

The transport job with the highest **dispatch** value is next in line to be played over the Interactive Voice Response (IVR) system for a transporter to accept.

☒ **Include Assist/Priority 0 Outside of Fixed Assignment**

If the **Include Assist/Priority 0 Outside of Fixed Assignment** setting is enabled, then transporters with fixed assignments can be considered for assistance and Priority 0 transport jobs that are outside their assigned sections and zones. This can be helpful when there are high-priority jobs and jobs that require multiple transporters in *non-exclusive* sections and zones where not many transporters are currently assigned. Enabling the setting allows transporters with fixed assignments to be considered for these types of jobs in other sections and zones so that they can help in these situations. When this setting is enabled, all assistance and Priority 0 jobs will be included in the **dispatch** logic when a fixed assignment transporter is being considered for a job.

☒ **Dispatch Sets and Dispatch Monitoring**

In the **TransportTracking™** application, the Proximity Match Value (PMV) Weighted Job Priority (WJP), **Dispatch** Value (DV), and Equipment Possession Matrix (EPM), values are visible in the **Dispatching** Monitor with all other transport jobs considered for an individual employee. This assists a supervisor in determining why one job was offered to an employee over others. The factors in the current **dispatch** set that were calculated for each job at the time of assignment are clearly displayed. Different values in the **dispatch** set will result in different dispatch value calculations on available jobs, leading to potentially different **dispatching** behaviors. Depending on the desired outcomes, administrators may create and enable different **dispatch** sets to achieve specific behaviors. For example, a **dispatch** set may be created and enabled for the overnight transport group that has few jobs and few employees. (For each campus, only one **dispatch** set at a time can be enabled.) With few employees covering a small number of transport requests, proximity might not be a significant factor. As such, the overnight **dispatch** set might have all Proximity Match Values (PMV) equal to 1. This would decrease the weight of proximity, while using Weighted Job Priority (WJP) as its strongest factor. In short, the **dispatching** would strictly be based on priority, with proximity being neutralized.