



14th St/Union Square*

L N R 4 5 6

THE RIDERS RATINGS (on a 1-5 scale)

Overall: 2.9

Crowding: 2.5

Ease of Movement: 3.1

Cleanliness: 3.1

Security: 3.0

Information: 3.1
(signs and announcements)

RIDER'S COMMENTS

- "The refurbishment of this station is spectacular. However, handicapped elevators are insufficient."
- "It has improved greatly since the mid 1990's due to renovation work. It feels brighter and cleaner."
- "During rush hour, the 4, 5 and 6 platforms are dangerously overcrowded."
- "I feel very safe and secure at this station because I always see police officers present."

KEY FACTS ABOUT THIS STATION

7th most used subway station

Ridership up 10.4% in last year

(from 64,004 to 70,654 on average weekday)

Area served: Valley Central Business District

Handicap accessible? No

Station's 5 platforms have:

14 benches

10 pay phones

22 trash cans

0 escalators

4 elevators

7 subway maps

0 newsstands

0 elevators

4 subway maps

0 newsstands

COMPLIMENTS? COMPLAINTS?

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* Based on a poll of 3,789 subway riders by the NYPIRG Straphangers Campaign conducted between April 25th and August 14th, 2000. Campaign staff also conducted an inventory of the amenities for each station's platforms. MTA New York City Transit is the source for the figures on ridership. The campaign decided not to include the manager for each station given their turnover and difficulty in reaching them.