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Using the Operations Guide

The Guide is intended to be used as a reference tool that can be used for assistance by call centers as needed. Subjects can be identified and accessed by referring to the Table of Contents. Each chapter contains one or more “BASICS” that are intended to highlight the information helpful for those planning or operating a basic center. Chapter 9, “Checklist for Planning and Operations,” provides a summary of this guidance.

“Bright Ideas” appear periodically throughout the Guide and provide a helpful tip to consider in operating a One-Call/One-Click Center.

The Guide chapters should be viewed as interconnecting. The chapters and sections do not stand alone but intertwine and relate to each other through the planning, development and operation of a One-Call/One-Click Center. For example, implementing and developing an Operations Plan (Chapter 2) requires developing protocols and standards (addressed in Chapter 3). Also, the chapter on reporting relates to other chapters in the Guide as well. Although we used terms and labels throughout this Guide, the content and not the labels is what we wish to stress to assist One-Call/One-Click Centers as a resource tool.

Planning is a key component to the successful development or enhancement of an existing center, and the Community Transportation Association of America (CTAA) One Call-One Click Tool Kit provides information that will be helpful throughout the planning phase of a One-Call/One-Click Center project. The Tool Kit is available online at <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2428&z=101> and can be used in addition to information in the One-Call/One-Click Operations Guide.

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