

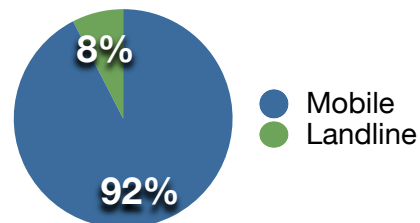
WRA Call Centre Report, 2020/21

SUMMARY

Calls received	10796
Calls missed*	353
Calls unanswered**	20
Calls answered	10776
% calls answered	99.8%
Days in period	365

CALL TYPES

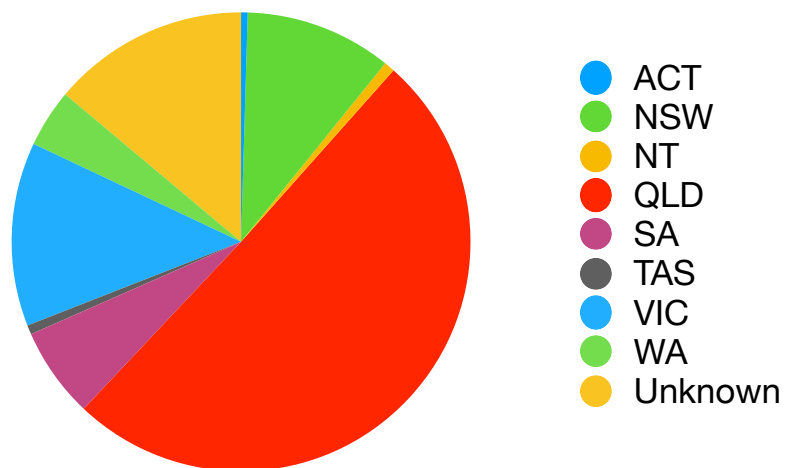
Mobile	9979
Landline	817



Avg calls per day	29.6
Avg time to answer	00:21
Avg call duration	03:23

CALLS BY STATE

ACT	50	0.5%
NSW	1116	10.3%
NT	81	0.8%
QLD	5439	50.4%
SA	688	6.4%
TAS	70	0.6%
VIC	1397	12.9%
WA	441	4.1%
Unknown	1498	13.9%



