

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 84,391 requests for the month of August with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 84,391 trips. 14,700 trips were cancelled. The cancellation rate for August is 17.42 percent. There were a total of 6,238 no shows and the no show rate for August is 7.39 percent. 27 trips were missed trips. JV completed a total of 63,426 trips and had 169 trips over 30 minutes. JV had a total of 51 complaints for the month of August.

Passengers served per hour 1.6 percent
Trips greater than 60 minutes per zone 1,108
Transfers completed 4,252

Accidents at fault 8
Accidents not at fault 17
Incidents 59
Same day requested 2,314
Same day completed 1,372
% of same day trips completed 59.29%
% of same day trips not completed 40.71%

Complaint type 1 /06 Difficulty in getting a ride
Complaint type 2 / 0 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 / 7 Scheduling problem explanation and apology sent.
Complaint type 6 / 4 Dispatcher problem explanation and apology sent.

Complaint type 7 / 2 Problem with a reservationist
Complaint type 8 / 0 Problem with the telephone
Complaint type 9/17 Problem with a driver explanation and apology sent.

Complaint type 10/3 Other
Compliments (4)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 9 Managers 4 Assistant Managers 6 Safety Supervisors, 265 drivers with 12 drivers in training.