

Call Dispositions and Rate Calculations

	Online Panel	Landline	Cell	Total
Interview (Category 1)				
Completed interview	171	116	86	373
Partial interview		4	6	10
Eligible, non-interview (Category 2)				
Refusal				
Respondent refusal		156	83	239
Household refusal		2		2
Breakoff (Known) refusal		6	7	13
Breakoff partial			1	1
Non-contacts				
Respondent not available		19	68	87
Respondent voicemail, message left		1	2	3
Respondent voicemail, no message left		127	192	319
Other non-refusals				
Deceased respondent			1	1
Physically or mentally unable/incompetent			3	3
Language barrier				
Respondent language barrier		2		2
Household language barrier		1		1
Callback/Not safe to talk			26	26
Poor audio			1	1
Unknown eligibility, non-interview (Category 3)				
Always busy		98	55	153
No answer		444	223	667
Unknown voicemail, don't know if correct person		476	534	1,010
Call blocking		369	43	412
Not eligible (Category 4)				
Fax/data line		43		43
Non-working		165	5	170
Disconnected		1,489	66	1,555
Temporarily out of service		156	5	161
Non-residential		76	5	81
Person not household resident		6	2	8
Child's cell phone			2	2
Duplicate listing, disqualified				
Total phone numbers used				5,172
Average # attempts (non-contacts & unknown eligibility)				3
Complete interviews (I)				202
Partial interviews (P)				10
Refusals and breakoffs (R)				255
Non-contacts (NC)				409
Other (O)				7
Unknown household (UH)				2,269
Unknown other (UO)				0
Estimated proportion of cases of unknown eligibility that are eligible (e)				0.304
Response rate				
Method 1 = $I / (I + P + R + NC + O + UH + UO)$				0.064
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$				0.067
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$				0.128
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$				0.135
Cooperation rate				
Method 1 = $I / (I + P + R + O)$				0.426
Method 2 = $(I + P) / (I + P + R + O)$				0.447
Method 3 = $I / (I + P + R)$				0.433
Method 4 = $(I + P) / (I + P + R)$				0.454
Refusal rate				
Method 1 = $R / (I + P + R + NC + O + UH + UO)$				0.081
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$				0.162
Method 3 = $R / (I + P + R + NC + O)$				0.289
Contact rate				
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$				0.150
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$				0.301
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$				0.537