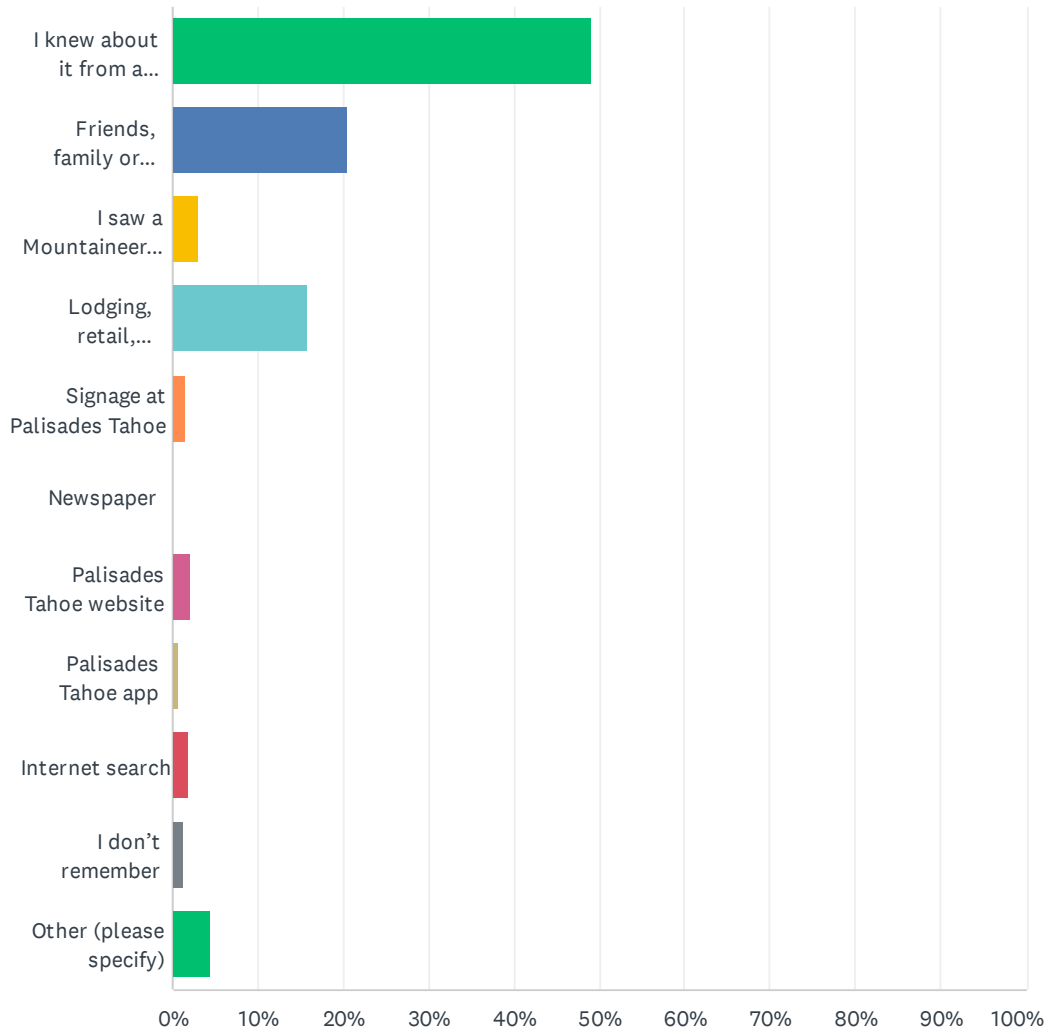


# Q1 How did you hear about Mountaineer?

Answered: 496 Skipped: 0



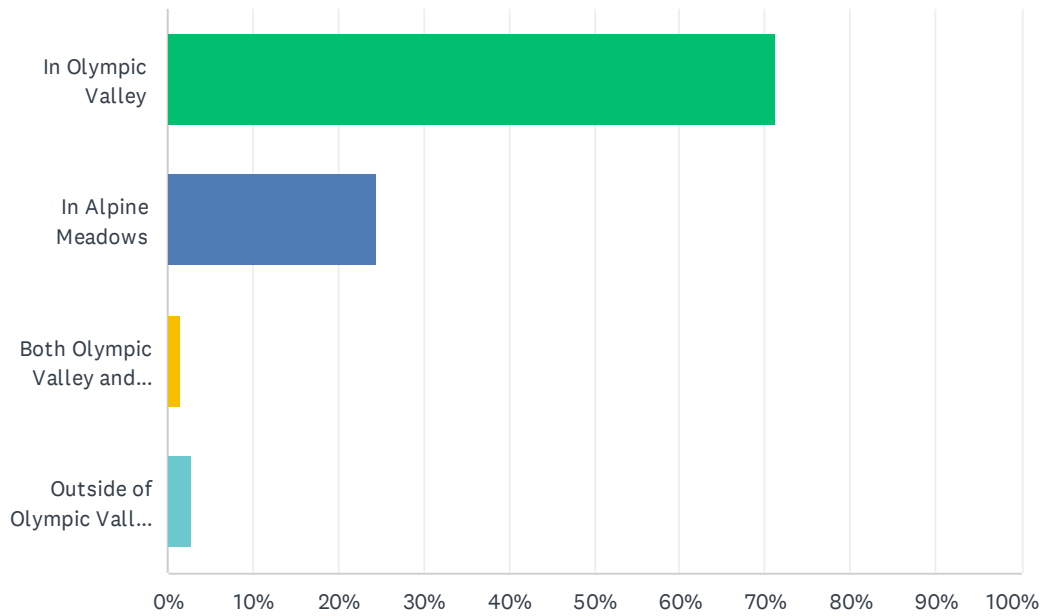
## Mountaineer Winter 2021 Survey (Riders)

ANSWER CHOICES	RESPONSES	
I knew about it from a previous winter	48.99%	243
Friends, family or co-workers	20.56%	102
I saw a Mountaineer vehicle	3.02%	15
Lodging, retail, restaurant	15.73%	78
Signage at Palisades Tahoe	1.41%	7
Newspaper	0.00%	0
Palisades Tahoe website	2.22%	11
Palisades Tahoe app	0.60%	3
Internet search	1.81%	9
I don't remember	1.21%	6
Other (please specify)	4.44%	22
<b>TOTAL</b>		<b>496</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Front desk at my hotel recommended	4/14/2022 11:40 PM
2	I pay a 1% transportation tax for it!!	4/14/2022 7:53 AM
3	most of the above. why can't I select more than one?	4/14/2022 12:30 AM
4	Heard about it from the homeowner we rented from.	4/13/2022 8:19 PM
5	Winter Wonder Grass	4/13/2022 9:23 AM
6	Palisades Tahoe email announcement from 3-4 years ago	4/13/2022 1:58 AM
7	I live in Alpine	4/13/2022 1:35 AM
8	OVI told me about it	4/13/2022 12:31 AM
9	Winter Wondergrass	4/12/2022 11:49 PM
10	Squaw valley	4/12/2022 9:55 PM
11	Concierge at hotel	4/12/2022 9:31 PM
12	Winter Wondergrass info email	4/12/2022 8:45 PM
13	Live in the area	4/12/2022 8:19 PM
14	Homeowner we rented from	4/12/2022 6:38 PM
15	Real estate agent	4/12/2022 6:05 PM
16	Winterwondergrass info	4/12/2022 6:03 PM
17	homeowner newsletter (in the valley)	4/12/2022 6:03 PM
18	Resort at Squaw Creek	4/12/2022 5:53 PM
19	Winterwondergrass FAQ page	4/12/2022 5:52 PM
20	Work at alpine meadows	4/12/2022 5:52 PM
21	winter wondergrass website	4/12/2022 5:46 PM
22	The hotel we were staying at	4/12/2022 5:41 PM

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

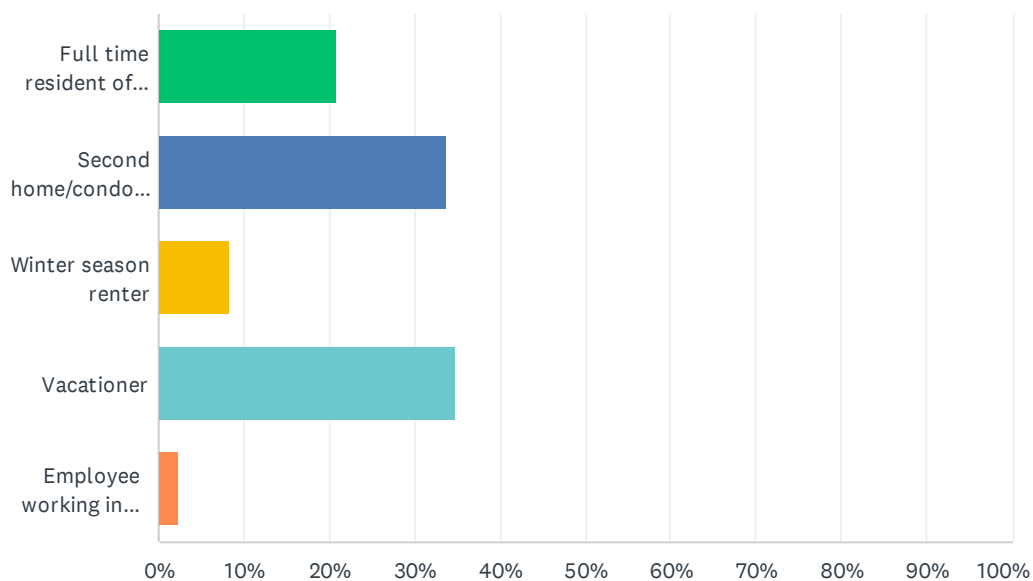
Answered: 495 Skipped: 1



ANSWER CHOICES	RESPONSES	
In Olympic Valley	71.31%	353
In Alpine Meadows	24.44%	121
Both Olympic Valley and Alpine Meadows	1.41%	7
Outside of Olympic Valley and Alpine Meadows	2.83%	14
TOTAL		495

