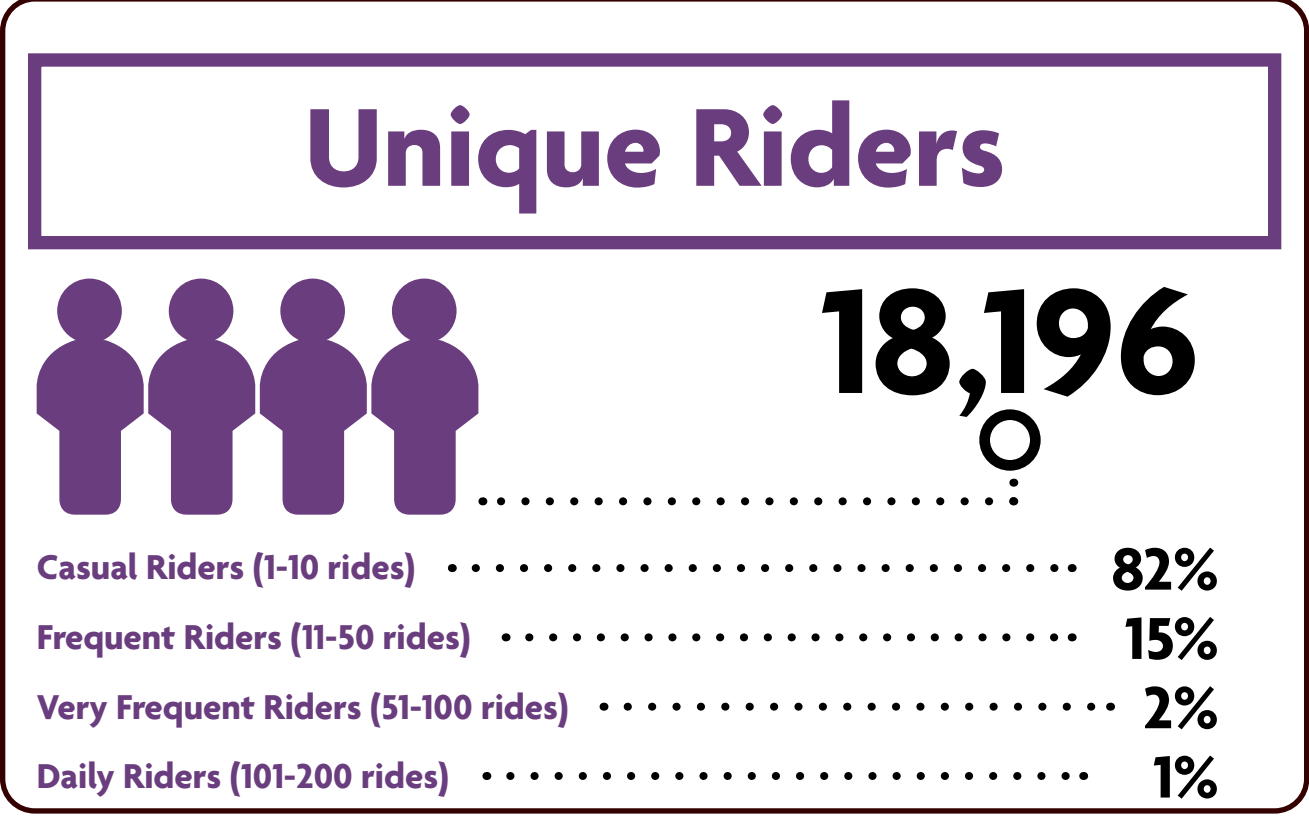
