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The Home Service Owner's Guide to AI Dispatch

Stop Losing Money to Inefficient Routing

A JobOS Pro Guide for Home Service Business Owners

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The hidden tax on every truck you run

Most home service owners think their dispatch board is "fine." It isn't. The average HVAC, plumbing, or electrical crew spends 90 to 120 minutes a day driving between jobs — and a big chunk of that is avoidable. A tech who criss-crosses your service area because jobs were assigned in the order the phone rang is burning fuel, daylight, and billable hours.

Run the math on a 5-truck shop. If smart routing claws back even 90 minutes per crew per day, that's 7.5 hours of recovered capacity daily. At a conservative \$150/hour of billable work, that's over \$1,100 a day, or roughly \$280,000 a year, in revenue you're leaving on the table — without hiring a single new tech.

The problem isn't your people. It's that humans can't re-optimize a route in their head every time a call comes in, a job runs long, or traffic backs up on the highway.

What good dispatch actually optimizes

Routing isn't just "shortest distance." A dispatch decision that looks efficient on a map can be terrible for the business. Good dispatch weighs several things at once:

- **Drive time, not drive distance** — 8 miles on a clear arterial beats 4 miles through downtown at 4 p.m.
- **Skill match** — sending your best diagnostic tech to a simple filter swap wastes your highest-value labor.
- **Job duration confidence** — a "quick" capacitor replacement and a full system diagnostic are not interchangeable slots.
- **Appointment windows and SLAs** — a 2-hour window you promised the customer outranks a marginally shorter route.
- **Revenue priority** — a maintenance-plan member or a high-ticket install should not get bumped for a low-margin call.

When you optimize for all of these together, you fit more jobs into the same day and your techs stop arriving late and apologizing.

The four dispatch leaks costing you the most

In shop after shop, the same four leaks show up. Audit yours this week:

- 1 **First-come ordering.** Jobs assigned in call order, not geographic clusters. Fix: batch and cluster the morning board by zone before trucks roll.
- 2 **The "favorite tech" trap.** One senior tech gets overloaded while others idle. Fix: balance load by available capacity, not habit.
- 3 **No mid-day re-routing.** A job cancels at 11 a.m. and the gap just sits there. Fix: refill open slots from your standby and waitlist immediately.
- 4 **Emergency calls that blow up the schedule.** A no-heat call drops in and you manually reshuffle five techs. Fix: insert the emergency at the lowest total disruption, not the nearest pin.

Build a dispatch system, not a daily scramble

Turn routing into a repeatable system instead of a 7 a.m. fire drill:

- **Define your zones.** Split your service area into 4–8 territories so clustering is automatic.
- **Standardize job durations.** Tag every job type with a realistic time block (and stop letting "30 minutes" mean 90).
- **Set priority tiers.** Decide in advance how emergencies, members, and high-ticket installs jump the queue — so it's a rule, not a judgment call.
- **Hold a slot for chaos.** Reserve 15–20% of each tech's day for same-day emergencies and overruns. Booking to 100% guarantees you fall behind by noon.
- **Track drive-time ratio.** Aim for under 25% of the workday spent driving. If you're above that, your routing is the problem.

Measure the recovered hours

You can't manage what you don't measure. Track these weekly and watch the trend, not the single day:

Metric	Target	Why it matters
Jobs per tech per day	+1 to +2 vs. baseline	Direct revenue lift
Drive time per tech	under 25% of shift	The recovered-hours signal
On-time arrival rate	90%+	Reviews, repeat business

Metric	Target	Why it matters
Same-day fill rate	80%+ of cancellations	Plugged capacity leaks

A single extra job per truck per day across 5 trucks, at a \$300 average ticket, is \$1,500 in new daily revenue. That's how the \$200K+ figure shows up — it's incremental jobs, not magic.

Put it on autopilot with JobOS Pro

Doing all of this by hand is a full-time job, which is exactly why most shops don't. **Max**, the JobOS Pro Dispatch Agent, continuously re-optimizes your board in real time — clustering by zone, matching skills, holding emergency slots, and re-routing the instant a job cancels or runs long — so your crews drive less and bill more without you touching the schedule. Owners who hand the board to Max typically recover roughly two hours per crew per day and unlock six figures of annual capacity from trucks they already own.

Start free at jobospro.com — no credit card.