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

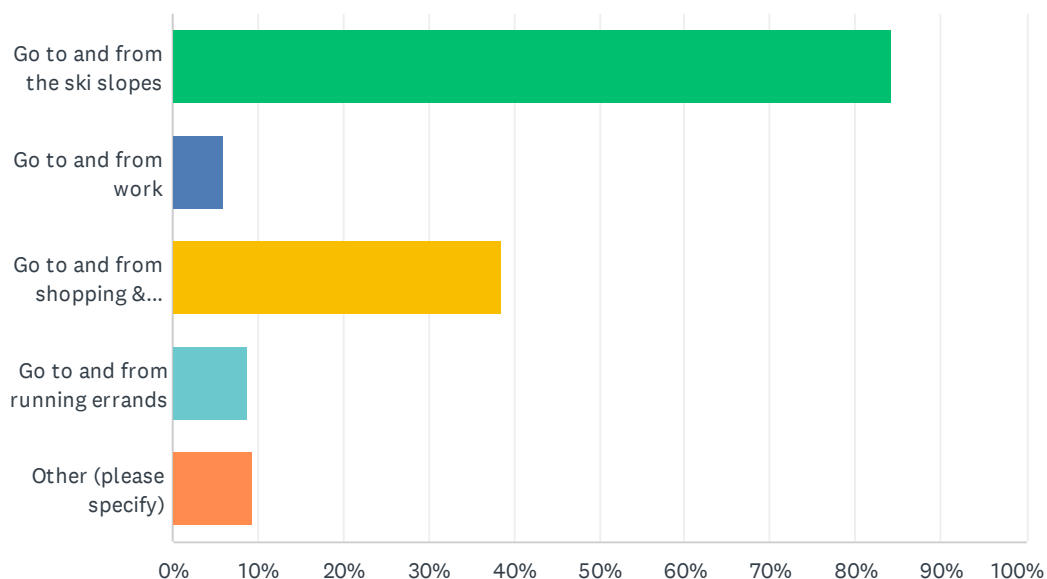
Answered: 495 Skipped: 1



ANSWER CHOICES	RESPONSES	
Full time resident of Olympic Valley or Alpine Meadows	20.81%	103
Second home/condo owner in Olympic Valley or Alpine Meadows	33.74%	167
Winter season renter	8.28%	41
Vacationer	34.75%	172
Employee working in Olympic Valley or Alpine Meadows	2.42%	12
<b>TOTAL</b>		<b>495</b>

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

Answered: 496 Skipped: 0



ANSWER CHOICES	RESPONSES
Go to and from the ski slopes	84.27% 418
Go to and from work	6.05% 30
Go to and from shopping & dining	38.51% 191
Go to and from running errands	8.67% 43
Other (please specify)	9.48% 47
Total Respondents: 496	

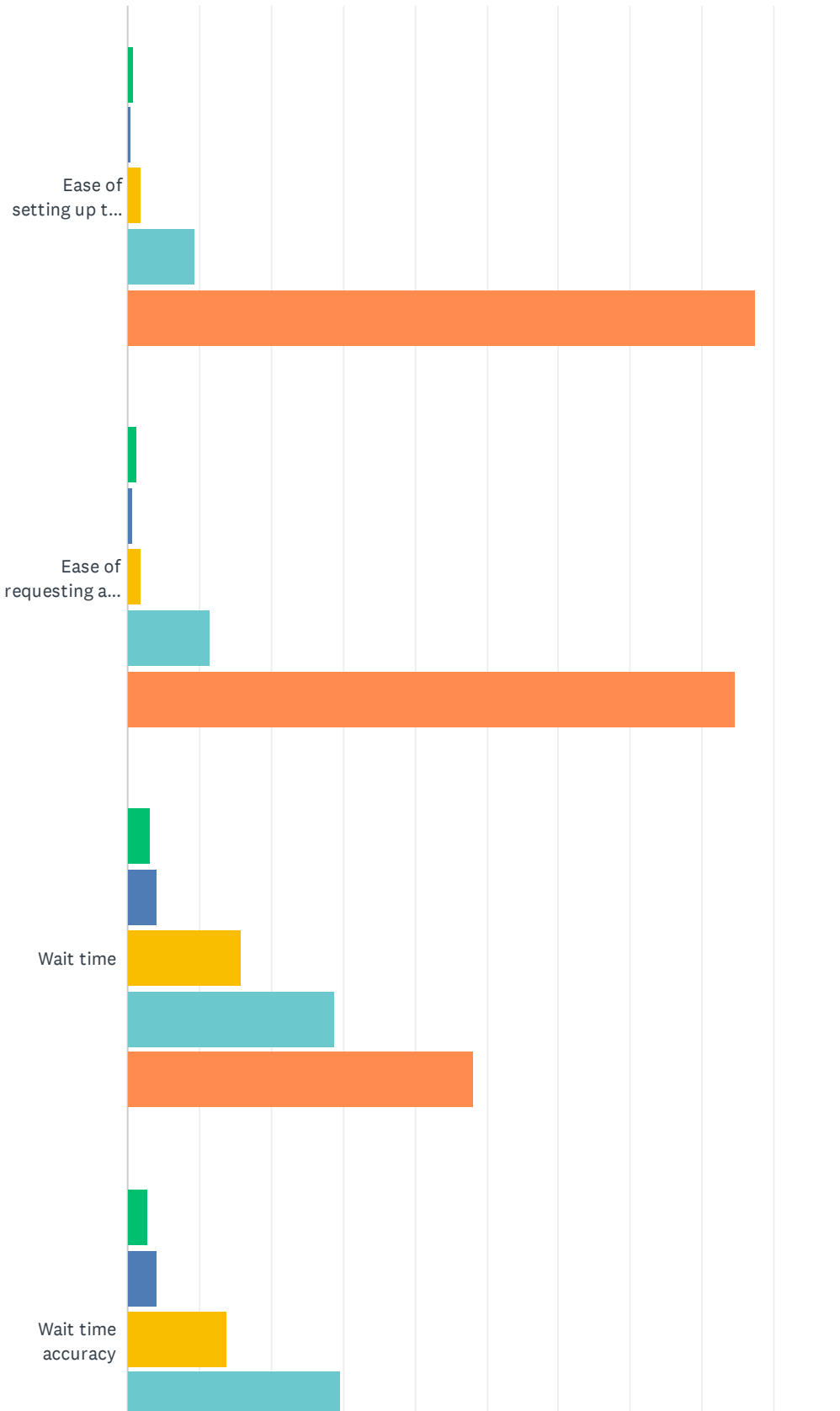
#	OTHER (PLEASE SPECIFY)	DATE
1	From lodging to local residence	4/18/2022 3:39 AM
2	Sidecountry pick up back to the resort	4/17/2022 11:26 AM
3	To go home from ski team.	4/14/2022 3:50 AM
4	Winterwondergrass	4/13/2022 9:06 PM
5	to and from hiking trails	4/13/2022 12:37 PM
6	To and from Winter Wondergrass	4/13/2022 12:02 PM
7	Winter Wondergrass festival	4/13/2022 11:56 AM
8	Going to freind's place	4/13/2022 11:53 AM
9	To and from WWG	4/13/2022 9:23 AM
10	alpine to river ranch	4/13/2022 8:09 AM
11	Winterwondergrass	4/13/2022 7:21 AM

## Mountaineer Winter 2021 Survey (Riders)

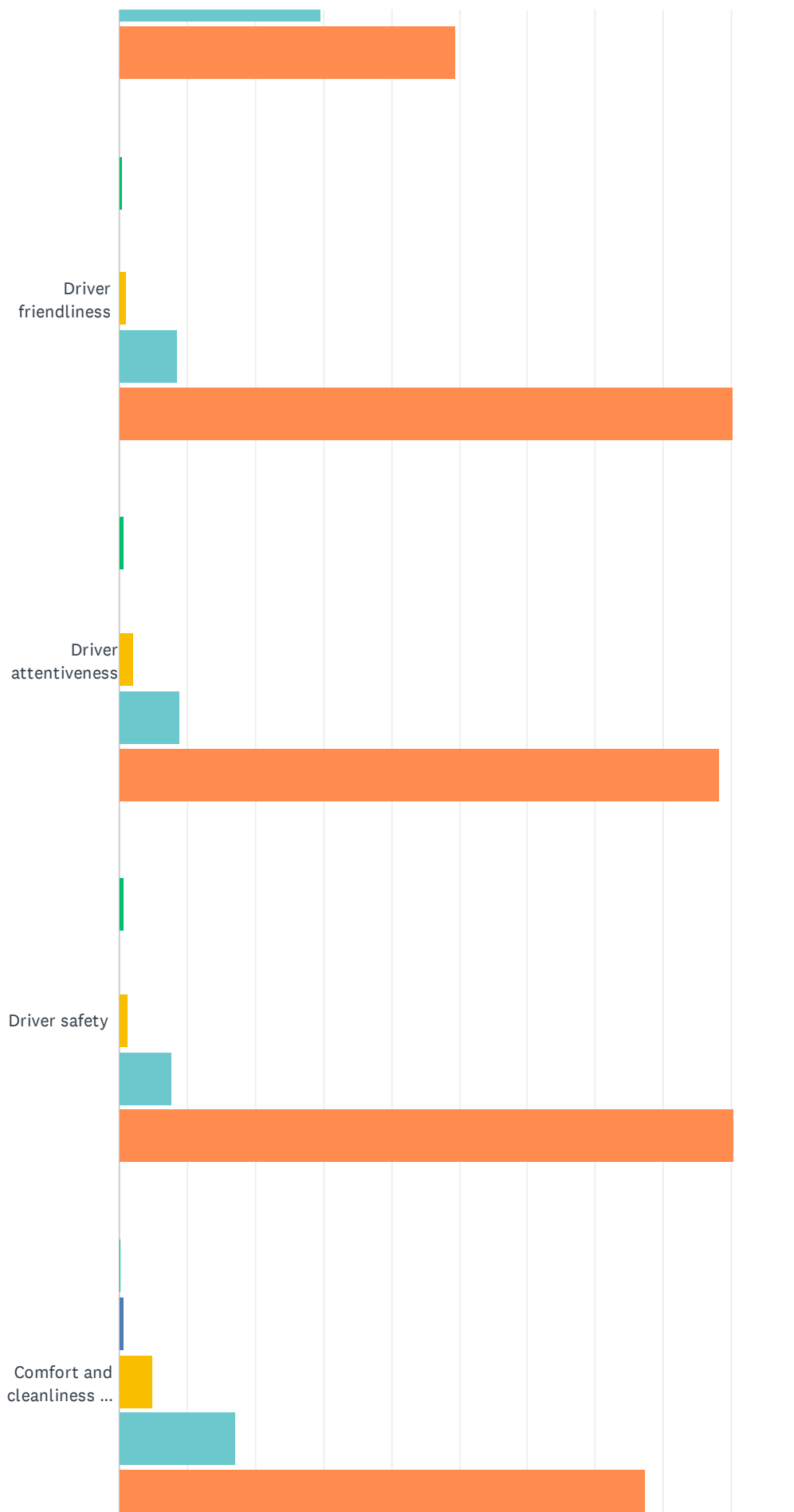
12	Wintergrass	4/13/2022 5:58 AM
13	back to OVI after having dinner in the Village	4/13/2022 1:07 AM
14	events	4/13/2022 12:03 AM
15	To and from Winter Wondergrass Festival	4/12/2022 11:49 PM
16	For returning to home at Squaw	4/12/2022 10:33 PM
17	To and from WinterGrass festival	4/12/2022 8:56 PM
18	From our hotel to friend's hotel	4/12/2022 8:53 PM
19	Music Festival - Winter Wondergrass	4/12/2022 8:45 PM
20	Wondergrass	4/12/2022 8:24 PM
21	Wwg	4/12/2022 8:19 PM
22	Bars!	4/12/2022 8:14 PM
23	WWG in April 2022	4/12/2022 8:14 PM
24	Visit other friends in the valley. Go to dinner. Go for drinks.	4/12/2022 7:56 PM
25	Go to and from Winterwondergrass festival	4/12/2022 7:40 PM
26	Go to a concert	4/12/2022 7:36 PM
27	Hotel to music festival	4/12/2022 7:24 PM
28	Go to other homes in the valley	4/12/2022 7:06 PM
29	We wish there were more options for Alpine as we would use it for more than just to/from the mountain.	4/12/2022 6:27 PM
30	I'd use for more if the shuttles went in between mountains	4/12/2022 6:26 PM
31	Designated driver 🍷	4/12/2022 6:25 PM
32	Winterwondergrass Music Festival	4/12/2022 6:20 PM
33	Music festival	4/12/2022 6:14 PM
34	Sledding with kids	4/12/2022 6:07 PM
35	Attend a party in the valley	4/12/2022 6:04 PM
36	to and from the festival at palisades	4/12/2022 6:03 PM
37	ride to festival	4/12/2022 5:54 PM
38	evening music	4/12/2022 5:52 PM
39	Alternate to finding designated driver	4/12/2022 5:52 PM
40	to and from WWG	4/12/2022 5:48 PM
41	To and from other homes of family or friends in the valley	4/12/2022 5:48 PM
42	Winter wonder grass	4/12/2022 5:46 PM
43	Events in the village as well	4/12/2022 5:45 PM
44	Bring kids to ski team in the morning when there is snow on the road	4/12/2022 5:44 PM
45	Hotel to winterwondergrass and back	4/12/2022 5:43 PM
46	From WWG to Squaw Creek	4/12/2022 5:41 PM
47	To/from school	4/12/2022 5:40 PM

