

November 2014 Winthrop Poll

ROCK HILL, SOUTH CAROLINA – With the holiday season underway, more than half of the South Carolina residents surveyed by the Winthrop Poll think they will spend about the same as last year on gifts.

Almost 16% said they would spend somewhat or significantly higher, while more than 26% said they would spend somewhat or significantly lower.

With the Great Recession occurring five years ago and the nation undergoing a slow recovery, South Carolina residents say jobs/unemployment is the most important problem facing the Palmetto State (16.7%), followed by education (16.3%), economy (12%), politicians/government (5.4 %) and moral values (4.4%). Meanwhile, respondents cited the following as the most important problems for the country, in the order of importance: economy, politicians/government, jobs/unemployment and immigration.

More than half (51.8%) see national economic conditions getting better, while 42.3% foresee conditions getting worse. Respondents also are optimistic about South Carolina's economic conditions, with 67.6% saying they are getting better. Regarding their own financial situation, 60.1% say it is getting better.

Winthrop Poll callers surveyed 852 residents in South Carolina by landline and cell phones between Nov. 9-16. Forty percent of the respondents were reached via cell phone. The poll has an approximately +/- 3.4% margin of error.

WOMEN'S ISSUES

S.C. residents agree overwhelmingly (87%) that women in the Palmetto State face discrimination. Almost half - men and women equally – said women here face some discrimination. Some 12.5% of the respondents (7.5% men and 17.3% women) said there is a lot of discrimination, while 26.7% said women face a little discrimination. Only 1 in 10 people said S.C. women face no discrimination.

Nearly half of respondents (39.8% men and 52.6% women) said the S.C. state government is out of touch with the needs of most women. Only 37% said the government is in touch.

Those responses parallel other topics of concern for women, including:

- Job opportunities for women: 54.7% (43% men and 65.6% women) think there are worse opportunities for women than for men with similar education and experience.
- Government intervention: Three-fourths of respondents said the S.C. government should pass laws requiring private companies to pay the same amount to men and women with the same job, while still allowing for different pay based on seniority or job performance.
- Poverty: 43.4% of those polled said women - either somewhat or a lot more - live in poverty more so than men.
- Domestic violence: Nearly 60% said the government does not do enough to combat domestic violence.

Yet feminists in South Carolina receive a mixed response. A little more than a quarter of respondents said they were neutral about feminists, while 37.5% were somewhat or very positive and another 23.9% were somewhat or very negative.

SEA-LEVEL CHANGE

Sea-level rise is an issue for South Carolina, particularly for those on the coast. More than half of respondents said they think the sea level is rising, though nearly 19% said they were not sure.

The Winthrop Poll asked when those surveyed think the effects would harm S.C. residents and property – now, in 10, 25, 50 or 100 years for all of South Carolina, for the coastal counties and for non-coastal counties. The results fell across the spectrum. The highest percentage of respondents – 23.7% – felt that in 25 years that the coastal counties of Beaufort, Charleston, Colleton, Georgetown, Horry and Jasper counties may be affected.

There was, however, support by nearly three-fourths of the respondents for state and local governments to make S.C. coastal communities better prepared for sea-level rise and impacts on coastal processes, such as erosion and storm surge.

POLITICAL PARTIES AND LEADERS

President Barack Obama's approval rating in South Carolina remains low at 40.6% and lags behind national approval for Obama by several percentage points.

Meanwhile, Congress' approval rating also remains low at 14.1%, a figure that is nearly equal to the national opinion of Congress.

Approval ratings of leaders in South Carolina all seemed to benefit from recent electoral success:

- Governor Nikki Haley, 53.3%
- S.C. State Legislature, 45.4%
- U.S. Sen. Lindsey Graham, R-S.C., 49.5%
- U.S. Sen. Tim Scott, R-S.C., 58.1%

Electoral success especially benefited Tim Scott who went from 36.9% of South Carolinians having no opinion of him in the last general population Winthrop Poll in April 2014 to only 19.1 having no opinion now. It appears that most of those "no opinions" were converted to approval.

Tea Party membership is claimed by only 6.3% of those surveyed, while only 22.9% approve of the movement. Some 44.7% aren't sure enough about the movement to have an opinion. Both Tea Party membership and approval are roughly doubled among Republicans and Republican-Leaning Independents.

