

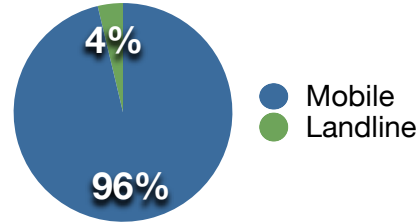
WRA Call Centre Report, Mar 2024

SUMMARY

Calls received	1635
Calls missed*	6
Calls unanswered**	0
Calls answered	1635
% calls answered	100.0%
Days in period	31

CALL TYPES

Mobile	1574
Landline	61

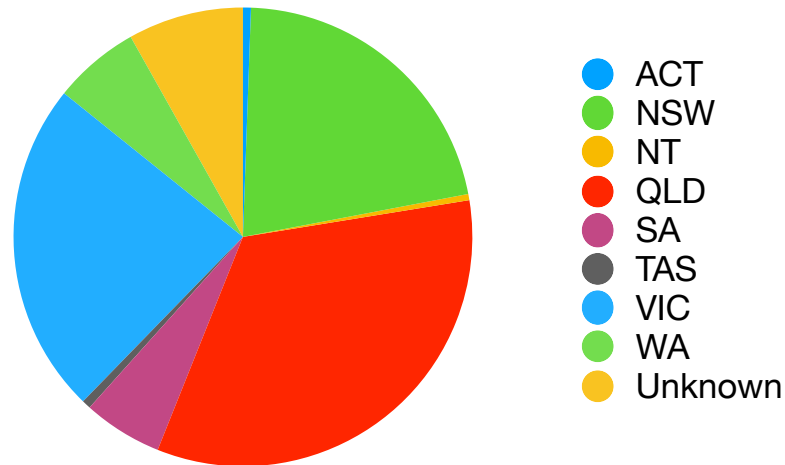


Calls are not accepted from private numbers
or from third parties

CALLS BY STATE

ACT	9	0.6%
NSW	345	21.1%
NT	7	0.4%
QLD	541	33.1%
SA	90	5.5%
TAS	10	0.6%
VIC	378	23.1%
WA	98	6.0%
Unknown	131	8.0%

Avg calls per day	52.7
Avg time to answer	00:18
Avg call duration	03:33



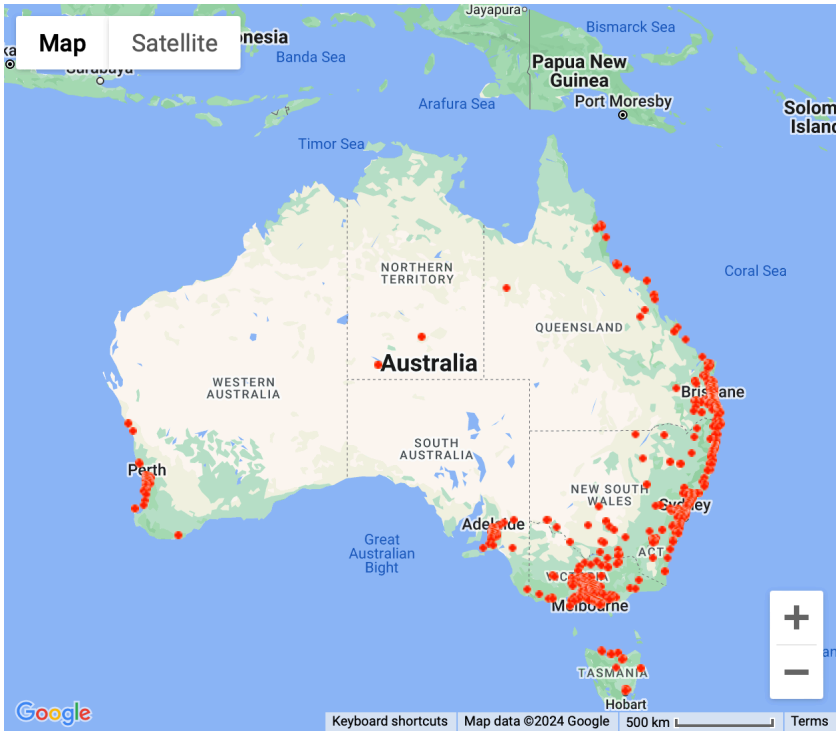
TYPE OF ANIMAL

Bandicoot	5	0.3%
Bat, flying fox	31	1.9%
Bird (raptor)	17	1.0%
Bird (seabird, pelican)	0	0.0%
Bird (other)	727	44.5%
Echidna	15	0.9%
Frog	2	0.1%
Koala	14	0.9%
Macropod	182	11.1%
Mammal (marine)	10	0.6%
Native rat, mouse	4	0.2%
Possum, glider	249	15.2%
Reptile (snake, goanna)	63	3.9%
Reptile (other)	39	2.4%
Sea turtle	3	0.2%
Wombat	9	0.6%
Other native species	7	0.4%
Domestic, farm	57	3.5%
Introduced species	22	1.3%
Unknown species	145	8.9%

* 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	314
Monday	195
Tuesday	195
Wednesday	225
Thursday	212
Friday	249
Saturday	245

TIME OF DAY

Midnight - 4 am	58
4 am - 8 am	79
8 am - noon	429
Noon - 4 pm	393
4 pm - 8 pm	503
8 pm - midnight	173

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

Temporal Distribution of Calls