### Q5 Please rate Mountaineer attributes.

Answered: 496 Skipped: 0

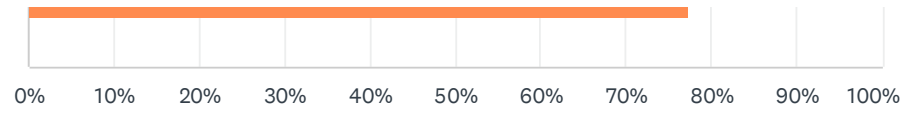


# Mountaineer Winter 2021 Survey (Riders)





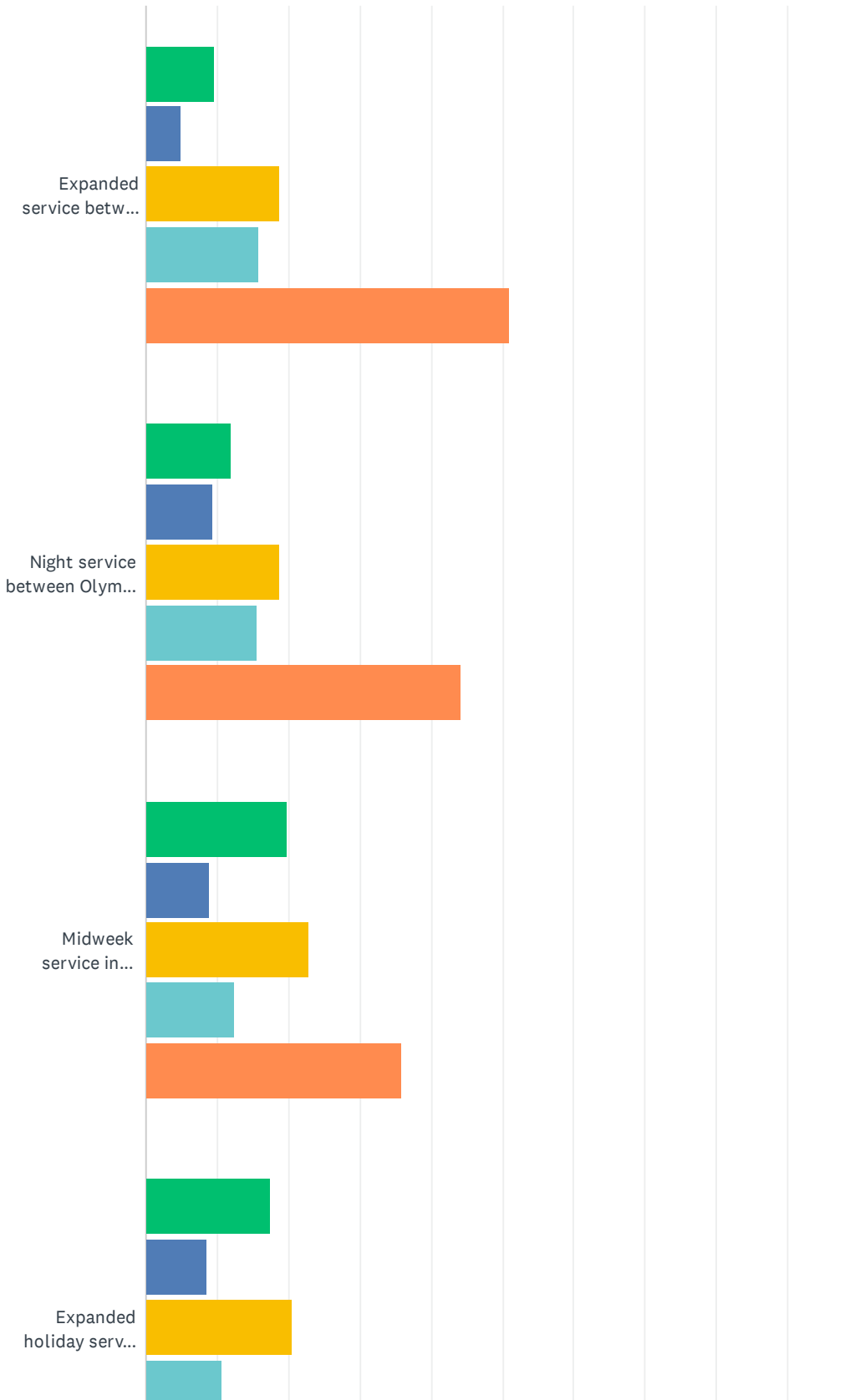
## Mountaineer Winter 2021 Survey (Riders)



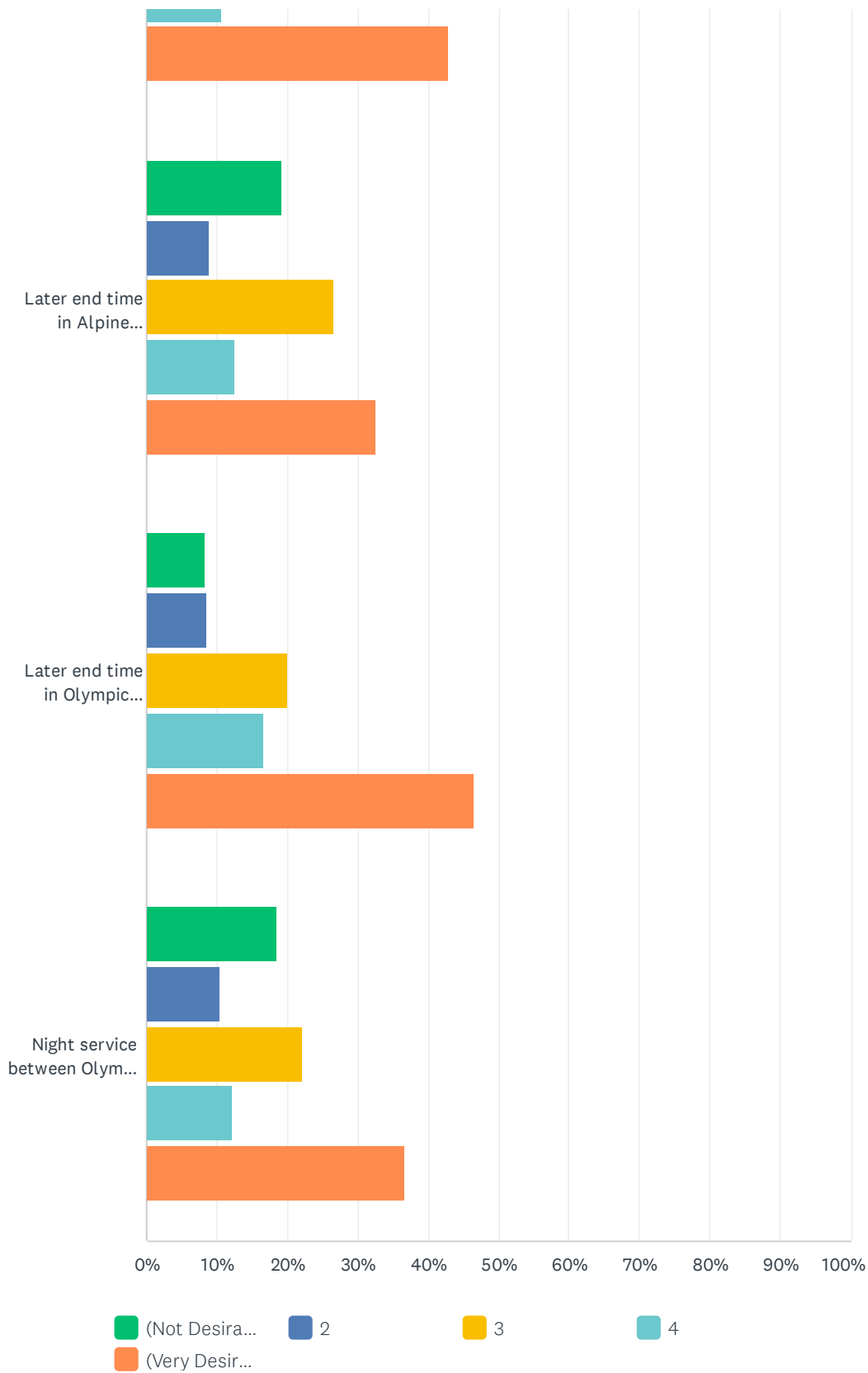
	(VERY UNFAVORABLE)1	2	3	4	(VERY FAVORABLE)5	TOTAL	WEIGHTED AVERAGE
Ease of setting up the Mountaineer app	0.81% 4	0.40% 2	2.02% 10	9.29% 46	87.47% 433	495	4.82
Ease of requesting a ride	1.21% 6	0.60% 3	2.02% 10	11.49% 57	84.68% 420	496	4.78
Wait time	3.23% 16	4.03% 20	15.73% 78	28.83% 143	48.19% 239	496	4.15
Wait time accuracy	2.83% 14	4.04% 20	13.94% 69	29.70% 147	49.49% 245	495	4.19
Driver friendliness	0.40% 2	0.00% 0	1.01% 5	8.47% 42	90.12% 447	496	4.88
Driver attentiveness	0.61% 3	0.00% 0	2.23% 11	8.91% 44	88.26% 436	494	4.84
Driver safety	0.61% 3	0.00% 0	1.22% 6	7.71% 38	90.47% 446	493	4.87
Comfort and cleanliness of vehicles	0.20% 1	0.61% 3	4.85% 24	16.97% 84	77.37% 383	495	4.71

