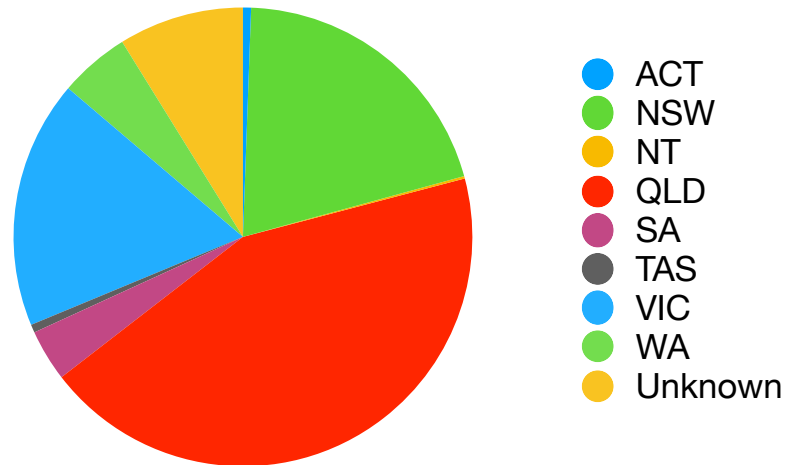


Calls are not accepted from private numbers or from third parties

CALLS BY STATE

ACT	10	0.6%
NSW	354	19.9%
NT	3	0.2%
QLD	766	43.0%
SA	64	3.6%
TAS	10	0.6%
VIC	307	17.2%
WA	87	4.9%
Unknown	155	8.7%

Avg calls per day	61.4
Avg time to answer	00:18
Avg call duration	03:02



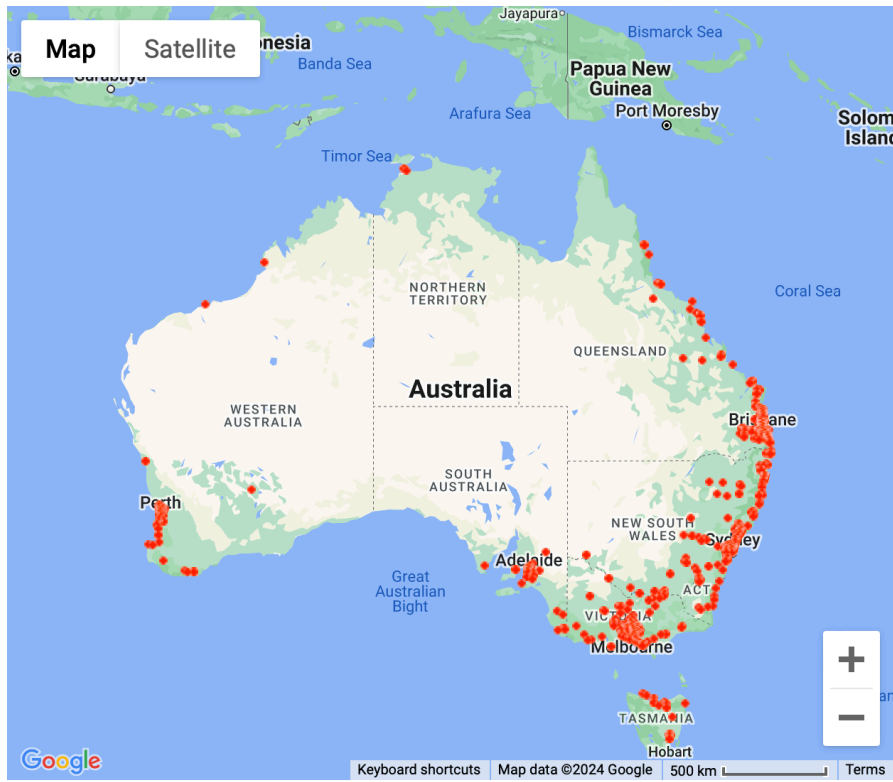
TYPE OF ANIMAL

Bandicoot	7	0.4%
Bat, flying fox	31	1.7%
Bird (raptor)	20	1.1%
Bird (seabird, pelican)	0	0.0%
Bird (other)	894	50.2%
Echidna	3	0.2%
Frog	2	0.1%
Koala	6	0.3%
Macropod	152	8.5%
Mammal (marine)	10	0.6%
Native rat, mouse	7	0.4%
Possum, glider	241	13.5%
Reptile (snake, goanna)	87	4.9%
Reptile (other)	44	2.5%
Sea turtle	2	0.1%
Wombat	3	0.2%
Other native species	3	0.2%
Domestic, farm	37	2.1%
Introduced species	24	1.3%
Unknown species	178	10.0%

* 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	269
Monday	241
Tuesday	225
Wednesday	221
Thursday	315
Friday	213
Saturday	297

TIME OF DAY

Midnight - 4 am	32
4 am - 8 am	87
8 am - noon	469
Noon - 4 pm	406
4 pm - 8 pm	582
8 pm - midnight	205

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

Temporal Distribution of Calls

