

Call Dispositions and Rate Calculations

	Landline	Cell	Total
Interview (Category 1)			
Completed interview	334	65	400
Partial interview	2	1	3
Eligible, non-interview (Category 2)			
Refusal			
Respondent refusal	524	301	825
Household refusal	312	144	456
Breakoff (Known) refusal	18	2	20
Breakoff partial	20	6	26
Non-contacts			
Respondent not available	108	17	125
Respondent voicemail, message left	1	2	3
Respondent voicemail, no message left	256	72	328
Other non-refusals			
Deceased respondent	4		4
Physically or mentally unable/incompetent	9		9
Language barrier			
Respondent language barrier	3	17	20
Household language barrier		3	3
Callback/Not safe to talk		33	33
Poor audio	2		2
Unknown eligibility, non-interview (Category 3)			
Always busy	54	11	65
No answer	517	69	586
Unknown voicemail, don't know if correct person	715	368	1,083
Call blocking	65	12	77
Not eligible (Category 4)			
Fax/data line	97	7	104
Non-working	334	149	483
Disconnected	1,322	202	1,524
Temporarily out of service	56	63	119
Non-residential	129	37	166
Person not household resident	33	3	36
Child's cell phone		29	29
Duplicate listing, disqualified			
Total phone numbers used			6,529
Average # attempts (category 2 non-contacts & category 3 unknown eligibility)			4.5
Complete interviews (I)			400
Partial interviews (P)			3
Refusals and breakoffs (R)			1,327
Non-contacts (NC)			456
Other (O)			36
Unknown household (UH)			1,846
Unknown other (UO)			0
Estimated proportion of cases of unknown eligibility that are eligible (e)			0.474
Response rate			
Method 1 = $I / (I + P + R + NC + O + UH + UO)$			0.098
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$			0.099
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$			0.129
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$			0.130
Cooperation rate			
Method 1 = $I / (I + P + R + O)$			0.227
Method 2 = $(I + P) / (I + P + R + O)$			0.228
Method 3 = $I / (I + P + R)$			0.231
Method 4 = $(I + P) / (I + P + R)$			0.233
Refusal rate			
Method 1 = $R / (I + P + R + NC + O + UH + UO)$			0.326
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$			0.428
Method 3 = $R / (I + P + R + NC + O)$			0.597
Contact rate			
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$			0.434
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$			0.570
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$			0.795