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

Answered: 486 Skipped: 10



# Mountaineer Winter 2021 Survey (Riders)

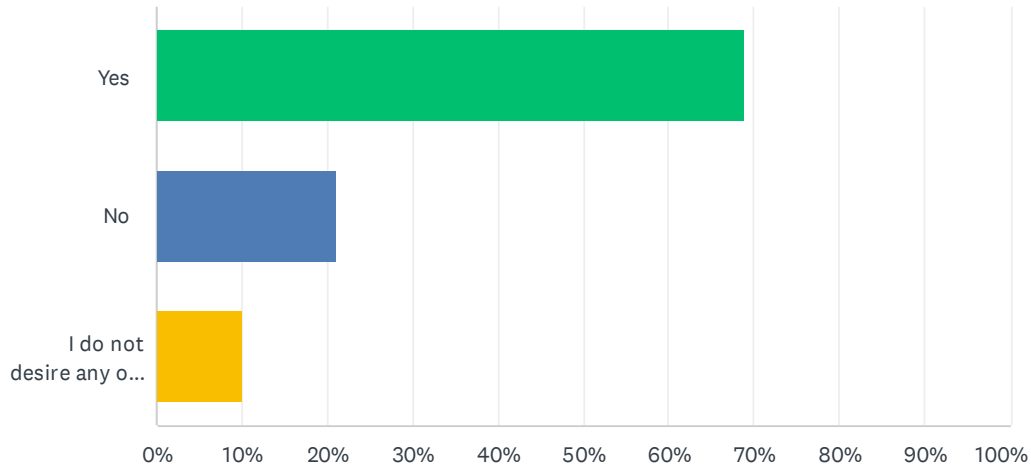


Mountaineer Winter 2021 Survey (Riders)

	(NOT DESIRABLE)1	2	3	4	(VERY DESIRABLE)5	TOTAL	WEIGHTED AVERAGE
Expanded service between Olympic Valley and Tahoe City	9.57% 45	4.89% 23	18.72% 88	15.74% 74	51.06% 240	470	3.94
Night service between Olympic Valley and Truckee	11.99% 56	9.42% 44	18.84% 88	15.63% 73	44.11% 206	467	3.70
Midweek service in Alpine Meadows	19.82% 90	9.03% 41	22.91% 104	12.33% 56	35.90% 163	454	3.35
Expanded holiday service in Alpine Meadows	17.44% 79	8.61% 39	20.53% 93	10.60% 48	42.83% 194	453	3.53
Later end time in Alpine Meadows	19.14% 85	9.01% 40	26.58% 118	12.61% 56	32.66% 145	444	3.31
Later end time in Olympic Valley	8.28% 37	8.50% 38	20.13% 90	16.55% 74	46.53% 208	447	3.85
Night service between Olympic Valley and Alpine Meadows	18.63% 84	10.42% 47	22.17% 100	12.20% 55	36.59% 165	451	3.38

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

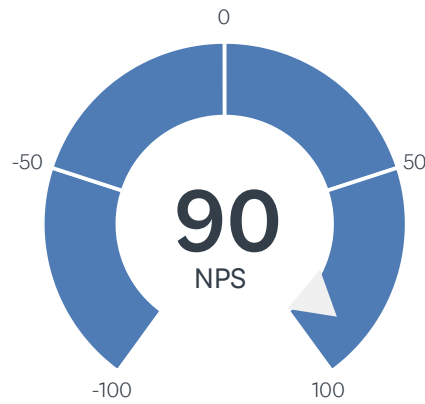
Answered: 491 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	68.84%	338
No	21.18%	104
I do not desire any of the expanded services	9.98%	49
<b>TOTAL</b>		<b>491</b>

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

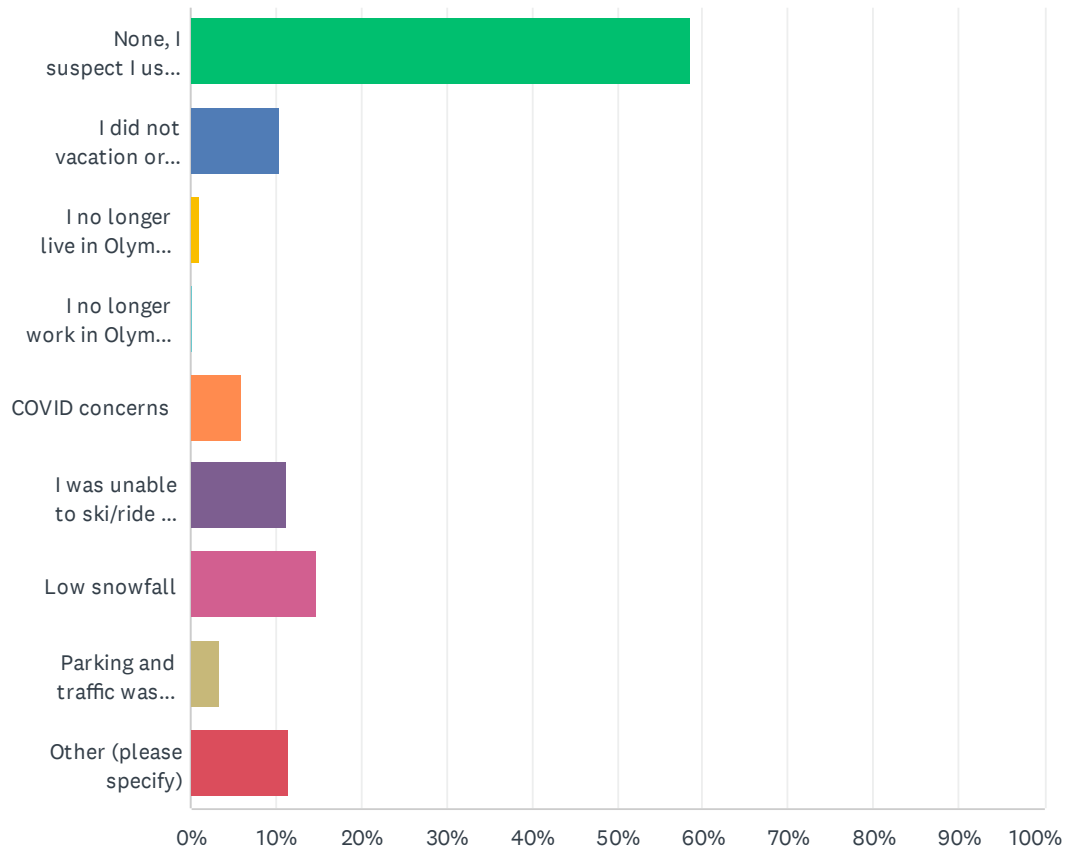
Answered: 494 Skipped: 2



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
1% 7	7% 36	91% 451	90

**Q9 If you decreased or suspect you decreased your Mountaineer use during the 2021/22 winter season as compared to previous winter seasons, what caused this? Check all that apply.**

Answered: 477 Skipped: 19



ANSWER CHOICES	RESPONSES	
None, I suspect I used Mountaineer as much or more than in previous seasons	58.70%	280
I did not vacation or vacationed less in Olympic Valley or Alpine Meadows	10.48%	50
I no longer live in Olympic Valley or Alpine Meadows	1.05%	5
I no longer work in Olympic Valley or Alpine Meadows	0.21%	1
COVID concerns	5.87%	28
I was unable to ski/ride at all or as much as in previous seasons	11.32%	54
Low snowfall	14.68%	70
Parking and traffic was easier than previous years so I drove my own car	3.35%	16
Other (please specify)	11.53%	55
Total Respondents: 477		

## Mountaineer Winter 2021 Survey (Riders)

#	OTHER (PLEASE SPECIFY)	DATE
1	The app didn't work when I was at the resort. It would time out or something like that. I just gave up. Never did figure it out.	4/15/2022 12:43 AM
2	This was the first season using the app and service	4/14/2022 11:40 PM
3	Drop off zone is further away from our walk to the ski chair.	4/14/2022 7:53 AM
4	NA	4/13/2022 10:30 PM
5	First time user this year	4/13/2022 9:06 PM
6	I required more transportation between Alpine Meadows and Squaw Valley which was unavailable	4/13/2022 1:08 PM
7	First time	4/13/2022 12:45 PM
8	First time user	4/13/2022 11:56 AM
9	wait times were often over estimated on the app, causing the driver to get here before we were ready. In past years the wait times have been consistent and accurate and this was very helpful to us.	4/13/2022 11:12 AM
10	Traffic was better than wait time at peak mountaineer times	4/13/2022 10:33 AM
11	One time vacation	4/13/2022 8:15 AM
12	Long wait times	4/13/2022 1:07 AM
13	couldn't get time off work but enjoyed the week we had in March ..great experience with Mountaineer	4/13/2022 1:07 AM
14	N/A-first time use	4/12/2022 11:49 PM
15	Stayed at Plumpjack Inn	4/12/2022 11:15 PM
16	The wait time can be long and the ski racks are horrible and wreck my skis	4/12/2022 10:15 PM
17	Drop off far from slope other than far east. Should be able to drop off right at base of lift closer to KT	4/12/2022 10:06 PM
18	At times wait time was too long (I think fewer shuttles were in use this season, right?)	4/12/2022 10:05 PM
19	if the wait is too long (more than 20 min) I drive	4/12/2022 9:29 PM
20	First year using the mountaineer	4/12/2022 8:59 PM
21	First time	4/12/2022 8:48 PM
22	Unpredictable / long wait times made driving more convenient, especially with a toddler	4/12/2022 8:44 PM
23	Wait times were too long I walked many times. Poor cell coverage at Alpine	4/12/2022 8:24 PM
24	I live locally and was attending an event	4/12/2022 8:19 PM
25	first year using the mountaineer	4/12/2022 7:53 PM
26	ride was not offered at the times that we skied the most.	4/12/2022 7:45 PM
27	Shuttle was not available mid weeks during holidays	4/12/2022 7:25 PM
28	This was my first time to Olympic valley	4/12/2022 7:22 PM
29	Pregnancy	4/12/2022 7:15 PM
30	Wait times were very long	4/12/2022 7:13 PM
31	I was out of town often	4/12/2022 7:11 PM
32	wait time were much longer on average, felt like fewer vehicles were running	4/12/2022 7:01 PM
33	Wasn't sure it was running	4/12/2022 6:59 PM
34	The app did not work to summon a ride at Squaw valley	4/12/2022 6:56 PM