RESULTS

T1. Demographics

	Census	Survey
Male	47.9412	48.2
Female	52.05879	51.8
18-19	4.0608	4.1
20-29	17.966	17.8
30-39	16.4846	16.6
40-49	17.9802	17.7
50-59	17.7694	17.5
60-69	13.9953	13.7
70-79	7.5244	7.4
80-89	3.5764	3.5
90-99	0.6247	0.5
over 100	0.0184	0.0
Refused	--	1.2
White	68.57	68.2
Black	26.5	25.7
Other	4.93	4.8
Refused	--	1.3

T2. Do you approve or disapprove of the way **Barack Obama** is handling his job as President of the United States?

	All
Approve	40.6
Disapprove	52.1
Not Sure	6.2
Refused	1.0

T3. Do you approve or disapprove of the way **Congress** is handling its job?

	All
Approve	14.1
Disapprove	78.7
Not Sure	6.4
Refused	0.8

T4. Do you approve or disapprove of the way **Nikki Haley** is handling its job?

	All
Approve	53.3
Disapprove	36.3
Not Sure	9.2
Refused	1.3

T5. Do you approve or disapprove of the way **the South Carolina State Legislature** is handling its job?

	All
Approve	45.4
Disapprove	39.3
Not Sure	13.2
Refused	2.1

T6. Do you approve or disapprove of the way **Lindsey Graham** is handling his job?

	All
Approve	49.5
Disapprove	38.9
Not Sure	10.5
Refused	1.0

T7. Do you approve or disapprove of the way **Tim Scott** is handling his job?

	All
Approve	58.1
Disapprove	20.2
Not Sure	19.1
Refused	2.6

T8. Thinking about the current path that **our nation** is taking, do you think **our country** is on the right track or headed in the wrong direction?

	All
Right Track	25.5
Wrong Direction	67.1
Don't Know/ Refused	7.5

T9. Thinking about the current path that **the state of South Carolina** is taking, do you think **South Carolina** is on the right track or headed in the wrong direction?

	All
Right Track	52.8
Wrong Direction	37.6
Don't Know/ Refused	9.6

T10. What do you think is the most important problem facing the **United States of America** today?

	All
Economy/ Economic-financial Crisis	13.9
Politicians/Government	10.4
Jobs or unemployment	7.3
Immigration	6.4

T11. What do you think is the most important problem facing the South Carolina today?

	All
Jobs or unemployment	16.7
Education	16.3
Economy/ Economic-financial Crisis	12.0
Politicians/ Government	5.4
Moral values	4.4

T12. Now I'm going to read you the names of several public figures and groups or symbols. I'd like you to rate your feelings toward each one as very positive, somewhat positive, neutral, somewhat negative, or very negative. If you don't know the name, please just say so.

	Very Positive	Somewhat Positive	Neutral	Somewhat Negative	Very Negative	Don't know/ Not sure	Refused
Barack Obama	21.2	18.5	11.9	14.9	32.5	0.2	0.8
Tim Scott	27.5	22.4	18.3	8.4	4.6	16.7	2.2
The National Republican Party	10.4	32.5	20.7	18.1	14.6	2.5	1.2
The National Democratic Party	12.3	24.0	20.0	18.7	21.2	2.8	1.0
Lindsey Graham	14.6	30.8	19.2	17.6	12.0	5.0	0.9
Nikki Haley	24.6	29.2	15.4	13.6	13.4	2.8	1.0
The Tea Party Movement	10.1	21.2	22.6	14.7	19.3	10.6	1.4
Christians	56.3	22.9	12.5	3.5	1.2	2.5	1.1
Muslims	5.6	15.5	36.4	18.2	17.6	4.6	2.0
Jews	29.6	24.7	32.5	2.1	1.8	6.8	2.4
Feminists	14.5	23.0	27.4	14.3	9.6	9.9	1.3
The Confederate flag	15.5	15.0	31.3	13.5	21.6	1.9	1.2

NOTE: the order in which these were asked was randomized for each respondent

T13. In general, do you believe:

[The following options were rotated]

feminists are seeking equality

or

feminists are seeking special treatment.

