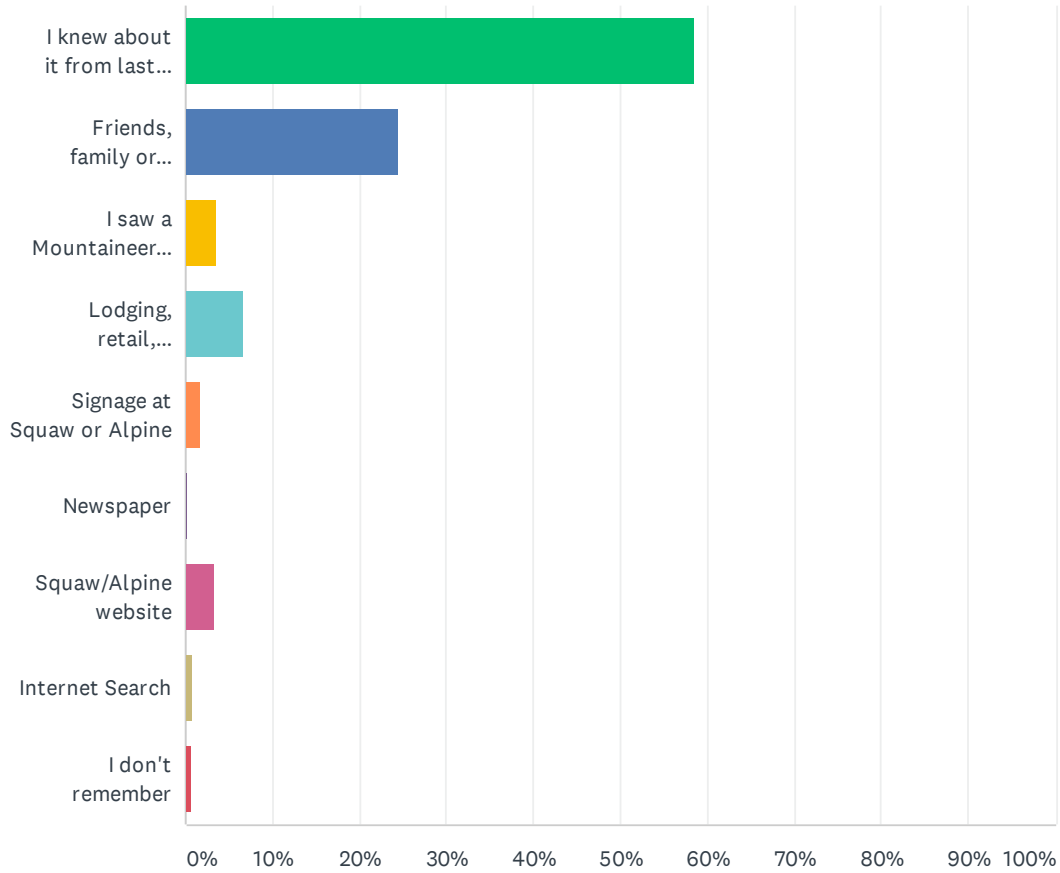


## Q1 How did you hear about Mountaineer?

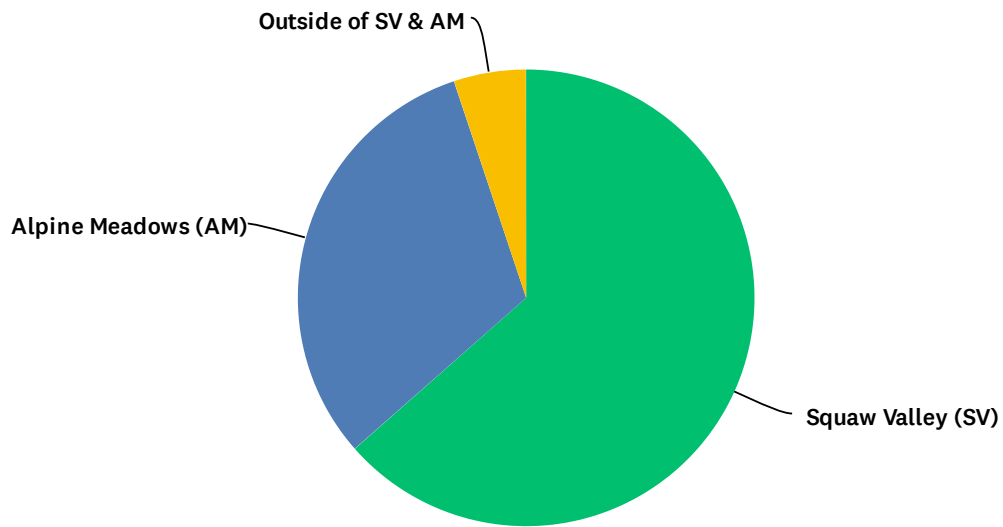
Answered: 625 Skipped: 3



ANSWER CHOICES	RESPONSES	
I knew about it from last winter	58.56%	366
Friends, family or co-workers	24.48%	153
I saw a Mountaineer vehicle	3.52%	22
Lodging, retail, restaurant	6.72%	42
Signage at Squaw or Alpine	1.76%	11
Newspaper	0.16%	1
Squaw/Alpine website	3.36%	21
Internet Search	0.80%	5
I don't remember	0.64%	4
<b>TOTAL</b>		<b>625</b>

## Q2 When you used Mountaineer, where were you staying?

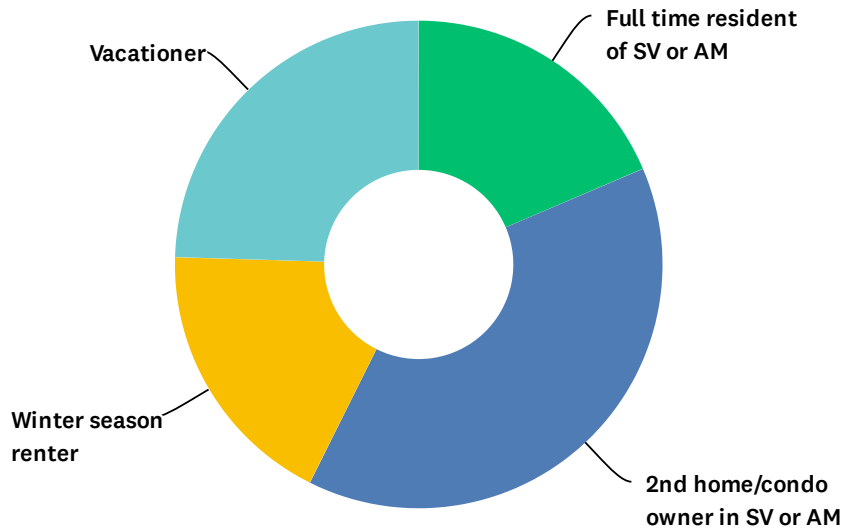
Answered: 625 Skipped: 3



ANSWER CHOICES	RESPONSES	
Squaw Valley (SV)	63.52%	397
Alpine Meadows (AM)	31.36%	196
Outside of SV & AM	5.12%	32
TOTAL		625

### Q3 When you used Mountaineer, which category best describes you?

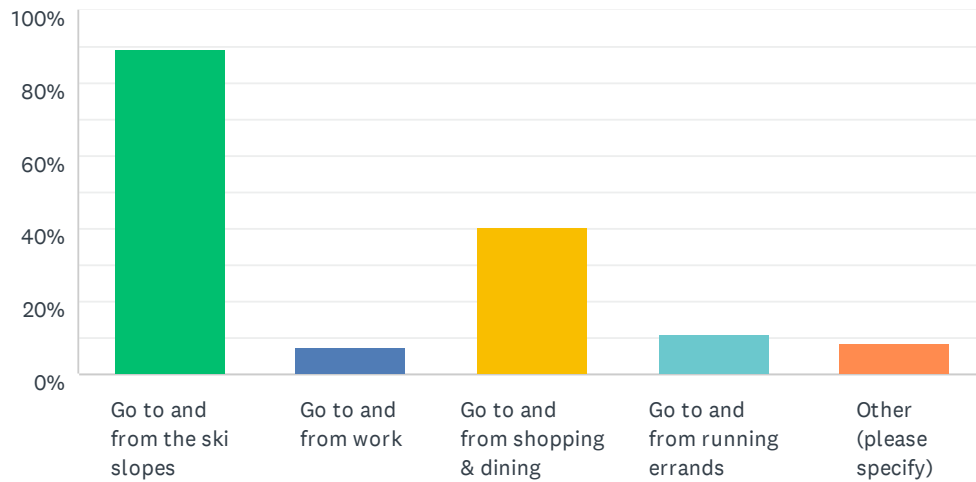
Answered: 624 Skipped: 4



ANSWER CHOICES	RESPONSES	
Full time resident of SV or AM	18.59%	116
2nd home/condo owner in SV or AM	38.78%	242
Winter season renter	18.11%	113
Vacationer	24.52%	153
TOTAL		624

### Q4 Which activities did you use Mountaineer for? Check all that apply.

Answered: 625 Skipped: 3



ANSWER CHOICES	RESPONSES	
Go to and from the ski slopes	89.60%	560
Go to and from work	7.52%	47
Go to and from shopping & dining	40.48%	253
Go to and from running errands	11.04%	69
Other (please specify)	8.48%	53
Total Respondents: 625		

