



PTV DataSource, LLC is a national survey research firm that conducts interviews and collects data for diverse clients all over the United States. We operate survey research centers in San Marcos and Edinburg, Texas, and are closely affiliated with our originating company, NuStats, headquartered in Austin, Texas, with satellite office in D.C. For over 20 years we have built a solid reputation as one of the best research firms in the country by providing high quality data on time and on budget.

Survey Research is the process of collecting and analyzing data that clients require in order to make well-informed decisions about their products or services. Most of the studies that we conduct are of social value and ultimately have an impact on the community in which they are being conducted. Some of our current clients include the **United States Postal Service, Princeton University,** and the **Texas Department of Assistive and Rehabilitative Services.** However, the bulk of our work consists of travel studies that we conduct for **Departments of Transportation** and **Metropolitan Planning Organizations** across the United States.

Travel studies consist of three call components and are referred to as “Multi-phase studies”:

- 1) **The Recruitment Call** – Households are called and invited to participate in the travel study. Participation requires that that all members of the household keep track of their travel for a one or two day period. Once the household agrees to participate, demographic data is collected and entered into the computer. A specific date is given for the household to keep track of their travel.
- 2) **The Reminder Call** – The household is called the day before their designated “travel day”. We check to make sure they received a packet that was mailed to them after the recruitment call. The packet contains information on the study and a diary for each member of the household to record their travel in. We remind them of their travel day and answer any questions they have about filling out the diaries.
- 3) **The Retrieval Call** – The day after the “travel day” the household is called again. All travel information they recorded in their diaries is collected and entered into a computer program.

The client (Metropolitan Planning Organization or Department of Transportation) uses the data we collect to guide their decisions and plans for transportation development in the study area for the next 10 to 20 years.

DataSource Representatives are trained to conduct all three types of calls. In addition, they conduct other non-travel “Single-phase studies” which require only one contact with the households or businesses being surveyed.

DataSource Representatives are provided with the training, support and one on one coaching to conduct all surveys at a level of excellence. **Representatives do spend their entire scheduled shift on the phone, dialing. DataSource Representatives have never and will never be required to conduct sales or solicit funds of any kind.**

Successful Representatives are comfortable calling households and speaking with individuals they have never met. They understand the importance of the work we are doing and are able to convey that importance to the individuals they are calling. Further, they are capable of spending their entire shift on the phone, staying motivated and maintaining enthusiasm even at the end of the shift.

Phone work is not for everyone. If you believe you would not enjoy this job, please be honest with yourself and us. We strive to create a positive, professional and comfortable work environment. We want all of our employees to enjoy what they are doing!