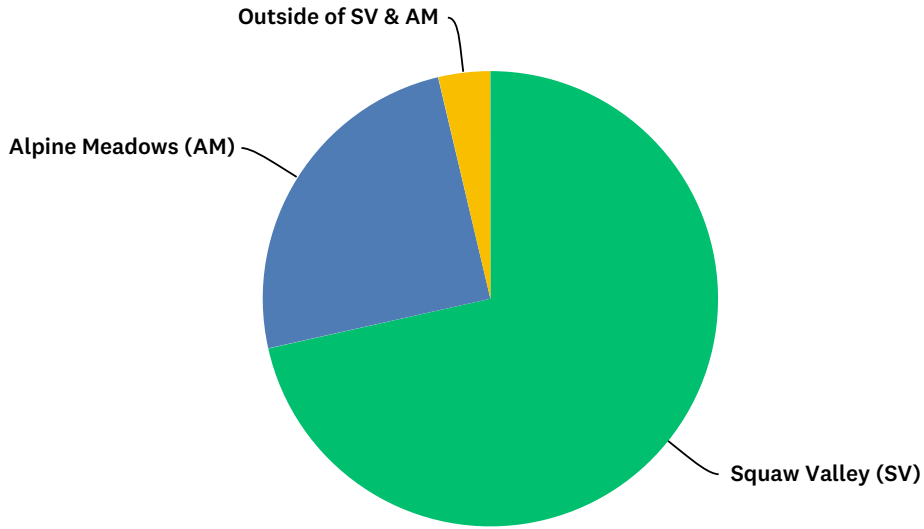


# Q1 When you used Mountaineer, where were you staying?

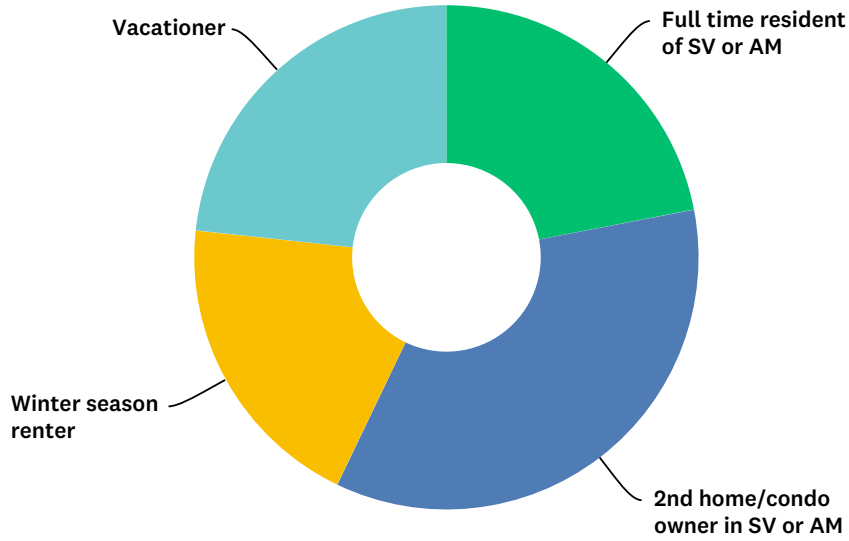
Answered: 923 Skipped: 4



ANSWER CHOICES	RESPONSES	
Squaw Valley (SV)	71.51%	660
Alpine Meadows (AM)	24.81%	229
Outside of SV & AM	3.68%	34
TOTAL		923

## Q2 When you used Mountaineer, which category would best describe you?

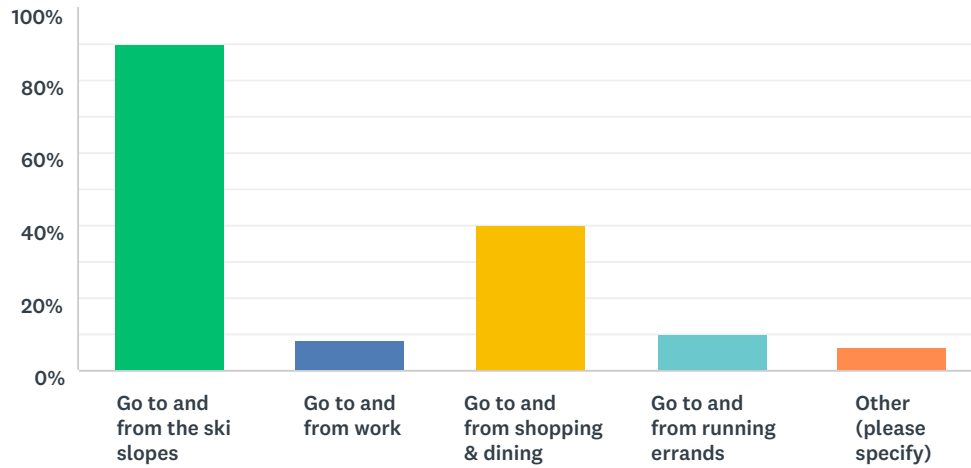
Answered: 919 Skipped: 8



ANSWER CHOICES	RESPONSES	
Full time resident of SV or AM	21.98%	202
2nd home/condo owner in SV or AM	35.15%	323
Winter season renter	19.59%	180
Vacationer	23.29%	214
<b>TOTAL</b>		<b>919</b>

