Fewer visits, same fix

A best-practice guide from ImaginAItion Academies. The most expensive part of a work order is the trip. Look at the problem before anyone drives to it.

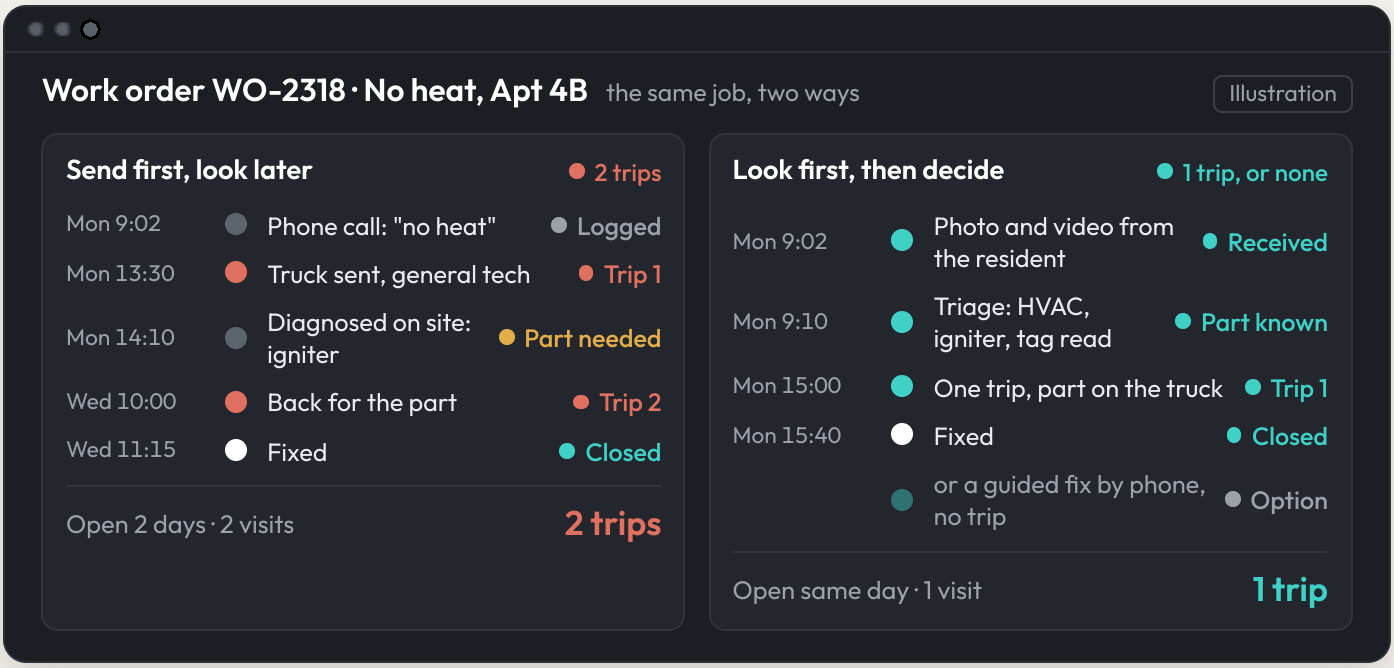


Illustration of the two patterns. Count your own trips per job before and after.

What a trip really costs

Drive time
Paid hours with no work done.

The vehicle
Fuel, wear, insurance, every mile.

The job not done
Each wasted trip displaces a paying one.

