



1101 Connecticut Avenue NW, Suite 200
Washington, DC 20036
(202) 463-7300

Interview dates: March 28 – 30, 2006
Interviews: 1,003 adults, 796 registered voters
Margin of error: ± 3.1 for all adults, ± 3.5 for registered voters

**THE ASSOCIATED PRESS IMPATIENCE/WAITING STUDY
CONDUCTED BY IPSOS PUBLIC AFFAIRS
RELEASE DATE: MARCH 31, 2006
PROJECT #81-5139-84**

NOTE: all results shown are percentages unless otherwise labeled.

IMPATIENCE/WAITING STUDY

1. Thinking about the places and times when you have to wait in line for something, what would you say is the place where you MOST hate having to wait?

Store/Check-out Line (NET)	34
Grocery store (unspecified).....	23
Wal-Mart	5
Check-out line/Store (unspecified) .	5
Other store mentions	1
Government Office (NET)	20
DMV	14
Post Office	5
Government office (unspecified)	1
Other government office mentions .	1
Medical Mentions (NET)	10
Doctor's Office	7
Hospital	2
Emergency Room	1
Bank.....	6
Restaurant (NET).....	6
Restaurant (unspecified).....	4
Fast Food Restaurant	2
Traffic.....	3
Airport	3
Bathroom	1
Gas Station	1
Amusement Park	1
Other	7
None	2
Not sure	5

2. I'm going to read you a list of items. As I read each one, please tell me if this ever causes you to lose your patience, or not?

TABLE RANKED BY % YES

	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
Waiting on hold on the telephone.....	77	23	-
Waiting for people who are late.....	67	32	1
Waiting in line at a government office.....	59	38	3
Slow restaurant service.....	58	41	1
Getting caught in slow traffic.....	57	43	-
Waiting in line to be waited on in a store.....	50	49	1
Waiting for a doctor's appointment...	46	54	-
Waiting for a repair person.....	42	57	1
Looking for a parking space.....	35	65	-
Waiting for a bus or train.....	18	77	5

3. In the last few months, have you ever gotten impatient with someone while waiting and spoken rudely to them, or not?

Yes.....	17
No.....	82
Not sure.....	1

4. Thinking about stores or offices where you have experienced long waits, in general, which of the following do you think is the most important cause of long waits?

Poor planning by management.....	54
Incompetent employees.....	20
Too many customers.....	24
Not sure.....	2

5. When you are waiting in line in a store or office, how long are you usually able to wait before you lose your patience?

No time at all.....	3
5 minutes or less.....	20
6-10 minutes.....	19
11-15 minutes.....	18
16-20 minutes.....	11
21-30 minutes.....	13
More than 30 minutes.....	10
Not sure.....	6

6. When you are waiting on hold on the telephone, how long are you usually able to wait before you lose your patience?

No time at all.....	2
5 minutes or less.....	52
6-10 minutes.....	22
11-15 minutes.....	9
16-20 minutes.....	5
21-30 minutes.....	4
More than 30 minutes.....	3
Not sure.....	3

7. When you make a telephone call to a business and you are placed on hold, what do you like to hear?

TABLE RANKED BY % YES

	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
Music.....	82	18	-
A computerized estimate of the wait.....	59	40	1
Talk radio	40	59	1
Silence	29	70	1
Advertisements for the company's products or services	26	74	-

8. Have you ever refused to return to a business because of long waits, or not?

Yes	50
No	50
Not sure	-

REGISTERED VOTERS/ PARTY AFFILIATION

1. Are you currently registered to vote at this address, or not?

	ALL ADULTS
Yes	79
No	21
Refused/not sure	-

2a. Do you consider yourself a Democrat, a Republican, an Independent or none of these? *

INITIAL PARTY IDENTIFICATION

	REGISTERED VOTERS
Republican	29
Democrat.....	34
Independent	24
None of these.....	11
Not sure.....	2

(IF "DEMOCRAT" TO Q.2a, Q.2b ASKED. IF "REPUBLICAN" TO Q.2a, Q.2c ASKED. IF "INDEPENDENT" or "NONE OF THESE" TO Q.2a, Q.2d ASKED. RESULTS SHOWN IN SUMMARY BELOW.)

