

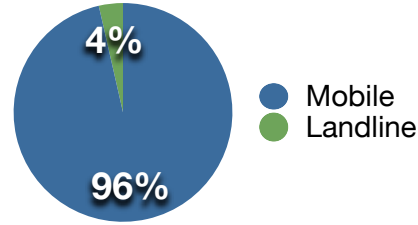
# WRA Call Centre Report, Jun 2024

## SUMMARY

<b>Calls received</b>	<b>1011</b>
<b>Calls missed*</b>	<b>10</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>1011</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>30</b>

## CALL TYPES

<b>Mobile</b>	<b>974</b>
<b>Landline</b>	<b>36</b>

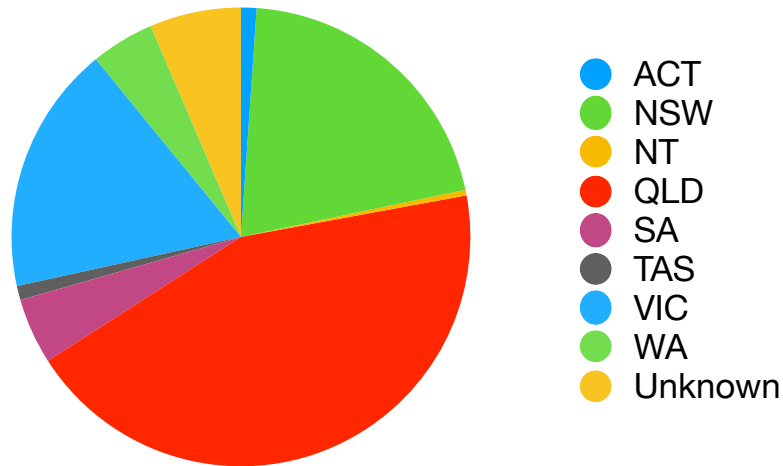


Calls are not accepted from private numbers or from third parties

## CALLS BY STATE

<b>ACT</b>	<b>11</b>	<b>1.1%</b>
<b>NSW</b>	<b>208</b>	<b>20.6%</b>
<b>NT</b>	<b>4</b>	<b>0.4%</b>
<b>QLD</b>	<b>442</b>	<b>43.7%</b>
<b>SA</b>	<b>47</b>	<b>4.6%</b>
<b>TAS</b>	<b>10</b>	<b>1.0%</b>
<b>VIC</b>	<b>177</b>	<b>17.5%</b>
<b>WA</b>	<b>45</b>	<b>4.5%</b>
<b>Unknown</b>	<b>65</b>	<b>6.4%</b>

<b>Avg calls per day</b>	<b>33.7</b>
<b>Avg time to answer</b>	<b>00:18</b>
<b>Avg call duration</b>	<b>04:21</b>



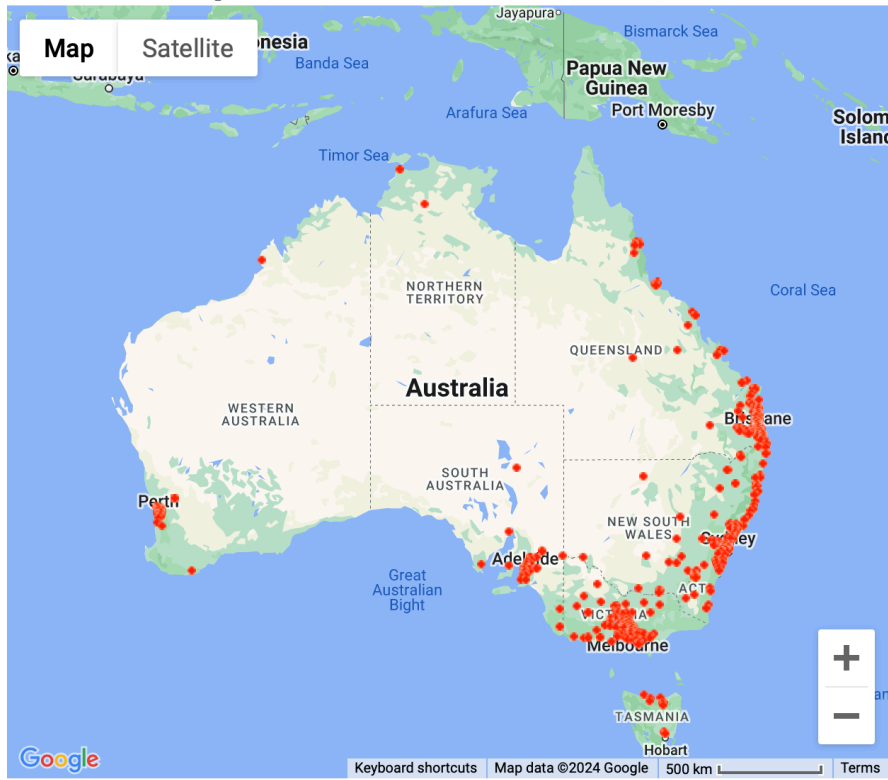
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>2</b>	<b>0.2%</b>
<b>Bat, flying fox</b>	<b>18</b>	<b>1.8%</b>
<b>Bird (raptor)</b>	<b>12</b>	<b>1.2%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>437</b>	<b>43.2%</b>
<b>Echidna</b>	<b>7</b>	<b>0.7%</b>
<b>Frog</b>	<b>1</b>	<b>0.1%</b>
<b>Koala</b>	<b>14</b>	<b>1.4%</b>
<b>Macropod</b>	<b>160</b>	<b>15.8%</b>
<b>Mammal (marine)</b>	<b>6</b>	<b>0.6%</b>
<b>Native rat, mouse</b>	<b>3</b>	<b>0.3%</b>
<b>Possum, glider</b>	<b>161</b>	<b>15.9%</b>
<b>Reptile (snake, goanna)</b>	<b>19</b>	<b>1.9%</b>
<b>Reptile (other)</b>	<b>10</b>	<b>1.0%</b>
<b>Sea turtle</b>	<b>4</b>	<b>0.4%</b>
<b>Wombat</b>	<b>9</b>	<b>0.9%</b>
<b>Other native species</b>	<b>4</b>	<b>0.4%</b>
<b>Domestic, farm</b>	<b>35</b>	<b>3.5%</b>
<b>Introduced species</b>	<b>20</b>	<b>2.0%</b>
<b>Unknown species</b>	<b>63</b>	<b>6.2%</b>

\* 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	161
Monday	137
Tuesday	131
Wednesday	142
Thursday	134
Friday	131
Saturday	175

## TIME OF DAY

Midnight - 4 am	17
4 am - 8 am	85
8 am - noon	273
Noon - 4 pm	276
4 pm - 8 pm	268
8 pm - midnight	92

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

## Temporal Distribution of Calls