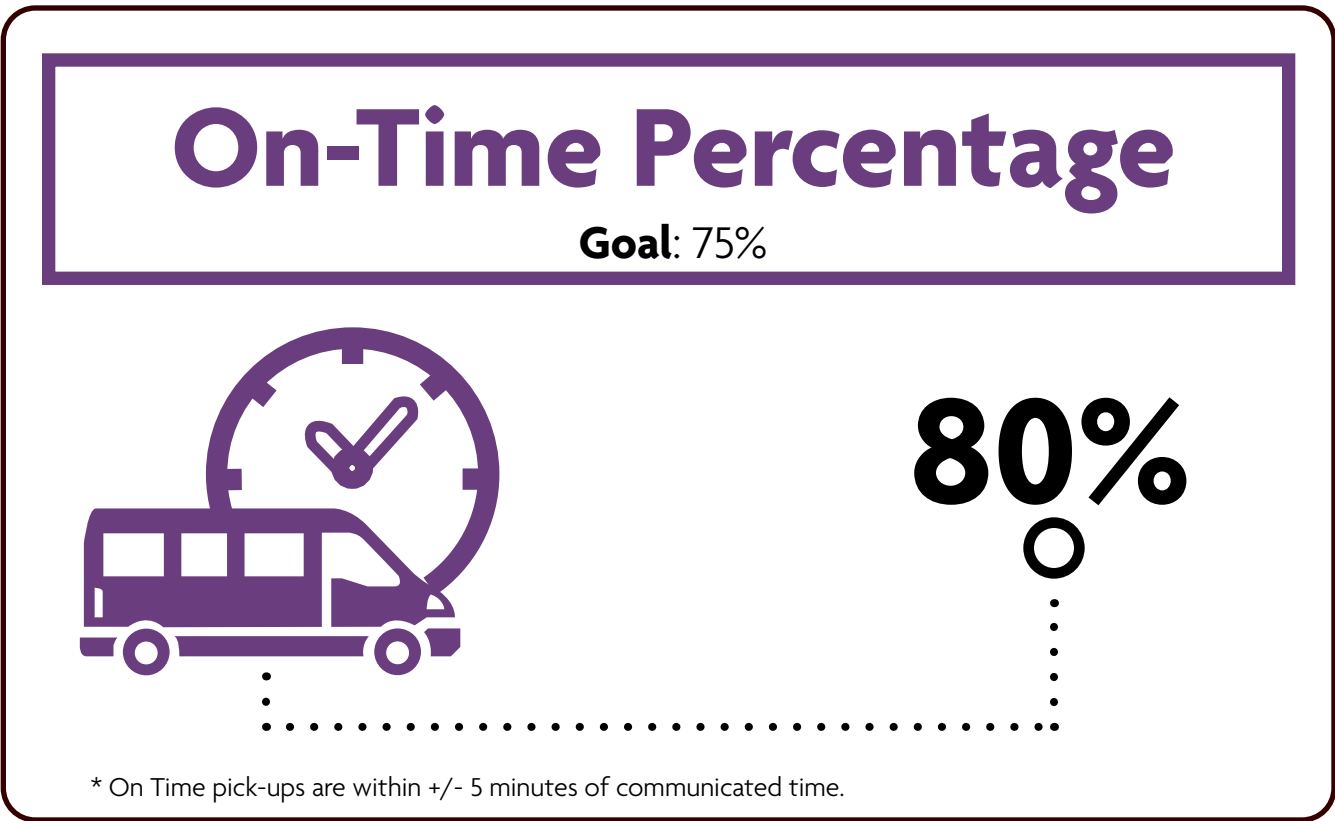
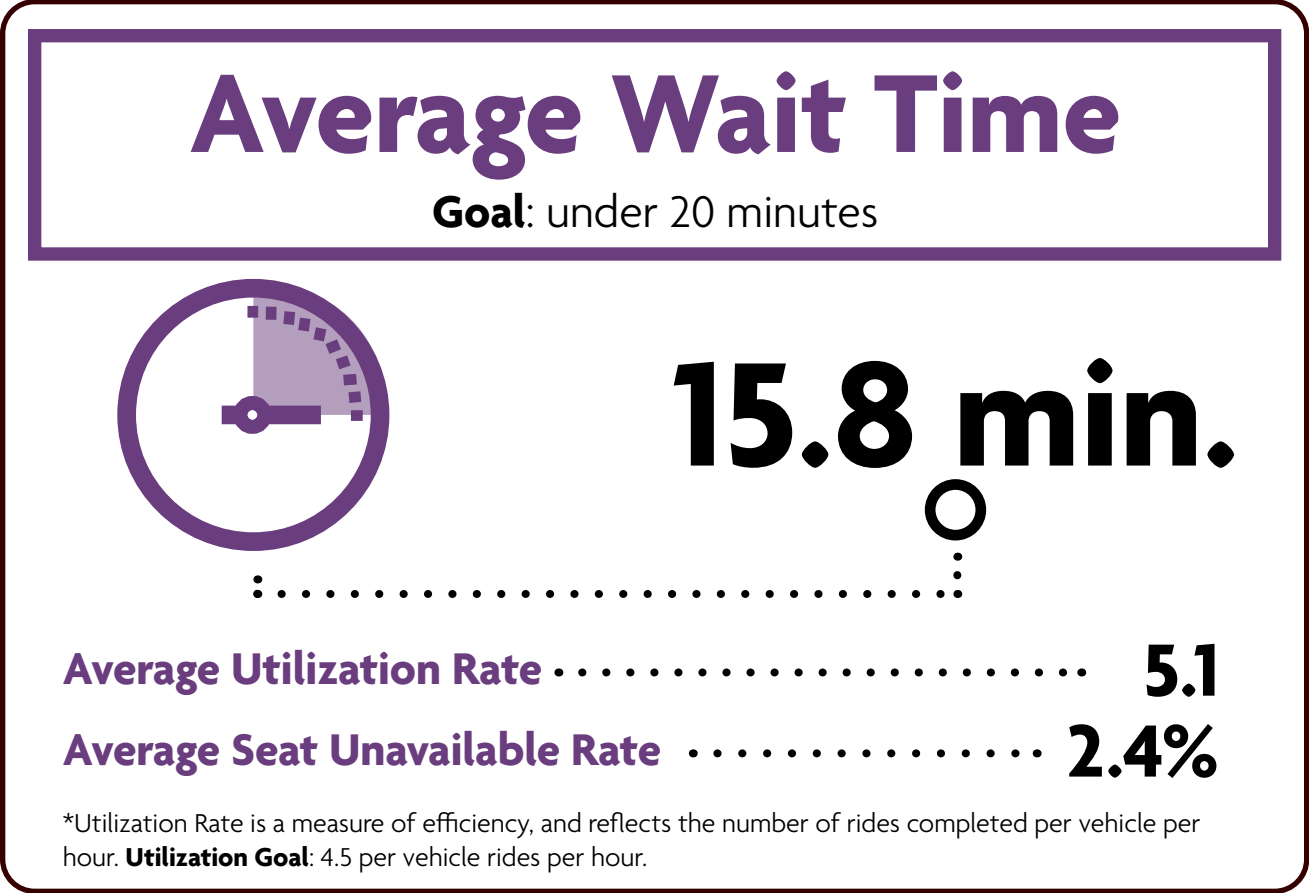
