

Call Dispositions and Rate Calculations

	Landline	Cell	Total
Interview (Category 1)			
Completed interview	266	136	402
Partial interview			
Eligible, non-interview (Category 2)			
Refusal			
Respondent refusal	886	546	1,432
Household refusal			
Breakoff (Known) refusal	1		1
Breakoff partial		1	1
Non-contacts			
Respondent not available	37	90	127
Respondent voicemail, message left		1	1
Respondent voicemail, no message left	165	93	258
Other non-refusals			
Deceased respondent			
Physically or mentally unable/incompetent		1	1
Language barrier			
Respondent language barrier	2	21	23
Household language barrier	2	15	17
Callback/Not safe to talk		60	60
Poor audio	1	3	4
Unknown eligibility, non-interview (Category 3)			
Always busy	52	301	353
No answer	536	635	1,171
Unknown voicemail, don't know if correct person	654	1,081	1,736
Call blocking	98	15	113
Not eligible (Category 4)			
Fax/data line	84	22	106
Non-working	136	452	588
Disconnected	1,370	1,554	2,924
Temporarily out of service	46	118	164
Non-residential	108	69	177
Person not household resident	5		5
Child's cell phone		17	17
Duplicate listing, disqualified			
Total phone numbers used			9,681
Average # attempts (non-contacts & unknown eligibility)			3
Complete interviews (I)			402
Partial interviews (P)			0
Refusals and breakoffs (R)			1,434
Non-contacts (NC)			386
Other (O)			41
Unknown household (UH)			3,437
Unknown other (UO)			0
Estimated proportion of cases of unknown eligibility that are eligible (e)			0.362
Response rate			
Method 1 = $I / (I + P + R + NC + O + UH + UO)$			0.071
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$			0.071
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$			0.115
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$			0.115
Cooperation rate			
Method 1 = $I / (I + P + R + O)$			0.214
Method 2 = $(I + P) / (I + P + R + O)$			0.214
Method 3 = $I / (I + P + R)$			0.219
Method 4 = $(I + P) / (I + P + R)$			0.219
Refusal rate			
Method 1 = $R / (I + P + R + NC + O + UH + UO)$			0.252
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$			0.409
Method 3 = $R / (I + P + R + NC + O)$			0.634
Contact rate			
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$			0.329
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$			0.535
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$			0.829