- 2b. Do you lean strongly or only moderately toward the Democratic Party?
- 2c. Do you lean strongly or only moderately toward the Republican Party?
- 2d. Do your beliefs tend to lean more toward the Democrats or the Republicans?

	REGISTERED VOTERS
Strongly Republican	15
Moderately Republican.....	25
Definitely Independent/neither.....	11
Moderately Democrat	27
Strongly Democrat.....	20
Refused/not sure.....	2
Total Republican	40
Total Democrat.....	47

DEMOGRAPHICS

NOTE: Results for demographic questions represent all adults unless otherwise indicated.

D1a. In what year were you born?

D1b. Have you already had a birthday this year?

(IF RESPONDENT REFUSES Q.D1a OR Q.D1b, Q.D1c ASKED. RESULTS SHOWN IN SUMMARY BELOW.)

D1c. Are you:

18-34	31
35-49	28
50-64	24
65 and over.....	16
Refused/not sure	1

D2. Are you employed:

TOTAL EMPLOYED	62
- Full time.....	51
- Part time.....	11
Not employed	15
Retired.....	22
Refused/not sure	1

D3. What is the last year of school you completed?

Grade school or some high school	9
Completed high school	21
Some community college or university, but did not finish	23
Completed technical school or a community college	12
Completed a university or Bachelor's degree	20
Completed a post-graduate degree such as a Master's or Ph.D.	15
Refused/not sure	-

D4. Are you currently married?

Yes	56
No.....	44
Refused/not sure	-

D5. Including yourself and any children, how many people are currently living in your household?

1	19
2	36
3	14
4	18
5	8
6 or more	4
Refused/not sure	1

(Q.D6a-c ASKED ONLY OF THOSE WHO SAY MORE THAN ONE PERSON IN HOUSEHOLD IN Q.D5.)

D6a. How many children under 6 years are currently living in your household?

D6b. How many children ages 6 to 12 are currently living in your household?

D6c. How many children ages 13 to 17 are currently living in your household?

ANY CHILDREN – NET	38
Under 6.....	19
6-12	20
13-17	16
NO CHILDREN.....	61
Refused/not sure	1

D7a. Would you describe yourself as a born-again or evangelical Christian, or not?

Yes	39
No.....	60
Refused/not sure	1

D9b. What is your religious preference? Is it Protestant, Catholic, Mormon, Jewish, Muslim, some other religion, or don't you belong to any religious denomination? **(IF "SOME OTHER RELIGION, ASK) Is that a Christian denomination, or not? (IF YES, CODED AS "PROTESTANT".)**

Protestant	46
Catholic	24
Mormon	3
Jewish	1
Muslim	1
Other non-Christian religion.....	3
No religion	20
Refused/not sure	2

D10a. Are you of Hispanic ethnicity?

(Q.D10b ASKED ONLY OF THOSE WHO DO NOT SAY THEY ARE HISPANIC IN Q.D10a.)

D10b. Are you white, black, Asian, or some other race?

(RESULTS SHOWN IN SUMMARY BELOW.)

White.....	69
Black.....	11
Hispanic.....	12
Asian.....	3
American Indian.....	1
Other.....	2
Refused	2

D11. Could you please tell me your household income from all sources in 2005?

Under \$15,000	13
\$15,000 to less than \$20,000	5
\$20,000 to less than \$25,000	6
\$25,000 to less than \$30,000	6
\$30,000 to less than \$40,000	10
\$40,000 to less than \$50,000	7
\$50,000 to less than \$75,000	16
\$75,000 to less than \$100,000	9
\$100,000 or more	13
Refused/not sure	15

REGION:

Northeast	19
Midwest	22
South	36
West	23

METROPOLITAN STATUS:

Urban	29
Suburban	50
Rural	21

GENDER:

Male	48
Female	52