## Mountaineer Winter 2019 Survey

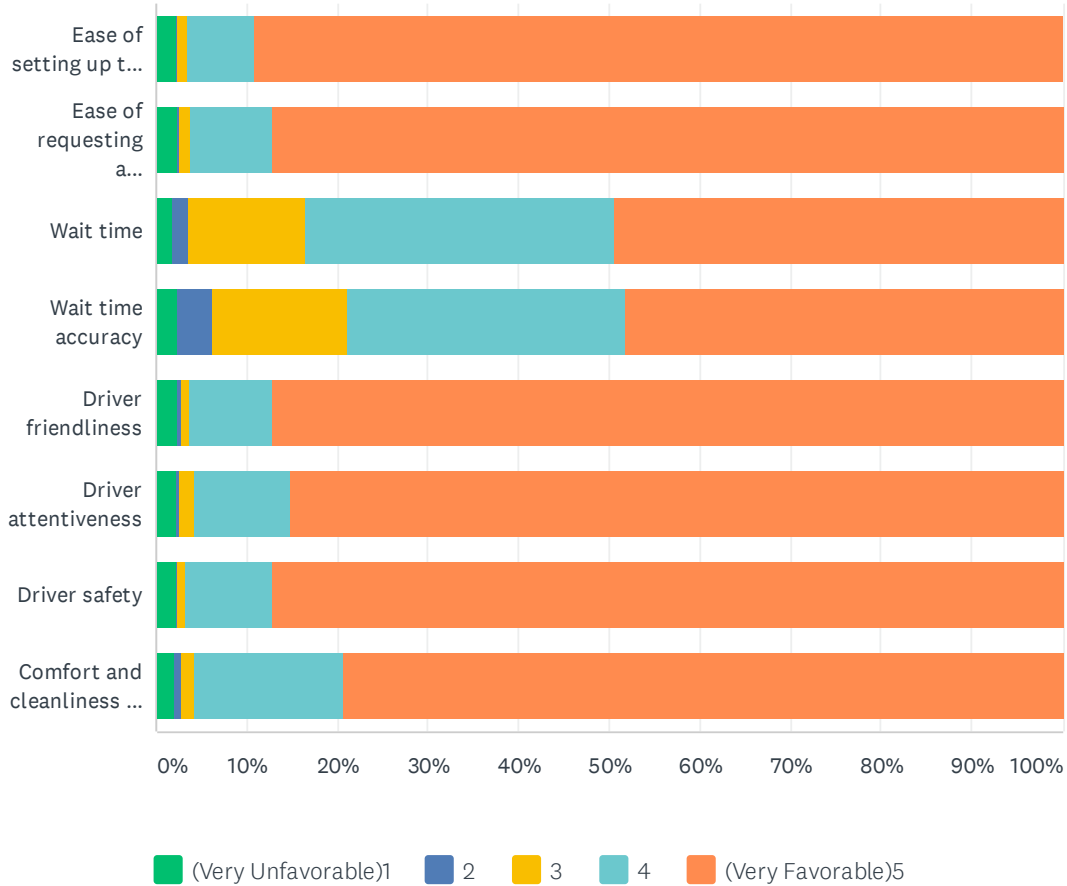
#	OTHER (PLEASE SPECIFY)	DATE
1	Walk one way, return via Mountaineer	4/6/2020 9:08 AM
2	pick up from long walk	4/1/2020 3:06 PM
3	TTMG Appts.	3/29/2020 9:25 AM
4	To/from trailhead for backcountry skiing	3/27/2020 9:28 PM
5	Friend's houses	3/27/2020 9:23 AM
6	Go to and from my in-valley book club	3/26/2020 6:59 PM
7	visit friends	3/26/2020 9:05 AM
8	To ski from school	3/25/2020 11:35 PM
9	dining	3/25/2020 10:51 PM
10	Visiting friends	3/25/2020 9:58 PM
11	Go to volunteer work	3/25/2020 9:54 PM
12	To creekside school	3/25/2020 5:52 PM
13	Evening, dinner, see friends	3/25/2020 4:56 PM
14	I volunteer/work at Alpine Meadows in winter	3/25/2020 3:36 PM
15	going dinner	3/25/2020 3:32 PM
16	To get home from the Tart	3/25/2020 3:15 PM
17	Conference	3/25/2020 3:09 PM
18	The house to the backcountry trailhead or the way back from the exit	3/25/2020 2:57 PM
19	Going from Squaw Valley Lodge the Resort at Squaw Creek	3/25/2020 1:27 PM
20	All the others options	3/25/2020 12:58 PM
21	Ski team/dryland	3/25/2020 12:51 PM
22	to friends houses	3/25/2020 12:38 PM
23	Go to a friend's house	3/25/2020 12:05 PM
24	Getting schwasted	3/25/2020 11:58 AM
25	Everything!!	3/25/2020 11:55 AM
26	Rides back to resort from backcountry skiing	3/25/2020 11:40 AM
27	bars	3/25/2020 11:16 AM
28	Friends houses	3/25/2020 10:52 AM
29	Drop off at Shirley Canyon - hard to park there in winter	3/25/2020 10:43 AM
30	to and from friends house	3/25/2020 10:40 AM
31	go to and from a sledding hill	3/25/2020 10:26 AM
32	Going 2 post ofc	3/25/2020 10:23 AM
33	Backcountry	3/25/2020 10:18 AM
34	Sober driver home from Apres	3/25/2020 10:17 AM
35	ride to 7-11 to connect with a carpool, ride from Resort at Squaw Creek when dog couldn't make the return trip :)	3/25/2020 10:12 AM
36	Go to and from Post Office	3/25/2020 10:06 AM
37	Social outings	3/25/2020 9:59 AM

## Mountaineer Winter 2019 Survey

38	school	3/25/2020 9:58 AM
39	Events - tradeshow	3/25/2020 9:50 AM
40	Go to and from events like fireworks at KT sundeck, meeting a friend who was staying at Red Wolf Lodge, etc.	3/25/2020 9:25 AM
41	Church	3/25/2020 9:23 AM
42	To and from the village for après ski!	3/25/2020 9:22 AM
43	Pickups from side country skiing	3/25/2020 9:19 AM
44	To other friends homes	3/25/2020 9:13 AM
45	Going to and from the bar	3/25/2020 9:01 AM
46	Go to and from a wedding	3/25/2020 8:44 AM
47	Restaurants	3/25/2020 8:36 AM
48	There for work. To and from Conference Center	3/25/2020 8:36 AM
49	Yoga class in village	3/25/2020 8:26 AM
50	Getting back to resort after skiing out to Backcountry	3/25/2020 8:17 AM
51	Yoga	3/25/2020 8:11 AM
52	K	3/25/2020 8:08 AM
53	Out of bound skiing	3/25/2020 8:03 AM

### Q5 Please rate Mountaineer attributes.

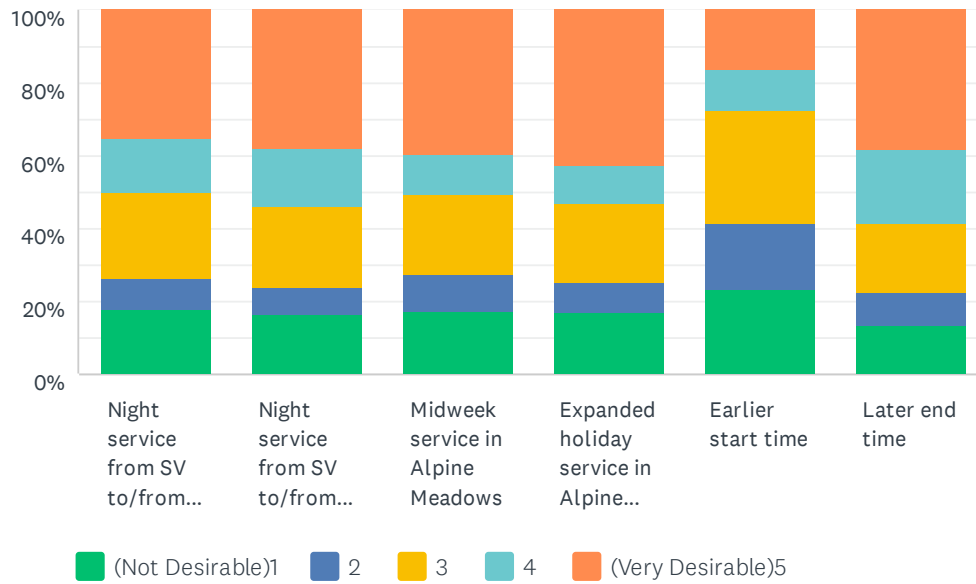
Answered: 627 Skipped: 1



	(VERY UNFAVORABLE)1	2	3	4	(VERY FAVORABLE)5	TOTAL	WEIGHTED AVERAGE
Ease of setting up the Mountaineer app	2.23% 14	0.16% 1	1.12% 7	7.34% 46	89.15% 559	627	4.81
Ease of requesting a ride	2.40% 15	0.16% 1	1.28% 8	9.11% 57	87.06% 545	626	4.78
Wait time	1.76% 11	1.76% 11	12.96% 81	34.08% 213	49.44% 309	625	4.28
Wait time accuracy	2.40% 15	3.83% 24	14.86% 93	30.67% 192	48.24% 302	626	4.19
Driver friendliness	2.40% 15	0.32% 2	0.96% 6	9.11% 57	87.22% 546	626	4.78
Driver attentiveness	2.24% 14	0.32% 2	1.60% 10	10.70% 67	85.14% 533	626	4.76
Driver safety	2.24% 14	0.16% 1	0.80% 5	9.60% 60	87.20% 545	625	4.79
Comfort and cleanliness of vehicles	2.08% 13	0.80% 5	1.44% 9	16.45% 103	79.23% 496	626	4.70

