

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 81,329 requests for the month of July with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 81,329 trips. 13,794 trips were cancelled. The cancellation rate for July is 16.96 percent. There were a total of 5,945 no shows and the no show rate for July is 7.31 percent. 9 trips were missed trips. JV completed a total of 61,581 trips and had 189 trips over 30 minutes. JV had a total of 51 complaints for the month of July.

Passengers served per hour 1.5 percent
Trips greater than 60 minutes per zone 1,141
Transfers completed 4,233

Accidents at fault 13
Accidents not at fault 12
Incidents 66
Same day requested 2,221
Same day completed 1,339
% of same day trips completed 60.29%
% of same day trips not completed 39.71%

Complaint type 1 /10 Difficulty in getting a ride
Complaint type 2 / 1 Condition of vehicle
Complaint type 3 / 1 Comfort of ride
Complaint type 4/ 11 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 / 9 Scheduling problem explanation and apology sent.
Complaint type 6 / 4 Dispatcher problem explanation and apology sent.

Complaint type 7 / 1 Problem with a reservationist
Complaint type 8 / 0 Problem with the telephone
Complaint type 9/13 Problem with a driver explanation and apology sent.

Complaint type 10/1 Other
Compliments (7)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 9 Managers 4 Assistant Managers 6 Safety Supervisors, 247 drivers with 11 drivers in training.