

# **Appendix**

**BB**

| Frequency, Number of Calls, Complete Interviews |             |         |                    |
|---|-------------|---------|--------------------|
| Number of Calls                                 | Frequency   | Percent | Cumulative Percent |
| 1   | 57          | 1.509%  | 1.509%             |
| 2   | 189         | 5.004%  | 6.513%             |
| 3   | 243         | 6.434%  | 12.947%            |
| 4   | 228         | 6.037%  | 18.983%            |
| 5   | 257         | 6.804%  | 25.788%            |
| 6   | 227         | 6.010%  | 31.798%            |
| 7   | 232         | 6.142%  | 37.940%            |
| 8   | 202         | 5.348%  | 43.288%            |
| 9   | 203         | 5.375%  | 48.663%            |
| 10  | 163         | 4.316%  | 52.979%            |
| 11  | 144         | 3.813%  | 56.791%            |
| 12  | 149         | 3.945%  | 60.736%            |
| 13  | 116         | 3.071%  | 63.807%            |
| 14  | 125         | 3.310%  | 67.117%            |
| 15  | 90          | 2.383%  | 69.500%            |
| 16  | 99          | 2.621%  | 72.121%            |
| 17  | 75          | 1.986%  | 74.106%            |
| 18  | 77          | 2.039%  | 76.145%            |
| 19  | 72          | 1.906%  | 78.051%            |
| 20  | 61          | 1.615%  | 79.666%            |
| 21  | 52          | 1.377%  | 81.043%            |
| 22  | 61          | 1.615%  | 82.658%            |
| 23  | 57          | 1.509%  | 84.167%            |
| 24  | 51          | 1.350%  | 85.518%            |
| 25  | 40          | 1.059%  | 86.577%            |
| 26  | 40          | 1.059%  | 87.636%            |
| 27  | 41          | 1.086%  | 88.721%            |
| 28  | 33          | 0.874%  | 89.595%            |
| 29  | 28          | 0.741%  | 90.336%            |
| 30  | 34          | 0.900%  | 91.236%            |
| 31  | 26          | 0.688%  | 91.925%            |
| 32  | 20          | 0.530%  | 92.454%            |
| 33  | 21          | 0.556%  | 93.010%            |
| 34  | 30          | 0.794%  | 93.805%            |
| 35  | 18          | 0.477%  | 94.281%            |
| 36  | 23          | 0.609%  | 94.890%            |
| 37  | 14          | 0.371%  | 95.261%            |
| 38  | 16          | 0.424%  | 95.684%            |
| 39  | 15          | 0.397%  | 96.082%            |
| 40  | 8           | 0.212%  | 96.293%            |
| 41  | 13          | 0.344%  | 96.638%            |
| 42  | 12          | 0.318%  | 96.955%            |
| 43  | 9           | 0.238%  | 97.194%            |
| 44  | 17          | 0.450%  | 97.644%            |
| 45  | 4           | 0.106%  | 97.750%            |
| 46  | 5           | 0.132%  | 97.882%            |
| 47  | 5           | 0.132%  | 98.014%            |
| 48  | 8           | 0.212%  | 98.226%            |
| 49  | 6           | 0.159%  | 98.385%            |
| 50  | 2           | 0.053%  | 98.438%            |
| 51  | 7           | 0.185%  | 98.623%            |
| 52  | 4           | 0.106%  | 98.729%            |
| 53  | 2           | 0.053%  | 98.782%            |
| 54  | 5           | 0.132%  | 98.914%            |
| 55  | 7           | 0.185%  | 99.100%            |
| 56  | 2           | 0.053%  | 99.153%            |
| 57  | 6           | 0.159%  | 99.312%            |
| 58  | 3           | 0.079%  | 99.391%            |
| 60  | 3           | 0.079%  | 99.470%            |
| 61  | 1           | 0.026%  | 99.497%            |
| 62  | 3           | 0.079%  | 99.576%            |
| 63  | 2           | 0.053%  | 99.629%            |
| 65  | 2           | 0.053%  | 99.682%            |
| 66  | 1           | 0.026%  | 99.709%            |
| 67  | 1           | 0.026%  | 99.735%            |
| 68  | 1           | 0.026%  | 99.762%            |
| 71  | 1           | 0.026%  | 99.788%            |
| 72  | 1           | 0.026%  | 99.815%            |
| 75  | 1           | 0.026%  | 99.841%            |
| 76  | 1           | 0.026%  | 99.868%            |
| 77  | 1           | 0.026%  | 99.894%            |
| 84  | 1           | 0.026%  | 99.921%            |
| 89  | 1           | 0.026%  | 99.947%            |
| 91  | 1           | 0.026%  | 99.974%            |
| 130   | 1           | 0.026%  | 100.000%           |
| <b>TOTALS</b>                                   | <b>3777</b> |         |                    |