LANDSCAPING · CREW DISPATCH OPERATIONS

Crew assignment and task management

Automatically assigns landscaping crews to scheduled jobs based on crew availability, skills, location, and equipment requirements, optimizing resource allocation and reducing manual scheduling overhead.

01 WORKFLOW TRIGGER

New landscaping job is scheduled in the system or crew availability changes

BLUEPRINT OVERVIEW

What this workflow accomplishes

This workflow connects the scheduling board in ServiceTitan or Jobber to crew availability records in Yardbook and route logic in Landscape Management Network, so that mowing, install, and chemical application jobs land on the right crew without a dispatcher rebuilding the board by hand. Automation handles requirement parsing, availability checks, route sequencing, and mobile dispatch. The dispatcher and crew leads keep authority over certification exceptions, overtime, and any job the system cannot match.

01

OUTPUTS

Automated crew job assignments, Optimized daily route sequences, Mobile job packets to crews, Client arrival notifications, Daily assignment summary report

02

SUCCESS MEASURES

Crew utilization rate, Average drive time between stops, Jobs needing manual assignment, Certification mismatch catches

03

CORE SYSTEMS

ServiceTitan, Jobber, LawnPro, Yardbook, Landscape Management Network, Real Green Systems

HOW TO USE THIS BLUEPRINT

Owners and operations managers: set the certification, equipment, and overtime rules the matcher is allowed to apply before go-live.

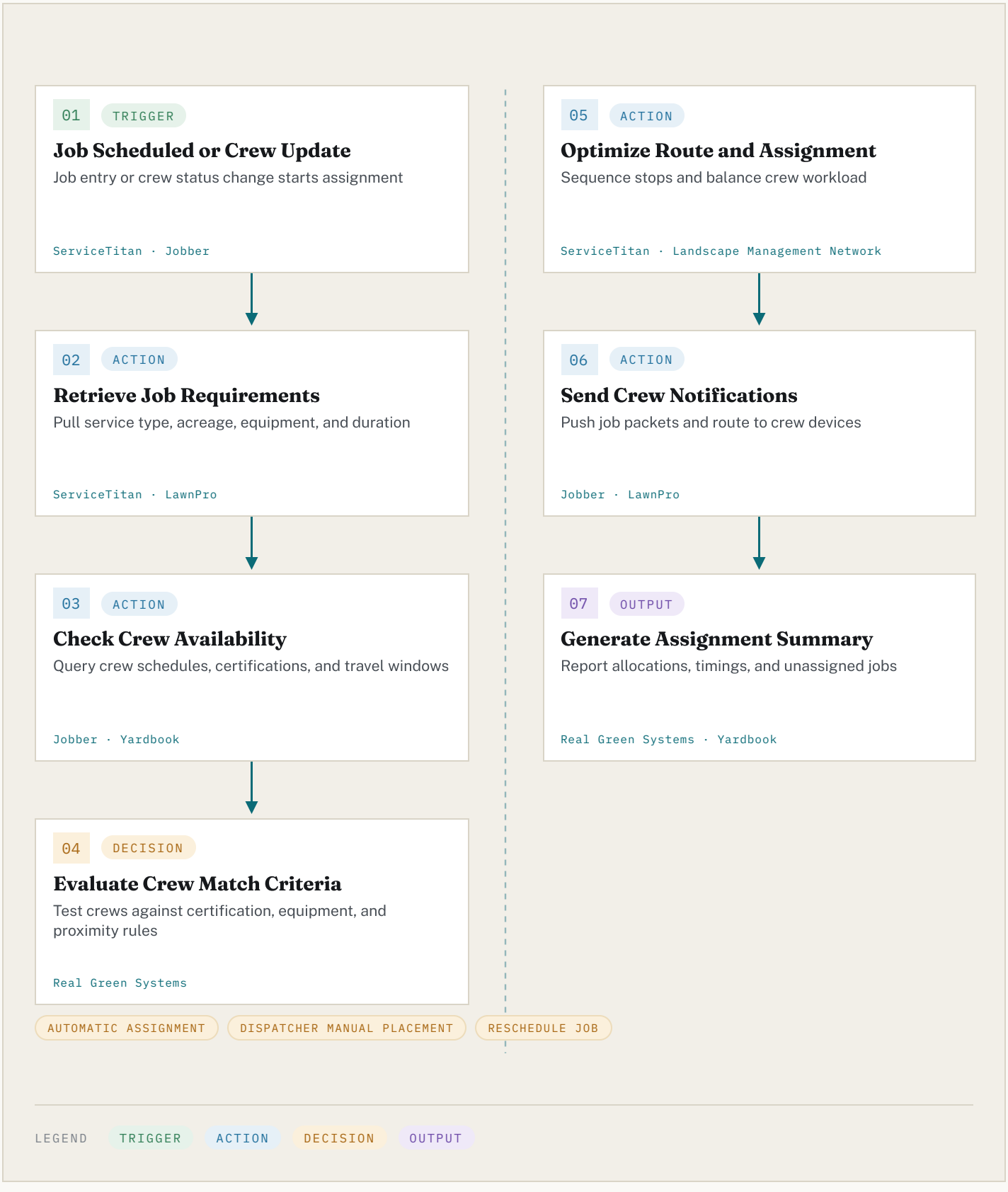
Dispatchers: work the manual queue each afternoon and confirm the next day's board before notifications release.

