

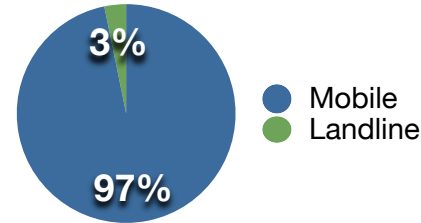
WRA Call Centre Report, Jul 2021

SUMMARY

Calls received	467
Calls missed*	5
Calls unanswered**	1
Calls answered	466
% calls answered	99.8%
Days in period	31

CALL TYPES

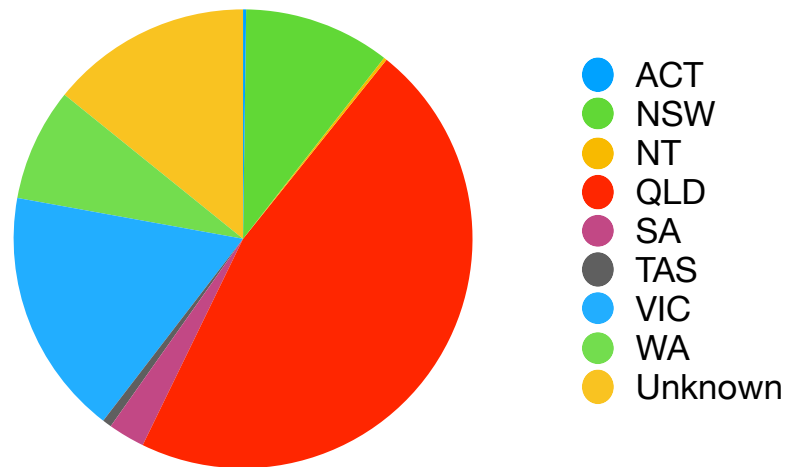
Mobile	452
Landline	15



Avg calls per day	15.1
Avg time to answer	00:20
Avg call duration	04:10

CALLS BY STATE

ACT	1	0.2%
NSW	48	10.3%
NT	1	0.2%
QLD	216	46.3%
SA	12	2.6%
TAS	3	0.6%
VIC	81	17.3%
WA	37	7.9%
Unknown	66	14.1%