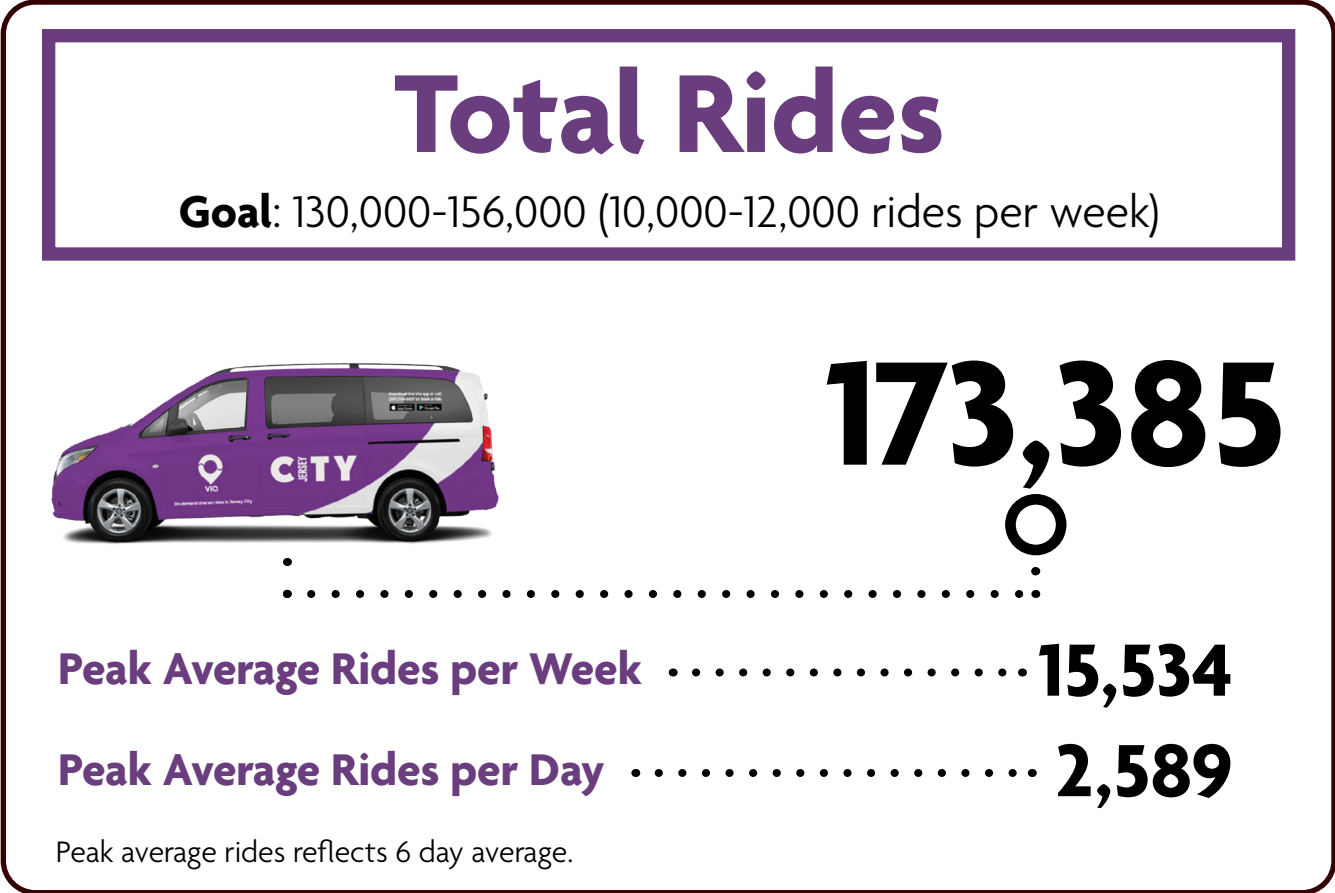


