

Call Dispositions and Rate Calculations

	Online Panel	Landline	Cell	Total
Interview (Category 1)				
Completed interview	187	69	54	310
Partial interview		4	4	8
Eligible, non-interview (Category 2)				
Refusal				
Respondent refusal		92	63	155
Household refusal		2		2
Breakoff (Known) refusal		4	1	5
Breakoff partial		3	5	8
Non-contacts				
Respondent not available		20	25	45
Respondent voicemail, message left			1	1
Respondent voicemail, no message left		60	110	170
Other non-refusals				
Deceased respondent		1	1	2
Physically or mentally unable/incompetent				
Language barrier				
Respondent language barrier		3		3
Household language barrier			1	1
Callback/Not safe to talk			26	26
Poor audio		1	1	2
Unknown eligibility, non-interview (Category 3)				
Always busy		66	35	101
No answer		185	145	330
Unknown voicemail, don't know if correct person		226	276	502
Call blocking		201	36	237
Not eligible (Category 4)				
Fax/data line		25	2	27
Non-working		156	21	177
Disconnected		813	72	885
Temporarily out of service		47	13	60
Non-residential		46	12	58
Person not household resident		3		3
Child's cell phone			2	2
Duplicate listing, disqualified				
Total phone numbers used				2,933
Average # attempts (non-contacts & unknown eligibility)				4
Complete interviews (I)				123
Partial interviews (P)				8
Refusals and breakoffs (R)				170
Non-contacts (NC)				216
Other (O)				6
Unknown household (UH)				1,198
Unknown other (UO)				0
Estimated proportion of cases of unknown eligibility that are eligible (e)				0.301
Response rate				
Method 1 = $I / (I + P + R + NC + O + UH + UO)$				0.071
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$				0.076
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$				0.139
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$				0.148
Cooperation rate				
Method 1 = $I / (I + P + R + O)$				0.401
Method 2 = $(I + P) / (I + P + R + O)$				0.427
Method 3 = $I / (I + P + R)$				0.409
Method 4 = $(I + P) / (I + P + R)$				0.435
Refusal rate				
Method 1 = $R / (I + P + R + NC + O + UH + UO)$				0.099
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$				0.192
Method 3 = $R / (I + P + R + NC + O)$				0.325
Contact rate				
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$				0.178
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$				0.347
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$				0.587