

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 86,594 requests for the month of March with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 86,594 trips. 14,022 trips were cancelled. The cancellation rate for March is 16.19 percent. There were a total of 5,985 no shows and the no show rate for March is 6.91 percent. 6 trips were missed trips. JV completed a total of 66,581 trips and had 87 trips over 30 minutes. JV had a total of 53 complaints for the month of March.

Passengers served per hour 1.6 percent  
Trips greater than 60 minutes per zone 1,138  
Transfers completed 4,563

Accidents at fault 5  
Accidents not at fault 21  
Incidents 62  
Same day requested 2,152  
Same day completed 1,263  
% of same day trips completed 58.69%  
% of same day trips not completed 41.31%

Complaint type 1 / 5 Difficulty in getting a ride  
Complaint type 2 / 0 Condition of vehicle  
Complaint type 3 / 1 Comfort of ride  
Complaint type 4 / 12 Promptness pick up/drop off explanation and apology sent.  
Complaint type 5 / 10 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 / 1 Problem with the telephone  
Complaint type 9 / 15 Problem with a driver explanation and apology sent.

Complaint type 10 / 3 Other  
Compliments (1)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 9 Managers 4 Assistant Managers 6 Safety Supervisors, 268 drivers with 0 drivers in training.