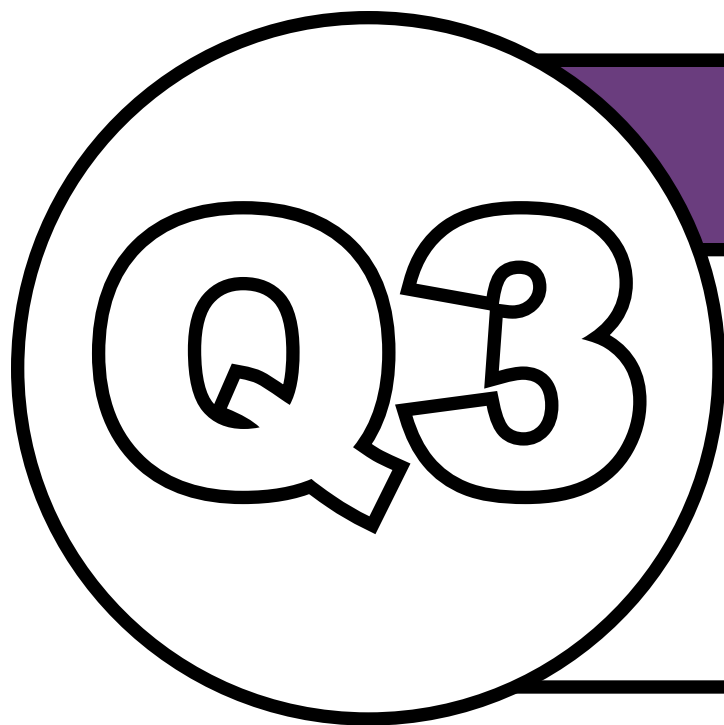
# Via Jersey City

## 3<sup>rd</sup> Quarter 2023 Performance Report

In February 2020, Jersey City launched a new City-run on-demand transit service powered by Via. Via offers dynamically routed, mobile-app powered shuttle service that is open to all residents and visitors in Jersey City. To access the previous Quarterly Reports and ridership data please visit: [data.jerseycitynj.gov](https://data.jerseycitynj.gov).

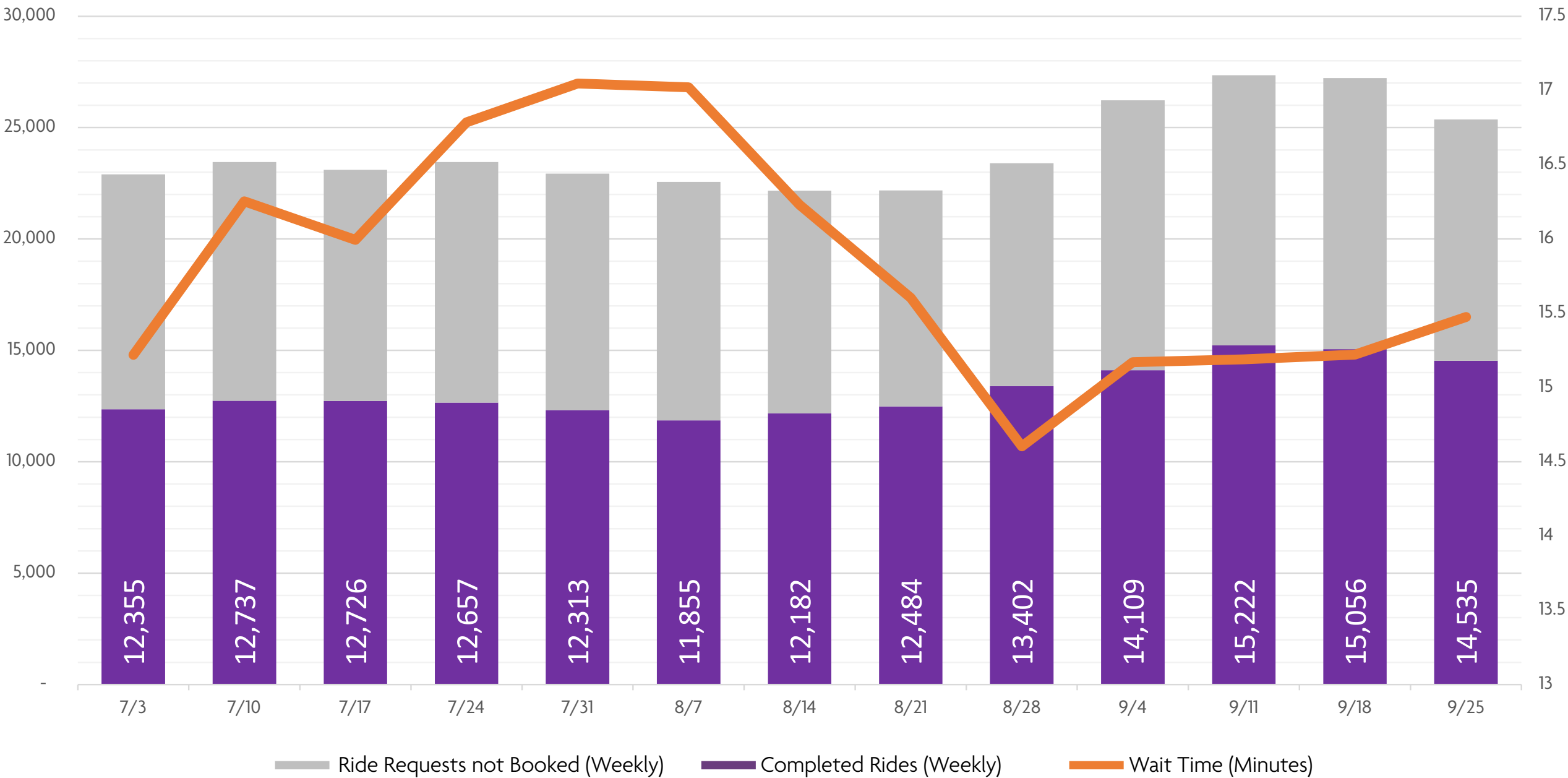
Beginning of Q3 | July 1 .....> August .....> September 30 | End of Q3