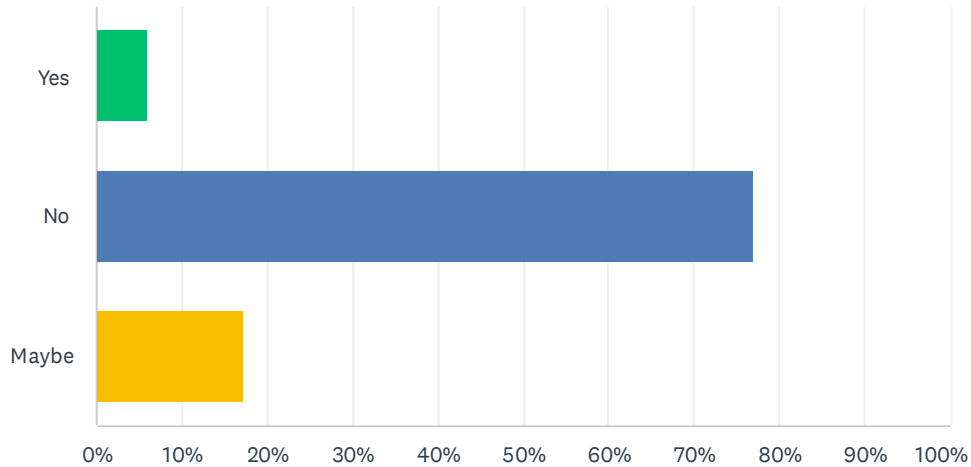


## Mountaineer Winter 2021 Survey (Riders)

35	wait times were too long	4/12/2022 6:49 PM
36	Not applicable	4/12/2022 6:45 PM
37	Wait times and no service during the week	4/12/2022 6:39 PM
38	Was living in Sweden for most of this winter. But the family and friends staying in my house used the mountaineer all the time!!!	4/12/2022 6:28 PM
39	Wait time was too high	4/12/2022 6:25 PM
40	Moved from Olympic valley to alpine and found it less helpful in Alpine than living in Olympic valley. Parking is easier in Alpine and shuttle wait time is much longer due to fewer vans	4/12/2022 6:25 PM
41	have a 2 year old who i don't think is allowed to ride	4/12/2022 6:25 PM
42	Weight time was much longer in Alpine Meadows	4/12/2022 6:23 PM
43	Variable timing of the app made booking rides to get kids to ski team difficult. We're lucky and can ski to the hill as a backup, but we would love to schedule a ride in advance to avoid the morning game of trying to get good timing out of the app.	4/12/2022 6:20 PM
44	Fortunately I able to walk to Alpine, and wanted to keep Mountaineer available for other users not able to walk	4/12/2022 6:17 PM
45	Driver will not pick up from Sandy way when heavy snow	4/12/2022 6:17 PM
46	\$3-7 suggested tips this year make it cheaper to drive my car	4/12/2022 6:14 PM
47	Wait times were extremely long during peak season	4/12/2022 6:03 PM
48	Didn't use last season	4/12/2022 5:56 PM
49	First time this winter season	4/12/2022 5:54 PM
50	I walked more for exercise	4/12/2022 5:49 PM
51	often the wait was too long, or uncertain so i would take the car	4/12/2022 5:48 PM
52	No midweek service in alpine	4/12/2022 5:48 PM
53	Long wait times to and from the slopes at peak hours, had to drive instead	4/12/2022 5:44 PM
54	Waiting time is too long during morning rush hour (team meeting time) between 7:50-8:30	4/12/2022 5:44 PM
55	Drivers didn't wear masks and didn't help enforce masks with riders	4/12/2022 5:42 PM

## Q10 Based on your current knowledge and experience, will COVID have an effect on how much you use Mountaineer next winter?

Answered: 493 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	5.88%	29
No	76.88%	379
Maybe	17.24%	85
<b>TOTAL</b>		<b>493</b>

#	EXPLAIN (OPTIONAL)	DATE
1	Number of passengers, and how passengers follow rules	4/19/2022 11:41 PM
2	already booked our ski trips	4/15/2022 11:09 AM
3	only if covid was very very very bad. but we have good masks and vaccines now so probably not	4/13/2022 12:57 PM
4	Fully vaccinated and still using my mask excuse me	4/13/2022 12:40 PM
5	If there is a covid surge next winter I would like to see the mask mandate enforced. Often driver was unmasked this winter even though the app said "mask required"	4/13/2022 11:47 AM
6	I'm over COVID and we will ski regardless. Mountaineer practices are safe and reassuring	4/13/2022 11:12 AM
7	Probably not because COVID seems to be less of a health risk for most at this point. Hoping it will stay that way	4/13/2022 10:20 AM
8	If COVID spikes again, we may have to cancel our holiday. The CA State restrictions prohibited rentals during certain periods of lockdown.	4/13/2022 9:20 AM
9	I'm happy to wear a mask	4/13/2022 1:48 AM
10	As long as masks are mandatory I don't have any concerns	4/12/2022 9:18 PM
11	I used the mountaineer most days I was skiing, the limiting factor was not COVID but time to make it up to the area	4/12/2022 8:59 PM

## Mountaineer Winter 2021 Survey (Riders)

12	I wasn't concerned about covid this year when I used to this service	4/12/2022 8:54 PM
13	If COVID spikes I won't be travelling.	4/12/2022 8:45 PM
14	If COVID goes up, my use will go down	4/12/2022 8:44 PM
15	I think masks should have been mandatory during WWG.	4/12/2022 8:19 PM
16	I caught covid on our last trip to Olympic Valley, but likely not from your vans because masks were mandatory. The resort and hotels should require masks indoors!	4/12/2022 7:48 PM
17	We got covid at the alpine meadows lodge last year. We may be more careful during the peak holiday season and then be more adventurous afterwards.	4/12/2022 7:45 PM
18	Not concerned about covid	4/12/2022 7:25 PM
19	Hopefully people will some day get over their unwarranted fear of the flu.	4/12/2022 7:15 PM
20	Surge, booster	4/12/2022 7:06 PM
21	not sufficient space between people	4/12/2022 7:02 PM
22	I'll wear a mask if required	4/12/2022 6:45 PM
23	Depending on severity of Covid	4/12/2022 6:36 PM
24	only if there's a huge spike again	4/12/2022 6:25 PM
25	It depends if there is a COVID surge and if everyone in the van adheres to the masking requirement.	4/12/2022 6:20 PM
26	Depends on covid levels and risks	4/12/2022 6:17 PM
27	Only IF Covid were to become a MAJOR health issue again.	4/12/2022 6:16 PM
28	I am not around others in my own car	4/12/2022 6:14 PM
29	We are vaccinated and boosted so it feels like the Covid risk is less	4/12/2022 6:13 PM
30	If there are some sort of travel restrictions, I may not be able to travel to Tahoe.	4/12/2022 6:06 PM
31	I feel safe on Mountaineer	4/12/2022 6:04 PM
32	Less use on busy days	4/12/2022 6:03 PM
33	if it flares up terribly, I might be less willing to use	4/12/2022 6:00 PM
34	I'd use it less if Covid was very bad	4/12/2022 5:54 PM
35	We will see	4/12/2022 5:53 PM
36	If Covid is still prevalent and mask requirements are not in place, we will not use Mountaineer.	4/12/2022 5:51 PM
37	The shuttle felt pretty safe with low occupancy and people wearing masks	4/12/2022 5:51 PM
38	i will likely use it more as covid will be much reduced	4/12/2022 5:48 PM
39	We used Mountaineer a ton this season. It was so helpful with 3 kids on Ski Team. We hope to use it a lot in '23! Thank you so much!	4/12/2022 5:47 PM
40	If we need to wear masks, so be it. We LOVE Mountaineer!	4/12/2022 5:46 PM
41	I think we know more about vaccines and masks and feel safer.	4/12/2022 5:46 PM
42	If another virulent mutation occurs that my vax wont help with, Id stay away from public transportation until it was over	4/12/2022 5:43 PM

## Q11 Do you have other suggestions for the Mountaineer service?

Answered: 282 Skipped: 214

#	RESPONSES	DATE
1	End at a later date. Like april 30th	4/19/2022 11:41 PM
2	Love the service. Would prefer PayPal rather than credit card for tipping	4/18/2022 11:01 AM
3	Expand service to allow Olympic Valley residents to get dropped off/picked up to/from Alpine	4/18/2022 12:17 AM
4	Expanded Holiday service in Alpine most important. I LOVE the MOUNTAINEER!!!! I am willing to pay for the service at anytime. I always tip the driver, they are all fantastic. The variation in wait time, especially in the morning, is challenging logistically at times. If there is a way to communicate the average or expected wait time before ordering your ride that would be great. Thank you and to the drivers!	4/17/2022 11:26 AM
5	More mountaineers cars would be great	4/15/2022 11:09 AM
6	No	4/15/2022 12:43 AM
7	no, all the drivers were extremely nice and it was super convenient.	4/14/2022 11:11 PM
8	Be able to tip drivers from the app	4/14/2022 9:19 PM
9	Amazing service and people, thank you!!!!	4/14/2022 7:27 PM
10	There are key peak times, notably afternoons when the lifts are closing. Any potential considerations for increasing service during those times would be great to reduce wait times.	4/14/2022 6:36 PM
11	Expand the service throughout North Tahoe and Truckee. Eliminate the need for private vehicles for anyone visiting the area.	4/14/2022 5:53 PM
12	Nope. Thank you for providing rides to the slopes!	4/14/2022 5:17 PM
13	No	4/14/2022 2:07 PM
14	Year round service	4/14/2022 11:57 AM
15	Yes. While drivers are very conscientious, please ask them to drive slowly in the neighborhood. The posted limit of 25 is often much to fast as there are many older walkers amd dogs. Expanded wait times to support this are ok. Also if you will please ask drivers to stop along squaw valley toad to allow people on foot to cross, or people trying to drive across. You guys ate great and would like you to help us make the area safer for all. Thank you.	4/14/2022 11:19 AM
16	I'd like to be able to take the Mountaineer to and from my home in Alpine Meadows to the base area on the Olympic Valley side.	4/14/2022 10:53 AM
17	Keep on truckin'	4/14/2022 8:53 AM
18	All this is good and dandy as long as I don't have to pay an increase tax over 1% to have this in operation more. Already, I'm paying for this service that doesn't really benefit our address location. I'd like to see the shuttle go to Tahoe City and Truckee but not on my dime! I'd happily pay to use the service on demand and my guest would happily pay on demand but I can't stomach another tax increase for a service our location hardly uses. You say free service but it ain't free for everyone!	4/14/2022 7:53 AM
19	Maybe shuttle to Tahoe City or Truckee	4/14/2022 4:14 AM
20	service between Alpine meadows and olympic valley would greatly help with traffic and discourage drunk driving.	4/14/2022 3:30 AM
21	Maybe food delivery. I know everyone would be using it	4/14/2022 12:38 AM
22	7 day service from west shore and Dollar Point to TC transit center with connection to TART bus to Squaw/Alpine and extended return hours back to transit center.	4/14/2022 12:30 AM

