

RESPONSIVENESS OF THE PROGRAM

IABUSY - The last time you called the local agency, did you get a busy signal?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes	25	729,522	8.04	3.257
2	No	323	8,340,147	91.96	3.257
	Subtotal valid responses	348	9,069,670	100	
	Don't Know	106	3,489,630		
	Refused	1	23,936		
	Total	455	12,583,237		

IAQUICK - How quickly was your call answered?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Immediately, after 1 or 2 rings	139	3,703,081	39.46	3.29
2	Quickly, less than 5 rings	179	4,762,921	50.75	4.299
3	After a while, 5-15 rings	32	704,724	7.51	2.089
4	Had to wait a long time, more than 15 rings	6	213,960	2.28	2.058
	Subtotal valid responses	356	9,384,687	100	
	Don't Know	98	3,174,613		
	Refused	1	23,936		
	Total	455	12,583,237		

IAVMPER - Was the phone answered by voicemail or a person?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Voicemail	81	2,279,664	22.19	3.772
2	Person	309	7,995,695	77.81	3.772
	Subtotal valid responses	390	10,275,358	100	
	Don't Know	64	2,283,942		
	Refused	1	23,936		
	Total	455	12,583,237		

**IAUNSTD - How well did you understand the voicemail instructions?
(IF IAVMPER=VOICEMAIL)**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Very well	47	1,547,531	68.85	9.393
2	Somewhat well	20	593,276	26.4	9.363
3	Only a little	5	44,341	1.97	1.335
4	Not at all	5	62,486	2.78	1.749
	Subtotal valid responses	77	2,247,634	100	
	Don't Know	4	32,030		
	Inapplicable	374	10,303,572		
	Total	455	12,583,237		

*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.

IACLBAK - Did someone call you back?					
(IF IAVMPER=VOICEMAIL)					
Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes	57	1,773,070	80.48	7.553
2	No	18	429,944	19.52	7.553
	Subtotal valid responses	75	2,203,015	100	
	Don't Know	6	76,649		
	Inapplicable	374	10,303,572		
	Total	455	12,583,237		

IAWHNBK - When did they call you back?					
(IF IACLBAK=YES)					
Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Within the hour	8	428,170	24.71	12.549
2	In the same day	20	567,349	32.74	13.069
3	In the same week	20	687,802	39.69	14.29
4	More than a week later	5	49,535	2.86	2.197
	Subtotal valid responses	53	1,732,858	100	
	Don't Know	4	40,212		
	Inapplicable	398	10,810,166		
	Total	455	12,583,237		

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