

Call Dispositions and Rate Calculations

| | Landline | Cell | Total |
|--|----------|------|-------|
| Interview (Category 1) | | | |
| Completed interview | 302 | 100 | 402 |
| Partial interview | 1 | 1 | 2 |
| Eligible, non-interview (Category 2) | | | |
| Refusal | | | |
| Respondent refusal | 334 | 352 | 686 |
| Household refusal | 303 | 65 | 368 |
| Breakoff (Known) refusal | 16 | 4 | 20 |
| Breakoff partial | 8 | 8 | 16 |
| Non-contacts | | | |
| Respondent not available | 125 | 97 | 222 |
| Respondent voicemail, message left | 1 | 2 | 3 |
| Respondent voicemail, no message left | 83 | 34 | 117 |
| Other non-refusals | | | |
| Deceased respondent | | | 2 |
| Physically or mentally unable/incompetent | 2 | | 2 |
| Language barrier | | | |
| Respondent language barrier | 4 | 14 | 18 |
| Household language barrier | 15 | 12 | 27 |
| Callback/Not safe to talk | | 110 | 110 |
| Poor audio | 1 | 2 | 3 |
| Unknown eligibility, non-interview (Category 3) | | | |
| Always busy | 153 | 140 | 293 |
| No answer | 1,008 | 425 | 1,433 |
| Unknown voicemail, don't know if correct person | 1,064 | 988 | 2,052 |
| Call blocking | 19 | 2 | 21 |
| Not eligible (Category 4) | | | |
| Fax/data line | 246 | 12 | 258 |
| Non-working | 169 | 445 | 614 |
| Disconnected | 840 | 561 | 1,401 |
| Temporarily out of service | 5 | 133 | 138 |
| Non-residential | 102 | 35 | 137 |
| Person not household resident | 9 | 1 | 10 |
| Child's cell phone | | 32 | 32 |
| Duplicate listing, disqualified | | | |
| Total phone numbers used | | | 8,385 |
| Average # attempts (non-contacts & unknown eligibility) | | | 3 |
| Complete interviews (I) | | | 402 |
| Partial interviews (P) | | | 2 |
| Refusals and breakoffs (R) | | | 1,090 |
| Non-contacts (NC) | | | 342 |
| Other (O) | | | 47 |
| Unknown household (UH) | | | 3,912 |
| Unknown other (UO) | | | 0 |
| Estimated proportion of cases of unknown eligibility that are eligible (e) | | | 0.421 |
| Response rate | | | |
| Method 1 = $I / (I + P + R + NC + O + UH + UO)$ | | | 0.069 |
| Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$ | | | 0.070 |
| Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$ | | | 0.114 |
| Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$ | | | 0.114 |
| Cooperation rate | | | |
| Method 1 = $I / (I + P + R + O)$ | | | 0.261 |
| Method 2 = $(I + P) / (I + P + R + O)$ | | | 0.262 |
| Method 3 = $I / (I + P + R)$ | | | 0.269 |
| Method 4 = $(I + P) / (I + P + R)$ | | | 0.270 |
| Refusal rate | | | |
| Method 1 = $R / (I + P + R + NC + O + UH + UO)$ | | | 0.188 |
| Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$ | | | 0.309 |
| Method 3 = $R / (I + P + R + NC + O)$ | | | 0.579 |
| Contact rate | | | |
| Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$ | | | 0.266 |
| Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$ | | | 0.437 |
| Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$ | | | 0.818 |