

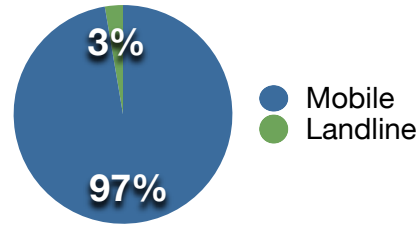
# WRA Call Centre Report, Sep 2024

## SUMMARY

Calls received	1683
Calls missed*	51
Calls unanswered**	13
Calls answered	1670
% calls answered	99.2%
Days in period	30

## CALL TYPES

Mobile	1638
Landline	45

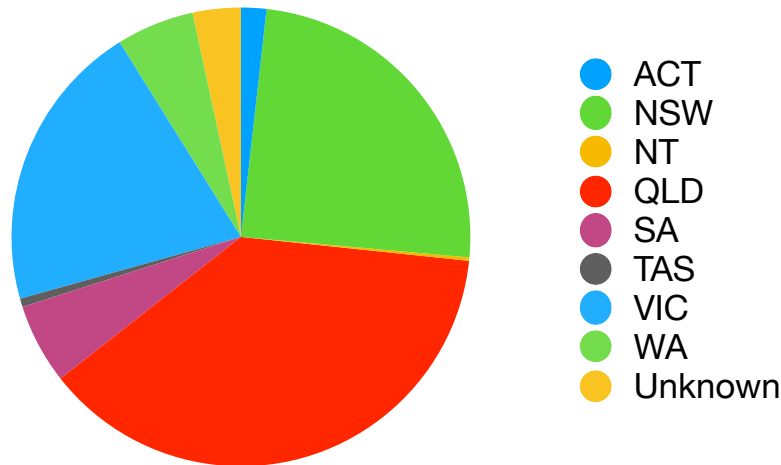


Calls are not accepted from private numbers or from third parties

## CALLS BY STATE

ACT	30	1.8%
NSW	414	24.6%
NT	4	0.2%
QLD	634	37.7%
SA	95	5.6%
TAS	10	0.6%
VIC	344	20.4%
WA	92	5.5%
Unknown	57	3.4%

Avg calls per day	56.1
Avg time to answer	00:17
Avg call duration	04:20



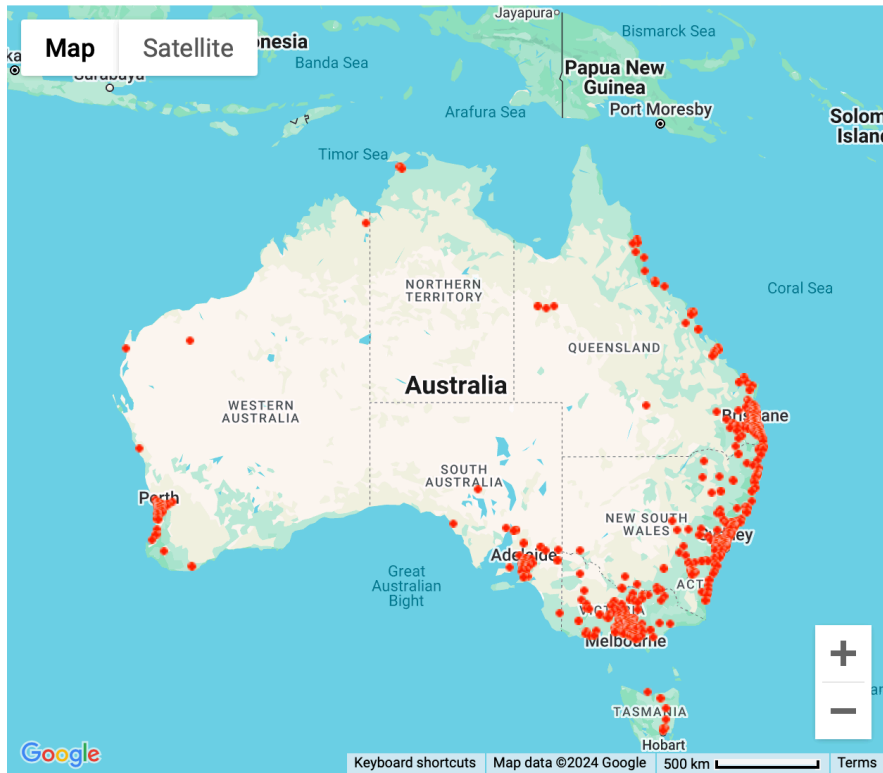
## TYPE OF ANIMAL

Bandicoot	4	0.2%
Bat, flying fox	12	0.7%
Bird (raptor)	19	1.1%
Bird (seabird, pelican)	0	0.0%
Bird (other)	928	55.1%
Echidna	32	1.9%
Frog	2	0.1%
Koala	36	2.1%
Macropod	168	10.0%
Mammal (marine)	6	0.4%
Native rat, mouse	3	0.2%
Possum, glider	199	11.8%
Reptile (snake, goanna)	59	3.5%
Reptile (other)	33	2.0%
Sea turtle	5	0.3%
Wombat	15	0.9%
Other native species	7	0.4%
Domestic, farm	28	1.7%
Introduced species	15	0.9%
Not specified	72	4.3%

\* 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	311
Monday	277
Tuesday	186
Wednesday	223
Thursday	230
Friday	219
Saturday	237

## TIME OF DAY

Midnight - 4 am	26
4 am - 8 am	154
8 am - noon	453
Noon - 4 pm	470
4 pm - 8 pm	448
8 pm - midnight	132

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

## Temporal Distribution of Calls