## Q6 Please rate how desirable expanded services would be to you.

Answered: 611 Skipped: 17

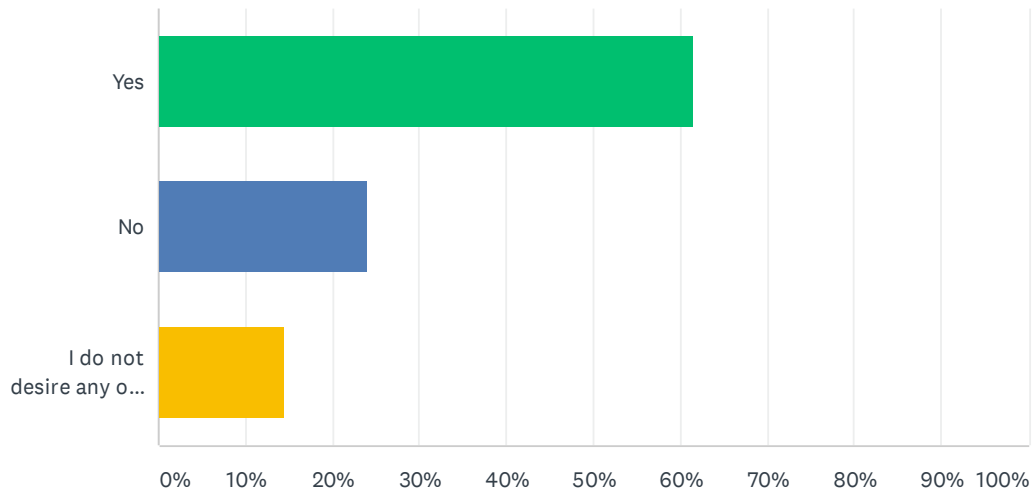


	(NOT DESIRABLE)1	2	3	4	(VERY DESIRABLE)5	TOTAL	WEIGHTED AVERAGE
Night service from SV to/from Truckee	17.94% 103	8.71% 50	23.34% 134	15.16% 87	34.84% 200	574	3.40
Night service from SV to/from Tahoe City	16.29% 94	7.63% 44	21.84% 126	16.29% 94	37.95% 219	577	3.52
Midweek service in Alpine Meadows	17.61% 100	9.68% 55	22.18% 126	11.09% 63	39.44% 224	568	3.45
Expanded holiday service in Alpine Meadows	16.90% 95	8.36% 47	21.53% 121	10.68% 60	42.53% 239	562	3.54
Earlier start time	23.35% 131	18.00% 101	31.02% 174	11.41% 64	16.22% 91	561	2.79
Later end time	13.53% 79	8.73% 51	19.35% 113	20.38% 119	38.01% 222	584	3.61



## Q7 Would you be willing to pay a fee for the expanded services that you desire?

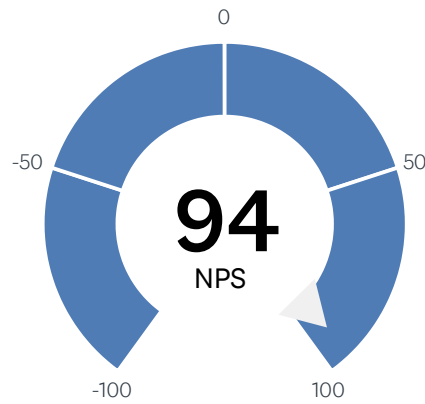
Answered: 624 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	61.54%	384
No	24.04%	150
I do not desire any of the expanded services	14.42%	90
<b>TOTAL</b>		<b>624</b>

## Q8 How likely is it that you would recommend Mountaineer to a friend or colleague?

Answered: 624 Skipped: 4



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
0% 3	5% 32	94% 589	94

## Q9 Do you have other suggestions for the Mountaineer service?

Answered: 313 Skipped: 315

## Mountaineer Winter 2019 Survey

#	RESPONSES	DATE
1	<b>Positive</b> No suggestions, it was a fabulous service as it stands any extended services would be a bonus. We were only staying for a few days in early January but the service throughout was great and all your drivers are amazing, all so friendly and helpful. Thank you :-)	4/10/2020 4:54 AM
2	<b>Unique feedback</b> the drop offs/pick ups have moved farther from the slopes this past year. It is very difficult with multiple young kids to do the extra walk. Please reinstate the loading zone drop offs in front of the tram and in the circle in front of the medical hut!	4/9/2020 12:41 PM
3	<b>Constructive</b> <b>Positive</b> Some drivers played music too loud. A couple drivers talked to someone in the passenger seat who they knew and ignored the other passengers. Nice when some drivers got out and opened door for older passengers.	4/6/2020 12:46 PM
4	<b>Unique feedback</b> We had trouble requesting rides hone from AM lodge, WiFi not working.	4/6/2020 10:09 AM
5	<b>Positive</b> Keep up the great service! We love it!	4/6/2020 9:08 AM
6	<b>Positive</b> Excellent service - it keeps pressure off the resort parking lots, and allows us to leave our cars at home!	4/5/2020 10:40 AM
7	<b>Positive</b> love the service as it is!! love that our tax dollars pay for it. first time that i have seen a benefit from my tax dollars! please keep as is! drivers are awesome!	4/1/2020 3:06 PM
8	<b>Positive</b> Amazing service, you guys do a great job. Thank you.	4/1/2020 11:00 AM
9	<b>Survey related feedback</b> It would be nice to have an earlier start time for ski team members and access to and from SV from AM for restaurants and evening dining options.	3/30/2020 2:27 PM
10	<b>Positive</b> <b>Unique feedback</b> I love this service, the more expansive it becomes the more I'll use it. However, I also like the fact that my kids use it so frequently.	3/30/2020 12:54 PM
11	<b>Positive</b> <b>Survey related feedback</b> Servicing Alpine on all school holidays is the biggest request. Otherwise, great job on this second season! We really appreciate it!	3/30/2020 10:45 AM
12	<b>Positive</b> Keep there service around - it was a benefit to us staying in Squaw this year!! Thank you!	3/29/2020 11:55 AM
13	<b>Positive</b> <b>Unique feedback</b> Find a way to tip the drivers on your phone. It's a great service, and the drivers are all really great people. Thank you so much.	3/29/2020 10:16 AM
14	<b>Positive</b> <b>Survey related feedback</b> Just a huge THANK YOU!!! And I would like to note that while I would pay a fee for service outside of SV (where we live), I would not pay a fee for within SV. Thank you!!	3/29/2020 9:25 AM
15	<b>Positive</b> Not really. Thought the drivers' friendliness and customer service was great.	3/28/2020 2:44 PM
16	<b>Positive</b> No	3/28/2020 10:22 AM
17	<b>Positive</b> <b>Survey related feedback</b> I don't I just want to clarify my answer to #7 above. I would be willing to pay for expanded service from AM to Tahoe city & Truckee but it would depend on the cost. Overall, Mountaineer is a great service!	3/28/2020 7:52 AM
18	<b>Positive</b> <b>Survey related feedback</b> Great to have some holidays covered in Alpine Meadows. Would like to see Friday in Alpine Meadows added to the schedule. Friday is the new Saturday and generally very busy.	3/27/2020 9:28 PM
19	<b>Unique feedback</b> To specify drop off location	3/27/2020 5:01 PM
20	<b>Constructive</b> <b>Positive</b> I really love the mountaineer app because it is so convenient. All my family and I have to do is be ready to ski by the time the mountaineer shuttle comes. I have already got three other families to start using Mountaineer. The only issue that comes to mind is the tim estimation before a driver is assigned. It is usually way longer than it actually takes the shuttle to arrive. Otherwise I love the service and will probably use it whenever it is available.	3/27/2020 1:51 PM
21	<b>Unique feedback</b> Please, Please, Please provide padding on the ski racks at the spot where the skis lean and bounce against the racks. This is only at the top of the racks, it should be easily done with some forethought about what type of padding would be best. This need not be very expensive. When riding the mountaineer regularly, the racks damage the top of the skis or the bindings with bad scratches. On one of my pairs of skis I can no longer read the DIN settings because the plastic window has been scratched bad by the Mountaineer racks. Please	3/27/2020 10:19 AM

## Mountaineer Winter 2019 Survey

provide padding, heck I'll even do it myself if you want. It will also keep the racks from getting the powder coating rubbed off.

22	<b>Unique feedback</b> The pick up spot should be the location you're at, not at the very end of the village. Very impractical for people who are injured (such as myself).	3/27/2020 9:23 AM
23	<b>Positive</b> No	3/27/2020 3:50 AM
24	<b>Constructive</b> to the extent you can give an idea of what the Arrival time (not just pick up time) that would help. I was once picked up at the start of a full car pickup route and it was almost 25 minutes after pickup before I got to the mountain - people were waiting for me and not happy.	3/26/2020 11:22 PM
25	<b>Unique feedback</b> Make clear that the Mountaineer doesnt go in between the Squaw Valley and Alpine Meadows resorts. Definitely one of the most asked questions to the drivers	3/26/2020 8:56 PM
26	<b>Positive</b> No	3/26/2020 8:30 PM
27	<b>Positive</b> <b>Unique feedback</b> It is not really a suggestion, but I do note that some of the drivers are very courteous about lettin drivers from the side streets enter onto Squaw Valley Road when the traffic is heavy and I appreciate that.	3/26/2020 6:59 PM
28	<b>Unique feedback</b> Raise salary of drivers.	3/26/2020 5:15 PM
29	<b>Unique feedback</b> A way to electronically tip drivers	3/26/2020 3:28 PM
30	<b>Unique feedback</b> Have direct service between the resort to and from Alpine	3/26/2020 2:30 PM
31	<b>Unique feedback</b> Would love to be able to mountaineer from my house in squaw to alpine meadows	3/26/2020 12:18 PM
32	<b>Positive</b> Keep it going - we love the service!!	3/26/2020 11:20 AM
33	<b>Positive</b> <b>Survey related feedback</b> I love that the service if free and would be willing to pay for service to Truckee/Thaoe City. I TIP VERY WELL! I would encourage tht other people do as well!	3/26/2020 10:52 AM
34	<b>Unique feedback</b> need to clarify tipping policy / options ... this is a deterrent for our local neighbors who work at the resort. ideally people are paid a wage that does not rely on tipping to augment. In the absence of that, as a frequent user I have no knowledge of who I'm going to get as a driver, so would like option to tip online one time at end of season to tip drivers that have helped me frequently.	3/26/2020 9:48 AM
35	<b>Positive</b> Great service, and noted many cars in nearby rental prop driveways which was great news getting cars off roads	3/26/2020 9:04 AM
36	<b>Survey related feedback</b> go a little later than 9	3/26/2020 8:33 AM
37	<b>Positive</b> This service is absolutely amazing.	3/26/2020 5:40 AM
38	<b>Positive</b> Great service, thank you!	3/26/2020 12:22 AM
39	<b>Survey related feedback</b> <b>Unique feedback</b> Wanted to clarify that I'd be willing to pay a fee for expanded service but it'd have to be reasonable ~a few bucks. Would be interested in having a more streamlined way to take the shuttle from AM to SV village instead of trying to catch the village to village shuttle.	3/25/2020 11:39 PM
40	<b>Positive</b> Thank you soo much you guys have saved me from walking with a 50 pound bag so many times and I can't thank you enough	3/25/2020 11:35 PM
41	<b>Positive</b> no it was great!	3/25/2020 10:51 PM
42	<b>Unique feedback</b> I would have loved for the Mountaineer service to work and shuttle people between Alpine Meadows and Squaw Valley. We stayed in the Village at Squaw but often needed to go back and forth to Alpine Meadows and I was so sad that the Mountaineer couldn't enable this for us.	3/25/2020 10:05 PM
43	<b>Positive</b> Thanks for creating this service. It was much needed in the Valleys.	3/25/2020 9:58 PM
44	<b>Positive</b> Love the service!	3/25/2020 9:49 PM
45	<b>Unique feedback</b> Your listing of the main skier drop/pickup point in SV should be main listing not a sub listing.	3/25/2020 9:46 PM

## Mountaineer Winter 2019 Survey

46	Positive	No	3/25/2020 9:31 PM	
47	Positive	No	3/25/2020 9:14 PM	
48	Constructive	Positive	Overall loved using the service. Hope it expands to more Alpine Meadows service next year. The driver experience was a bit mixed. Some were super friendly and helpful getting pax/skis loaded. Others didn't help. But over all can't wait to use it again!	3/25/2020 8:48 PM
49	Survey related feedback		If you were to charge for trips to Tahoe City and Truckee, one would need to know you're guaranteed a seat. It's the biggest deterrent to go spend money at bars and restaurants because you want to have a drink. A consistent service would be great.	3/25/2020 8:45 PM
50	Positive		Its a great service that we really appreciate!	3/25/2020 8:29 PM
51	Constructive	Unique feedback	You should make it clear that you need to be ready when you request a ride. Waiting for other passengers to get out their door should not be tolerated as it holds up everyone in the van. Be outside waiting for the van when they arrive or you don't get a ride. It's a free service be courteous.	3/25/2020 7:45 PM
52	Positive	N/A		3/25/2020 7:06 PM
53	Positive	Survey related feedback	OMG love the Mountaineer! We need it to be more available in Alpine. There was one point where we got to the slopes a bit late and were told to park in the lower parking lot when we only live 3 minutes away as Mountaineer wasn't running. Doesn't make sense. please add more mountaineers to AM! Thanks!!	3/25/2020 7:01 PM
54	Positive		WE LOVE IT!!!	3/25/2020 6:53 PM
55	Unique feedback		It was incredibly inconvenient to remove direct Mountaineer service from the Alpine Meadows area to Squaw without any sort of announcement or notification in the app. It ended up taking me a ridiculous amount of time to get from my house near Alpine to Squaw because I had to 1) wait 15min for the driver, 2) the driver drove around for 10min trying to find the intermediate shuttle stop, gave up, and ended up driving me to Alpine shuttle stop, 3) wait for the shuttle, 4) shuttle to Squaw.	3/25/2020 6:47 PM
56	Positive		All good	3/25/2020 6:41 PM
57	Positive		Not at this time. I love it!!!	3/25/2020 5:58 PM
58	Unique feedback		It was a light winter, compared to last year's winter, last year I was a little scared with the snowy roads.	3/25/2020 5:52 PM
59	Constructive	Positive	Though all the drivers I have ridden with were safe drivers, I do think a little more education about slowing down on residential streets would be useful. And not pressuring the drivers about timeliness if it will affect their attitude toward safety. Safety first! Thanks. We love the service and love that school kids at creekside can benefit from it.	3/25/2020 5:52 PM
60	Positive		Great service, good people!	3/25/2020 5:44 PM
61	Unique feedback		"Squaw Transit Center" is an embarassment. Lift access to/from there is poor, at best; so not at all guest friendly. Drop off should be at the Tram bldg turnaround. Let's make it guest friendly. Squaw should not let those with other agendas degrade their skier guest experience.	3/25/2020 5:43 PM
62	Unique feedback		Let me know if wait time for accessible vehicle is. Even if it's 30 minutes or more. We're used to waiting. I can go shopping with extra time.	3/25/2020 5:40 PM
63	Survey related feedback		As an Alpine Meadows resident, the biggest area of improvement for us would be expanded holiday service during the two week Christmas period.	3/25/2020 5:39 PM
64	Unique feedback		Please add service to River Ranch	3/25/2020 5:32 PM
65	Unique feedback		Service to AM If starting at SV and vice versa (without having to take shuttle)	3/25/2020 5:31 PM
66	Positive	No		3/25/2020 5:21 PM
67	Positive	Unique feedback	it is working quite well. i think as a start up it might take another year or two to get full traction.	3/25/2020 5:04 PM
68	Unique feedback		Please run service to and from SV and Alpine	3/25/2020 4:56 PM

