

34th St/7th Ave/Penn Station*

1/9 2 3

THE RIDERS RATINGS (on a 1-5 scale)

Overall: 2.8

Crowding: 2.1 Ease of Movement: 2.9

Cleanliness: 3.0 Security: 3.1

Information: 2.9
(signs and announcements)

RIDER'S COMMENTS

- "Penn Station is busy, dirty, noisy and an unsightly station. It needs a total renovation."
- "I have to fight people to get anywhere! The stairs are the worst—the word is 'aggressive behavior!'"
- "Grossly overcrowded and unsanitary. Elevator has poor maintenance."
- "Have made tremendous improvements since I started riding in 1985. Still needs to continue improvement."

KEY FACTS ABOUT THIS STATION

4th most used subway station

Ridership up 11.9% in last year

(from 70,856 to 79,283 on average weekday)

Area served: Midtown Central Business District

Theater District, Flower District, Garment District

Handicap accessible? No

Station's 3 platforms have:

7 benches

3 pay phones

7 trash cans

0 escalators

1 elevators

2 subway maps

1 newsstands

COMPLIMENTS? COMPLAINTS?

Lawrence Reuter

President, MTA NYC Transit

370 Jay Street, Brooklyn, New York 11201

(718) 330-4321, fax (718) 596-2146

Anthony Giudice

Chief Stations Officer

(same address)

(718) 243-4637; fax (718) 243-3341

* 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.