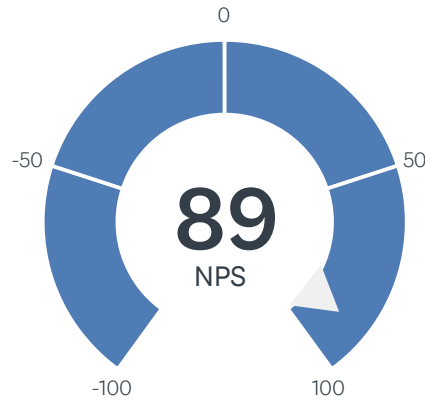


# Q1 How likely is it that you would recommend Mountaineer to a friend or colleague?

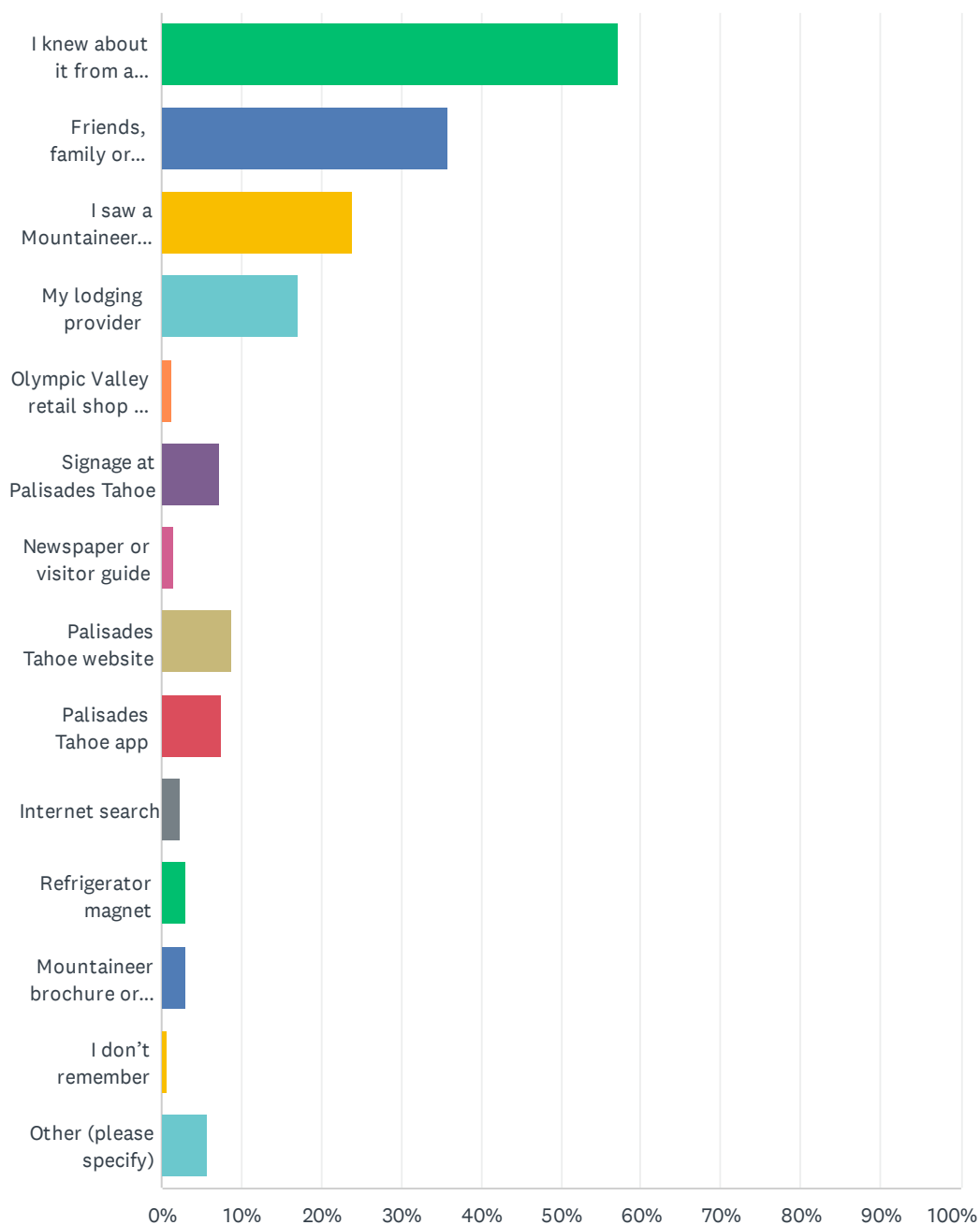
Answered: 638 Skipped: 22



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
3% 18	6% 36	92% 584	89

## Q2 How did you learn about Mountaineer? Check all that apply.

Answered: 660 Skipped: 0



## Mountaineer Winter 2023-24 Survey

ANSWER CHOICES	RESPONSES	
I knew about it from a previous winter	57.12%	377
Friends, family or co-workers	35.91%	237
I saw a Mountaineer vehicle	23.79%	157
My lodging provider	16.97%	112
Olympic Valley retail shop or restaurant/bar	1.21%	8
Signage at Palisades Tahoe	7.27%	48
Newspaper or visitor guide	1.52%	10
Palisades Tahoe website	8.64%	57
Palisades Tahoe app	7.42%	49
Internet search	2.42%	16
Refrigerator magnet	2.88%	19
Mountaineer brochure or business card	3.03%	20
I don't remember	0.61%	4
Other (please specify)	5.76%	38
Total Respondents: 660		

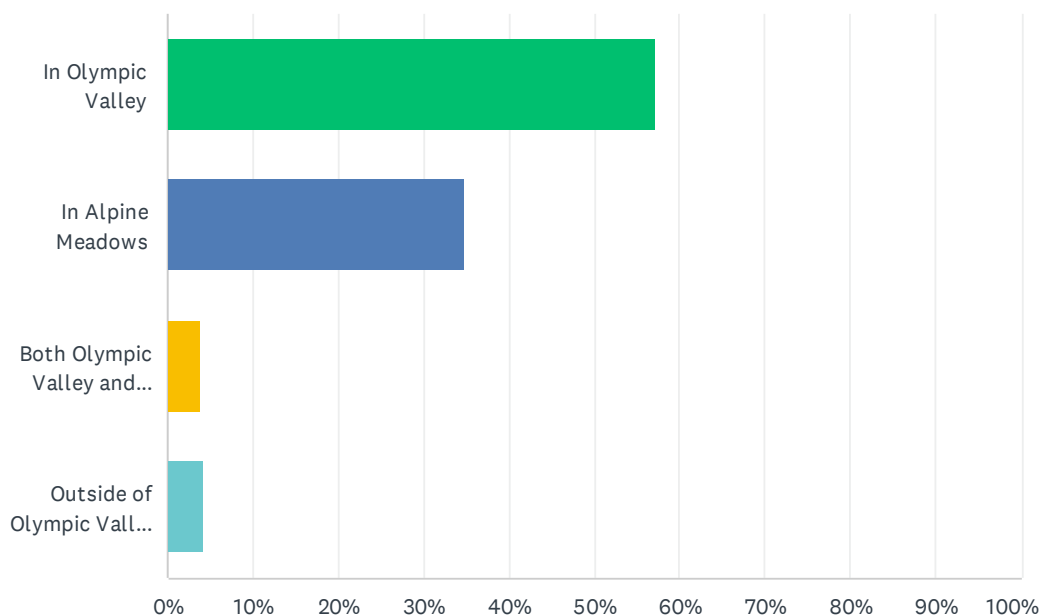