## Mountaineer Winter 2019 Survey

69	<b>Positive</b> Love it. Keep up the amazing work!!	3/25/2020 4:27 PM
70	<b>Unique feedback</b> Please consider a low cost paid mid-week service for Alpine Meadows. Thanks.	3/25/2020 4:10 PM
71	<b>Survey related feedback</b> Please don't make it so you have fees	3/25/2020 4:07 PM
72	<b>Positive</b> <b>Survey related feedback</b> Keep up the great work! I really appreciate you guys! It would be great to open up for service at alpine	3/25/2020 4:03 PM
73	<b>Survey related feedback</b> more holiday service and possible Friday & Monday services	3/25/2020 3:36 PM
74	<b>Positive</b> No	3/25/2020 3:09 PM
75	<b>Positive</b> <b>Survey related feedback</b> Keep it free. Service is simple and easy.	3/25/2020 3:05 PM
76	<b>Positive</b> We LOVE the service!! We are owners at OVI and Mountaineer took great care getting us to and from the base of Squaw Valley! We also used it to go to Squaw Creek for dinner and shopping on several occasions. Thank you for such a great way to navigate the valley!	3/25/2020 3:05 PM
77	<b>Constructive</b> <b>Positive</b> <b>Survey related feedback</b> <b>Unique feedback</b> 1.) I'm not sure how easy it is to improve this, but often the wait time jumps from 10+ minutes to just 2 or 3 minutes and then suddenly the driver has arrived. When the rider sees a 10+ wait time they usually decide to do a few things while they're waiting (e.g. use the bathroom, add a few things to the lunch, look for the last piece of gear, make a phone call ), especially if it's cold and/or stormy most people won't be waiting outside for 10+ minutes. If the timing becomes more accurate the whole process will be much more efficient. 2.) Mid week service to alpine meadows would be amazing. perhaps it could be like 8-10am and then 2:30-5pm, some kind of limited service in accordance with reduced demand? 3.) service between tahoe city and alpine meadows sounds difficult to organize but this would really help with parking lot crowding and traffice on alpine meadows road! 4.) the majority of the drivers are very friendly and do an incredible job! 5.) opening earlier would be good because on heavy snow days it really pays to get to the mountain early, even 30 minutes or 15 minutes earlier would really help to spread out demand on big days	3/25/2020 3:00 PM
78	<b>Unique feedback</b> Alpine to Squaw and vice versa would be sweet	3/25/2020 2:57 PM
79	<b>Positive</b> it's great. It's a game changer for us. Love it. Thank you for providing it!	3/25/2020 2:41 PM
80	<b>Unique feedback</b> go between squaw and alpine	3/25/2020 2:28 PM
81	<b>Survey related feedback</b> Specific to later end time at Alpine Meadows. I realize Squaw services go later.	3/25/2020 2:28 PM
82	<b>Positive</b> <b>Survey related feedback</b> Keep on doing what you are doing with extended areas & hours	3/25/2020 2:28 PM
83	<b>Positive</b> Keep it up! Thanks!	3/25/2020 2:21 PM
84	<b>Constructive</b> <b>Positive</b> The algorithm used to determine wait time is not there yet. More than once or twice, we'd get a "30 min. wait", then once 30 mins was up, we'd get a message saying "10 min. wait", and so on. Another issue that is frequent is that we'll get an initial "10 min. wait" which then expands to 15 mins, 20 mins. etc. as more riders downstream request rides from the same van. Those situations can be more than a little frustrating, to say the least. However, overall, we are grateful for the service and use it regularly.	3/25/2020 2:19 PM
85	<b>Unique feedback</b> Make drop off/pick up location at Far East	3/25/2020 2:13 PM
86	<b>Survey related feedback</b> more parity between schedule for alpine and squaw!!	3/25/2020 2:06 PM
87	<b>Positive</b> <b>Unique feedback</b> Internet and/or phone service at the Alpine Meadows lodge was the main stumbling block in summoning a shuttle. Everything else was super smooth.	3/25/2020 2:05 PM
88	<b>Constructive</b> Avoid rapid changes in estimated arrival time	3/25/2020 1:57 PM
89	<b>Positive</b> Keep up the valuable service. The vans were clean and spacious. Felt pretty spoiled!	3/25/2020 1:27 PM
90	<b>Positive</b> Keep up the great work. Thanks much for the great service. Ellen	3/25/2020 1:16 PM
91	<b>Positive</b> No	3/25/2020 1:10 PM

## Mountaineer Winter 2019 Survey

92	<b>Survey related feedback</b> It is so unfortunate that you already started thinking about charging for this service. So disappointing. Do some good for once for what it is without thinking about how to capitalize on it. Geez.	3/25/2020 1:07 PM
93	<b>Unique feedback</b> Work on gaining access to the locker room drop off	3/25/2020 1:06 PM
94	<b>Unique feedback</b> Ability to add note in original request	3/25/2020 1:04 PM
95	<b>Positive</b> Thank you!	3/25/2020 1:03 PM
96	<b>Unique feedback</b> Food delivery form merchants in the Valley. Runs to at least 11:00 PM	3/25/2020 1:03 PM
97	<b>Positive</b> Not right now. It's an awesome service!	3/25/2020 12:59 PM
98	<b>Positive</b> <b>Survey related feedback</b> If you e.g. do Expanded holiday service in Alpine Meadows, you should know the Bay Area's during the week times (obviously Xmas holidays) and President's Week at minimum. There's also the Mon for MLK and Easter etc. Other than that I believe it's great. Would willing to pay fo service to e.g., go between Alpine Meadows and Squaw Valley in the evenings and not listed above. Thank you!	3/25/2020 12:59 PM
99	<b>Positive</b> <b>Unique feedback</b> Please extend service from Alpine houses to squaw at the very least. Please!! Lover the Mountaineer and drivers!	3/25/2020 12:56 PM
100	<b>Unique feedback</b> It would be nice for the riders to know who else is a part of their ride so in case they are both at the mountain looking for the driver they can figure that out. Also a lot of people bring dogs, so there should be an option to check that to let other riders know dogs will be in the shuttle.	3/25/2020 12:54 PM
101	<b>Positive</b> Nope	3/25/2020 12:50 PM
102	<b>Positive</b> Nope!	3/25/2020 12:48 PM
103	<b>Positive</b> Keep going, it's a great service.	3/25/2020 12:43 PM
104	<b>Positive</b> great service!	3/25/2020 12:42 PM
105	<b>Constructive</b> <b>Survey related feedback</b> <b>Unique feedback</b> PLEASE (!! include a service between Squaw and Alpine. Or find some way to make this MUCH easier than using the resort shuttle. Per your question #7: I would maybe pay for a service that provides rides to Truckee/Tahoe City. But I would want it from Alpine Meadows (not Squaw). So maybe provide from both locations. Also, in the beginning of the season the drivers would help rack and unrack the ski's at pick-up and drop-off. Their help dropped off shortly after the season began. It would be really nice if they helped. I understand it might be a pain in the ass to get in and out of the car with every stop. But it's really nice when they help.	3/25/2020 12:41 PM
106	<b>Survey related feedback</b> Being an AM resident, I really think offering service from even 7:30am on weekends would make a significant difference. And over holiday times, service should be offered - all during ski skate week, and all of the Xmas holiday time. I don't think these should be considered expanded service.	3/25/2020 12:37 PM
107	<b>Survey related feedback</b> Late night service to and from the village at Squaw or Tahoe City and Truckee	3/25/2020 12:34 PM
108	<b>Positive</b> keep up the good work	3/25/2020 12:34 PM
109	<b>Unique feedback</b> Please add a way to tip drivers via the app! I always want to tip, but I never carry cash, especially when going skiing. I would have tipped drivers \$50 this season if that was there.	3/25/2020 12:31 PM
110	<b>Positive</b> Thank You	3/25/2020 12:29 PM
111	<b>Positive</b> It was nice	3/25/2020 12:28 PM
112	Having to use the transit center at the far east end of the village made us cancel multiple ride requests and walk home when we were anywhere west of Auld Dubliner. I know Plumpjack had a problem with there being a stop outside their place, but why wasn't the traffic circle nearby an option?	3/25/2020 12:26 PM
113	<b>Constructive</b> The racks on the back were very difficult to load, if they could be attached lower would be very helpful or maybe have a latch that opens on each section or something	3/25/2020 12:22 PM



## Mountaineer Winter 2019 Survey

114	<b>Positive</b> Our family loves it!	3/25/2020 12:17 PM
115	<b>Positive</b> <b>Unique feedback</b> I live in Squaw Valley and like to ski alpine. Would love to see the service extend it to Alpine and I am willing to pay a small fee to get there thank you the service is amazing	3/25/2020 12:10 PM
116	<b>Constructive</b> Now that it's so successfully popular, wait times are too long in the morning so I end up walking - so maybe add more vans? Evening drunks need to be managed better in the van - makes it uncomfortable for other riders especially with kids. Not sure what the answer is there :(	3/25/2020 12:06 PM
117	<b>Unique feedback</b> I stay at Squaw and at Alpine Meadows, depending.	3/25/2020 12:05 PM
118	<b>Positive</b> Keep it up! Such ease to use mountaineer and avoid driving in icy conditions!	3/25/2020 12:05 PM
119	<b>Unique feedback</b> BE GREAT TO RUN MOUNTAINEER TWIXT SV AND AM DURING SKI OPS.	3/25/2020 12:01 PM
120	<b>Positive</b> Nope! Love you guys	3/25/2020 12:00 PM
121	<b>Positive</b> No	3/25/2020 12:00 PM
122	<b>Positive</b> AMAZING!!!!	3/25/2020 11:59 AM
123	<b>Positive</b> Keep up the good work. Thanks for all the help this winter	3/25/2020 11:58 AM
124	<b>Positive</b> All around awesome! Thanks again for all of the hard work that makes life easier for the rest of us here in Squaw!! Never had anything like it before in a mountain town!	3/25/2020 11:55 AM
125	<b>Survey related feedback</b> Would love it every day.	3/25/2020 11:55 AM
126	<b>Positive</b> No	3/25/2020 11:55 AM
127	<b>Positive</b> This service makes me SO much more likely to spend my vacation time in Squaw Valley as opposed to somewhere else. I loved your service! Thank you!!	3/25/2020 11:52 AM
128	<b>Positive</b> <b>Unique feedback</b> It is an invaluable service and it is incredible that it is free. Consider moving to a "suggested pricing" model of \$1 per passenger. It is still free, but ask people to tip the drivers \$1. This is what we do with our boys. There would be no obligation, but a lot of people would gladly do that. It would make the whole service more sustainable longer-term, since I imagine the driver opportunity would then be that much more attractive	3/25/2020 11:51 AM
129	<b>Survey related feedback</b> Love the idea of rides to Truckee and Tahoe City for dinner out	3/25/2020 11:49 AM
130	<b>Positive</b> <b>Survey related feedback</b> Mountaineer is the best thing that has happened to the Valley and we would be willing to pay a seasonal fee if it came to that, assuming it's reasonable :-)	3/25/2020 11:42 AM
131	<b>Positive</b> Thank you and keep up the great work!	3/25/2020 11:40 AM
132	<b>Positive</b> No	3/25/2020 11:39 AM
133	<b>Positive</b> As a vacationer, We were super impressed with the Mountaineer transit system I'm not sure I have any comments right now and how to improve it it's great	3/25/2020 11:32 AM
134	<b>Positive</b> Nope	3/25/2020 11:25 AM
135	<b>Positive</b> No	3/25/2020 11:17 AM
136	<b>Constructive</b> don't kick people off for no reason	3/25/2020 11:16 AM
137	<b>Constructive</b> Ski racks are difficult to use. too high.	3/25/2020 11:14 AM
138	<b>Constructive</b> <b>Unique feedback</b> 1. Early morning service from AM to Squaw. Taking mountaineer to the base to then take Squaw alpine express won't get kids to Squaw in time for ski team. Would reduce number of cars in Squaw lot. 2. Establish a two minute wait time. I have frequently been in a mountaineer that waits as long as it takes for people to finish getting ready and come out. No one should call a mountaineer before they are ready to go. Drivers don't mind this as much as passengers because they get paid regardless.	3/25/2020 11:11 AM
139	<b>Positive</b> Not at this time. Love the Mountaineer overall. Thanks for the great service.	3/25/2020 11:11 AM

