

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 85,189 requests for the month of September with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 85,189 trips. 14,339 trips were cancelled. The cancellation rate for September is 16.83 percent. There were a total of 6,436 no shows and the no show rate for September is 7.55 percent. 26 trips were missed trips. JV completed a total of 64,388 trips and had 377 trips over 30 minutes. JV had a total of 70 complaints for the month of September.

Passengers served per hour 1.5 percent
Trips greater than 60 minutes per zone 1,444
Transfers completed 4,422

Accidents at fault 7
Accidents not at fault 15
Incidents 48
Same day requested 2,401
Same day completed 1,395
% of same day trips completed 58.10%
% of same day trips not completed 41.90%

Complaint type 1 /09 Difficulty in getting a ride
Complaint type 2 / 1 Condition of vehicle
Complaint type 3 / 0 Comfort of ride
Complaint type 4/ 16 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 /17 Scheduling problem explanation and apology sent.
Complaint type 6 / 2 Dispatcher problem explanation and apology sent.

Complaint type 7 / 1 Problem with a reservationist
Complaint type 8 / 1 Problem with the telephone
Complaint type 9/23 Problem with a driver explanation and apology sent.

Complaint type 10/0 Other
Compliments (3)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 9 Managers, 4 Assistant Managers, 6 Safety Supervisors, 271 drivers with 11 drivers in training.