

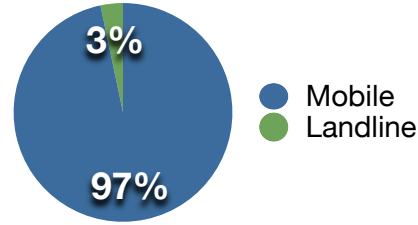
WRA Call Centre Report, Aug 2024

SUMMARY

Calls received	1390
Calls missed*	4
Calls unanswered**	0
Calls answered	1390
% calls answered	100.0%
Days in period	31

CALL TYPES

Mobile	1344
Landline	46

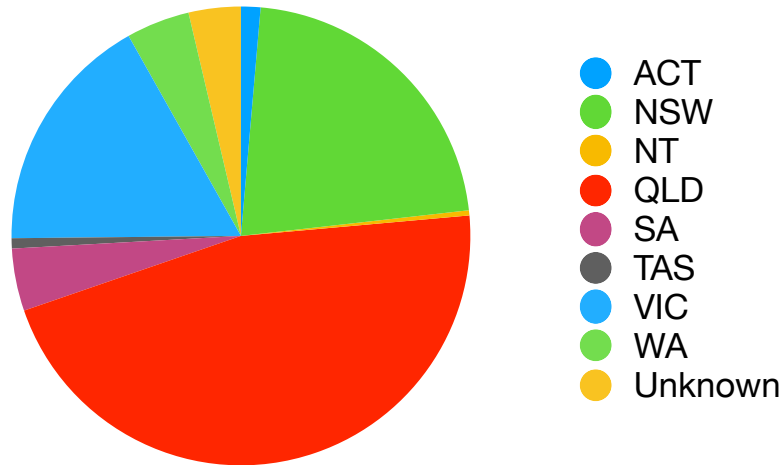


Calls are not accepted from private numbers or from third parties

CALLS BY STATE

ACT	19	1.4%
NSW	303	21.8%
NT	5	0.4%
QLD	640	46.0%
SA	61	4.4%
TAS	10	0.7%
VIC	236	17.0%
WA	62	4.5%
Unknown	51	3.7%

Avg calls per day	44.8
Avg time to answer	00:17
Avg call duration	04:19



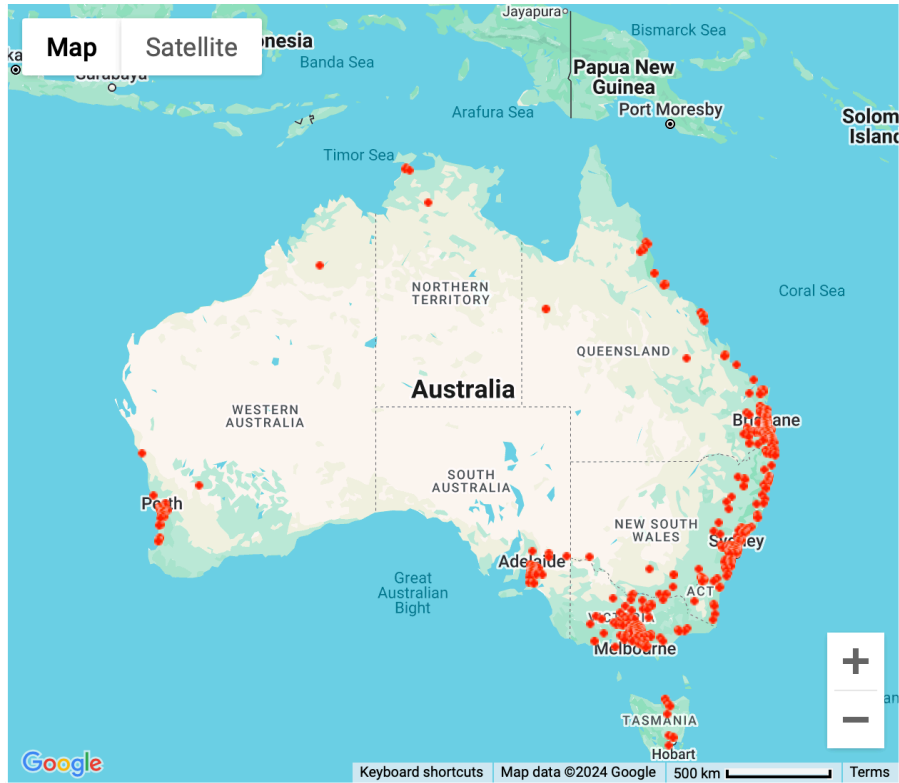
TYPE OF ANIMAL

Bandicoot	2	0.1%
Bat, flying fox	13	0.9%
Bird (raptor)	23	1.7%
Bird (seabird, pelican)	0	0.0%
Bird (other)	645	46.4%
Echidna	17	1.2%
Frog	0	0.0%
Koala	18	1.3%
Macropod	137	9.9%
Mammal (marine)	15	1.1%
Native rat, mouse	2	0.1%
Possum, glider	277	19.9%
Reptile (snake, goanna)	36	2.6%
Reptile (other)	34	2.4%
Sea turtle	6	0.4%
Wombat	13	0.9%
Other native species	4	0.3%
Domestic, farm	42	3.0%
Introduced species	11	0.8%
Not specified	64	4.6%

* 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	186
Monday	184
Tuesday	145
Wednesday	178
Thursday	220
Friday	205
Saturday	272

TIME OF DAY

Midnight - 4 am	17
4 am - 8 am	119
8 am - noon	405
Noon - 4 pm	392
4 pm - 8 pm	349
8 pm - midnight	108

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

Temporal Distribution of Calls