### Q3 How would you describe your use of Mountaineer? Check all that apply.

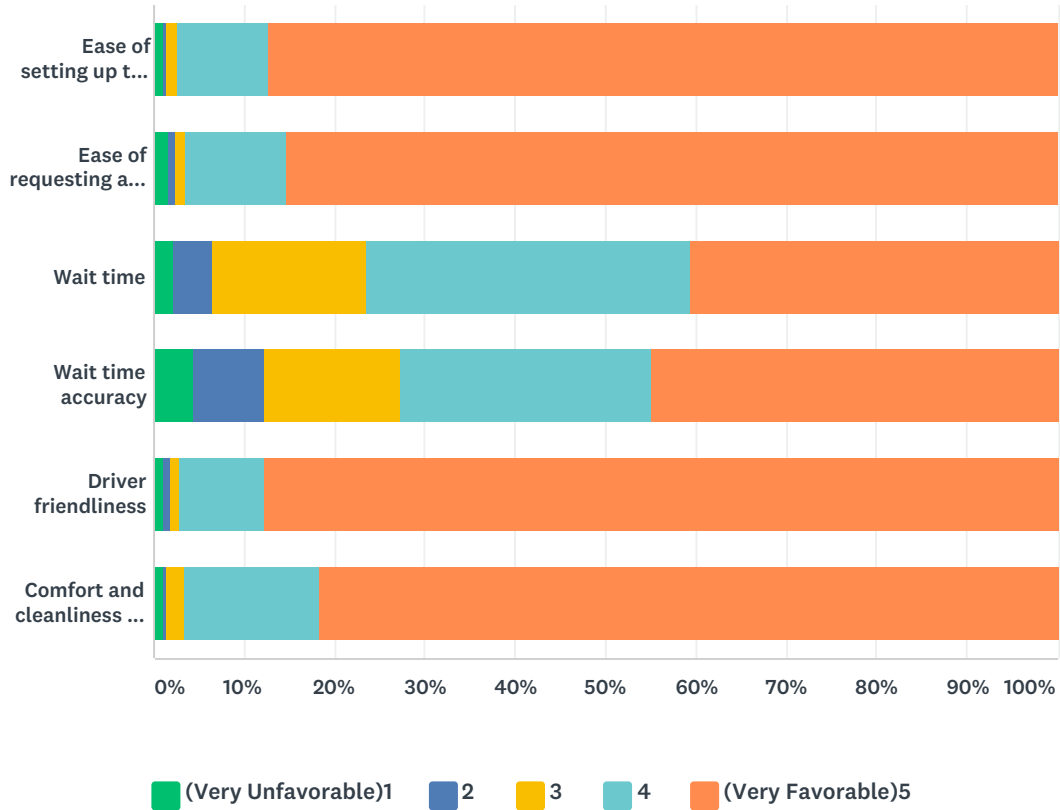
Answered: 924 Skipped: 3



ANSWER CHOICES	RESPONSES	
Go to and from the ski slopes	89.94%	831
Go to and from work	8.55%	79
Go to and from shopping & dining	39.83%	368
Go to and from running errands	9.85%	91
Other (please specify)	6.49%	60
Total Respondents: 924		

Q4 Please rate Mountaineer on these attributes, with 1 being very unfavorable and 5 being very favorable.