	All	Male	Female
Seeking equality	54.4	50.0	58.8
Special treatment	31.7	35.1	28.5
Neither [volunteered]	2.9	2.8	2.9
Both [volunteered]	3.0	3.3	2.7
Not Sure	6.4	6.6	6.0
Refused	1.6	2.1	1.1

T14. Looking ahead to this holiday season, do you expect your spending for Christmas or holiday gifts to be higher than last year, lower than last year, or about the same?

Significantly or Somewhat?

	All
Significantly higher	5.7
Somewhat higher	10.2
About the Same	56.7
Somewhat lower	14.6
Significantly lower	11.6
I do not purchase Christmas/ Holiday gifts [volunteered]	0.7
Not Sure	0.3
Refused	0.3

T15. How would you rate the condition of the national economy these days? Is it very good, fairly good, fairly bad or very bad?

	All
Very Good	4.6
Fairly Good	39.1
Fairly Bad	33.9
Very Bad	20.2
Not Sure	1.8
Refused	0.5

T16. Right now, do you think that economic conditions in the country as a whole are getting better or getting worse?

	All
Getting Better	51.8
Getting Worse	42.3
Not Sure	4.8
Refused	1.0

T17. How would you rate the condition of the South Carolina economy these days? Is it very good, fairly good, fairly bad or very bad?

	All
Very Good	5.3
Fairly Good	61.5
Fairly Bad	24.0
Very Bad	6.5
Not Sure	2.3
Refused	0.4

T18. Right now, do you think that economic conditions in the South Carolina are getting better or getting worse?

	All
Getting Better	67.6
Getting Worse	24.2
Not Sure	7.0
Refused	1.2

T19. How would you rate your financial situation today? As excellent, good, only fair, or poor?

	All
Excellent	9.8
Good	45.0
Only Fair	31.6
Poor	12.4
Not Sure	0.1
Refused	1.1

T20. Right now, do you think that your financial situation as a whole is getting better or getting worse?

	All
Getting Better	60.1
Getting Worse	29.0
Not Sure	9.3
Refused	1.6

T21. Do you think that women in South Carolina face **a lot** of discrimination, **some** discrimination, **a little** discrimination, or **no** discrimination at all?

	All	Male	Female
A lot of discrimination	12.5	7.5	17.3
Some discrimination	47.9	48.4	47.3
A little discrimination	26.7	29.6	23.9
No discrimination	10.4	11.3	9.5
Not Sure	2.0	2.6	1.5
Refused	0.6	0.7	0.4

T22. Is the South Carolina State Government in touch with the needs of most women, or is it out of touch with the needs of most women?

	All	Male	Female
In touch with the needs of most women	37.1	40.0	34.3
Out of touch with the needs of most women	46.4	39.8	52.6
Not Sure	14.6	18.3	11.1
Refused	2.0	1.9	2.0

T23. How about job opportunities for women in South Carolina – do you think they are, in general, better or worse than job opportunities for men with similar education and experience?

	All	Male	Female
Better opportunities for women than men	22.5	30.3	15.2
Worse opportunities for women than men	54.7	43.0	65.6
Not Sure	18.7	21.5	16.1
Refused	4.1	5.1	3.2

T24. Do you think the South Carolina state government should pass laws requiring private companies to pay the same amount to men and women with the same job and experience while still allowing for different pay based on seniority or job performance?

	All	Male	Female
Yes	76.8	74.2	79.0
No	19.4	22.0	17.0
Not Sure	2.5	1.9	3.1
Refused	1.3	1.9	0.9

T25 When it comes to poverty in South Carolina, in general would you say more men than women live in poverty, more women than men live in poverty, or the amount of men and women living in poverty is roughly equal?

“a lot more or somewhat more?”

	All	Male	Female
A LOT More men than women live in poverty	3.7	5.7	1.8
SOMEWHAT More men than women live in poverty	9.5	10.8	8.2
Roughly equal	38.0	40.1	36.0
SOMEWHAT More women than men live in poverty	23.5	21.9	25.2
A LOT More women than men live in poverty	19.9	15.6	23.8
Not Sure	4.8	5.0	4.6
Refused	0.6	0.9	0.4

T26. In the area where you live, do you feel safe walking alone at night, or not?

	All	Male	Female
Yes, I feel safe	73.0	84.0	62.6
No, I do NOT feel safe	25.8	15.5	35.4
Not Sure	1.0	0.2	1.8
Refused	0.2	0.2	0.2

T27. In your community, how often do you think violence occurs between adult members of the same household, sometimes referred to as domestic violence or abuse? Very often, somewhat often, not very often, or hardly ever.