# Via Performance Report

In the fourth service year Jersey City and Via have seen continued ridership growth and a consistently high number of rides completed per service hour. During this quarter, approximately 1,837 rides on average were completed each Saturday and approximately 2,272 rides on average were completed each Weekday.



	Ward A	Ward B	Ward C	Ward D	Ward E	Ward F
Completed Pickups	22,040	21,732	35,403	22,912	23,503	20,776
Completed Dropoffs	20,765	20,123	36,246	23,038	27,704	18,499

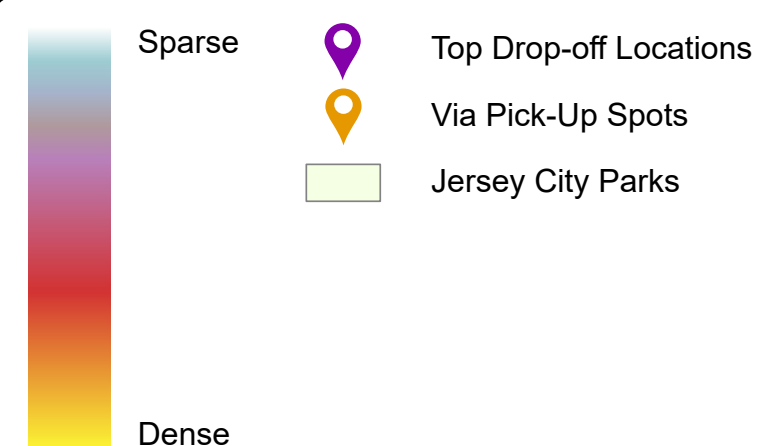




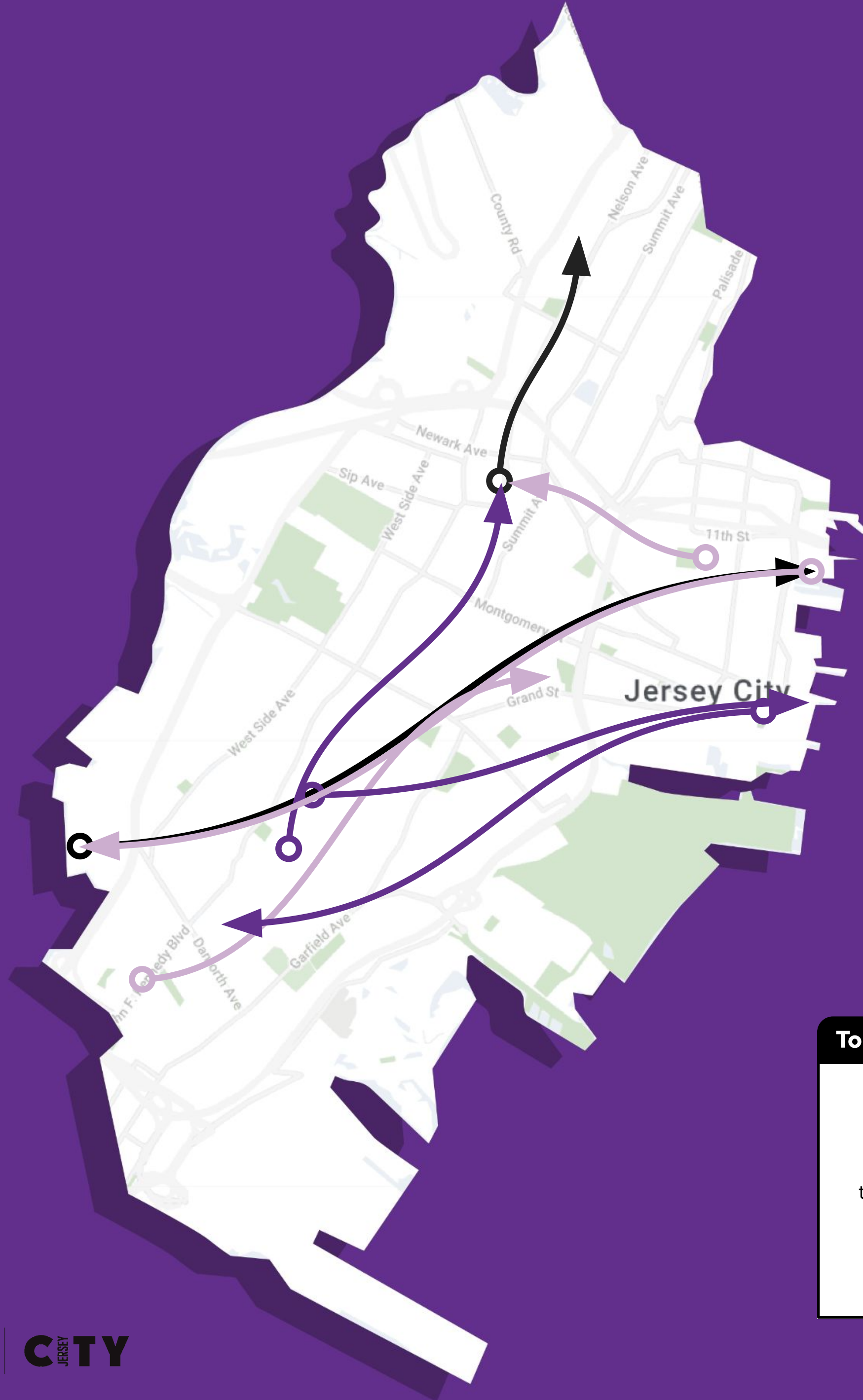
## Top Destinations

1. **JSQ Transportation Center**  
(Pavonia Ave & JFK Blvd)
2. **Newport Mall**  
(Marin Blvd & 9th St)
3. **Exchange Place Transit Hub**  
(Montgomery St & Hudson St)
4. **Grove Street Transit Hub**  
(Columbus Dr & Grove St)
5. **Newport PATH Station**  
(Washington Blvd & Town Square Pl)
6. **Hudson Mall**  
(NJ-440)
7. **Target Shopping Plaza**  
(Washington Blvd)
8. **Bergen Ave Retail**  
(Bergen Ave and Newkirk St)
9. **Fedex Warehouse**  
(Secaucus Rd)
10. **Dickinson High School**  
(Newark Ave & Palisade Ave)

