

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 85,191 requests for the month of June with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 85,191 trips. 14,022 trips were cancelled. The cancellation rate for June is 16.46 percent. There were a total of 6,268 no shows and the no show rate for June is 7.36 percent. 12 trips were missed trips. JV completed a total of 64,889 trips and had 247 trips over 30 minutes. JV had a total of 59 complaints for the month of June.

Passengers served per hour 1.5 percent
Trips greater than 60 minutes per zone 1,258
Transfers completed 4,691

Accidents at fault 6
Accidents not at fault 7
Incidents 56
Same day requested 2,276
Same day completed 1,311
% of same day trips completed 57.60%
% of same day trips not completed 42.40%

Complaint type 1 / 5 Difficulty in getting a ride
Complaint type 2 / 0 Condition of vehicle
Complaint type 3 / 0 Comfort of ride
Complaint type 4/ 19 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 / 9 Scheduling problem explanation and apology sent.
Complaint type 6 / 5 Dispatcher problem explanation and apology sent.

Complaint type 7 / 0 Problem with a reservationist
Complaint type 8 / 1 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, 255 drivers with 0 drivers in training.