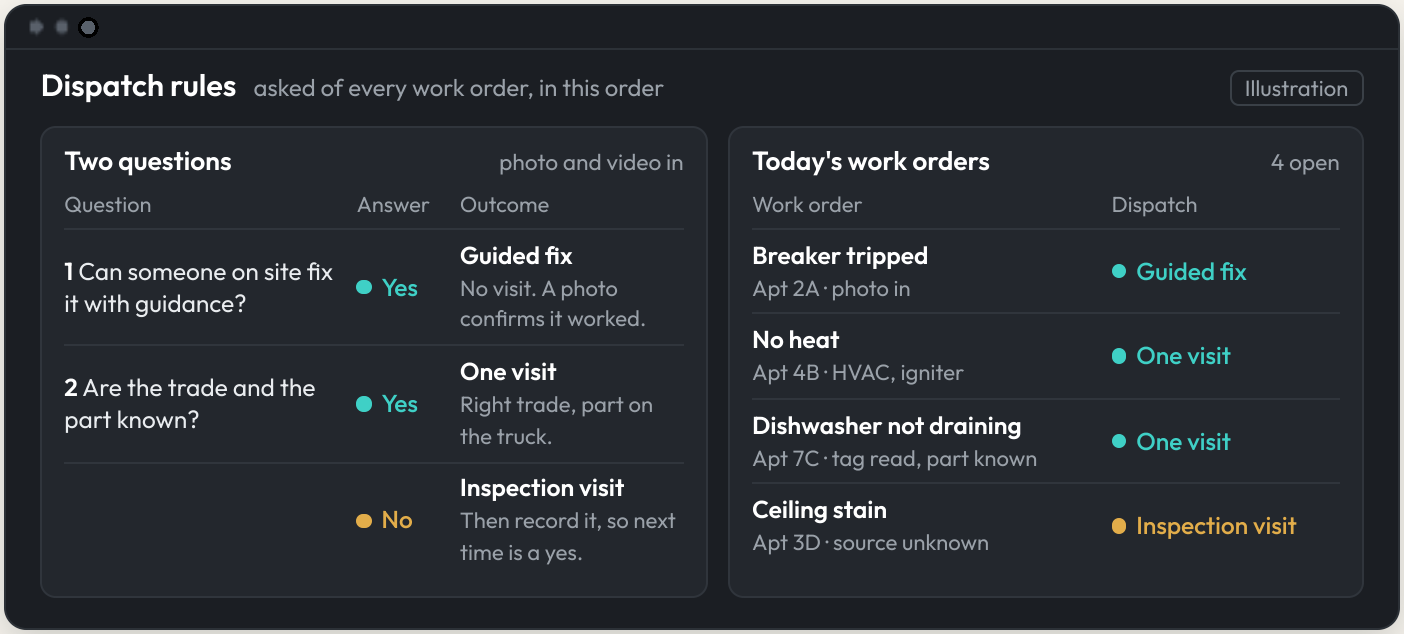
The customer's day
A second appointment window, and their patience.

Why second trips happen

Cause	What prevents it
The problem was described, not shown	→ **Photo and video at intake**
Wrong trade sent	→ **Triage names the trade before dispatch**
Part not on the truck	→ **Equipment identified from its tag**
No access on arrival	→ **Access confirmed in the same message**

Two questions before any truck rolls

Dispatch is a decision, not a reflex. Ask the same two questions of every work order, in the same order.



Six numbers for the operations review

First-time fix rate
Jobs closed on the first visit ÷ jobs that needed a visit.

Visits per job
All trips ÷ all jobs closed. The one number to drive down.

Triaged before dispatch
Share of work orders someone saw before a truck was assigned.

Part on the truck
Visits where the needed part arrived with the technician.

Time to resolve
Report to fixed, on the customer's clock, not yours.

Cost per resolved job
Labor, travel and parts ÷ jobs closed.

Start small

One job type
Pick the type with the most second trips.

Thirty days
Photo first on every one of them. Count trips.

Then widen
Keep what cut trips. Add the next job type.

> **About this guide:** it teaches the method. Work orders and dispatch are on the ImaginAltion roadmap and are not a product claim here. AI Vision is our camera-first intake.

Start with an AI Assessment
We take your last month of work orders and count the trips that a look first would have saved.

studios.imaginaitioninc.com/ai-assessment