

Call Dispositions and Rate Calculations

	Online Panel	Landline	Cell	Total
Interview (Category 1)				
Completed interview	212	110	60	382
Partial interview		7	4	11
Eligible, non-interview (Category 2)				
Refusal				
Respondent refusal		280	122	402
Household refusal		20	6	26
Breakoff (Known) refusal		17	11	28
Breakoff partial		4		4
Non-contacts				
Respondent not available		12	7	19
Respondent voicemail, message left			2	2
Respondent voicemail, no message left		368	182	550
Other non-refusals				
Deceased respondent		4		4
Physically or mentally unable/incompetent				
Language barrier				
Respondent language barrier		1		1
Household language barrier			1	1
Callback/Not safe to talk			22	22
Poor audio		1		1
Unknown eligibility, non-interview (Category 3)				
Always busy		113	12	125
No answer		296	49	345
Unknown voicemail, don't know if correct person		19	5	24
Call blocking		368	36	404
Not eligible (Category 4)				
Fax/data line		31	2	33
Non-working		369	57	426
Disconnected		1,612	108	1,720
Temporarily out of service		17	4	21
Non-residential		69	22	91
Person not household resident		28	3	31
Child's cell phone			2	2
Duplicate listing, disqualified				
Total phone numbers used				4,463
Average # attempts (non-contacts & unknown eligibility)				4
Complete interviews (I)				170
Partial interviews (P)				11
Refusals and breakoffs (R)				460
Non-contacts (NC)				571
Other (O)				6
Unknown household (UH)				921
Unknown other (UO)				0
Estimated proportion of cases of unknown eligibility that are eligible (e)				0.344
Response rate				
Method 1 = $I / (I + P + R + NC + O + UH + UO)$				0.079
Method 2 = $(I + P) / (I + P + R + NC + O + UH + UO)$				0.085
Method 3 = $I / ((I + P + R + NC + O) + e(UH + UO))$				0.111
Method 4 = $(I + P) / ((I + P + R + NC + O) + e(UH + UO))$				0.118
Cooperation rate				
Method 1 = $I / (I + P + R + O)$				0.263
Method 2 = $(I + P) / (I + P + R + O)$				0.280
Method 3 = $I / (I + P + R)$				0.265
Method 4 = $(I + P) / (I + P + R)$				0.282
Refusal rate				
Method 1 = $R / (I + P + R + NC + O + UH + UO)$				0.215
Method 2 = $R / ((I + P + R + NC + O) + e(UH + UO))$				0.300
Method 3 = $R / (I + P + R + NC + O)$				0.378
Contact rate				
Method 1 = $(I + P + R + O) / (I + P + R + O + NC + UH + UO)$				0.302
Method 2 = $(I + P + R + O) / ((I + P + R + O + NC) + e(UH + UO))$				0.422
Method 3 = $(I + P + R + O) / (I + P + R + O + NC)$				0.531