

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 76,482 requests for the month of December with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 76,482 trips. 13,310 trips were cancelled. The cancellation rate for December is 17.40 percent. There were a total of 5,693 no shows and the no show rate for December is 7.44 percent. 20 trips were missed trips. JV completed a total of 57,549 trips and had 375 trips over 30 minutes. JV had a total of 49 complaints for the month of December.

Passengers served per hour 1.6 percent  
Trips greater than 60 minutes per zone 1,038  
Transfers completed 3,797

Accidents at fault 4  
Accidents not at fault 14  
Incidents 29  
Same day requested 2,307  
Same day completed 1,334  
% of same day trips completed 67.82%  
% of same day trips not completed 42.18%

Complaint type 1 / 5    Difficulty in getting a ride  
Complaint type 2 / 2    Condition of vehicle  
Complaint type 3 / 1    Comfort of ride  
Complaint type 4 / 8    Promptness pick up/drop off explanation and apology sent.  
Complaint type 5 /15    Scheduling problem explanation and apology sent.  
Complaint type 6 / 1    Dispatcher problem explanation and apology sent.

Complaint type 7 / 3    Problem with a reservationist

Complaint type 8 / 1 Problem with the telephone  
Complaint type 9 10 Problem with a driver explanation and apology sent.

Complaint type 10/ 3 Other  
Compliments (4)

The Joint Venture currently has 1 General Manager, 4 Site Supervisors, 9 Managers 4 Assistant Managers 6 Safety Supervisors, 248 drivers with 0 drivers in training.