	All	Male	Female
Very often	9.8	7.6	11.9
Somewhat often	29.8	25.8	33.6
Not very often	26.2	31.0	21.8
Hardly ever	29.6	29.8	29.5
Not Sure	4.1	5.0	3.3
Refused	0.5	0.9	0.0

T28. Do you feel the South Carolina government currently **does** or **does not** do enough to combat domestic violence?

	All	Male	Female
The government does enough	29.7	35.4	24.5
The government does NOT do enough	59.1	55.2	62.7
Not Sure	10.1	8.3	11.7
Refused	1.1	1.2	1.1

T29. Some people feel that the South Carolina government should make every effort to improve the social and economic position of women. Others think that making special efforts to improve the social and economic position of women is NOT the role of the state government?

On a scale of 1 to 10, with **10** representing **strong government effort** and **1** representing **no special government effort**, how involved do you think the South Carolina government should be in improving the social and economic position of women?

	Mean	Modal Score	% in Modal Score
All	6.25	10	18.1
Male	5.87	7	16.9
Female	6.61	10	20.5

T30. On a completely different topic, do you feel that generations of slavery and discrimination do or do not make it difficult for blacks to work their way out of the lower class?

Do you feel that way Strongly or Somewhat?

	All	White	Black
Strongly DO make it difficult	25.0	14.7	54.1
Somewhat DO make it difficult	20.0	18.6	23.4
Somewhat do NOT make it difficult	15.0	17.7	8.6
Strongly do NOT make it difficult	35.3	44.0	10.4
Don't Know/ Not Sure	3.7	4.2	2.7
Refused	0.9	0.8	0.9

T31. Sea-level rise is an issue that some coastal South Carolina communities have been discussing recently. Sea-level rise refers to increases in the average height of water related to the land. Regardless of the cause, do you think that sea-level rise IS, or WILL be, happening or is NOT, and will NOT, be happening along South Carolina’s coastline?

Would you say you feel VERY sure or SOMEWHAT sure of that?

	All	Coastal Counties	Non-coastal Counties
Very sure sea-level rise IS/WILL be happening	31.2	42.7	29.3
Somewhat sure sea-level rise IS/WILL be happening	26.1	25.3	26.1
Somewhat sure sea-level rise is NOT/will NOT be happening	13.2	12.0	13.3
Very sure sea-level rise NOT/will NOT be happening	8.0	7.3	8.0
Don't Know/ Not Sure	18.9	12.7	20.3
Refused	2.6	0.0	3.0

NOTE: “Coastal Counties” are defined as Beaufort, Charleston, Colleton, Georgetown, Horry, or Jasper counties

T32. When do you think the effects of sea-level rise will harm people and property in South Carolina?

Would you say the effects are significant now, the effects will happen in 10 years, in 25 years, in 50 years, in 100 years, the effects of sea-level rise will never harm people and property in South Carolina, or do you not believe sea-level rise is happening.

	All	Coastal Counties	Non-coastal Counties
Effects are significant now	8.7	7.9	8.8
10 years	18.7	19.1	18.8
25 years	18.9	23.7	18.1
50 years	12.6	15.8	11.7
100 years	8.7	5.3	9.5
Never	2.2	0.6	2.3
I don't believe sea level rise is happening	13.2	14.5	13.1
Not Sure	13.9	12.5	14.2
Refused	3.0	0.6	3.4

NOTE: "Coastal Counties" are defined as Beaufort, Charleston, Colleton, Georgetown, Horry, or Jasper counties

T33 Do you support or oppose state and local governments taking action to make South Carolina coastal communities better prepared for sea-level rise and its impacts on coastal processes, such as erosion and storm surge?

Do you feel that way Strongly or Somewhat?

	All	Coastal Counties	Non-coastal Counties
Strongly support	45.6	43.9	46.2
Somewhat support	27.7	27.0	27.9
Neither support nor oppose [volunteered]	1.4	2.7	1.0
Somewhat oppose	7.4	9.5	6.7
Strongly oppose	8.7	10.1	8.5
Don't know/ Not sure	6.8	6.1	7.0
Refused	2.4	0.7	2.7

NOTE: "Coastal Counties" are defined as Beaufort, Charleston, Colleton, Georgetown, Horry, or Jasper counties

T34. In general, would you say you approve or disapprove of the Tea Party movement or are you not familiar enough with the Tea Party movement to have an opinion?