#	OTHER (PLEASE SPECIFY)	DATE
1	MTS event	4/25/2024 11:32 PM
2	I live in Olympic Valley	4/24/2024 9:06 PM
3	Season Pass and Website	4/24/2024 12:43 PM
4	Live in the valley and have used it since its inception! The Best!	4/24/2024 12:15 PM
5	Word of mouth at Palisades	4/24/2024 11:54 AM
6	There for a conference - was informed	4/24/2024 7:09 AM
7	Mountain travel symposium	4/24/2024 2:56 AM
8	MTS gave me all the info	4/24/2024 12:32 AM
9	Ski patrol	4/23/2024 9:39 PM
10	Friends / Neighbors	4/23/2024 8:45 PM
11	I live in Palisades Tahoe	4/23/2024 8:36 PM
12	I am a property owner	4/23/2024 7:54 PM
13	Palisades Tahoe emails the first winter the service was offered	4/23/2024 7:08 PM
14	I live in the valley	4/23/2024 6:07 PM
15	Home owner in the area and read about it before it launched	4/23/2024 2:59 PM
16	Olympic Village Inn	4/23/2024 2:34 PM
17	Airbnb rental	4/23/2024 2:25 PM
18	We found mountaineer when we bought our condo	4/23/2024 2:19 PM
19	Flyer posted in the Alpine Meadows area	4/23/2024 2:06 PM

