



34th Street Partnership
 500 Fifth Avenue, Suite 1100
 New York, NY 10110

Phone: 212-719-3434
 Fax: 212-719-3499

Member Satisfaction Survey

The 34th Street Partnership, a Business Improvement District of property owners, tenants, and city officials, manages 31 blocks in midtown Manhattan with streetscape improvements, special services, and tourist assistance. As part of our ongoing efforts at the Partnership to improve the 34th Street District, we would like to hear from you. Please provide a response to the following questions, so we can better serve your needs. You may include any additional comments in item #8.

Please fax back these two completed pages by Friday, March 20th, to (212) 719-3499.

1. Sanitation

Are you familiar with our sanitation services (white-clad street sweepers and graffiti removal)?

Yes	No
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How satisfied are you with these services?

	Poor								Excellent
	1	2	3	4	5				

2. Security

Are you familiar with our security services (patrol officers dressed like NYPD)?

Yes	No
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How satisfied are you with these services?

1	2	3	4	5
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Are you familiar with our taxi dispatching operations at Madison Square Garden, Penn Station, and Macy's?

Yes	No
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If so, how satisfied are you with these operations?

1	2	3	4	5
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3. Streetscape

How would you rate the following of our capital improvements?

Street Lighting	1	2	3	4	5
Street Name Signs	1	2	3	4	5
Multi-vending Newsboxes	1	2	3	4	5
Litter Receptacles	1	2	3	4	5
Bike Racks	1	2	3	4	5
Benches	1	2	3	4	5
Parking Signs	1	2	3	4	5
Granite Corners / Pedestrian Ramps	1	2	3	4	5

4. **Horticulture**

How would you rate the following of our horticulture services?

Sidewalk Planters	1	2	3	4	5
Trees & Treepits	1	2	3	4	5
Hanging Baskets on Lightpoles	1	2	3	4	5

5. **Herald & Greeley Squares**

Are you aware that the Partnership manages these parks?

Yes	No
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Are you familiar with events in these parks?

Yes	No
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How satisfied are you with the following, in Herald & Greeley Squares?

Cleanliness	1	2	3	4	5
Security	1	2	3	4	5
Furniture	1	2	3	4	5
Food Kiosks	1	2	3	4	5
Horticulture	1	2	3	4	5
Events	1	2	3	4	5

6. **Visitor Services**

Are you familiar with our hospitality program, including:

Information kiosk at Penn Station

Mobile information carts

Sidewalk directories

Wayfinding signs

Yes	No
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Yes	No
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Yes	No
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Yes	No
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If so, how would you rate their success?

Information kiosk at Penn Station	1	2	3	4	5
Mobile information carts	1	2	3	4	5
Sidewalk directories	1	2	3	4	5
Wayfinding signs	1	2	3	4	5

7. **Retail**

Are you familiar with our restaurant promotions?

Yes	No
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8. Additional Comments

9. We are currently updating our website. Is there anything you would like us to include?

10. We are also updating our membership records. Please provide your email address:
