

Automated Dispatching System

Operational Logic



ADS handles call distribution differently for TTOCs vs Casual Support Staff

This information sheet is divided into three sections; the first section outlines system functionalities that apply to all calls, regardless of staff classification.

Applicable to All Users:

Dispatch Call Parameters:

- Dispatch calls for future jobs call Sunday through Thursday from 5:00pm to 9:00pm
- Evening calls can be for jobs up to 6 weeks in advance
- Current day absences and cancellation calls start at 6:00am, Monday through Friday – throughout the entire morning, as some afternoons may need filling. (For support staff, a minimum shift is 4 hours)

Missed, Declined, or Dropped Calls: If you miss, decline, or experience a dropped call, it will be logged as a *no-answer*. This does not affect your position in the dispatch rotation—you will still be eligible for further calls.

Unanswered Calls: If a call is answered but no action is taken, it will automatically disconnect and be logged as a *refusal*. Refusals, hang-ups, and no-answer records are automatically recorded by the system and cannot be edited, even if no refusal code is entered.

Refusal Codes: If you're unable to accept a dispatch, please select a refusal code. This will not impact your chances of receiving future dispatches. Using refusal codes helps improve the efficiency of ADS and is not viewed negatively.

Account Deactivation: ADS will automatically deactivate your account once you reach a threshold of 250 unanswered, refused, or disconnected calls. This is a built-in feature of the software and occurs without manual intervention. If you suspect that you are no longer receiving calls and believe your account may have been deactivated due to reaching this limit, it is your responsibility to contact the [HR Assistant for ADS](#) to request a review and, if necessary, reactivation of your account.

Call Quality Issues: PowerSchool is actively working to reduce silent, garbled, or dropped calls. Since these issues are software-related, they cannot be manually corrected.

To improve call quality, PowerSchool recommends:

- Use a landline instead of a cell phone if you're in an area with poor reception.
- Let your phone ring fully before answering. Picking up too quickly can prevent the system from connecting properly.
- Responding vocally when answering, so the system recognizes a human connection

Applicable to TTOCs:

Dispatch Order: ADS prioritizes calling TTOCs who have been specifically requested by teachers. If the position remains unfilled, it then calls TTOCs based on subject and qualification match. If still unfilled, it will reach out to all available K–12 TTOCs.

Teacher Requests: Teachers may request up to three TTOCs per absence. Most absences are successfully filled through these requests.

Call Attempts for Requested TTOCs: A requested TTOC will receive up to three calls for the same job, spaced 10 minutes apart. If the job is not accepted after three attempts, the system will move on to the next requested TTOC.

General Call-Outs: For non-requested jobs, ADS will cycle through the TTOC list until a replacement is found, making up to five full rotations through the list if necessary.

Selection Criteria: The system does not consider seniority when dispatching calls. All call-outs are based solely on qualifications and availability.

Applicable to Casual Support:

Simultaneous Call-Outs: ADS uses ten phone lines to contact multiple individuals at once during call-out periods. As jobs may be accepted simultaneously, you might not receive a call for every opportunity.

Seniority Consideration: While seniority is a factor in the call-out process, the simultaneous nature of the calls means you may not always receive the call you expect.

Don't wait for a specific call— Being aware of an upcoming absence does not guarantee you will receive a call to cover it. Several factors influence how and when jobs are assigned. It's important not to wait for a specific call, as jobs can be picked up quickly due to the system's high speed and volume. Additionally, the type of absence entered can affect the timing of callouts. In some cases, calls may not begin until all uncontrolled leaves have been filled.