

Call Dispositions and Rate Calculations

	Landline	Cell	Total
Interview (Category 1)			
Completed interview	349	113	509
Partial interview	9	6	16
Eligible, non-interview (Category 2)			
Refusal			
Respondent refusal	1,159	726	2,024
Household refusal	9	9	18
Breakoff (Known) refusal	12	3	17
Breakoff partial	6	6	13
Non-contacts			
Respondent not available	24	39	65
Respondent voicemail, message left	2		2
Respondent voicemail, no message left	142	6	170
Other non-refusals			
Deceased respondent		1	1
Physically or mentally unable/incompetent	5		5
Language barrier			
Respondent language barrier	8	40	48
Household language barrier	7	30	38
Callback/Not safe to talk		71	71
Poor audio	3	1	4
Unknown eligibility, non-interview (Category 3)			
Always busy	53	100	156
No answer	470	436	953
Unknown voicemail, don't know if correct person	620	1,158	1,861
Call blocking	72	48	124
Not eligible (Category 4)			
Fax/data line	110	12	136
Non-working	100	53	153
Disconnected	1,257	815	2,269
Temporarily out of service	29	35	66
Non-residential	108	80	203
Person not household resident	9	1	12
Child's cell phone		43	43
Duplicate listing, disqualified			
Total phone numbers used			8,977
Average # attempts (non-contacts & unknown eligibility)			6
Complete interviews (I)			509
Partial interviews (P)			16
Refusals and breakoffs (R)			2,072
Non-contacts (NC)			237
Other (O)			92
Unknown household (UH)			3,169
Unknown other (UO)			0
Estimated proportion of cases of unknown eligibility that are eligible (e)			0.504
Response rate			
Method 1 = $I / (I + P + R + NC + O + UH + UO)$			0.084
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$			0.086
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$			0.113
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$			0.116
Cooperation rate			
Method 1 = $I / (I + P + R + O)$			0.189
Method 2 = $(I + P) / (I + P + R + O)$			0.195
Method 3 = $I / (I + P + R)$			0.196
Method 4 = $(I + P) / (I + P + R)$			0.202
Refusal rate			
Method 1 = $R / (I + P + R + NC + O + UH + UO)$			0.340
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$			0.458
Method 3 = $R / (I + P + R + NC + O)$			0.708
Contact rate			
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$			0.441
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$			0.595
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$			0.919