

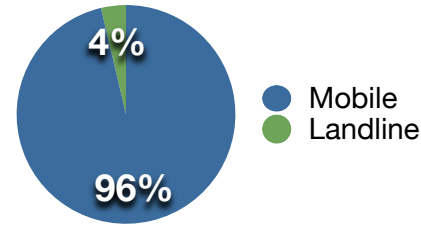
# WRA Call Centre Report, Jul 2024

## SUMMARY

Calls received	1084
Calls missed*	4
Calls unanswered**	0
Calls answered	1084
% calls answered	100.0%
Days in period	31

## CALL TYPES

Mobile	1044
Landline	40

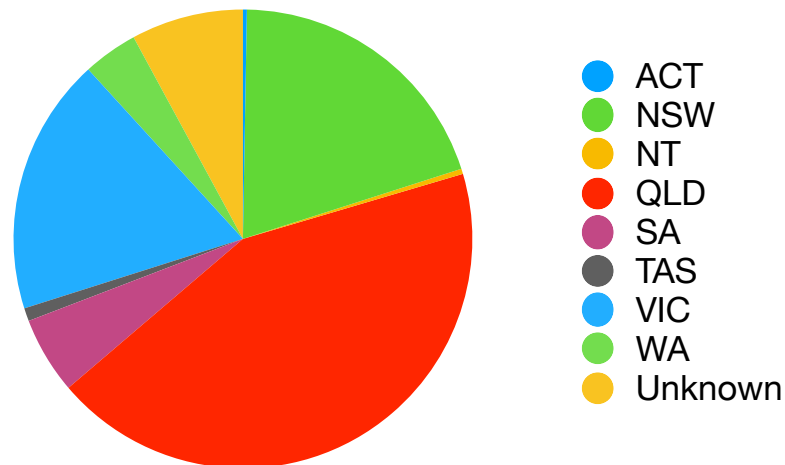


Calls are not accepted from private numbers or from third parties

## CALLS BY STATE

ACT	3	0.3%
NSW	215	19.8%
NT	4	0.4%
QLD	471	43.5%
SA	59	5.4%
TAS	10	0.9%
VIC	197	18.2%
WA	42	3.9%
Unknown	86	7.9%

Avg calls per day	35.0
Avg time to answer	00:18
Avg call duration	04:16



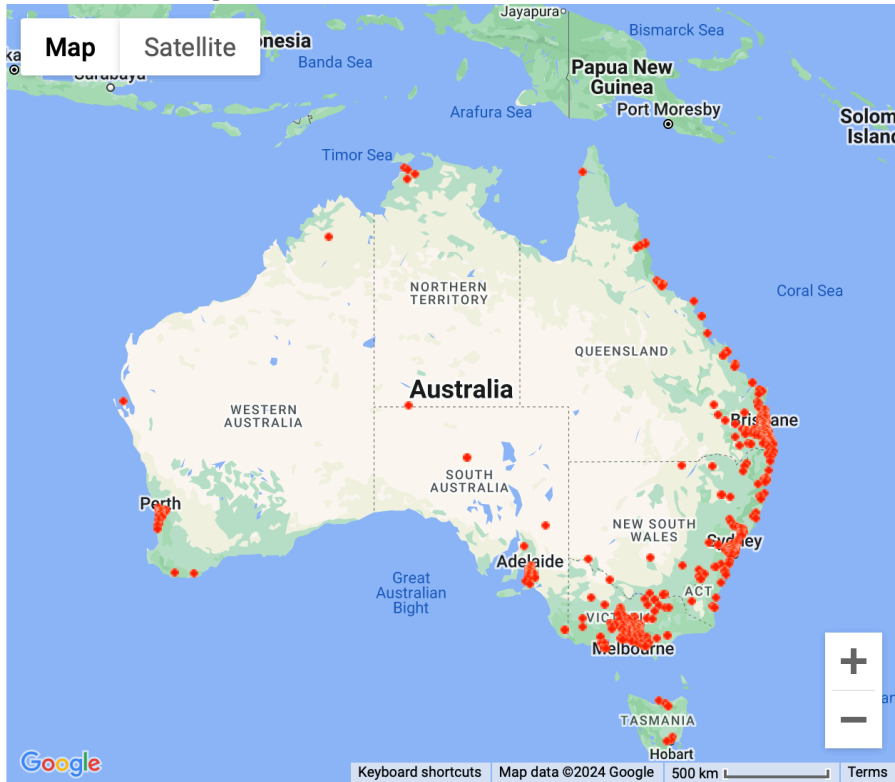
## TYPE OF ANIMAL

Bandicoot	3	0.3%
Bat, flying fox	18	1.7%
Bird (raptor)	19	1.8%
Bird (seabird, pelican)	0	0.0%
Bird (other)	456	42.1%
Echidna	17	1.6%
Frog	3	0.3%
Koala	9	0.8%
Macropod	173	16.0%
Mammal (marine)	5	0.5%
Native rat, mouse	1	0.1%
Possum, glider	205	18.9%
Reptile (snake, goanna)	13	1.2%
Reptile (other)	10	0.9%
Sea turtle	2	0.2%
Wombat	7	0.6%
Other native species	5	0.5%
Domestic, farm	27	2.5%
Introduced species	8	0.7%
Not specified	79	7.3%

\* 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	145
Monday	186
Tuesday	169
Wednesday	170
Thursday	128
Friday	151
Saturday	135

## TIME OF DAY

Midnight - 4 am	17
4 am - 8 am	104
8 am - noon	277
Noon - 4 pm	290
4 pm - 8 pm	299
8 pm - midnight	97

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

## Temporal Distribution of Calls