	All	Republicans (and Independents who Lean Republican)
Approve	22.9	43.3
Disapprove	31.3	17.4
Not Sure	44.7	38.4
Refused	1.1	0.9

T35. Would you consider yourself a MEMBER of the Tea Party Movement?

	All	Republicans (and Independents who Lean Republican)
Yes	6.3	12.8
No	90.6	83.4
Not Sure	2.7	3.4
Refused	0.4	0.4

T36. Partisanship

Party	All
Republican (including Leaners)	42.9
Independent (but does NOT lean toward EITHER party)	16.9
Democrat (including Leaners)	32.8
Something Else	4.0
Refused/Don't Know	3.4

Note: While Republicans had a significant turnout advantage in the gubernatorial election (Haley beat Sheheen by 14.48 points), the GOP advantage appears to extend to the entire population (which includes voters and non-voters alike). In the wake of defeats nationwide, the percent of Democratic identifiers in the state rests at least 10 points below Republican identifiers.

T37. Ideology

Ideology	All	All
Very Conservative	22.4	53.0
Somewhat Conservative	22.4	
Moderate – Leans Conservative	8.2	
Moderate—but does NOT lean toward EITHER	16.7	16.7
Moderate—Leans Liberal	7.7	27.1
Somewhat Liberal	11.7	
Very Liberal	7.7	
Refused/Don't Know	3.1	3.1

Note: The conservative ideological advantage over liberals is even greater than the Republican advantage over Democrats. This appears to confirm anecdotal evidence that South Carolina remains a culturally conservative state. Some of this is driven by African Americans. Even though only 6.7% of African Americans identify as GOP or GOP Leaning, 30.5% of African Americans identify as Conservative or Conservative Leaning and African Americans are more likely than Whites to attend church once a week or more and say that religion is “Very Important” in their lives.

T38. Now I'm going to read you the names of several public figures and groups or symbols. I'd like you to rate your feelings toward each one as very positive, somewhat positive, neutral, somewhat negative, or very negative. If you don't know the name, please just say so.

...the Confederate Flag

	All	Whites	Blacks
Very Positive	15.5	19.8	3.5
Some What Positive	15.0	16.8	9.3
Neutral	31.3	35.4	21.6
Somewhat Negative	13.5	13.5	14.1
Very Negative	21.6	12.6	45.4
Not Sure	1.9	1.3	3.5
Refused	1.2	0.5	2.6

T39. From the year 1962 until the year 2000, the Confederate Flag flew above the dome over the South Carolina State House, where the South Carolina Legislature meets. In the year 2000, it was taken down from the dome, but still flies on the State House grounds next to a monument to South Carolina's Confederate dead.

Do you think the Confederate Flag should or should not continue to be flown on the grounds of the South Carolina State House?

"Do you feel that way Strongly or Somewhat?"

	All	Whites	Blacks
Strongly feel it SHOULD continue to fly	42.4	53.3	14.5
Somewhat feel it SHOULD continue to fly	18.3	19.9	12.8
Have no feelings on the subject [VOLUNTEERED]	3.6	2.8	6.6
Somewhat feel it should NOT continue to fly	7.1	6.3	10.1
Strongly feel it should NOT continue to fly	25.7	15.6	51.1
Don't know/ Not sure	1.6	1.5	1.8
Refused	1.3	0.5	3.1

T40. Now I'm going to read you the names of several public figures and groups or symbols. I'd like you to rate your feelings toward each one as very positive, somewhat positive, neutral, somewhat negative, or very negative. If you don't know the name, please just say so.

...the Confederate Flag

	All	18-24	25-44	45-64	65+
Very Positive	15.5	10.9	11.9	17.7	21.4
Some What Positive	15.0	11.8	12.3	15.8	20.2
Neutral	31.3	32.8	35.1	31.3	25.0
Somewhat Negative	13.5	10.9	15.7	13.2	12.5
Very Negative	21.6	29.4	22.8	19.4	17.9
Not Sure	1.9	2.5	1.1	1.6	2.4
Refused	1.2	1.7	1.1	1.0	0.6

T41. From the year 1962 until the year 2000, the Confederate Flag flew above the dome over the South Carolina State House, where the South Carolina Legislature meets. In the year 2000, it was taken down from the dome, but still flies on the State House grounds next to a monument to South Carolina’s Confederate dead.