## Mountaineer Winter 2019 Survey

140	<b>Positive</b> Keep up the great service	3/25/2020 11:10 AM
141	<b>Unique feedback</b> It would be great if Mountaineer could take us straight from Alpine to SQUAW instead of dropping us at Alpine to take the shuttle to Squaw	3/25/2020 11:07 AM
142	<b>Constructive</b> Need to equip all of the buses with outside ski racks. Really a challenge riding in between Mountains carting skis on and off the buses. Poles are challenging enough. Cheers !!!	3/25/2020 11:03 AM
143	<b>Constructive</b> One driver was very unpleasant. Unfortunately I didn't get his name.	3/25/2020 11:03 AM
144	<b>Positive</b> Ni	3/25/2020 11:03 AM
145	<b>Positive</b> Thank you for everything!	3/25/2020 11:03 AM
146	<b>Unique feedback</b> It would be great to be able to get to the River Ranch from SQUAW (& vice versa)	3/25/2020 11:00 AM
147	<b>Unique feedback</b> After making a reservation & while waiting for your ride, many times a mountaineer van appears at your pickup stop with no passengers. Why is it not possible to take that idle mountaineer to your destination?	3/25/2020 10:53 AM
148	<b>Positive</b> <b>Unique feedback</b> You guys were awesome this winter. The drivers were always friendly and upbeat. My usual wait time was 3 minutes although occasionally it would jump to 10-15. A really great service for the valley. It would be nice if we could tip the drivers from the app.	3/25/2020 10:52 AM
149	<b>Positive</b> No	3/25/2020 10:52 AM
150	<b>Unique feedback</b> driver tips in the app	3/25/2020 10:51 AM
151	<b>Unique feedback</b> Squaw to Alpine service	3/25/2020 10:50 AM
152	<b>Unique feedback</b> 6am start to keep local in valley employees out of parking lot. (I live close enough to walk but in winter far enough to warrant a drive)	3/25/2020 10:49 AM
153	<b>Positive</b> <b>Survey related feedback</b> Keep it going. Great for weekend parking issues. Week days not a parking problem at Alpine except on powder days but that is not enough to establish weekday service. Thanks. Stu	3/25/2020 10:46 AM
154	<b>Unique feedback</b> should add tip feature for drivers	3/25/2020 10:43 AM
155	<b>Positive</b> Keep up the great work! It is a great service for the area.	3/25/2020 10:42 AM
156	<b>Positive</b> Thank you!	3/25/2020 10:41 AM
157	<b>Unique feedback</b> I stay in Alpine. Take me to Squaw too!!!	3/25/2020 10:38 AM
158	<b>Unique feedback</b> would nice to get from Alpine Meadows areas to Squaw since we have kids on the teams that need to be at Squaw some times.	3/25/2020 10:37 AM
159	<b>Constructive</b> Make ski rack easier for smaller people/women to load their skis	3/25/2020 10:36 AM
160	<b>Constructive</b> <b>Positive</b> Some drivers were helpful loading/unloading skis, others just sat in vehicle while we loaded/unloaded. Recommend drivers help load/unload skis. Directly affects gratuity as well as perspective of Mountaineer Shuttle service.	3/25/2020 10:33 AM
161	<b>Positive</b> Keep it up. You're the best thing that ever happened to Squaw Valley!	3/25/2020 10:33 AM
162	<b>Positive</b> <b>Unique feedback</b> This is a great idea and I'm glad you have this! Since most of the rides end up being free, it would be great to include a tip option for those of us who fail at carrying cash.	3/25/2020 10:31 AM
163	<b>Positive</b> You guys are great. Directly improved my ability to ski more this year and also made the experience much more stress free. Thank you!	3/25/2020 10:29 AM
164	<b>Positive</b> Just a plea to keep it running! Mountaineer is the best addition to the Valley in years!!	3/25/2020 10:29 AM
165	<b>Positive</b> none, your awesome!	3/25/2020 10:26 AM
166	<b>Positive</b> More vans! Great service.	3/25/2020 10:25 AM
167	<b>Unique feedback</b> Service between AM and SV is #1 request I hear	3/25/2020 10:25 AM

## Mountaineer Winter 2019 Survey

168	<b>Constructive</b> Need more drivers	3/25/2020 10:22 AM
169	<b>Positive</b> No but thank you!	3/25/2020 10:20 AM
170	<b>Positive</b> Nope, amazing free service with very kind and courteous drivers! Love it, Mountaineer may be the sole reason to return next year!	3/25/2020 10:18 AM
171	<b>Positive</b> Please keep it going next season!!! It is a great service and really think it is helping with the congestion problem in the Valley. Thank you so much for this great benefit	3/25/2020 10:18 AM
172	<b>Positive</b> <b>Survey related feedback</b> this is an awesome service and I would like to see it expanded even if we had to pay a reasonable fee for additional services	3/25/2020 10:18 AM
173	<b>Constructive</b> <b>Positive</b> I found that I needed to be pretty much ready when requesting. Even if it says 10 mins or 25 mins, sometimes it jumps down to 1-2 mins. In a way, it would be nice if you could request it say at a 20 min wait and know you had 20 mins to get ready. One time I waited until I was ready to request it and there was a 30 minute wait. I had checked it 10 mins earlier and there was only a 7 min wait, but I wasn't quite ready. Of course, it's also nice when it jumps down (someone comes off break) but if you're trying to time it right, it can throw things off a bit. It's an awesome service though and everyone is so friendly!	3/25/2020 10:17 AM
174	<b>Positive</b> <b>Survey related feedback</b> expanded holiday service in Alpine seems justifiable since the number of people here are quite high. There service is really great!	3/25/2020 10:14 AM
175	<b>Unique feedback</b> Cross valley mountaineer, particularly after shuttles stop running	3/25/2020 10:13 AM
176	<b>Constructive</b> Please have clarity on tipping policy. I listed to a conversation between a driver and his friend condemning people who did not tip. It did not occur to me that tipping was expected and frankly, this was unpleasant to hear.	3/25/2020 10:12 AM
177	<b>Unique feedback</b> Would pay fee to shuttle my kid employee (junior coach) from Squaw over to Alpine in the morning before the shuttle starts running	3/25/2020 10:12 AM
178	<b>Survey related feedback</b> If fees chrged, keep less expensive thn taxi, please.	3/25/2020 10:11 AM
179	<b>Positive</b> Great, reliable service run by friendly people.	3/25/2020 10:10 AM
180	<b>Survey related feedback</b> You could continue offering free service to and from Alpine Meadows Ski area (for residents) but offer options for paid ride (evening service to Squaw Village or Tahoe City, etc.)	3/25/2020 10:10 AM
181	<b>Positive</b> Love what you are doing, keep it up	3/25/2020 10:09 AM
182	<b>Survey related feedback</b> Just a latter start time.	3/25/2020 10:08 AM
183	<b>Positive</b> No	3/25/2020 10:04 AM
184	<b>Unique feedback</b> Offer drop/pick up at Members locker like before as the walk from base location is too far	3/25/2020 10:04 AM
185	<b>Survey related feedback</b> Midweek service in Alpine Meadows.	3/25/2020 10:03 AM
186	<b>Positive</b> <b>Unique feedback</b> Cat's Meow ! Make it easier to get to Alpine Meadows from SV. We ski at Squaw, but would go to AM more if did not have to drive car.	3/25/2020 10:02 AM
187	<b>Positive</b> Great service, fun staff - overall a real addition to our Alpine Meadows experience.	3/25/2020 10:01 AM
188	<b>Unique feedback</b> Had difficulty accessing app when not at my home address; I wonder why??	3/25/2020 9:59 AM
189	<b>Survey related feedback</b> We would LOVE mid-week service at Alpine. We would happily pay a fee. With three kids on team, the shuttle really makes our lives work here. Thank you so much!	3/25/2020 9:58 AM
190	<b>Survey related feedback</b> go to alpine	3/25/2020 9:58 AM
191	<b>Positive</b> Nope, thank you!	3/25/2020 9:56 AM
192	<b>Positive</b> No	3/25/2020 9:55 AM
193	<b>Unique feedback</b> Make it clear ahead of time to riders that they need to be standing in front of their house ready to get in the van when the driver pulls up. My biggest complaint is that people were sometimes still inside and didn't come out right away, so we had to wait for them. Very	3/25/2020 9:50 AM

## Mountaineer Winter 2019 Survey

selfish on their part -- and annoying! The driver should be able to gently reprimand them for that so hopefully it doesn't happen next time. Another time, the people who called were at a different address than was apparently entered into the app. We waited a LONG time before the driver discovered the error. Not sure how to correct that problem.

