

Appendix II
Sample Level of Effort Report

2003 SSBF Sample Level of Effort Report

Category	Subcode	Description	N of cases	%	Cum N of cases	Cum %	Min N of calls	Max N of calls	Avg N of calls	Median N of calls	
Final Outcomes											
	11	1	Ineligible - Owner Screened	702	10.3%	702	10.3%	1	21	5.0	4.0
	11	2	Ineligible - Proxy Screened	426	6.3%	1128	16.6%	1	23	6.7	6.0
	11	3	Ineligible - DK Response - Owner Screened	55	0.8%	1183	17.4%	1	22	5.6	5.0
	11	5	Ineligible - RF Response - Owner Screened	11	0.2%	1194	17.6%	1	13	5.0	4.0
	11	9	Unconfirmed Firm Name	2	0.0%	1196	17.6%	13	21	17.0	17.0
	11	11	Not Screened - Not In Operation In 2003	3	0.0%	1199	17.6%	4	9	6.3	6.0
	11	12	Not Screened - Not Currently In Operation	20	0.3%	1219	17.9%	2	16	9.3	10.0
	11	13	Not Screened – Majority Owned Subsidiary	3	0.0%	1222	18.0%	2	19	9.7	8.0
	11	14	Not Screened – Not For Profit	4	0.1%	1226	18.0%	4	12	8.5	9.0
	11	18	Farm Or Financial Institution	3	0.0%	1229	18.1%	3	12	6.7	5.0
	19	0	Complete Eligible	2649	39.0%	3878	57.0%	1	37	5.9	5.0
	25	1	Final Language Barrier	23	0.3%	3901	57.4%	3	17	8.7	8.0
	25	3	Final Computer/Fax Tone	33	0.5%	3934	57.9%	3	14	5.9	5.0
	25	6	Final Fast Busy	37	0.5%	3971	58.4%	2	10	4.4	4.0
	25	7	Final Disconnected	327	4.8%	4298	63.2%	1	21	3.1	2.0
	25	8	Final Wrong Number	155	2.3%	4453	65.5%	1	15	5.4	5.0
	25	80	Final No Longer in Business	22	0.3%	4475	65.8%	1	13	4.4	3.5
	33	87	Final Non-Contact w/Busy and No Answers	9	0.1%	4484	65.9%	9	35	14.7	11.0
	33	90	Final Non-Contact w/All No Answer or All Busy	50	0.7%	4534	66.7%	7	37	10.1	10.0
	33	94	Final Away For Entire Field Period	3	0.0%	4537	66.7%	4	5	4.3	4.0
	33	96	Final Physically/Mentally Incapacitated	1	0.0%	4538	66.7%	1	1	1.0	1.0
	33	99	Final Hostile Refusal	34	0.5%	4572	67.2%	2	22	7.4	6.0
SUB-TOTAL				4572	67.2%						
Pending Outcomes											
	7	1	Refusal Letter Request - Confidentiality	15	0.2%	4587	67.5%	7	20	12.6	11.0
	7	2	Refusal Letter Request - Does not borrow or use credit	2	0.0%	4589	67.5%	5	14	9.5	9.5
	7	3	Refusal Letter Request - Too Busy/Not Enough Time	59	0.9%	4648	68.4%	7	25	12.5	11.0
	7	4	Refusal Letter Request - Legitimacy	7	0.1%	4655	68.5%	10	15	11.7	11.0
	7	5	Refusal Letter Request - General Letter	252	3.7%	4907	72.2%	5	61	12.8	12.0

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7	9	Unconfirmed Firm Name - Needs Locating	2	0.0%	4909	72.2%	13	24	18.5	18.5
7	31		1	0.0%	4910	72.2%	9	9	9.0	9.0
7	33	Sent to Locating By Interviewer	17	0.3%	4927	72.5%	10	31	14.7	14.0
7	43	Sent to Locating By Tnms Rule	18	0.3%	4945	72.7%	10	20	14.4	14.0
7	55	Hostile Refusal - Needs Supervisor Review	4	0.1%	4949	72.8%	8	10	8.8	8.5
7	65	Hostile Refusal - Needs Supervisor Review - Suspend	15	0.2%	4964	73.0%	7	22	10.9	9.0
7	150	Refer To Supervisors	2	0.0%	4966	73.0%	12	12	12.0	12.0
7	156	Supervisor Review - Suspend	4	0.1%	4970	73.1%	9	16	11.8	11.0
16	35	Regular Busy	18	0.3%	4988	73.4%	11	37	16.9	15.5
17	31	Ring No Answer	472	6.9%	5460	80.3%	7	36	14.9	15.0
17	32	Answering Machine No Message Left Number Disconnected/Number Temporarily	256	3.8%	5716	84.1%	7	25	15.3	15.0
17	33	Disconnected	4	0.1%	5720	84.1%	13	19	15.5	15.0
17	34	Answering Machine Message Left	125	1.8%	5845	86.0%	5	29	16.0	15.0
17	36	Transferred To Voicemail Message Left	4	0.1%	5849	86.0%	10	16	13.8	14.5
17	37	Transferred To Voicemail No Message Left	40	0.6%	5889	86.6%	8	26	15.2	15.0
17	38	Owner/Proxy To Call 800 Number	15	0.2%	5904	86.8%	12	21	15.4	15.0
17	39	Owner Not Available/Message Left	13	0.2%	5917	87.0%	10	38	18.8	17.0
17	51	Hung Up During Intro	23	0.3%	5940	87.4%	9	19	12.9	12.0
17	53	Owner Refusal	24	0.4%	5964	87.7%	6	20	10.5	10.0
17	54	Gatekeeper Refusal	7	0.1%	5971	87.8%	9	23	15.1	15.0
17	59	Owner Unavailable/No CB Established	11	0.2%	5982	88.0%	9	27	15.5	15.0
17	60	Advance Letter Re-mail Request	8	0.1%	5990	88.1%	7	25	14.3	13.0
17	61	Fax Or Email Advance Letter Request	3	0.0%	5993	88.1%	15	19	16.7	16.0
17	62	Proxy Refusal - Suspend	19	0.3%	6012	88.4%	10	26	15.7	14.0
17	63	Owner Refusal - Suspend	136	2.0%	6148	90.4%	6	25	12.1	11.0
17	64	Gatekeeper Refusal - Suspend	45	0.7%	6193	91.1%	8	24	12.9	12.0
17	66	Privacy Manager	8	0.1%	6201	91.2%	11	26	15.4	14.5
22	0		3	0.0%	6204	91.2%	16	34	24.0	22.0
22	141	Callback Requested - Soft	109	1.6%	6313	92.8%	3	27	14.7	14.0
22	142	Callback Requested - Soft (Suspend)	405	6.0%	6718	98.8%	2	38	15.4	14.0

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23	141	Callback Requested - Hard	6	0.1%	6724	98.9%	2	20	13.5	15.5
23	142	Callback Requested - Hard (Suspend)	42	0.6%	6766	99.5%	7	29	14.1	14.0
25	40	Language Barrier - Needs Supervisor Review	2	0.0%	6768	99.5%	14	18	16.0	16.0
33	89	Final Partial Complete	32	0.5%	6800	100.0%	1	30	4.6	3.0
SUB-TOTAL			2228	32.8%						
GRAND TOTAL			6800	100%	6800	100%				