## Via Destination Density





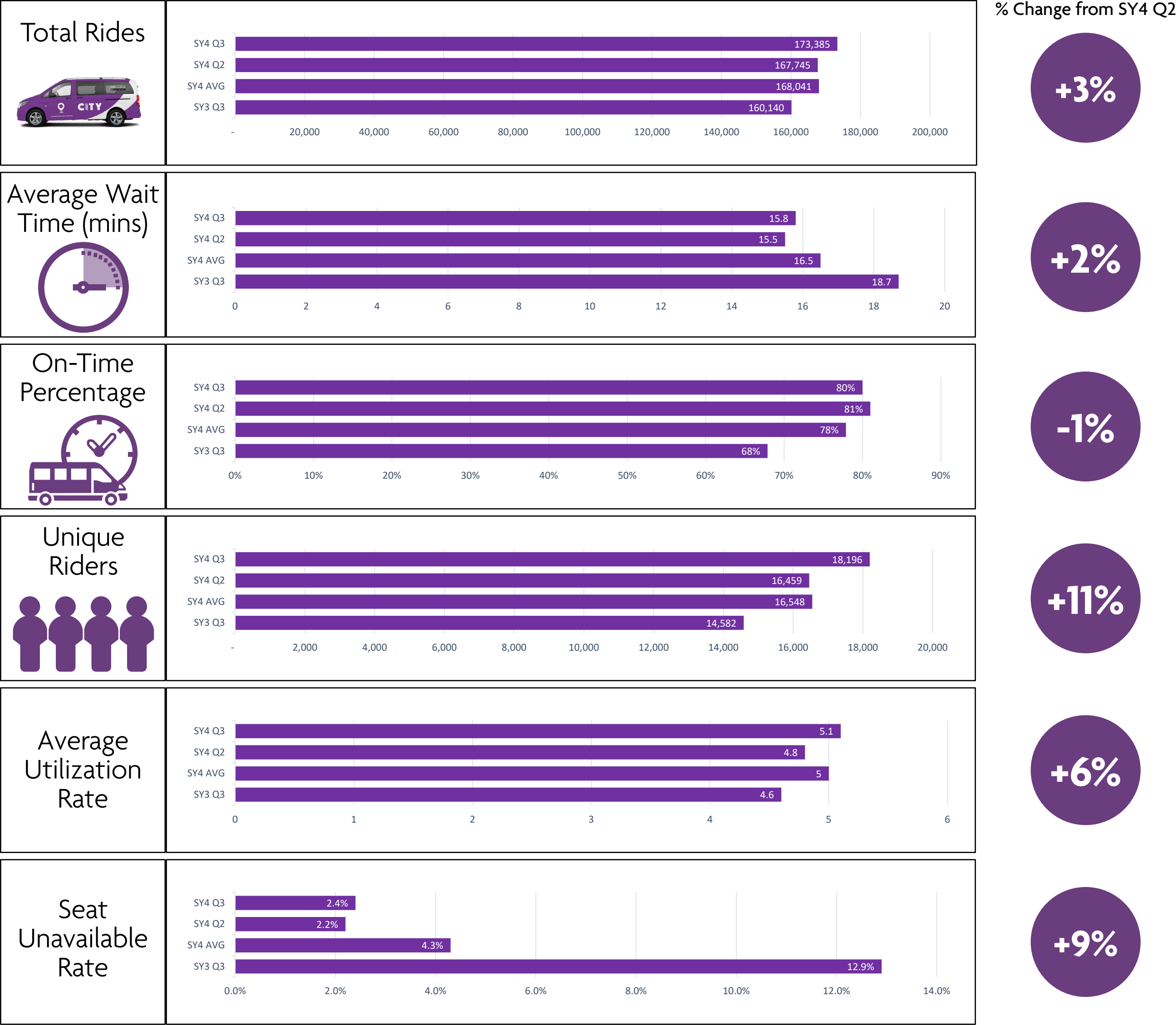


**Top Origin-Destination Pairs**

Origin	Destination
(Line stroke color indicates the density level of rider flow.)	
Low density	
Mid density	
High density	

