

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 73,639 requests for the month of January with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 73,639 trips. 16,218 trips were cancelled. The cancellation rate for January is 22.02 percent. There were a total of 6,013 no shows and the no show rate for January is 8.17 percent. 41 trips were missed trips. JV completed a total of 51,367 trips and had 615 trips over 30 minutes. JV had a total of 37 complaints for the month of January.

Passengers served per hour 1.5 percent
Trips greater than 60 minutes per zone 988
Transfers completed 3,232

Accidents at fault 11
Accidents not at fault 39
Incidents 57
Same day requested 2,034
Same day completed 1,185
% of same day trips completed 58.26%
% of same day trips not completed 41.74%

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 / 10 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 / 4 Scheduling problem explanation and apology sent.
Complaint type 6 / 3 Dispatcher problem explanation and apology sent.

Complaint type 7 / 0 Problem with a reservationist
Complaint type 8 / 0 Problem with the telephone
Complaint type 9 15 Problem with a driver explanation and apology sent.

Complaint type 10/ 1 Other
Compliments (3)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 9 Managers 4 Assistant Managers 6 Safety Supervisors, 255 drivers with 0 drivers in training.