

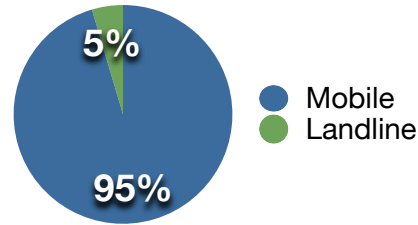
WRA Call Centre Report, May 2024

SUMMARY

Calls received	1396
Calls missed*	12
Calls unanswered**	3
Calls answered	1393
% calls answered	99.8%
Days in period	31

CALL TYPES

Mobile	1330
Landline	64



Calls are not accepted from private numbers
or from third parties

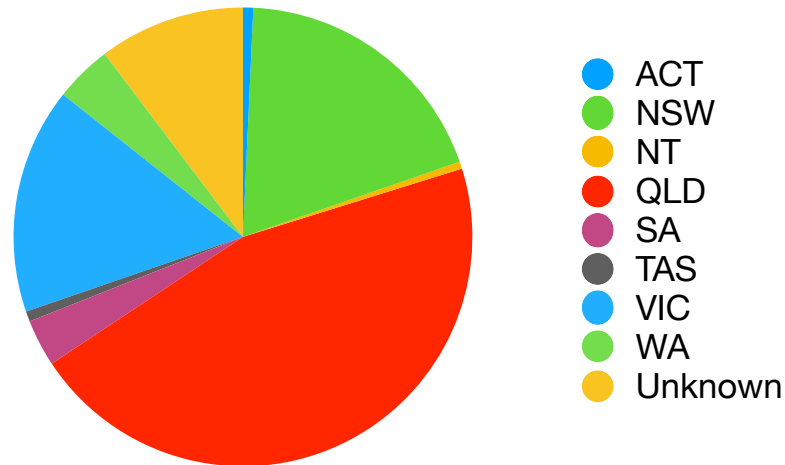
TYPE OF ANIMAL

Bandicoot	3	0.2%
Bat, flying fox	24	1.7%
Bird (raptor)	21	1.5%
Bird (seabird, pelican)	0	0.0%
Bird (other)	612	43.8%
Echidna	21	1.5%
Frog	1	0.1%
Koala	11	0.8%
Macropod	154	11.0%
Mammal (marine)	2	0.1%
Native rat, mouse	4	0.3%
Possum, glider	234	16.8%
Reptile (snake, goanna)	33	2.4%
Reptile (other)	14	1.0%
Sea turtle	1	0.1%
Wombat	8	0.6%
Other native species	3	0.2%
Domestic, farm	48	3.4%
Introduced species	14	1.0%
Unknown species	152	10.9%

CALLS BY STATE

ACT	10	0.7%
NSW	263	18.8%
NT	7	0.5%
QLD	631	45.2%
SA	46	3.3%
TAS	10	0.7%
VIC	221	15.8%
WA	56	4.0%
Unknown	143	10.2%

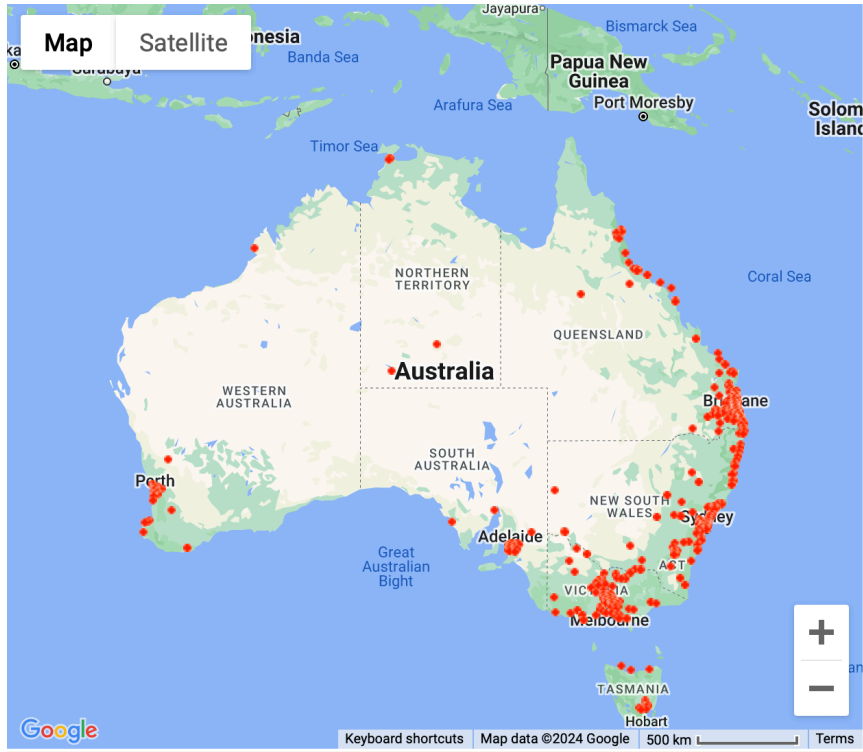
Avg calls per day	45.0
Avg time to answer	00:17
Avg call duration	03:55



* 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	206
Monday	179
Tuesday	181
Wednesday	216
Thursday	195
Friday	211
Saturday	208

TIME OF DAY

Midnight - 4 am	12
4 am - 8 am	109
8 am - noon	382
Noon - 4 pm	402
4 pm - 8 pm	381
8 pm - midnight	110

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

Temporal Distribution of Calls