# Via Jersey City

## Quarterly Performance Trends

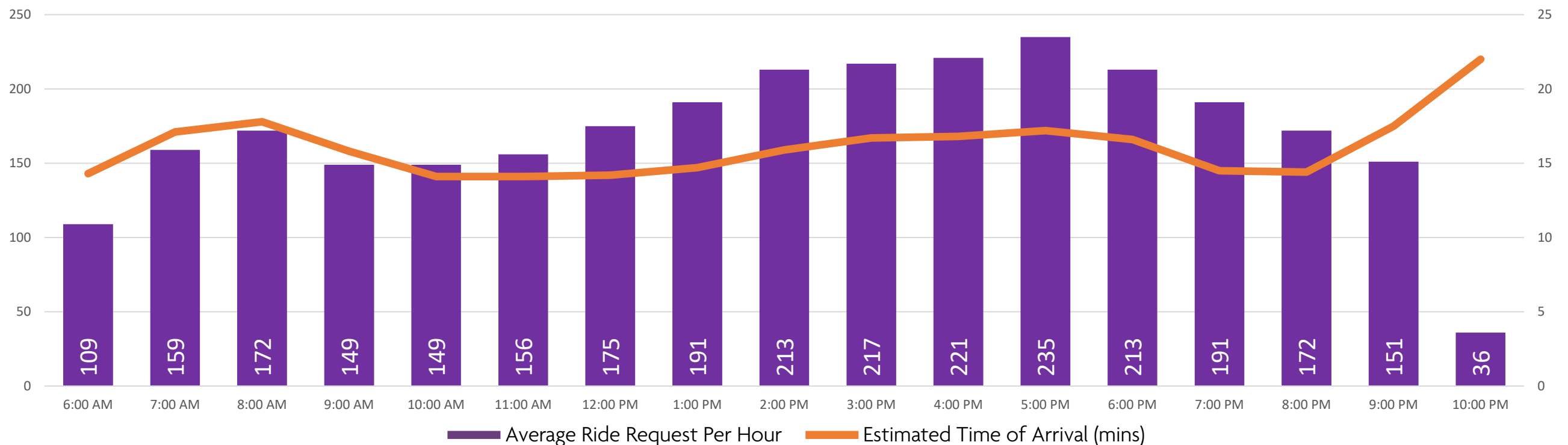


# Via Jersey City

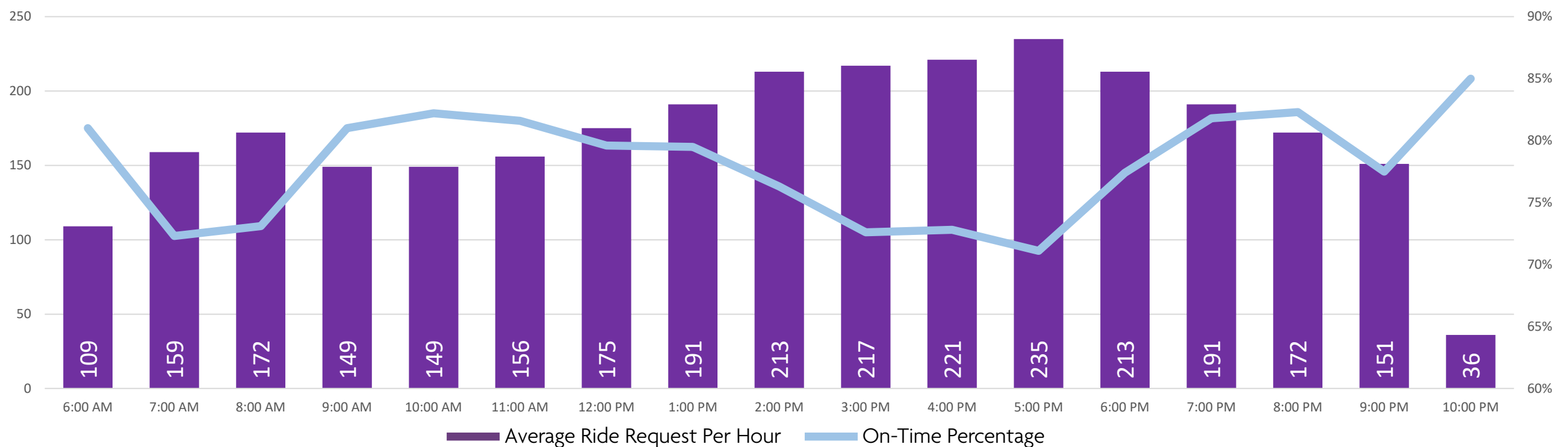
## Quarterly Performance Trends

### Q3 Average Hourly Performance

Q3 Average Ride Requests and Estimated Time of Arrival by Hour



Q3 Average Ride Requests and On-Time Percentage by Hour



# Via Jersey City

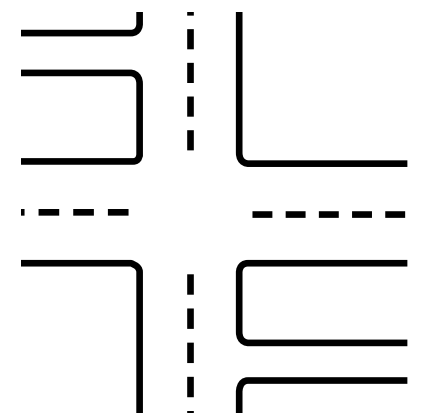
## Q3 Environmental Performance Report

The benefits of the Jersey City Via service extend beyond connecting riders to their final destination. Sharing rides and reducing the number of trips taken by single occupancy vehicles helps reduce the City's carbon footprint.



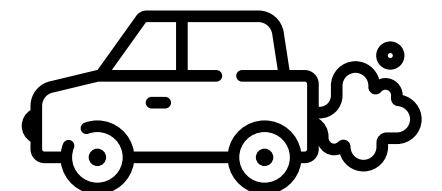
**541,083**  
**Miles**

of driving avoided this quarter



**481,925**  
**Pounds**

of Carbon Dioxide avoided this quarter



**28,478**  
**Gallons**

of gasoline avoided this quarter



### Via Fleet

To maximize use and reduce vehicle emissions, the Via fleet uses a combination of high-capacity vans and electric vehicles.



**Mercedes Metris**

**# in Fleet:** 24

**Capacity:** 4-6

**Fuel:** Gasoline



**Kia Niro**

**# in Fleet:** 3

**Capacity:** 3

**Fuel:** Electric



**Chrysler Pacifica**

**# in Fleet:** 19

**Capacity:** 4-5

**Fuel:** Gasoline

# Via Jersey City

Performance Report | Feb 25, 2020 - September 30, 2023

Total Rides Completed

1,750,411

Average Wait Time (in mins)

17.5

On-Time Rides Percentage

74%

