

Call Dispositions and Rate Calculations

	Online Panel	Landline	Cell	Total
Interview (Category 1)				
Completed interview	218	145	77	440
Partial interview		5	2	7
Eligible, non-interview (Category 2)				
Refusal				
Respondent refusal		161	156	317
Household refusal		35	17	52
Breakoff (Known) refusal		1	1	2
Breakoff partial		2	4	6
Non-contacts				
Respondent not available		127	112	239
Respondent voicemail, message left				
Respondent voicemail, no message left		179	88	267
Other non-refusals				
Deceased respondent			1	1
Physically or mentally unable/incompetent		9	4	13
Language barrier				
Respondent language barrier		1	14	15
Household language barrier		1	5	6
Callback/Not safe to talk			1	1
Poor audio				
Unknown eligibility, non-interview (Category 3)				
Always busy		27	49	76
No answer		358	188	546
Unknown voicemail, don't know if correct person		721	722	1,443
Call blocking		157	34	191
Not eligible (Category 4)				
Fax/data line		57	10	67
Non-working		110	80	190
Disconnected		692	149	841
Temporarily out of service		12	4	16
Non-residential		74	30	104
Person not household resident		1	3	4
Child's cell phone			2	2
Duplicate listing, disqualified				
Total phone numbers used				4,628
Average # attempts (non-contacts & unknown eligibility)				3
Complete interviews (I)				222
Partial interviews (P)				7
Refusals and breakoffs (R)				377
Non-contacts (NC)				506
Other (O)				35
Unknown household (UH)				2,257
Unknown other (UO)				0
Estimated proportion of cases of unknown eligibility that are eligible (e)				0.484
Response rate				
Method 1 = $I / (I + P + R + NC + O + UH + UO)$				0.065
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$				0.067
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$				0.099
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$				0.102
Cooperation rate				
Method 1 = $I / (I + P + R + O)$				0.346
Method 2 = $(I + P) / (I + P + R + O)$				0.357
Method 3 = $I / (I + P + R)$				0.366
Method 4 = $(I + P) / (I + P + R)$				0.378
Refusal rate				
Method 1 = $R / (I + P + R + NC + O + UH + UO)$				0.111
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$				0.168
Method 3 = $R / (I + P + R + NC + O)$				0.329
Contact rate				
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$				0.188
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$				0.286
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$				0.559