## Mountaineer Winter 2021 Survey (Riders)

23	Very impressed	4/13/2022 11:56 PM
24	this was a very good idea to reduce car traffic and pollution. the only problem we had was long wait times between 3pm and 5 pm when the skiing was ending. perhaps you need more vans? overall this was a great idea!!	4/13/2022 11:56 PM
25	Expand Mountaineer service to provide trips from Alpine Meadows base to that backside to the lift at Sherwood Bowl on Ward Valley Rd.	4/13/2022 10:30 PM
26	No	4/13/2022 9:06 PM
27	Lower ski basket. It's a bad height for elderly people.	4/13/2022 7:56 PM
28	No. Thought it was a wonderful service	4/13/2022 5:14 PM
29	It was just tough at the end of the day getting back home / traffic is so bad / they have to find a solution to efficiently get people out of the parking lot	4/13/2022 4:29 PM
30	give B-rad a raise!!!!	4/13/2022 2:56 PM
31	amazing service! b-rad is the man!	4/13/2022 2:46 PM
32	no	4/13/2022 2:05 PM
33	Mountaineer should make a service where they can pick you up at your house and take you to the other mountain.	4/13/2022 1:46 PM
34	such a great service thank you! looking forward to next season!	4/13/2022 1:32 PM
35	It would be extremely beneficial if there was some way to get from Alpine Meadows to Olympic valley easily. There should be a drop off for the Alpine Meadows mountaineer at the bottom of Alpine Meadows road and a pickup for the Olympic valley mountaineer there. Currently residents need to request a ride to alpines base, and then try and take the Alpine Meadows shuttle over. This is time prohibitive and can take hours at peak times.	4/13/2022 1:08 PM
36	none	4/13/2022 1:08 PM
37	it's game changing. even during the week when parking isn't an issue i take it. also love the in app tipping feature! i LOVE the moutaineer! also used the tahoe city exchange one time this year after i learned about it - fantastic!	4/13/2022 12:57 PM
38	Drivers should help people out if the van. The step is tricky.	4/13/2022 12:45 PM
39	Keep up the great service! It is a brilliant idea. Thank you!	4/13/2022 12:40 PM
40	Expanded service from Alpine Meadows to Truckee and Tahoe City. Extended hours on the weekends.	4/13/2022 12:37 PM
41	I think public transportation like this is essential to preserving the peace and environmental integrity of many resorts in the mountains and around the world.	4/13/2022 12:32 PM
42	For everybody wanting to go the same way at the same time the service works amazingly well. Feels safe that I let me 13 year olds use it by themselves if we quit skiing at different times.	4/13/2022 12:20 PM
43	Summer!!! Shirley Canyon gets parked out almost every day. I would 100% take mountaineer to Shirley Canyon with my dogs. Also, I would be able to ride my bike to the bottom of AM from OV, and could take the AM mountaineer to 5 Lakes Trail, which is extremely popular as well.	4/13/2022 12:17 PM
44	As a full time Alpine resident, I would love service between the two mountains	4/13/2022 12:04 PM
45	B-Rad was great!	4/13/2022 12:02 PM
46	It is a such a wonderful service! Thank you for providing it.	4/13/2022 12:00 PM
47	I was so grateful for this service!	4/13/2022 11:56 AM
48	I would use the Mountaineer/TART Connect to commute to work in Tahoe City from Alpine Meadows. I would even drive my car to the Deer Park parking lot to catch the service and get dropped off there. I think TART should work with the ski area to allow parking in the Deer Park lot after ski hours and in the off season for bikers, walkers, commuters. I would also like to see expanded Mountaineer days in Alpine Meadows, especially holidays--all of Presidents'	4/13/2022 11:47 AM

## Mountaineer Winter 2021 Survey (Riders)

Week, all of MLK, etc. It would be great to be able to take the Mountaineer into and out of Olympic Valley later into the evening from Alpine Meadows for dining and music excursions even if it is was just a pick up and drop off at Deer Park parking lot. Thanks for asking for suggestions and for the service!

49	Keep killin' it!!!	4/13/2022 11:31 AM
50	This service has been wonderful for both Valleys. Staff are so friendly, drivers safe, and it adds a layer of support and decreases the winter chaos for those of us who live here full time. I really appreciate this service and the thought and effort that goes into it.	4/13/2022 11:12 AM
51	Love the idea of expanding to Truckee and Tahoe City for dinner	4/13/2022 11:06 AM
52	Loved it!	4/13/2022 11:05 AM
53	Makes it possible for us to ski when multiple people coming and going on different schedules and very minimal parking available at peak times.	4/13/2022 10:59 AM
54	Our family used the service between 1/6/22 - 1/12/22. Our favorite driver was Max. All drivers were super!	4/13/2022 10:56 AM
55	It's an amazing service. Thank you	4/13/2022 10:20 AM
56	I like mountaineer because I can avoid driving after having cocktails, and it's nice to eat somewhere other than the hotel.	4/13/2022 9:55 AM
57	Not really. We have been to other ski areas and I think Mountaineer is the best service model we have witnessed	4/13/2022 9:44 AM
58	Just keep it up! My son lives in Olympic Valley and it's nice to park at his house and get a ride from there!	4/13/2022 9:37 AM
59	Nope! Excellent service all around!	4/13/2022 9:20 AM
60	No. Excellent service!	4/13/2022 8:15 AM
61	Expanded service -as noted - especially between alpine and palisades for dining purposes would be great. Plus alpine and river ranch.	4/13/2022 8:09 AM
62	We really enjoyed the service. The hood folks doing the driving we're awesome (especially Nathan).	4/13/2022 8:08 AM
63	I wish it was year round!	4/13/2022 7:58 AM
64	More vans and more drivers. Truckee to Squaw during weekends would help alleviate the traffic potentially.	4/13/2022 7:44 AM
65	No	4/13/2022 7:21 AM
66	Offer pickup & drop off at Alpine Subway chair	4/13/2022 7:05 AM
67	Yes should maximize efficiency, ie, if driver is picking up at a location, they should pick up everyone at that same location, like a bus. What I experienced more than once, was driver picking up one person, dropping off, then coming back to same location and picking me up. Waste of gas.	4/13/2022 5:58 AM
68	We would have liked to have dined at the river ranch restaurant, down towards Alpine Meadows, so it would've been great if we could've been picked up there but it was outside of your operating area in the evening	4/13/2022 4:23 AM
69	Love mountaineer.	4/13/2022 4:05 AM
70	I thought it was great	4/13/2022 2:43 AM
71	Update the app's drop off points at the Olympic Valley village. There is only 1 drop of point at the "transit center" for the entire village but it is too congested there. There should also be a drop off/pick up point by the Tram Building or Plumpjack.	4/13/2022 1:58 AM
72	more vans	4/13/2022 1:52 AM
73	Service was fantastic! Driver was delightful. Lovely experience.	4/13/2022 1:48 AM

## Mountaineer Winter 2021 Survey (Riders)

74	Should have expect to service all the time during skis season . Safe so much space for other . Convenient for guests to go skis .	4/13/2022 1:35 AM
75	no	4/13/2022 1:26 AM
76	Please expand service from SV to at least the base of AM....a single van, River ranch to 7-11 runs would open up a whole world to guests. Any hope for year round? It helps with traffic so much.	4/13/2022 1:22 AM
77	Works well for our family's needs.	4/13/2022 1:18 AM
78	Thursday / Friday service or service during busy periods	4/13/2022 1:07 AM
79	keep up the good work.. the driver was perfect !	4/13/2022 1:07 AM
80	night service to truckee	4/13/2022 1:06 AM
81	Keep it up! It's awesome and incredibly valuable!	4/13/2022 12:44 AM
82	N/a	4/13/2022 12:33 AM
83	Loved the service and app use! I would suggest adding ski racks to the back of the shuttle	4/13/2022 12:31 AM
84	Perhaps, one or more designated locations in the village where one can request a ride. The altitude (or cold weather) makes the phone battery drain very fast. One time, I had to request a ride without a reservation. The driver was so nice to give us a ride.	4/13/2022 12:15 AM
85	Although masks were required, many people riding Mountaineer, as well as some drivers, were not wearing a mask.	4/13/2022 12:12 AM
86	You guys were fantastic and went above and beyond to accommodate! Can't thank you enough!!	4/12/2022 11:49 PM
87	Keep up the good work! Thank you for your service!	4/12/2022 11:35 PM
88	No	4/12/2022 11:31 PM
89	I love not getting in my car and being able to use Mountaineer. Most of the drivers kindly loaded my skis fir me.	4/12/2022 11:20 PM
90	There were times it felt like the pickup location for the mountaineer at alpine meadows base was somewhat in the way of other vehicles, causing an obstruction to the flow of traffic.	4/12/2022 11:15 PM
91	Pay drivers enough to make tipping unnecessary. Otherwise, a stunning service!	4/12/2022 11:03 PM
92	Maybe signage at pickup point(s) at the mountains?	4/12/2022 10:55 PM
93	Keep up the good work!	4/12/2022 10:53 PM
94	I love it! Best service ever!	4/12/2022 10:50 PM
95	Truckee service! Late on weekends	4/12/2022 10:45 PM
96	It is a fantastic service. So glad to have this for our family and our guests at Olympic Valley and Alpine Meadows. thank you!	4/12/2022 10:33 PM
97	At Palisades Olympic valley, add a drop off at the turnaround next to the Tram. Routing / load management on the app could be significantly improved. In many cases there would be one large car picking up a single party and another picking up 6-8 parties at the same time from the same location.	4/12/2022 10:32 PM
98	Awesome service!	4/12/2022 10:28 PM
99	We think it's great and hope you stick around !	4/12/2022 10:21 PM
100	Had one flaky driver who almost didn't show up and wasn't communicating	4/12/2022 10:16 PM
101	I think you should MAJORLY improve the ski racks	4/12/2022 10:15 PM
102	Keep up the good work!	4/12/2022 10:05 PM
103	No	4/12/2022 10:05 PM
104	Thanks for the service!	4/12/2022 10:00 PM

