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

**THE ASSOCIATED PRESS IMPATIENCE/WAITING STUDY  
CONDUCTED BY IPSOS PUBLIC AFFAIRS**

**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?

<b>Store/Check-out Line (NET).....</b>	<b>34</b>
Grocery store (unspecified) .....	23
Wal-Mart.....	5
Check-out line/Store (unspecified)..	5
Other store mentions .....	1
<b>Government Office (NET).....</b>	<b>20</b>
DMV .....	14
Post Office .....	5
Government office (unspecified).....	1
Other government office mentions..	1
<b>Medical Mentions (NET) .....</b>	<b>10</b>
Doctor's Office .....	7
Hospital .....	2
Emergency Room.....	1
Bank .....	6
<b>Restaurant (NET) .....</b>	<b>6</b>
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?

	<b>ALL ADULTS</b>
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**

	<b>REGISTERED VOTERS</b>
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?

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

# 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:

<b>TOTAL EMPLOYED .....</b>	<b>62</b>
- 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?

<b>ANY CHILDREN – NET .....</b>	<b>38</b>
Under 6.....	19
6-12 .....	20
13-17 .....	16
<b>NO CHILDREN .....</b>	<b>61</b>
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