

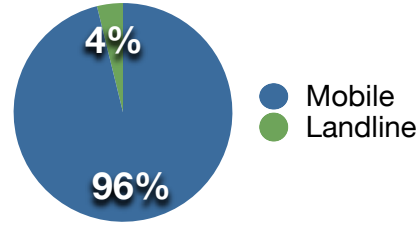
# WRA Call Centre Report, Apr 2024

## SUMMARY

Calls received	1433
Calls missed*	6
Calls unanswered**	0
Calls answered	1433
% calls answered	100.0%
Days in period	30

## CALL TYPES

Mobile	1378
Landline	55

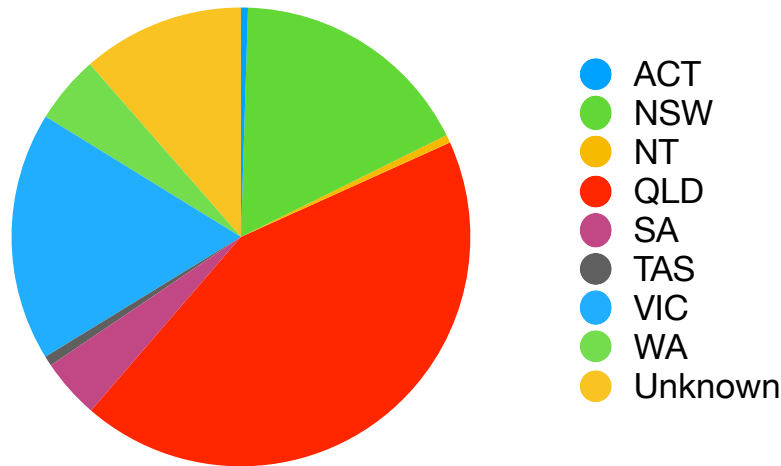


Calls are not accepted from private numbers or from third parties

## CALLS BY STATE

ACT	7	0.5%
NSW	245	17.1%
NT	8	0.6%
QLD	614	42.8%
SA	60	4.2%
TAS	10	0.7%
VIC	250	17.4%
WA	68	4.7%
Unknown	163	11.4%

Avg calls per day	47.8
Avg time to answer	00:16
Avg call duration	03:55



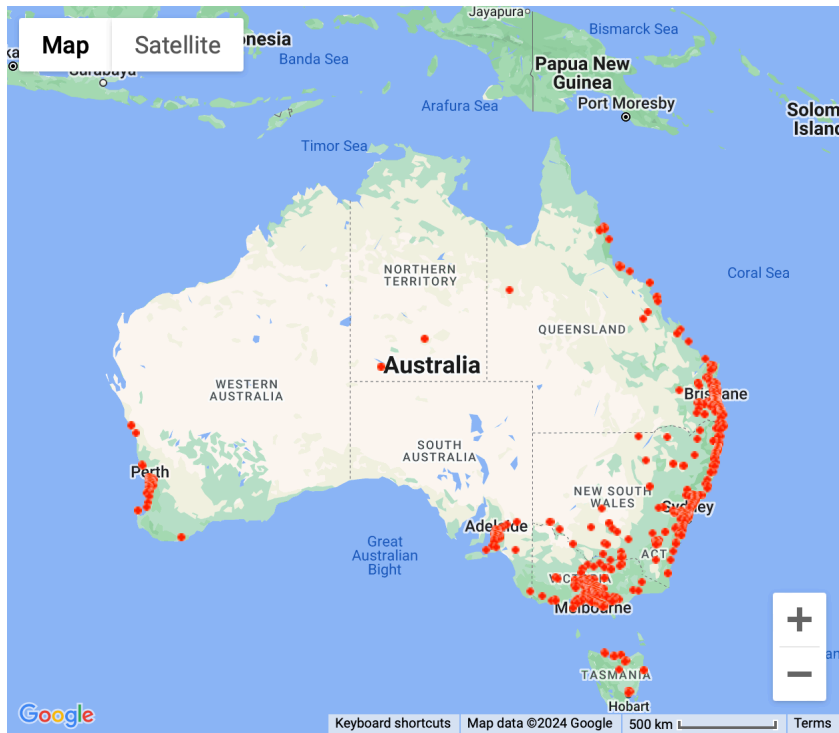
## TYPE OF ANIMAL

Bandicoot	1	0.1%
Bat, flying fox	24	1.7%
Bird (raptor)	20	1.4%
Bird (seabird, pelican)	0	0.0%
Bird (other)	592	41.3%
Echidna	21	1.5%
Frog	6	0.4%
Koala	21	1.5%
Macropod	174	12.1%
Mammal (marine)	2	0.1%
Native rat, mouse	2	0.1%
Possum, glider	207	14.4%
Reptile (snake, goanna)	50	3.5%
Reptile (other)	26	1.8%
Sea turtle	1	0.1%
Wombat	8	0.6%
Other native species	7	0.5%
Domestic, farm	54	3.8%
Introduced species	24	1.7%
Unknown species	162	11.3%

\* 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	164
Monday	212
Tuesday	248
Wednesday	187
Thursday	197
Friday	179
Saturday	246

## TIME OF DAY

Midnight - 4 am	35
4 am - 8 am	106
8 am - noon	428
Noon - 4 pm	387
4 pm - 8 pm	350
8 pm - midnight	127

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

## Temporal Distribution of Calls