Implementation teams: map crew skill codes, applicator licenses, and trailer or equipment tags between ServiceTitan, Jobber, and Yardbook so the match logic reads one vocabulary.

THE WORKFLOW

End-to-end stage map

Seven stages run from the moment a job hits the schedule to the morning assignment summary. The decision point at stage four governs whether a crew is matched automatically or held for the dispatcher to place by hand.



IMPLEMENTATION DETAIL

Stage-by-stage breakdown

Each stage states the operational intent, the human control point, and the systems likely to take part. System names are examples, not a required architecture.

01 TRIGGER

Job Scheduled or Crew Update

A new landscaping job is created in the scheduling system or crew member availability status changes. This triggers the automated crew assignment process.

CONTROL POINT

The dispatcher can flag a job as hold-for-manual at intake so it never enters automatic matching.

SYSTEMS ServiceTitan Jobber

02 ACTION

Retrieve Job Requirements

Extract job details including service type, required equipment, property size, estimated duration, and client location. Parse special requirements like pesticide application or tree removal certifications.

CONTROL POINT

The estimator or account manager verifies property size and service scope on any job with no prior visit history.

SYSTEMS ServiceTitan LawnPro

03 ACTION

Check Crew Availability

Query current crew schedules, availability windows, and skill certifications. Factor in travel time between jobs and equipment assignments.

CONTROL POINT

Crew leads confirm same-day callouts and equipment breakdowns in the mobile app before availability is treated as accurate.

SYSTEMS Jobber Yardbook

04 DECISION

Evaluate Crew Match Criteria

Determine if available crews meet job requirements including certifications, equipment access, and location proximity. Branch to manual assignment if no suitable automatic match exists.

CONTROL POINT

The dispatcher reviews every no-match result and holds override authority on near-miss certification cases.

SYSTEMS Real Green Systems

COMPLETION AND MEASUREMENT

Closing stages and results

The closing stages put the assignment in the crew's hands and leave a record of what was placed, what was routed, and what still needs a dispatcher.

05 ACTION

Optimize Route and Assignment

Calculate optimal crew assignment based on travel efficiency, skill match score, and workload balancing. Generate route sequence for multi-job days.

CONTROL POINT

The operations manager approves any route that pushes a crew past the standard day or splits a maintenance block.

SYSTEMS ServiceTitan, Landscape Management Network

06 ACTION

Send Crew Notifications

Automatically dispatch job assignments to crew mobile devices with property details, task lists, and route information. Update crew calendars and send client notifications.

CONTROL POINT

The dispatcher releases the board; crew leads acknowledge receipt before the first stop is considered dispatched.

SYSTEMS Jobber, LawnPro

07 OUTPUT

Generate Assignment Summary

Create crew assignment report showing job allocations, estimated completion times, and any unassigned jobs requiring manual intervention. Update dashboard metrics.

CONTROL POINT

The operations manager signs off on the summary and clears remaining unassigned jobs before the next dispatch cycle.

SYSTEMS Real Green Systems, Yardbook

DELIVERABLES

- Automated crew job assignments
- Optimized daily route sequences
- Mobile job packets to crews
- Client arrival notifications
- Daily assignment summary report

KEY METRICS

- Crew utilization rate
- Average drive time between stops
- Jobs needing manual assignment
- Certification mismatch catches

IMPLEMENTATION CHECKS

- Applicator license expiry feeds match logic
- Overtime approval routes to manager
- Equipment tags synced across systems
- Notification suppressed until board confirmed
- Assignment changes logged with timestamp

NEXT STEP

Turn this blueprint into an implementation plan.

Map each stage to your own systems, permissions, and approval routing before selecting tools or building automation.

packfoundry.app/assessment

LANDSCAPING WORKFLOW PACKS AND A FREE ASSESSMENT