194	<b>Positive</b>	I had no idea what this was until an employee told me, then it saved my life	3/25/2020 9:50 AM
195	<b>Positive</b>	Loved the driver Andrew. Really fun. And all the other drivers were terrific too. Fabulous service.	3/25/2020 9:49 AM
196	<b>Positive</b>	No	3/25/2020 9:47 AM
197	<b>Unique feedback</b>	Automatic doors would be an upgrade	3/25/2020 9:44 AM
198	<b>Positive</b>	Great work!	3/25/2020 9:42 AM
199	<b>Positive</b>	No	3/25/2020 9:40 AM
200	<b>Positive</b> <b>Unique feedback</b>	Pick up/drop off in front of members locker room would be more convenient and closer for skiers and shoppers. This is a great service!	3/25/2020 9:39 AM
201	<b>Positive</b>	Nope :))	3/25/2020 9:38 AM
202	<b>Positive</b>	Great service thanks!!	3/25/2020 9:38 AM
203	<b>Unique feedback</b>	Id really like to be able to get a mountaineer from the Alpine Meadows area to Squaw	3/25/2020 9:37 AM
204	<b>Constructive</b> <b>Positive</b>	Most drivers are Excellent!! A few, not so much. What times extremely accurate up to about 12 minutes and below, then it goes down. Above 20 minutes not accurate at all!	3/25/2020 9:36 AM
205	<b>Unique feedback</b>	Pad ski racks Somewhat difficult to exit vehicles Could use assistance Would tip for this	3/25/2020 9:35 AM
206	<b>Positive</b>	No	3/25/2020 9:34 AM
207	<b>Positive</b>	No	3/25/2020 9:33 AM
208	<b>Unique feedback</b>	Move pickup and drop off back in front of the locker room	3/25/2020 9:31 AM
209	<b>Positive</b>	Keep up the good work. Stay safe during the quarantine.	3/25/2020 9:29 AM
210	<b>Positive</b> <b>Unique feedback</b>	App and being able to avoid parking is amazing. Love this service. One tweak Alpine Meadows internet is terrible so it's very hard to request a ride if the resort is busy at all.	3/25/2020 9:28 AM
211	<b>Unique feedback</b>	Have a stop by the tram building, then there will be stops at both ends of the resort. This is reduce congestion by Squaw Kids and the current transit center.	3/25/2020 9:28 AM
212	<b>Constructive</b>	THEY NEED TO DRIVE SLOWER IN NEIGHBORHOODS. They were feet away from hitting my dog and I. Didn't even slow down.	3/25/2020 9:27 AM
213	<b>Positive</b>	No. We love it! Thank you!	3/25/2020 9:27 AM
214	<b>Unique feedback</b>	Help Alterra figure out new processes to keep lifts running during pandemics, because if they close lifts on every pandemic, then you will close Mountaineer every time anyway.	3/25/2020 9:25 AM
215	<b>Unique feedback</b>	It would be great to be able to contact the driver after booking a ride (once a driver is assigned). We're in the Palisades development, and if we forget to put a note in to direct drivers (we can't yet enter a specific address), it usually forces the driver to call us. I'd love to be able to either enter a note or send a text to the driver if possible.	3/25/2020 9:22 AM
216	<b>Survey related feedback</b>	Staying open to 11 pm would make the service perfect Dinners in the village often end after 10pm Having the Mountaineer availability after to 11pm would be great	3/25/2020 9:20 AM
217	<b>Positive</b>	No, it's great!	3/25/2020 9:20 AM
218	<b>Positive</b> <b>Survey related feedback</b>	Thank you for this great service. I would absolutely pay for service to Tahoe City/ Truckee that would be amazing!	3/25/2020 9:19 AM

## Mountaineer Winter 2019 Survey

219	<b>Survey related feedback</b> Expanded service to/from AM to Squaw (daytime and evenings for dinner, etc) and to/from Tahoe City (weekend eves)	3/25/2020 9:19 AM
220	<b>Positive</b> <b>Survey related feedback</b> Please continue to offer free service inside the village area. If this portion changes to a fee driven service, I feel it will drop rider use considerably. Thanks for an wonderful addition to the valley and helping offset so much traffic	3/25/2020 9:18 AM
221	<b>Survey related feedback</b> To and from Alpine Meadows to Tahoe City/Truckee.	3/25/2020 9:18 AM
222	<b>Positive</b> Love it! Keep expanding	3/25/2020 9:17 AM
223	<b>Positive</b> Fuc*&% awesome!	3/25/2020 9:16 AM
224	<b>Survey related feedback</b> I'd pay to go to Truckee or Tahoe City but not within Squaw	3/25/2020 9:13 AM
225	<b>Positive</b> No	3/25/2020 9:13 AM
226	<b>Positive</b> Thank you for this wonderful service. We do appreciate the ease and stress less way to get to the mountain! See you next year	3/25/2020 9:09 AM
227	<b>Constructive</b> Figure out the bugs in the app on busy weekends/holidays. I basically don't use you guys when it gets busy because the app bounces around so much. Maybe go to fixed route during these times?????	3/25/2020 9:08 AM
228	<b>Unique feedback</b> Our home is in Olympic Valley. It would be nice (though not absolutely necessary) to be able to ride the mountaineer to the Alpine Meadows resort.	3/25/2020 9:07 AM
229	<b>Unique feedback</b> Maybe one van to and from squaw and alpine	3/25/2020 9:05 AM
230	<b>Positive</b> No	3/25/2020 9:05 AM
231	<b>Positive</b> NO	3/25/2020 9:03 AM
232	<b>Unique feedback</b> I'd like to know the wait time before I book it. It would be very helpful for the morning to know if I should boot up before I book it.	3/25/2020 9:01 AM
233	<b>Unique feedback</b> Pick up and drop off location at SV village sort of sucks. Would be better to get closer to Funitel, especially with kids.	3/25/2020 9:01 AM
234	<b>Positive</b> Thank you!!	3/25/2020 9:01 AM
235	<b>Positive</b> Thank you. We use it for getting to and from the mountain when we come on our two visits a year	3/25/2020 9:00 AM
236	<b>Survey related feedback</b> I like the idea of offering rides to Truckee or Tahoe city in the evenings for a fee, like an Uber or Lyft.	3/25/2020 9:00 AM
237	<b>Unique feedback</b> It would be great if the Mountaineer went between the mountains. I live in Alpine, so if I want to go to squaw I have to take the mountaineer to Alpine, then wait for a shuttle. It's 1.5 hours all said and done, so I never go to squaw to ski or eat. Also if it ran between squaw and alpine then I could ride it to work when I coach instead of taking up more parking.	3/25/2020 9:00 AM
238	<b>Unique feedback</b> Night service between AM and SV!!!!!!!!! I would pay for this	3/25/2020 8:59 AM
239	<b>Positive</b> No issues, we had excellent and very knowledgeable drivers. We chose to stay at Squaw because of the services offered.	3/25/2020 8:58 AM
240	<b>Constructive</b> <b>Positive</b> Remind the drivers that we are dressed in clothes to ski. Van is too hot when they have thermostat at 80 and they are in a t-shirt. Vinyl flooring is REALLY slippery. Overall, we LOVE this service--works for us and the Mountain. More parking for those coming from out of the Valley. Also keeps our family from sometimes having 3 cars at the hill due to work schedules and stamina. Appreciated the service during some of the holiday periods.	3/25/2020 8:57 AM
241	<b>Positive</b> Tell them how great their drivers are	3/25/2020 8:57 AM
242	<b>Survey related feedback</b> Service to/from Truckee and Tahoe during the evening would be amazing. The restaurants and bars in those locations may support this to increase customers. TART's hours are limited and not as convenient.	3/25/2020 8:57 AM
243	<b>Survey related feedback</b> On the answer for expanded services, the one that I care not about is later services until 11pm at least.and also the ride to Alpine..Truckee and Tahoe City would	3/25/2020 8:56 AM



## Mountaineer Winter 2019 Survey

be great, but not as important at all.