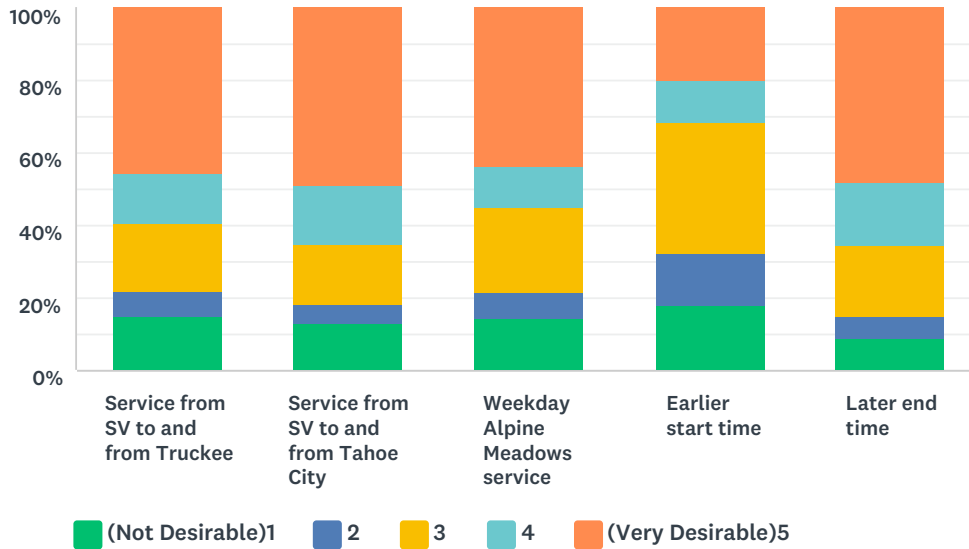
Answered: 925 Skipped: 2



	(VERY UNFAVORABLE)1	2	3	4	(VERY FAVORABLE)5	TOTAL	WEIGHTED AVERAGE
Ease of setting up the Mountaineer app	1.08% 10	0.32% 3	1.30% 12	9.95% 92	87.35% 808	925	4.82
Ease of requesting a ride	1.52% 14	0.98% 9	0.98% 9	11.16% 103	85.37% 788	923	4.78
Wait time	2.17% 20	4.33% 40	16.90% 156	35.97% 332	40.63% 375	923	4.09
Wait time accuracy	4.36% 40	7.84% 72	15.03% 138	27.89% 256	44.88% 412	918	4.01
Driver friendliness	0.98% 9	0.76% 7	1.09% 10	9.36% 86	87.81% 807	919	4.82
Comfort and cleanliness of vehicles	1.09% 10	0.33% 3	2.06% 19	14.88% 137	81.65% 752	921	4.76

Q5 Please rate how desirable you would find each of the following expanded services, with 1 being not desirable and 5 being very desirable.

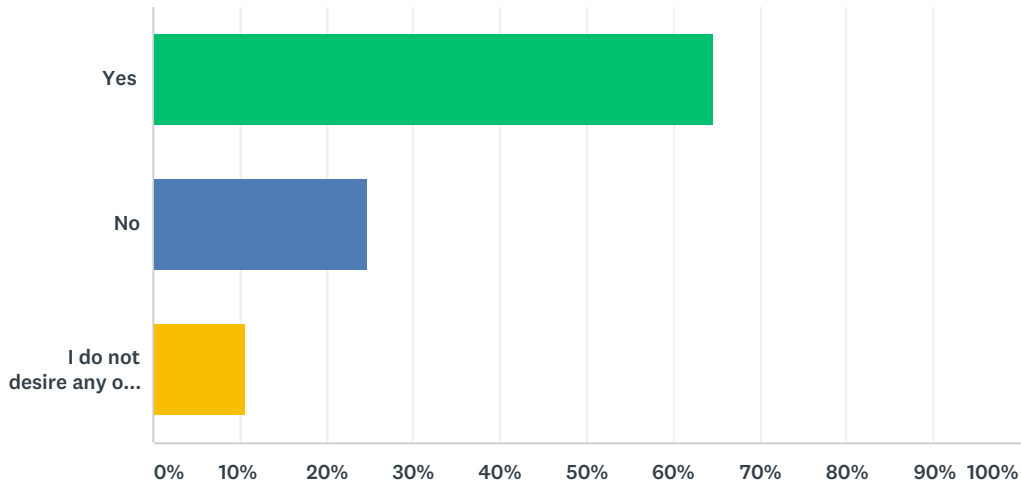
Answered: 902 Skipped: 25



	(NOT DESIRABLE)1	2	3	4	(VERY DESIRABLE)5	TOTAL	WEIGHTED AVERAGE
Service from SV to and from Truckee	14.82% 130	6.96% 61	18.81% 165	13.80% 121	45.61% 400	877	3.68
Service from SV to and from Tahoe City	13.09% 114	5.28% 46	16.88% 147	15.96% 139	48.79% 425	871	3.82
Weekday Alpine Meadows service	14.63% 123	6.66% 56	23.78% 200	11.65% 98	43.28% 364	841	3.62
Earlier start time	18.16% 150	14.29% 118	35.96% 297	11.50% 95	20.10% 166	826	3.01
Later end time	8.77% 76	6.00% 52	19.61% 170	17.42% 151	48.21% 418	867	3.90

## Q6 Would you be willing to pay a fee for the expanded services that you desire?

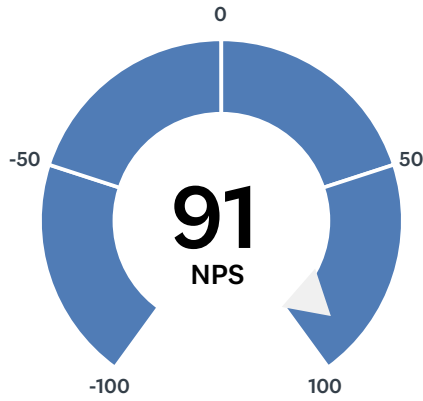
Answered: 914 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	64.66%	591
No	24.62%	225
I do not desire any of the expanded services	10.72%	98
<b>TOTAL</b>		<b>914</b>

# Q7 How likely is it that you would recommend Mountaineer to a friend or colleague?

Answered: 916 Skipped: 11



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
1% 9	7% 68	92% 839	91

## Q8 Do you have other suggestions for the Mountaineer service?

Answered: 516 Skipped: 411