

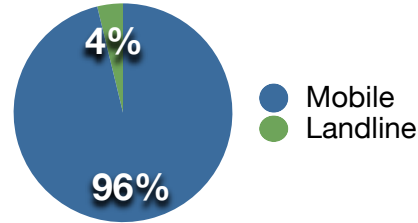
# WRA Call Centre Report, Nov 2021

## SUMMARY

<b>Calls received</b>	<b>816</b>
<b>Calls missed*</b>	<b>10</b>
<b>Calls unanswered**</b>	<b>0</b>
<b>Calls answered</b>	<b>816</b>
<b>% calls answered</b>	<b>100.0%</b>
<b>Days in period</b>	<b>30</b>

## CALL TYPES

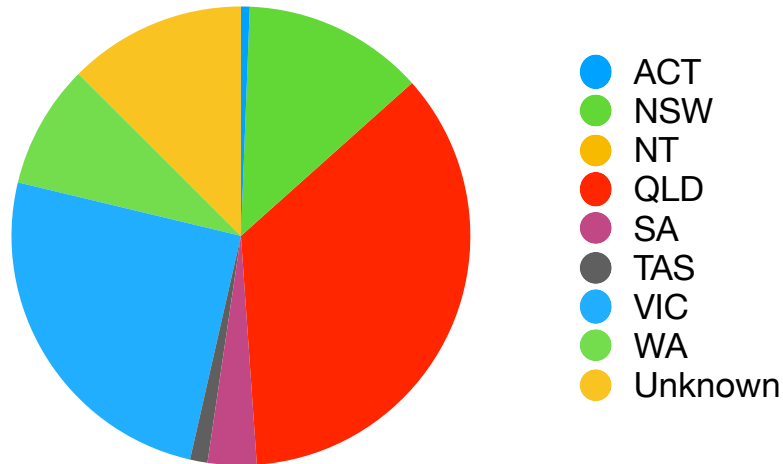
<b>Mobile</b>	<b>785</b>
<b>Landline</b>	<b>31</b>



<b>Avg calls per day</b>	<b>27.2</b>
<b>Avg time to answer</b>	<b>00:17</b>
<b>Avg call duration</b>	<b>04:37</b>

## CALLS BY STATE

<b>ACT</b>	<b>5</b>	<b>0.6%</b>
<b>NSW</b>	<b>104</b>	<b>12.7%</b>
<b>NT</b>	<b>0</b>	<b>0.0%</b>
<b>QLD</b>	<b>289</b>	<b>35.4%</b>
<b>SA</b>	<b>28</b>	<b>3.4%</b>
<b>TAS</b>	<b>10</b>	<b>1.2%</b>
<b>VIC</b>	<b>205</b>	<b>25.1%</b>
<b>WA</b>	<b>71</b>	<b>8.7%</b>
<b>Unknown</b>	<b>102</b>	<b>12.5%</b>



