

Call Dispositions and Rate Calculations

	Online Panel	Landline	Cell	Total
Interview (Category 1)				
Completed interview	255	216	134	605
Partial interview		3	8	11
Eligible, non-interview (Category 2)				
Refusal				
Respondent refusal		88	170	258
Household refusal		2		2
Breakoff (Known) refusal		5	2	7
Breakoff partial		8	3	11
Non-contacts				
Respondent not available		312	242	554
Respondent voicemail, message left				
Respondent voicemail, no message left		204	24	228
Other non-refusals				
Deceased respondent				
Physically or mentally unable/incompetent		4		4
Language barrier				
Respondent language barrier		1	17	18
Household language barrier			13	13
Callback/Not safe to talk			30	30
Poor audio		4	1	5
Unknown eligibility, non-interview (Category 3)				
Always busy		168	123	291
No answer		685	266	951
Unknown voicemail, don't know if correct person		979	1,077	2,056
Call blocking		51	5	56
Not eligible (Category 4)				
Fax/data line		37	9	46
Non-working		108	64	172
Disconnected		1,474	192	1,666
Temporarily out of service		9	36	45
Non-residential		82	54	136
Person not household resident		8	2	10
Child's cell phone			17	17
Duplicate listing, disqualified				
Total phone numbers used				6,937
Average # attempts (non-contacts & unknown eligibility)				3
Complete interviews by landline and cell phone (I)				350
Partial interviews (P)				11
Refusals and breakoffs (R)				278
Non-contacts (NC)				782
Other (O)				35
Unknown household (UH)				3,389
Unknown other (UO)				0
Estimated proportion of cases of unknown eligibility that are eligible (e)				0.410
Response rate				
Method 1 = $I / (I + P + R + NC + O + UH + UO)$				0.072
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$				0.075
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$				0.123
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$				0.127
Cooperation rate				
Method 1 = $I / (I + P + R + O)$				0.519
Method 2 = $(I + P) / (I + P + R + O)$				0.536
Method 3 = $I / (I + P + R)$				0.548
Method 4 = $(I + P) / (I + P + R)$				0.565
Refusal rate				
Method 1 = $R / (I + P + R + NC + O + UH + UO)$				0.057
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$				0.098
Method 3 = $R / (I + P + R + NC + O)$				0.191
Contact rate				
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$				0.139
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$				0.237
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$				0.463