

The Southwest Service Area is served by The Joint Venture of TTY/YCN, LLC. The service area is comprised of the City of Boston and communities of Braintree, Canton, Cohasset, Dedham, Dover, Hingham, Holbrook, Hull, Medfield, Milton, Needham, Norwood, Quincy, Randolph, Sharon, Walpole, Wellesley, Westwood and Weymouth.

The Joint Venture of TTI/YCN, LLC had 81,099 requests for the month of May with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 81,099 trips. 13,158 trips were cancelled. The cancellation rate for May is 16.22 percent. There were a total of 5,656 no shows and the no show rate for May is 6.97 percent. 5 trips were missed trips. JV completed a total of 62,280 trips and had 128 trips over 30 minutes. JV had a total of 38 complaints for the month of May.

Passengers served per hour 1.5 percent  
Trips greater than 60 minutes per zone 1,167  
Transfers completed 4,260

Accidents at fault 7  
Accidents not at fault 18  
Incidents 55  
Same day requested 2,229  
Same day completed 1,143  
% of same day trips completed 60.25%  
% of same day trips not completed 39.75%

Complaint type 1 / 4 Difficulty in getting a ride  
Complaint type 2 / 0 Condition of vehicle  
Complaint type 3 / 0 Comfort of ride  
Complaint type 4 / 7 Promptness pick up/drop off explanation and apology sent.  
Complaint type 5 / 5 Scheduling problem explanation and apology sent.  
Complaint type 6 / 3 Dispatcher problem explanation and apology sent.

Complaint type 7 / 2 Problem with a reservationist  
Complaint type 8 / 1 Problem with the telephone  
Complaint type 9/15 Problem with a driver explanation and apology sent.

Complaint type 10/2 Other  
Compliments (2)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 9 Managers 4 Assistant Managers 6 Safety Supervisors, 261 drivers with 0 drivers in training.