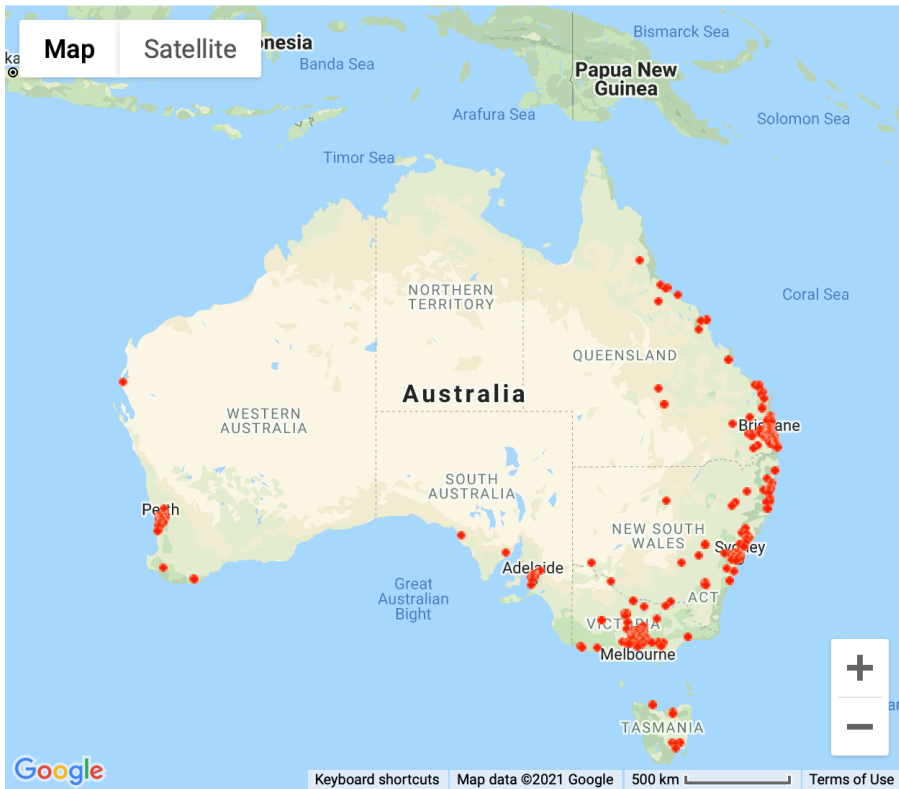
## TYPE OF ANIMAL

<b>Bandicoot</b>	<b>5</b>	<b>0.6%</b>
<b>Bat, flying fox</b>	<b>3</b>	<b>0.4%</b>
<b>Bird (raptor)</b>	<b>11</b>	<b>1.3%</b>
<b>Bird (seabird, pelican)</b>	<b>0</b>	<b>0.0%</b>
<b>Bird (other)</b>	<b>415</b>	<b>50.9%</b>
<b>Echidna</b>	<b>9</b>	<b>1.1%</b>
<b>Frog</b>	<b>2</b>	<b>0.2%</b>
<b>Koala</b>	<b>13</b>	<b>1.6%</b>
<b>Macropod</b>	<b>78</b>	<b>9.6%</b>
<b>Mammal (marine)</b>	<b>0</b>	<b>0.0%</b>
<b>Native rat, mouse</b>	<b>2</b>	<b>0.2%</b>
<b>Possum, glider</b>	<b>100</b>	<b>12.3%</b>
<b>Reptile (snake, goanna)</b>	<b>17</b>	<b>2.1%</b>
<b>Reptile (other)</b>	<b>21</b>	<b>2.6%</b>
<b>Sea turtle</b>	<b>1</b>	<b>0.1%</b>
<b>Wombat</b>	<b>2</b>	<b>0.2%</b>
<b>Other native species</b>	<b>1</b>	<b>0.1%</b>
<b>Domestic, farm</b>	<b>14</b>	<b>1.7%</b>
<b>Introduced species</b>	<b>11</b>	<b>1.3%</b>
<b>Unknown species</b>	<b>86</b>	<b>10.5%</b>

\* 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



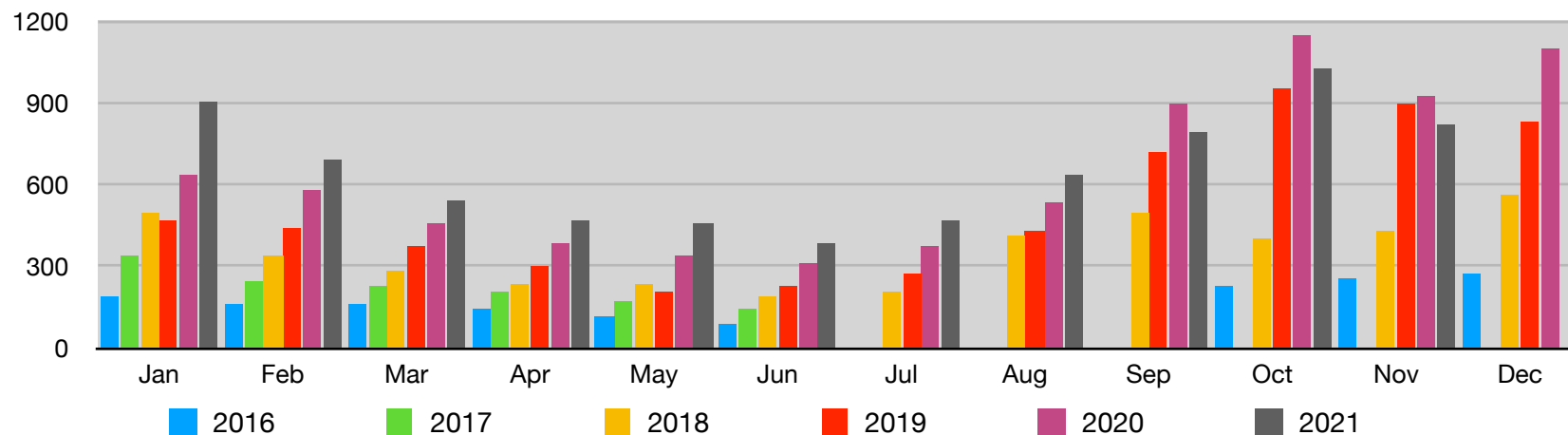
## DAY OF WEEK

Sunday	122	<div style="width: 100%;"></div>
Monday	132	<div style="width: 100%;"></div>
Tuesday	146	<div style="width: 100%;"></div>
Wednesday	99	<div style="width: 100%;"></div>
Thursday	126	<div style="width: 100%;"></div>
Friday	74	<div style="width: 100%;"></div>
Saturday	117	<div style="width: 100%;"></div>

## TIME OF DAY

Midnight - 4 am	27	<div style="width: 100%;"></div>
4 am - 8 am	36	<div style="width: 100%;"></div>
8 am - noon	194	<div style="width: 100%;"></div>
Noon - 4 pm	209	<div style="width: 100%;"></div>
4 pm - 8 pm	234	<div style="width: 100%;"></div>
8 pm - midnight	116	<div style="width: 100%;"></div>

# Temporal Distribution of Calls



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