

REVISED SCRIPT FOR THE TELEPHONE REMINDER FOR FOURTH MAILING

[IF A CHILD ANSWERS, ASK TO SPEAK TO AN ADULT]

INTRODUCTION

Hello, my name is _____ and I am an interviewer with RTI International, a research firm. I'm calling about a survey that we recently sent to your home on behalf of the United States Department of the Interior. The survey asks for your opinions about restoring the Klamath River Basin in Oregon and California.

- 1 CONTINUE {go to Q1}
- 5 LANGUAGE BARRIER {go to BREAKOFF}
- 6 REFUSED {go to CONVERT}

[IF SECOND TIME A VOICEMAIL BOX IS REACHED (CREATE A FLAG TO PREVENT VOICEMAIL MESSAGES TO BE LEFT ON SUBSEQUENT CALLS), THEN LEAVE VOICEMAIL MESSAGE:

- 1 LEFT MESSAGE ON MACHINE
- 2 PERSON PICKED UP {return to introduction}

Hello, my name is _____ and I am an interviewer with RTI International, a research firm. I'm calling about a survey that we recently sent to your home on behalf of the United States Department of the Interior. The survey asks for your opinions about restoring the Klamath River Basin in Oregon and California.

Please return the survey as soon as you can. As a token of our appreciation for your time, we will mail \$20 to your home if we receive a completed survey that is mailed to us on or before [DATE].

If you need another copy of the survey, you may call Carol Mansfield at RTI toll-free at 866-784-1958, extension 2-5511. Your address has been selected as part of a scientific random sample to represent thousands of others like yourself and we need your participation. . If you have questions or concerns about participating in the study, again, you may call Carol Mansfield toll-free at 866-784-1958, extension 2-5511.

Q1

To confirm, is this {fill: phone number}?

- 1 YES {go to Q2}
- 2 NO {go to Q1_1}
- 5 LANGUAGE BARRIER {go to BREAKOFF}
- 6 REFUSAL {go to CONVERT}

Q1_1

I seem to have dialed the wrong number. Thank you very much for your assistance.

Q2

Does anyone in your household receive mail at {fill: address}?

- 1 YES {go to Q3}
- 2 NO {go to Q2_1}
- 5 LANGUAGE BARRIER {go to BREAKOFF}
- 6 REFUSAL {go to CONVERT}

Q2_1

I am sorry, we dialed the wrong number for this address. Thank you very much for your assistance.

Q3.

You should have received a letter in the last few days offering you \$20 as a token of our appreciation if

you complete the survey and mail it back to us on or before [DATE].

Did your household receive a copy of the survey in the mail?

- 1 YES [GO TO Q4]
- 2 NO {go to Q 3_3}
- 98 (VOL) DK {go to Q 3_1}
- 99 (VOL) RF {go to CONVERT}

Q3_1.

Is there someone else at home who would know the answer?

- 1 YES {go to Q 3_2}
- 2 NO {go to Q3_3}
- 99 (VOL) RF {go to CONVERT}

Q3_2.

May I please speak to that person?

- 1 YES → [WHEN NEW PERSON COMES ON THE LINE SAY] **Hello, my name is _____ and I am an interviewer with RTI International, a research firm.** I'm calling about a survey that we recently sent to your home on behalf of the United States Department of the Interior. The survey asks for your opinions about restoring the Klamath River Basin in Oregon and California [GO TO Q3]
- 2 NO {go to Q3_3}
- 99 (VOL) RF {go to BREAKOFF}

Q3_3.

If we send another copy of the survey today, will you or someone in your household be able to complete it and return it to us by [DATE]? As a token of our appreciation for your time, we will mail \$20 to your home if we receive a completed survey that is mailed to us on or before [DATE].

- 1 YES → OK, we'll send you a new copy of the survey today. {go to Q7}
- 2 NO [GO TO Q6]
- 98 (VOL) DK {go to Q3_4}
- 99 (VOL) RF {go to BREAKOFF}

Q3_4

OK, we'll send you a new copy of the survey today. Please return the survey as soon as you can. Your address has been selected as part of a scientific random sample to represent thousands of others like yourself and we need your participation. If you have questions or concerns about participating in the study, you may call Carol Mansfield at RTI toll-free at 866-784-1958, extension 2-5511.
{go to Q7}

Q4.

Have you completed the survey and mailed it back already?

- 1 YES → [GO TO 5_1]
- 2 NO → [GO TO Q6]
- 98 (VOL) DK {go to Q3_1}
- 99 (VOL) RF {go to BREAKOFF}

Q5_1.

Great, thank you. When we receive the survey, we will mail \$20 to your home as a token of our appreciation for your time. Have a good evening. [TERMINATE]

Q6. I understand. May I ask why?

- 1 MISPLACED THE SURVEY → [GO TO Q3_3]
- 2 TOO BUSY [go to CONVERT]
- 3 NOT INTERESTED IN THE TOPIC [go to CONVERT]
- 4 THE SURVEY IS TOO LONG [go to CONVERT]
- 5 THE SURVEY IS TOO COMPLICATED [go to CONVERT]
- 6 OTHER REASON [go to CONVERT]
- 98 (VOL) DK {go to CONVERT }
- 99 (VOL) RF [go to CONVERT]

Q7.

Thank you for talking with me, we really appreciate your time. I have two more quick questions for you tonight. Have you ever heard of the Klamath River that runs through Southern Oregon and Northern California?

- 1 YES {go to Q8}
- 2 NO {go to Q8}
- 98 (VOL) DK {go to Q8}
- 99 (VOL) RF {go to CONVERT}

Q8. We are interested in how people are getting along financially these days. Would you say that you and your family are better off, just about the same, or worse off financially than you were a year ago?

- 1 We are better off
- 2 We are just about the same
- 3 We are worse off
- 98 (VOL) DK
- 99 (VOL) RF

OK, we are done. Again, we really appreciate your help with this survey. If we receive a completed survey on or before [DATE], we will send \$20 to [READ ADDRESS].

Thanks very much and have a good evening.

[TERMINATE]

Note: Only read the “convert” script one time. If the respondent refuses again later in the survey go to BREAKOFF

CONVERT:

Your address has been selected as part of a scientific random sample to represent thousands of others like yourself and we need your participation. As a token of our appreciation for your time, we will mail \$20 to your home if we receive a completed survey that is mailed to us on or before [DATE].

If you have questions or concerns about participating in the study, you may call Carol Mansfield at RTI toll-free at 866-784-1958, extension 2-5511.

We only have a few questions and the whole phone call will take about 5 minutes. Your responses are voluntary and you do not have to answer any question you do not want to answer. Are you willing to participate?

- 1 YES [resume survey where left off]
- 2 NO {go to BREAKOFF}
- 99 (VOL) RF {go to BREAKOFF}

BREAKOFF

Thank you for your time. If you have questions or concerns about participating in the study, you may call Carol Mansfield at RTI toll-free at 866-XXX-XXXX, extension 2-XXXX.