

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 April with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 80,238 trips. 13,259 trips were cancelled. The cancellation rate for April is 16.52 percent. There were a total of 5,547 no shows and the no show rate for April is 6.91 percent. 7 trips were missed trips. JV completed a total of 61,425 trips and had 113 trips over 30 minutes. JV had a total of 51 complaints for the month of April.

Passengers served per hour 1.5 percent
Trips greater than 60 minutes per zone 1,067
Transfers completed 4,377

Accidents at fault 10
Accidents not at fault 21
Incidents 42
Same day requested 2,024
Same day completed 1,175
% of same day trips completed 58.05%
% of same day trips not completed 41.95%

Complaint type 1 / 1 Difficulty in getting a ride
Complaint type 2 / 0 Condition of vehicle
Complaint type 3 / 0 Comfort of ride
Complaint type 4 / 11 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 / 04 Scheduling problem explanation and apology sent.
Complaint type 6 / 06 Dispatcher problem explanation and apology sent.

Complaint type 7 / 3 Problem with a reservationist
Complaint type 8 / 0 Problem with the telephone
Complaint type 9 / 23 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 3 Assistant Managers 4 Safety Supervisors, 263 drivers with 0 drivers in training.