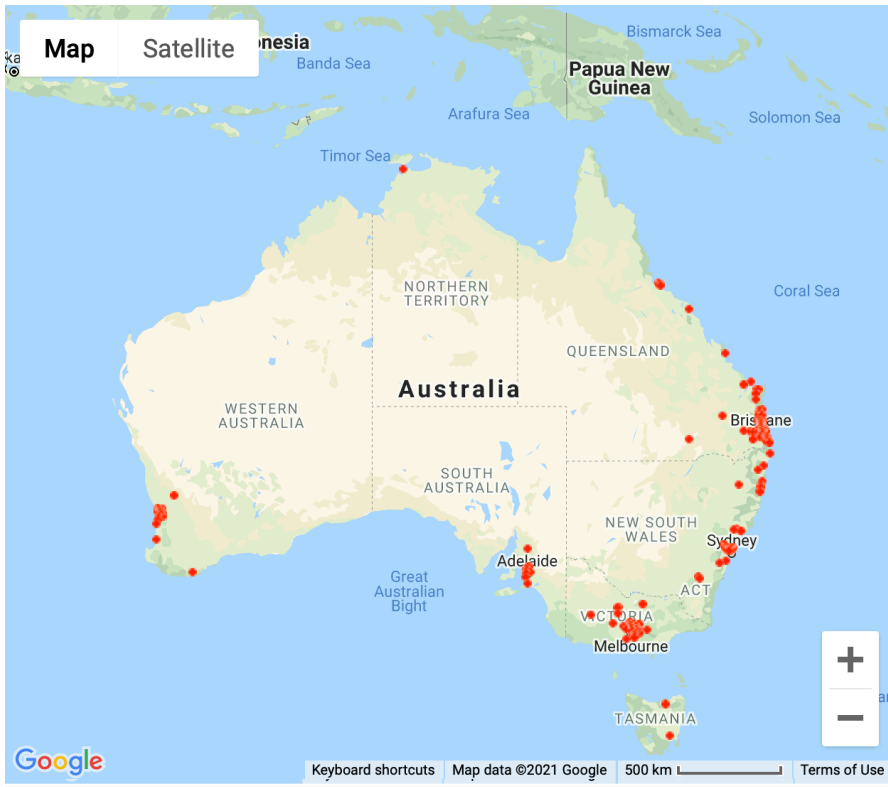
TYPE OF ANIMAL

Bandicoot	1	0.2%
Bat, flying fox	5	1.1%
Bird (raptor)	4	0.9%
Bird (seabird, pelican)	0	0.0%
Bird (other)	171	36.6%
Echidna	11	2.4%
Frog	1	0.2%
Koala	8	1.7%
Macropod	67	14.3%
Mammal (marine)	1	0.2%
Native rat, mouse	2	0.4%
Possum, glider	87	18.6%
Reptile (snake, goanna)	6	1.3%
Reptile (other)	10	2.1%
Sea turtle	3	0.6%
Wombat	0	0.0%
Other native species	4	0.9%
Domestic, farm	6	1.3%
Introduced species	5	1.1%
Unknown species	60	12.8%

* 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



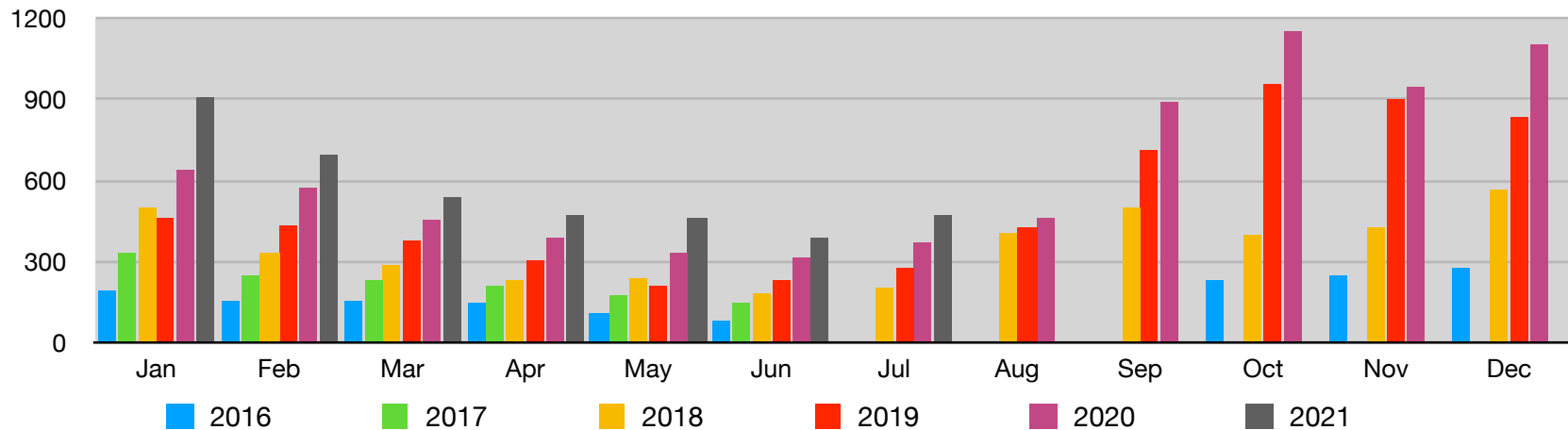
DAY OF WEEK

Sunday	79	
Monday	58	
Tuesday	61	
Wednesday	43	
Thursday	76	
Friday	76	
Saturday	74	

TIME OF DAY

Midnight - 4 am	16	
4 am - 8 am	36	
8 am - noon	121	
Noon - 4 pm	120	
4 pm - 8 pm	121	
8 pm - midnight	53	

Distribution of Calls per Month



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