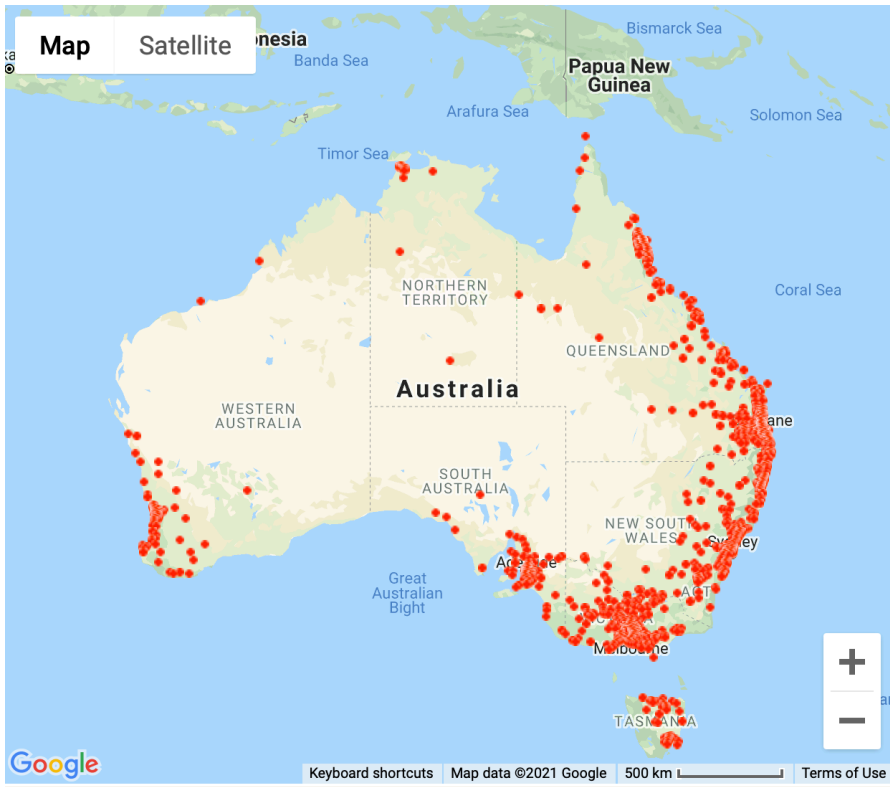
TYPE OF ANIMAL

Bandicoot	39	0.4%
Bat, flying fox	243	2.3%
Bird (raptor)	105	1.0%
Bird (seabird, pelican)	20	0.2%
Bird (other)	4854	45.0%
Echidna	154	1.4%
Frog	20	0.2%
Koala	120	1.1%
Macropod	1027	9.5%
Mammal (marine)	23	0.2%
Native rat, mouse	41	0.4%
Possum, glider	1590	14.7%
Reptile (snake, goanna)	209	1.9%
Reptile (other)	240	2.2%
Sea turtle	21	0.2%
Wombat	34	0.3%
Other native species	74	0.7%
Domestic, farm	110	1.0%
Introduced species	226	2.1%
Unknown species	1478	13.7%

* 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

Distribution of Calls



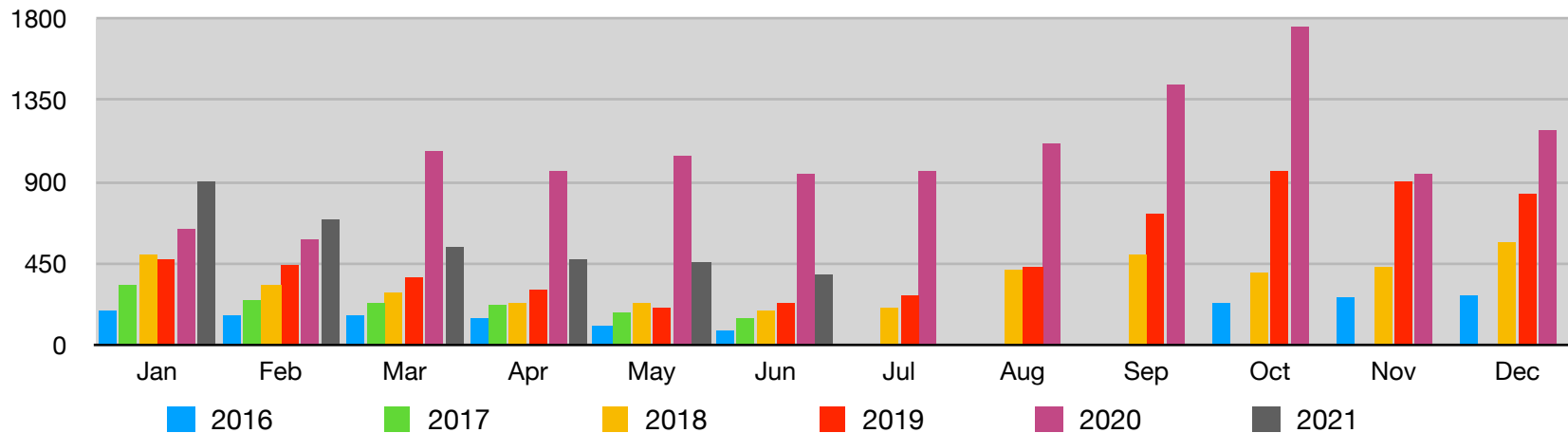
DAY OF WEEK

Sunday	1659	
Monday	1561	
Tuesday	1551	
Wednesday	1592	
Thursday	1524	
Friday	1413	
Saturday	1496	

TIME OF DAY

Midnight - 4 am	308	
4 am - 8 am	777	
8 am - noon	2834	
Noon - 4 pm	2468	
4 pm - 8 pm	3106	
8 pm - midnight	1303	

Distribution of Calls per Month



Between March and October 2020, WRA was affiliated with a number of native animal groups. This practice has been terminated.