Do you think the Confederate Flag should or should not continue to be flown on the grounds of the South Carolina State House?

“Do you feel that way Strongly or Somewhat?”

	All	18-24	25-44	45-64	65+
Strongly feel it SHOULD continue to fly	42.4	32.8	40.3	43.0	52.4
Somewhat feel it SHOULD continue to fly	18.3	20.2	20.1	18.5	13.5
Have no feelings on the subject [VOLUNTEERED]	3.6	0.0	4.9	2.9	4.7
Somewhat feel it should NOT continue to fly	7.1	10.9	7.8	6.8	4.7
Strongly feel it should NOT continue to fly	25.7	32.8	25.0	25.2	21.8
Don't know/ Not sure	1.6	1.7	1.1	1.6	2.4
Refused	1.3	1.7	0.7	1.9	0.6

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The Winthrop Poll is paid for by Winthrop University with additional support from The West Forum on Politics and Policy at Winthrop University.

For additional information, or to set up an interview with Dr. Scott Huffmon, please contact Judy Longshaw at longshawj@winthrop.edu or 803/323-2404.

Note: Winthrop University, located in Rock Hill, S.C., is a nationally recognized public university offering graduate and undergraduate degrees to an inclusive, international student body.

Methodology Statement

Survey Methodology

November 2014 Winthrop Poll of Adults in SC

The November 2014 Winthrop Poll interviewed **852** adults living in South Carolina. After weights (for sex, age, and race) have been applied, results which use all respondents have a **margin of error of approximately +/- 3.4%** at the 95% confidence level. Results that use less than the full sample will naturally have a higher margin of error. 40% of the respondents came from wireless (i.e. cell phone) sample. Margin of error blacks only: +/- 6.7% Margin of error whites only: +/- 4.1% Margin of error Men only : +/- 4.8% Margin of error Women only: 4.8%

The survey was in the field from 11/9-11/16, 2014. Phone calls were made during weekday evenings, all day Saturday, and Sunday afternoon and evening. Weekday daytime calls are not made to avoid oversampling those who are more likely to be at home during the day (e.g. retirees, stay-at-home-moms, etc.). Conducting weekend calls is important to avoid systematically excluding certain populations (such as those who may work 2nd or 3rd shift during the week).

The survey used (1) Random Digit Dialing (RDD) and (2) wireless phone number sampling. Both RDD and wireless samples are crucial to ensure no adult in the geographical area of interest is systematically excluded from the sample. Both the RDD sample and the wireless sample were purchased from Survey Sampling International (SSI). A further explanation of RDD methodology, with descriptions taken from SSI's website, may be found below.

Phone numbers selected for the survey were re-dialed five or more times in an attempt to reach a respondent. Once a household was reached, we also employed procedures to randomize within households for RDD sample.

Additionally, we:

1. Weight responses based on **sex, age, and race** according to the known population of residents of SC age 18 and older.
2. Randomize within household for respondents reached via RDD sample

Computerized autodialers were not used in order to ensure the survey of wireless phones complied with the Telephone Consumers Protection Act and all FCC rules regarding contacting wireless telephones.

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Additional Explanation of RDD Methodology : (with descriptions taken from SSI website)

Samples are generated using a database of "working blocks." A block (also known as a 100-bank or a bank) is a set of 100 contiguous numbers identified by the first two digits of the last four digits of a

telephone number. For example, in the telephone number 203-567-7200, "72" is the block. A block is termed to be working if some specified number of listed telephone numbers are found in that block.

Samples of random numbers distributed across all eligible blocks in proportion to their density of listed telephone households are selected. All blocks within a county are organized in ascending order by area code, exchange, and block number. Once the quota has been allocated to all counties in the frame, a sampling interval is calculated by summing the number of listed residential numbers in eligible blocks within the county and dividing that sum by the number of sampling points assigned to the county. From a random start between zero and the sampling interval, blocks are systematically selected in proportion to their density of listed households. Once a block has been selected, a two-digit number is systematically selected in the range 00-99 and is appended to the exchange and block to form a 10-digit telephone number.