## Mountaineer Winter 2021 Survey (Riders)

105	I was a wonderful service and it truly enhanced our vacation - Thank you so much!	4/12/2022 10:00 PM
106	I would pay to get from Olympic Valley to Tahoe City if the hours were later (night life)	4/12/2022 9:48 PM
107	No	4/12/2022 9:47 PM
108	No	4/12/2022 9:44 PM
109	Ability to ask a question on the app. Although someone responded fast in the email. The hours were confusing during COVID. Love it. Keep the service.	4/12/2022 9:38 PM
110	Keep it as it is. Works just fine and doesn't need modifications	4/12/2022 9:34 PM
111	Very pleased with service and drivers	4/12/2022 9:31 PM
112	awesome service. We are fortunate to have it. Door to door service can't be beat!	4/12/2022 9:29 PM
113	We had a DD for our late night bar experience but it would have been nice to have limited on the hour service for getting patrons home from the village after 10pm. This would have been ideal on St Patricks day since a lot of people drink that holiday.	4/12/2022 9:29 PM
114	Work with fire chief to allow Olympic Valley drop off at the turnaround.	4/12/2022 9:26 PM
115	Expanded holiday coverage during Christmas to New Years would be great and also week day service.	4/12/2022 9:26 PM
116	None	4/12/2022 9:20 PM
117	I love it. Thanks for adding the tip option. Would love holidays service in Alpine	4/12/2022 9:18 PM
118	Keep up the great work team! Love the service and great way to build community in Olympic Valley	4/12/2022 9:02 PM
119	No I thought it was a great service.	4/12/2022 8:56 PM
120	Please allow pick up at achieve Tahoe. It is so much easier to access !	4/12/2022 8:54 PM
121	Weeknights to Tahoe City from Olympic Valley	4/12/2022 8:53 PM
122	very nice to have this service for skiing	4/12/2022 8:53 PM
123	Wish the service started a little earlier in the morning.	4/12/2022 8:49 PM
124	Don't add fees -	4/12/2022 8:48 PM
125	I was only in town during Winter Wondergrass. It'd be nice to be able to cancel my account through the app.	4/12/2022 8:45 PM
126	After a shuttle drops off at the mountain, it should always pick up whoever's waiting to go home. That would instantly solve 50% of all wait time in a round trip journey. It doesn't make sense to wait for a particular scheduled pickup shuttle. Shuttles are dropping off all the time, so there's rarely any need to schedule pickup. And no routing algorithm on the planet can beat "I have an empty van and I am parked right next to a bunch of people who need a ride right now", especially given how unpredictable traffic, weather, and people can be.	4/12/2022 8:44 PM
127	Keep it up- it's a huge help!	4/12/2022 8:35 PM
128	Mountaineer should be running on any day the main parking lot at Alpine or Squaw are full. The Mountaineer shuttle saves multiple parking spots, and reduces traffic. And given that the pickup and dropoff are right at the front, the Mountaineer shuttle is worth as much or more than premium parking.	4/12/2022 8:34 PM
129	no	4/12/2022 8:32 PM
130	Y'all great	4/12/2022 8:29 PM
131	Please, please, please go to 7 days/week in Alpine. And evening service between Alpine and OV would be awesome. Same for the ability to go from Alpine to Tahoe City in the evenings. But really, 7 days/week in Alpine would be HUGE!	4/12/2022 8:26 PM
132	Walk up service at the Alpine base since it can be impossible to get Wi-Fi or cell signal. Pre-schedule a shuttle for in the morning. The wait times have to come down in the mornings to	4/12/2022 8:24 PM



## Mountaineer Winter 2021 Survey (Riders)

	make a practical.	
133	Improvements to the sudden changes in time estimates.	4/12/2022 8:19 PM
134	Thank you! I really appreciate this service! I would love if it ran later into the night :)	4/12/2022 8:14 PM
135	Drop off at Palisades is far from any of the lifts or Funitel.	4/12/2022 8:12 PM
136	Once pick up was confused between the village by plump Jack and the main village pick up spot. Clarity would help but Plump Jack was closed added to confusion.	4/12/2022 8:12 PM
137	Give your drivers a raise, they are awesome!	4/12/2022 8:00 PM
138	Just keep up the good work. thanks.	4/12/2022 8:00 PM
139	Great service and drivers!	4/12/2022 8:00 PM
140	None other than love to have weekday access during ski season	4/12/2022 8:00 PM
141	No. We love you!	4/12/2022 7:56 PM
142	no	4/12/2022 7:53 PM
143	Love the AM drivers. So friendly. I suggest cloning them☺	4/12/2022 7:53 PM
144	Designate a pick-up spot near tram building. Plump jack or something nearby	4/12/2022 7:50 PM
145	Great offering! Wish I knew about it before I came so I didn't have to rent a car	4/12/2022 7:48 PM
146	Keep the mask mandate for everyone's safety.	4/12/2022 7:48 PM
147	Love it	4/12/2022 7:44 PM
148	None	4/12/2022 7:41 PM
149	Great service. Please keep it running.	4/12/2022 7:41 PM
150	Make it easier for new users. It was not at all clear where the bus would stop. Have maps, at the primary stops. Somehow I was at Clock Tower and was trying to get to my hotel (Resort at Squaw) and somehow I clicked on something similar that was only 100 yards away. And, the app said my ride was 8 mins away, when it showed up. I almost missed it. Does Uber work there? I would rather pay \$10 for a five minute ride, and know with confidence where I would be picked up, and when, and where it would take me.	4/12/2022 7:36 PM
151	Make sure all drivers know the speed limit in neighborhoods	4/12/2022 7:32 PM
152	Please please offer service between alpine and Olympic valley. Including midweek. Everyday I drive multiple times per day from alpine to squaw and follow five or six cars doing the exact same thing. It would dramatically reduce the number of cars driving between the two valleys.	4/12/2022 7:30 PM
153	No	4/12/2022 7:30 PM
154	Very satisfied. Keep it coming.	4/12/2022 7:29 PM
155	I was unaware of the service and the app until I was referred to it by someone at Plumpjack. Promote it on the Palisades website and possibly emails from the passholder list. its a great service.	4/12/2022 7:28 PM
156	It's an awesome service and would like to see it expanded! Thank you!	4/12/2022 7:25 PM
157	No	4/12/2022 7:22 PM
158	1. I'd like to be able to ride Mountaineer between Alpine and Palisades. When using Mountaineer, I have to ski at the resort where my home is. (At least until the new gondola is open.) 2. More vehicles are necessary. This was the first year that wait times for Mountaineer were unacceptable (over 1 hour). 3. If service to Truckee is offered in the future, I'd like to be able to travel to/from the Truckee Tahoe Airport.	4/12/2022 7:16 PM
159	Please, please, please be back next year. You guys are awesome!!!!	4/12/2022 7:15 PM
160	Yes! Please ask the mountaineer drivers to drive more slowly in the neighborhoods. We have dogs, children, and walkers in our neighborhoods! The mountaineer drivers should be driving	4/12/2022 7:13 PM

## Mountaineer Winter 2021 Survey (Riders)

slow enough that if a dog or child runs into the road, they can stop. This should be the standard.

161	One time I ordered a ride and shortly after, the app showed I was already on the van but it never showed up. And I couldn't cancel it or re-order a new ride from the app until after the original ride was complete. So I had to sit and wait 20min to order a new ride. Should be able to cancel and reorder a ride in such a case.	4/12/2022 7:13 PM
162	great service!	4/12/2022 7:11 PM
163	Would love weekday service in AM	4/12/2022 7:11 PM
164	Keep it!	4/12/2022 7:08 PM
165	N/A	4/12/2022 7:08 PM
166	It is wonderful, thank you so much for offering it and please continue to offer it!!!	4/12/2022 7:07 PM
167	Year-round.	4/12/2022 7:06 PM
168	Honestly, you guys have been fantastic. The service has been game-changing for us, lots of fun, and reduced stress! We've left stuff in the van and had it returned directly by drivers. Everyone has been so fantastic. Only a minor point of feedback, but if we could remind drivers to take it easy in the neighborhoods we'd appreciate it. We have dogs and kids popping out of driveways and not always easy to see. Please keep this service going, we'd love to support an expanded service and would pay for it!	4/12/2022 7:03 PM
169	Keep up the excellent work	4/12/2022 7:02 PM
170	When running between Olympic and Alpine an extra stop at 711 would be helpful.	4/12/2022 7:01 PM
171	Don't quit!	4/12/2022 6:59 PM
172	Keep it up. Great service.	4/12/2022 6:58 PM
173	Better app service to summon a ride while at Squaw valley ski area	4/12/2022 6:56 PM
174	Going to a Tahoe City and Truckee would be extremely helpful! ☺	4/12/2022 6:54 PM
175	Keep it up! The drivers crushed it!!!!	4/12/2022 6:54 PM
176	The mountaineer is the best! I have lived here for 35 years and it's one of the best things ever. Thanks	4/12/2022 6:52 PM
177	We love this service and wish it was year round.	4/12/2022 6:50 PM
178	None, great experience and love that it's free! I used services while on vacation in Olympic valley, but as someone who also comes from a hospitality industry city, I hope that mountaineer emphasizes support of whatever routes locals need as they consider changes to services.	4/12/2022 6:50 PM
179	just need more vans and drivers I think	4/12/2022 6:49 PM
180	Accuracy of the time estimate varies pretty widely. Thanks!	4/12/2022 6:47 PM
181	Make tipping easier like with apple pay. it was too difficult	4/12/2022 6:47 PM
182	No	4/12/2022 6:45 PM
183	Having a second home in OLYMPIC Valley, it would be nice to get transportation to and from Alpine to ski.	4/12/2022 6:45 PM
184	I was a little confused at first about selecting where to get dropped off at Palisades, I didn't know what the "Olympic Valley Transit Center" was but picked it because it was the top quick pick. Maybe calling it "Village at Palisades Tahoe - East" would be better. I also tried getting dropped off at the Tram but was still taken to the Transit Center instead. The estimated wait time was always longer than reality, which I guess is nicer than seeing a wait time increase, but I felt bad accidentally making the driver and other passengers wait for me when they arrived much sooner than anticipated.	4/12/2022 6:43 PM
185	Service from Olympic valley to Alpine Meadows,	4/12/2022 6:39 PM

## Mountaineer Winter 2021 Survey (Riders)

186	None! It's awesome	4/12/2022 6:38 PM
187	Thank you all!	4/12/2022 6:38 PM
188	Great crew of drivers.	4/12/2022 6:37 PM
189	Great service!	4/12/2022 6:37 PM
190	Be flexible with the amount of cars on. At times I have booked one and the time arrival time just keeps getting longer and longer.	4/12/2022 6:33 PM
191	Get chains for the vehicles	4/12/2022 6:33 PM
192	No	4/12/2022 6:32 PM
193	The list of locations at Palisades can be overwhelming and not user friendly to beginner users. Maybe either a top 3 or a map with locations of dropoffs would be helpful.	4/12/2022 6:32 PM
194	As a full time resident, expanded service zones (say, connecting from Tahoe City or Truckee to OV/AM) would be AMAZING! I think if the goal is to expand ridership and reduce congestion on Tahoe's roads (residents and tourists), it would be worth advertising the service more and aimed at tourists. Anecdotally, I've noticed that many tourists are unaware of the service entirely. I would also recommend a change to the app (either on first start up, or a tab or something) that shows a map of future expanded service zones. In terms of connecting to the existing municipal bus services, I think there is a lot of room for improvement. TART doesn't have a strong web presence or readily available maps and route signage. I can imagine Mountaineer helping to integrate new riders onto TART services if there was some type of map on the Mountaineer app that showed bus routes and times, and explained the connection from a given riders house --> Mountaineer stop --> bus route. As of this moment, I've never connected from Mountaineer to any type of municipal bus and I doubt many tourists would know how to do so. I think Mountaineer could help bridge this gap with app updates to better prepare people on how to ride the buses effectively here. It would be awesome to see more ridership and less cars on the roads, so I'd be happy to talk at length in case you're interested in a random rider's perspective. 650-400-0267. Thanks and keep up the good work! -Ian	4/12/2022 6:30 PM
195	Would like to see service between olympic valley and alpine ski resort	4/12/2022 6:29 PM
196	payments through the app would be great and convenient but low priority due to the large tech lift. Love you guys!	4/12/2022 6:28 PM
197	more service for Alpine residents, who also contribute to the service, but get limited service as compared to Olympic Valley	4/12/2022 6:27 PM
198	It's awesome. Please offer more days/extended times in alpine meadows!!!!!! Your drivers are lovely and always so friendly.	4/12/2022 6:26 PM
199	Perfect the way it is	4/12/2022 6:26 PM
200	Keep up the great work. I appreciate being able to tip the driver in the app. It would be nice to have more drivers in Alpine Meadows.	4/12/2022 6:25 PM
201	No	4/12/2022 6:25 PM
202	Keep it going! It's a great service!	4/12/2022 6:25 PM
203	Week day in Alpine Meadows please. Later in Alpine Meadows please for shuttle laps. More vans for morning surge. More drop off points at Alpine Meadows, especially once we have a new flow with gondola completed. Also, next year with the gondola it would be nice to be able to mountaineers in alpine two and form the gondola, so making sure to match those hours + buffer would be nice.	4/12/2022 6:23 PM
204	Drop off and pick up at Plumb Jack's and Dubliner is preferred after skiing, The Transit Center is too far carrying ski gear especially for children.	4/12/2022 6:22 PM
205	Loved the service and all of the drivers! It's great that tipping is now integrated in app!	4/12/2022 6:21 PM
206	Love it and i hope you continue it year round in Olympic Valley	4/12/2022 6:21 PM
207	Please keep it going. WE LOVE IT!	4/12/2022 6:20 PM
208	I would be absolutely thrilled to have service from TC to Olympic valley to support kids'	4/12/2022 6:20 PM

