

Call Dispositions and Rate Calculations

	Landline	Cell	Total
Interview (Category 1)			
Completed interview	321	81	402
Partial interview	5	1	6
Eligible, non-interview (Category 2)			
Refusal			
Respondent refusal	573	541	1,114
Household refusal	178	23	201
Breakoff (Known) refusal	9	4	13
Breakoff partial	7	9	16
Non-contacts			
Respondent not available	69	85	154
Respondent voicemail, message left		1	1
Respondent voicemail, no message left	452	289	741
Other non-refusals			
Deceased respondent			
Physically or mentally unable/incompetent	3	3	6
Language barrier			
Respondent language barrier	5	25	30
Household language barrier	5	11	16
Callback/Not safe to talk		182	182
Poor audio	3	1	4
Unknown eligibility, non-interview (Category 3)			
Always busy	123	33	156
No answer	476	103	579
Unknown voicemail, don't know if correct person	833	634	1,467
Call blocking	7		7
Not eligible (Category 4)			
Fax/data line	64	2	66
Non-working	180	303	483
Disconnected	1,400	276	1,676
Temporarily out of service	16	51	67
Non-residential	122	52	174
Person not household resident	49		49
Child's cell phone		24	24
Duplicate listing, disqualified			
Total phone numbers used			7,634
Average # attempts (non-contacts & unknown eligibility)			4
Complete interviews (I)			402
Partial interviews (P)			6
Refusals and breakoffs (R)			1,344
Non-contacts (NC)			896
Other (O)			52
Unknown household (UH)			2,395
Unknown other (UO)			0
Estimated proportion of cases of unknown eligibility that are eligible (e)			0.515
Response rate			
Method 1 = $I / (I + P + R + NC + O + UH + UO)$			0.079
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$			0.080
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$			0.102
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$			0.104
Cooperation rate			
Method 1 = $I / (I + P + R + O)$			0.223
Method 2 = $(I + P) / (I + P + R + O)$			0.226
Method 3 = $I / (I + P + R)$			0.229
Method 4 = $(I + P) / (I + P + R)$			0.233
Refusal rate			
Method 1 = $R / (I + P + R + NC + O + UH + UO)$			0.264
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$			0.342
Method 3 = $R / (I + P + R + NC + O)$			0.498
Contact rate			
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$			0.354
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$			0.459
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$			0.668