

Call Dispositions and Rate Calculations

	Online Panel	Landline	Cell	Total
Interview (Category 1)				
Completed interview	19	268	119	406
Partial interview		10	8	18
Eligible, non-interview (Category 2)				
Refusal				
Respondent refusal		426	198	624
Household refusal		1		1
Breakoff (Known) refusal		7	3	10
Breakoff partial		6	1	7
Non-contacts				
Respondent not available		41	26	67
Respondent voicemail, message left				
Respondent voicemail, no message left		216	116	332
Other non-refusals				
Deceased respondent				
Physically or mentally unable/incompetent		3		3
Language barrier				
Respondent language barrier		6	3	9
Household language barrier		1		1
Callback/Not safe to talk			52	52
Poor audio		2		2
Unknown eligibility, non-interview (Category 3)				
Always busy		51	37	88
No answer		624	118	742
Unknown voicemail, don't know if correct person		729	248	977
Call blocking		821	118	939
Not eligible (Category 4)				
Fax/data line		100	4	104
Non-working		114	12	126
Disconnected		1,919	78	1,997
Temporarily out of service		382	6	388
Non-residential		160	23	183
Person not household resident		9	3	12
Child's cell phone			2	2
Duplicate listing, disqualified				
Total phone numbers used				7,090
Average # attempts (non-contacts & unknown eligibility)				7
Complete interviews (I)				406
Partial interviews (P)				18
Refusals and breakoffs (R)				642
Non-contacts (NC)				399
Other (O)				13
Unknown household (UH)				2,800
Unknown other (UO)				0
Estimated proportion of cases of unknown eligibility that are eligible (e)				0.345
Response rate				
Method 1 = $I / (I + P + R + NC + O + UH + UO)$				0.095
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$				0.099
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$				0.166
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$				0.174
Cooperation rate				
Method 1 = $I / (I + P + R + O)$				0.376
Method 2 = $(I + P) / (I + P + R + O)$				0.393
Method 3 = $I / (I + P + R)$				0.381
Method 4 = $(I + P) / (I + P + R)$				0.398
Refusal rate				
Method 1 = $R / (I + P + R + NC + O + UH + UO)$				0.150
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$				0.263
Method 3 = $R / (I + P + R + NC + O)$				0.434
Contact rate				
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$				0.252
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$				0.442
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$				0.730