244	<b>Positive</b> I recommend you expand this service to all Alterra Owned properties.	3/25/2020 8:56 AM
245	<b>Unique feedback</b> All year service would be very desirable.	3/25/2020 8:54 AM
246	<b>Positive</b> No	3/25/2020 8:52 AM
247	<b>Positive</b> Keep up the great work!	3/25/2020 8:48 AM
248	<b>Positive</b> No	3/25/2020 8:48 AM
249	<b>Unique feedback</b> The app used to remember where I was and where I am going. Its doesn't know where I am going anymore. Have to enter it in.	3/25/2020 8:47 AM
250	<b>Unique feedback</b> Inter-mountain service from residences at Squaw to Alpine Meadows. Currently, would have to take Mountaineer from home to Squaw, then the SquawAlpine shuttle to Alpine Meadows...	3/25/2020 8:46 AM
251	<b>Survey related feedback</b> <b>Unique feedback</b> Want to go from Alpine to Squaw and back!!! More important than going to Truckee.	3/25/2020 8:46 AM
252	<b>Unique feedback</b> Go between squaw and alpine	3/25/2020 8:45 AM
253	<b>Positive</b> You guys are awesome. Thank you!	3/25/2020 8:45 AM
254	<b>Positive</b> No	3/25/2020 8:45 AM
255	<b>Positive</b> Yeehaw	3/25/2020 8:44 AM
256	<b>Constructive</b> Drivers must drive slower within small neighborhoods like Bear Creek where there are lots of kids and dogs. Speed limit is 15 mph.	3/25/2020 8:44 AM
257	<b>Positive</b> No	3/25/2020 8:43 AM
258	<b>Positive</b> Nope - thank you!	3/25/2020 8:43 AM
259	<b>Survey related feedback</b> It doesn't make sense to expand the week day services in Alpine Meadows but it would be great if it expanded throughout the entire holiday week and weekends. There are enough second home owners and residents around during that time to make it worth while.	3/25/2020 8:42 AM
260	<b>Positive</b> Thank you! Amazing service that completely changes the Squaw experience.	3/25/2020 8:41 AM
261	<b>Constructive</b> <b>Positive</b> I think the service is fantastic. Occasionally there does seem to be the times that things are busy, where there is a long wait time, and suddenly you are cancelled, or you are not picked up. A bit more attention to that and communication is important. A few times we chose to not take it after having waited for a while, and then you end up with 2-4 cars just from my household up on the mountain taking up spaces.	3/25/2020 8:38 AM
262	<b>Unique feedback</b> Offer service from Alpine valley area homes to Squaw Valley area. Not just the shuttle from the ski resort so folks could take advantage of the village in the evening	3/25/2020 8:36 AM
263	<b>Unique feedback</b> Service between Alpine and Squaw Valley	3/25/2020 8:36 AM
264	<b>Unique feedback</b> Drop off and pick up on Squaw Peak Rd. Hate walking to the East transit center at Squaw.	3/25/2020 8:35 AM
265	<b>Positive</b> Keep it free. Fantastic service.	3/25/2020 8:33 AM
266	<b>Positive</b> This service is fantastic! Thanks for offering it! Hope you all are taking care of yourselves, and we're looking forward to seeing you next season.	3/25/2020 8:32 AM
267	<b>Positive</b> I think you have covered them	3/25/2020 8:32 AM
268	<b>Positive</b> No; you guys are awesome, and made my family skiing vacation better by making it so easy to go from our condo to the slopes and back so quickly!!	3/25/2020 8:31 AM
269	<b>Positive</b> The guys were great!	3/25/2020 8:31 AM
270	<b>Unique feedback</b> Inter valley rides between SV and Alpine	3/25/2020 8:31 AM
271	<b>Positive</b> No	3/25/2020 8:31 AM

## Mountaineer Winter 2019 Survey

272	<b>Positive</b> I LOVE IT !! SO DO MY CHILDREN !!	3/25/2020 8:31 AM
273	<b>Survey related feedback</b> Please start service for Tahoe city!	3/25/2020 8:28 AM
274	<b>Unique feedback</b> Drop off nearer to SV locker room(like by children's world circle) rather than at start of parking lot. At least do this improved closer drop off on weekdays!	3/25/2020 8:28 AM
275	<b>Unique feedback</b> I would like to take the mountaineer from my house in Alpine to Squaw and back . I Love the mountaineer!	3/25/2020 8:27 AM
276	<b>Positive</b> <b>Survey related feedback</b> Day service from Truckee & Tahoe City to SV & Alpine you guys are great	3/25/2020 8:27 AM
277	<b>Positive</b> <b>Survey related feedback</b> I love that it's a free service, but think it's totally reasonable to charge a minimal amount if needed. It would also be great to be able to tip the driver through the app- I forgot cash.	3/25/2020 8:27 AM
278	<b>Positive</b> Thank you! We loved this service and hope it continues! Stay well and healthy!	3/25/2020 8:26 AM
279	<b>Positive</b> <b>Survey related feedback</b> I love it just the way it is. I'm sure Truckee/TC service would be desirable to many but I live in Squaw so don't necessarily need that. I would bay for that service if I needed it. I love the fact that it is free and frees up traffic a bit to the slopes and parking. If the Squaw service started to cost money I guess it would depend on how much it costs if I would use it or not. Thanks for your great service!	3/25/2020 8:26 AM
280	<b>Constructive</b> Reduce number of options for pickup drop off locations in the app to match what locations are being serviced at that time. My most frustrating mountaineer ride happened when I was requesting pickup at plumpjack but mountaineer would not pickup there and a driver told me to request the Squaw transit center instead (which worked after a delay.)	3/25/2020 8:26 AM
281	<b>Positive</b> <b>Unique feedback</b> Yes. Love mountaineer but the prospect of paying is out if the question. Also, we notices the almost compulsory tipping was a huge turn off. Several of the full time squaw residents who work for squaw opted out of riding mountaineer since they felt compelled to tip so they decided to DRIVE AND PARK EVERY DAY. Mountaineer should stay true to the original mission of providing no cost service.	3/25/2020 8:25 AM
282	<b>Positive</b> None	3/25/2020 8:24 AM
283	<b>Unique feedback</b> Rubber protection around top rim of Ski rack to prevent scratching skis	3/25/2020 8:22 AM
284	<b>Survey related feedback</b> Don't forget AM! At minimum, should add dec 19-Jan 3 and feb 15-19 next year. But would really like to see weekday service all the time.	3/25/2020 8:22 AM
285	<b>Positive</b> No but just want to say how fantastic each and everyone of the drivers were - great knowledge of the area, personable and incredibly professional. Thank you!	3/25/2020 8:21 AM
286	<b>Positive</b> Great service. I skied 40 days or so this year and used the mountaineer 100% of the time.	3/25/2020 8:21 AM
287	<b>Constructive</b> <b>Positive</b> The ski racks are a little cumbersome to get your skis in/out; other than that though I'm so thankful for this service. Hope we'll be able to go from Alpine to SV and vice versa in the future!	3/25/2020 8:21 AM
288	<b>Unique feedback</b> Drop off at the circle by the Tram. We live in Shady Acres by the Chapel and you won't bring us to the Tram. If we are going skiing, that's where we need to go!	3/25/2020 8:20 AM
289	<b>Survey related feedback</b> Please have midweek service in alpine!:)	3/25/2020 8:18 AM
290	<b>Unique feedback</b> Allow different drop offs first. Drivers always has a route and I ended up home last everything I'm full time juniper resident	3/25/2020 8:18 AM
291	<b>Survey related feedback</b> Expand days and hours in Alpine	3/25/2020 8:17 AM
292	<b>Unique feedback</b> Dinnertime service from Alpine to Squaw would bring a lot of additional business to SV restaurants/bars.	3/25/2020 8:16 AM
293	<b>Positive</b> drivers were wonderful. great service. thanks	3/25/2020 8:15 AM
294	<b>Constructive</b> Unorganized and both rides cancelled on my when I showed up. It's a joke	3/25/2020 8:12 AM
295	<b>Positive</b> Loved it	3/25/2020 8:12 AM

## Mountaineer Winter 2019 Survey

296	<b>Survey related feedback</b> Allow donations to either expand the service or have summer hrs (weekends to start). I would do a yearly donation rather than paying for each ride.	3/25/2020 8:12 AM
297	<b>Positive</b> You guys rock! Never change!	3/25/2020 8:11 AM
298	<b>Unique feedback</b> Match me with driver immediately vs waiting several minutes to confirm where my driver is.	3/25/2020 8:11 AM
299	<b>Positive</b> No	3/25/2020 8:10 AM
300	<b>Positive</b> no, thank you	3/25/2020 8:09 AM
301	<b>Constructive</b> <b>Unique feedback</b> On the weekends it was hard to ask for a car, hire more people just for the weekend	3/25/2020 8:09 AM
302	<b>Positive</b> <b>Unique feedback</b> come back next year. Also extending the service in summer would be awesome!!	3/25/2020 8:09 AM
303	<b>Positive</b> Keep it going...great service.!!	3/25/2020 8:08 AM
304	<b>Positive</b> <b>Unique feedback</b> worked great...(other than understandable really peak times), wish the drop off was closer to the lift, but works well when Far East is running	3/25/2020 8:08 AM
305	<b>Positive</b> <b>Unique feedback</b> Somehow make the side running boards wider. Quite perilous in ski boots. Otherwise you guys are awesome!	3/25/2020 8:07 AM
306	<b>Unique feedback</b> to let know the people that mounataineer was cancelled I didn't know	3/25/2020 8:06 AM
307	<b>Constructive</b> More accurate wait time projections would be good. Had a few times where we were told 10 + minute wait and shuttle arrived inside 5 minutes, causing a bit of a delay in departure as we were in final stages of getting ready	3/25/2020 8:05 AM
308	<b>Survey related feedback</b> If there is a fee for expanded service I would pay it, but it would have to be low.	3/25/2020 8:05 AM
309	<b>Positive</b> nothing could be done better	3/25/2020 8:05 AM
310	<b>Positive</b> Keep it going, love it	3/25/2020 8:05 AM
311	<b>Unique feedback</b> You ask about night service to SV from Truckee and Tahoe City--which are fine, but #1 request would be night service from AM to SV and back	3/25/2020 8:05 AM
312	<b>Positive</b> You guys are awesome! Hope you'll be back next year	3/25/2020 8:05 AM
313	<b>Unique feedback</b> Operation between SV and Alpine ski areas.	3/25/2020 8:04 AM