## Mountaineer Winter 2021 Survey (Riders)

weekday ski team logistics, that could be huge! It's also sort of a niche need. The more general suggestion would be to allow ride scheduling in the app; we'd have used the service much more if we could schedule a known pickup time in advance.

209	7 days a week service in Alpine potentially evening service between Alpine & OV as my understanding is the gondola will only be open during operating hours.	4/12/2022 6:18 PM
210	Midweek service during winter at Alpine Meadows needed	4/12/2022 6:18 PM
211	None	4/12/2022 6:17 PM
212	Love the service, thank you!	4/12/2022 6:16 PM
213	This service was perfect. I have traveled to over 50 countries and never before saw something like this free ride service. Thank you so much for the great service you provide.	4/12/2022 6:16 PM
214	none	4/12/2022 6:16 PM
215	It's awesome. Extended week day service in Alpine Meadows over the holidays would be awesome.	4/12/2022 6:16 PM
216	Go back to no tips like the first years, as a "free shuttle" was an incentive to not drive another car on the roads. At \$3-7 suggested tip one-way it is not economical (let alone the inconvenience of waiting for it).	4/12/2022 6:14 PM
217	Hoping they run mid week and also make it easier to tip the driver. Maybe put a QR code in the van.	4/12/2022 6:13 PM
218	All good	4/12/2022 6:10 PM
219	Don;t know how much service between AM and Squaw will be a thing if the gondola is running.	4/12/2022 6:10 PM
220	No. It's a great service!	4/12/2022 6:10 PM
221	I would love nothing more than mountaineer to run all week in alpine Meadows, you guys are doing a great thing, thank you	4/12/2022 6:09 PM
222	Work with Tart Connect to connect Olympic Valley to Tahoe City and or Truckee.	4/12/2022 6:08 PM
223	It is a great service	4/12/2022 6:08 PM
224	PLEASE, PLEASE, PLEASE, put some padding on the ski racks. They bang around in the racks and make marks on the skis and/or bindings. I currently have a pair of skis that the clear plastic cover for the DIN settings is so scratched up you can't see the DIN. Many kids have race skis that require precision tuning and care and deserve not to be clanking around on bare metal. Love the Mountaineer, but we have been taking it less in part because of this.	4/12/2022 6:07 PM
225	I love that you let dogs ride on the shuttles!!!	4/12/2022 6:07 PM
226	Great service! Loved it	4/12/2022 6:06 PM
227	Great service. Helps compete with Northstar and keeps cars off the road. More hours and longer season would be great.	4/12/2022 6:05 PM
228	None	4/12/2022 6:04 PM
229	No, it is a fantastic service	4/12/2022 6:04 PM
230	It is great. Please keep it going	4/12/2022 6:04 PM
231	midweek at Alpine!!!!	4/12/2022 6:04 PM
232	nothing- just thank you for being there!	4/12/2022 6:03 PM
233	Love it! Need extended service in alpine meadows badly. Everyone is talking about it!	4/12/2022 6:03 PM
234	Great service and we hope you will continue!	4/12/2022 6:03 PM
235	Would love to be able to go from home to alpine instead of going to transit hub first. We drive to alpine instead currently	4/12/2022 6:03 PM
236	Love Mountaineer!	4/12/2022 6:03 PM

## Mountaineer Winter 2021 Survey (Riders)

237	Keep up the good work.	4/12/2022 6:03 PM
238	MIDWEEK SERVICE IN ALPINE PLEASE!!!!	4/12/2022 6:01 PM
239	If they can drop us off near Subway lift at Alpine	4/12/2022 6:00 PM
240	Keep doing what you are doing. Mountaineer service is INVALUABLE in Olympic Valley. Drivers were awesome, wait time not too bad, Mountaineer service is a MUST!	4/12/2022 6:00 PM
241	I don't use your service a lot as I'm not a owner resident this I declined to comment on expansion questions	4/12/2022 5:57 PM
242	Services between Alpine and Olympic valley	4/12/2022 5:57 PM
243	N/A	4/12/2022 5:56 PM
244	The extended service is fantastic. I LOVE Mountaineer!	4/12/2022 5:56 PM
245	Thought it was great, just wish I went to Truckee	4/12/2022 5:56 PM
246	No, Great Job guys.	4/12/2022 5:55 PM
247	My family loves this service. Thank you!	4/12/2022 5:54 PM
248	Service between Alpine Meadows and Tahoe City either via Tart or Mountaineer. I know TART recently started this between Olympic Valley and Tahoe City. Would be great to add Alpine Meadows.	4/12/2022 5:54 PM
249	More vehicles ?	4/12/2022 5:54 PM
250	Was very pleased with the ease of the app and the excellent service by the driver	4/12/2022 5:53 PM
251	Run more vans. Peak travel wait times of one hour were unacceptable	4/12/2022 5:53 PM
252	Don't require fee for expanded services. Make tipping driver easy through the app	4/12/2022 5:52 PM
253	Mid-week service from Alpine would be so helpful!	4/12/2022 5:51 PM
254	Please don't get rid of Mountaineer! It's a great service, especially when the parking lots are full by 8:30am at Alpine! It also encourages public transport and carpooling to the mountain, helping to reduce carbon emissions and traffic.	4/12/2022 5:51 PM
255	Linking Olympic valley to truckee or tahoe city at night so I can go to the grocery store after skiing when the tart ends at like 5ish	4/12/2022 5:49 PM
256	Absolutely amazing service. We cannot let this ever end. If you need to charge a nominal service \$1-2 per rider, at any point to make it work, it would not detract from the service in the slightest. As a father of three teenage boys, the mountaineer has been an absokute godsend from a family logistics perspective. Thanks for all that you and the team do!!	4/12/2022 5:48 PM
257	People are coming down from munchkins into the alpine meadows neighborhood and then using the shuttle to get back to the ski area. I don't think this is an appropriate use of the shuttle. It's causing increased traffic in my neighborhood and longer wait times for shuttles. Net net - I don't think the purpose of the shuttle is to get your back country laps in, it's to help alleviate traffic and congestion issues.	4/12/2022 5:48 PM
258	I love the service. Expanding to Truckee and Tahoe city in the evening would be amazing. In the December snow it was the only way to get around safely. Your drivers were so wonderful.	4/12/2022 5:48 PM
259	No	4/12/2022 5:48 PM
260	Please try and find a way to keep the Nissan SUV. The Ford Vans were no match (as you realized) The basic manual sliding door, 4x4 capability and build quality were really valuable in the Nissan SUVs. Lastly Please Tell Drivers Matt, Tony, B-rad, and many others a Huge THANKYOU from Victor PL.	4/12/2022 5:47 PM
261	No	4/12/2022 5:47 PM
262	Y'all are awesome! Seriously love the convenience, the eco-friendliness, and all of the drivers were friendly and fun to chat with. We wish you had a bigger fleet of vans! And could go to Truckee and TC. We tell everyone to use you!	4/12/2022 5:46 PM

## Mountaineer Winter 2021 Survey (Riders)

263	Great service. Need more of it.	4/12/2022 5:46 PM
264	Keep it going. Awesome service.	4/12/2022 5:46 PM
265	it was terrific!! thanks so much for providing this service! We'd be willing to pay next time up there at a festival if we needed to, the vans were perfect! Look at Fetii, another similar service we just got here in Austin...they're doing an awesome job as well. Good luck with this!	4/12/2022 5:46 PM
266	Connections to Tahoe city !	4/12/2022 5:45 PM
267	Expanded service to downtown and in-between Alpine/Squaw would be great!	4/12/2022 5:45 PM
268	The service is amazing. I'd be happy to pay for the service or otherwise subsidize it.	4/12/2022 5:45 PM
269	My only complaint is the wait times in the peak season - sometimes it was 40 min +. I guess adding more vehicles during peak days would help?	4/12/2022 5:44 PM
270	Please increase capacity during morning rush hour ( attending kids ski team between 7:50-8:30) when there is snow on the road. Lots of time when I request during the rush hour , the waiting time is over 30mins+ so our kids won't able to meet by the team starting time.	4/12/2022 5:44 PM
271	Even living in the valley, it is easier and more convenient than driving. Being able to go to Tahoe city and get a ride home after dinner and some beer would be great. Other cab services are just not reliable or take 20+ minutes to get a hold of. I love the mountaineer.	4/12/2022 5:43 PM
272	no	4/12/2022 5:43 PM
273	Glenshire to anywhere!!! :) I'd love to see the Mountaineer service Truckee!	4/12/2022 5:43 PM
274	Drivers are clowns - driving recklessly and drifting around corners. I witnessed one man, training a new women driver, and he was sliding down hills into oncoming traffic jokingly. It was so dangerous this Xmas holiday.	4/12/2022 5:42 PM
275	None	4/12/2022 5:42 PM
276	Mo	4/12/2022 5:41 PM
277	Good people. Good service. Thanks!	4/12/2022 5:41 PM
278	Olympic Valley to Alpine Meadows service	4/12/2022 5:41 PM
279	please make it to Tahoe City	4/12/2022 5:41 PM
280	Run outside of winter season or on weekends	4/12/2022 5:40 PM
281	I love Mountaineer! Thank you!	4/12/2022 5:39 PM
282	Would love if you provided during summer months as well! Please remind drivers to drive slow in neighborhoods (kids,dogs) love your service, great employees thanks so much!	4/12/2022 5:39 PM