## Mountaineer Winter 2023-24 Survey

20	I live in Alpine Meadows	4/23/2024 1:28 PM
21	I also pay as part of my ToT dues	4/23/2024 1:17 PM
22	I live here	4/23/2024 1:04 PM
23	Mountain Travel Symposium told us about you	4/23/2024 12:32 PM
24	When we bought our condo, they said 5-10 minute wait max.	4/23/2024 12:17 PM
25	Email from winter wondergrass	4/23/2024 12:12 PM
26	Winter Wonder Grass email	4/23/2024 11:57 AM
27	Palisade Tahoe Staff	4/23/2024 11:53 AM
28	ski lease in Alpine Meadows area.	4/23/2024 11:45 AM
29	Owner in Olympic Valley	4/23/2024 11:45 AM
30	Conference Organizer	4/23/2024 11:35 AM
31	Word	4/23/2024 11:27 AM
32	Winter wondergrass event emails/website	4/23/2024 11:24 AM
33	Conference I attended	4/23/2024 11:24 AM
34	Airbnb Host	4/23/2024 11:21 AM
35	Palisades newsletter	4/23/2024 11:17 AM
36	Palisades Tahoe Parking info emails	4/23/2024 11:15 AM
37	Mountain travel symposium	4/23/2024 11:14 AM
38	Friend helped start it up.	4/23/2024 11:12 AM

### Q3 When you used Mountaineer, where were you staying?

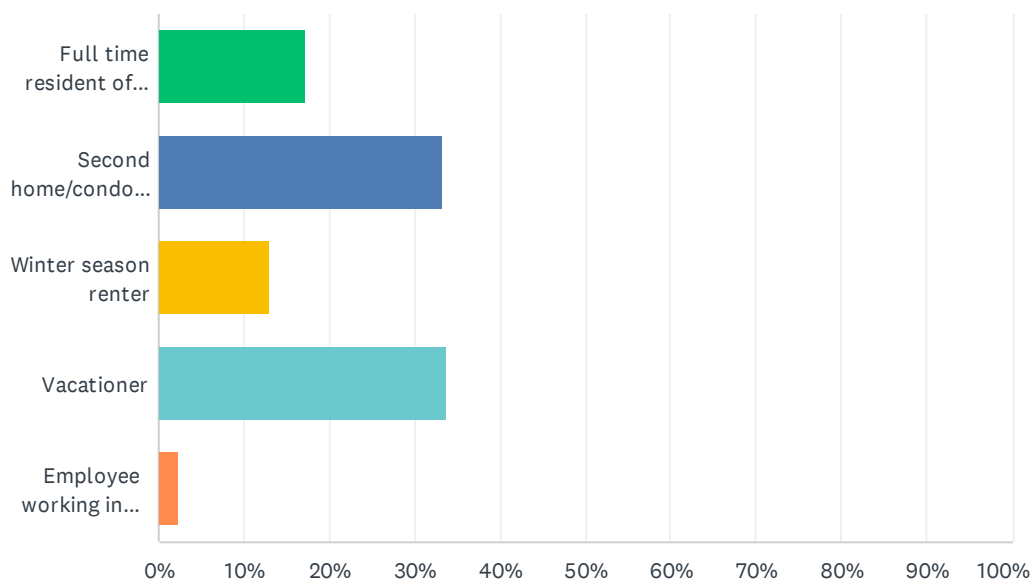
Answered: 657 Skipped: 3



ANSWER CHOICES	RESPONSES	
In Olympic Valley	57.23%	376
In Alpine Meadows	34.70%	228
Both Olympic Valley and Alpine Meadows	3.81%	25
Outside of Olympic Valley and Alpine Meadows	4.26%	28
TOTAL		657

### Q4 When you used Mountaineer, which category best describes you?

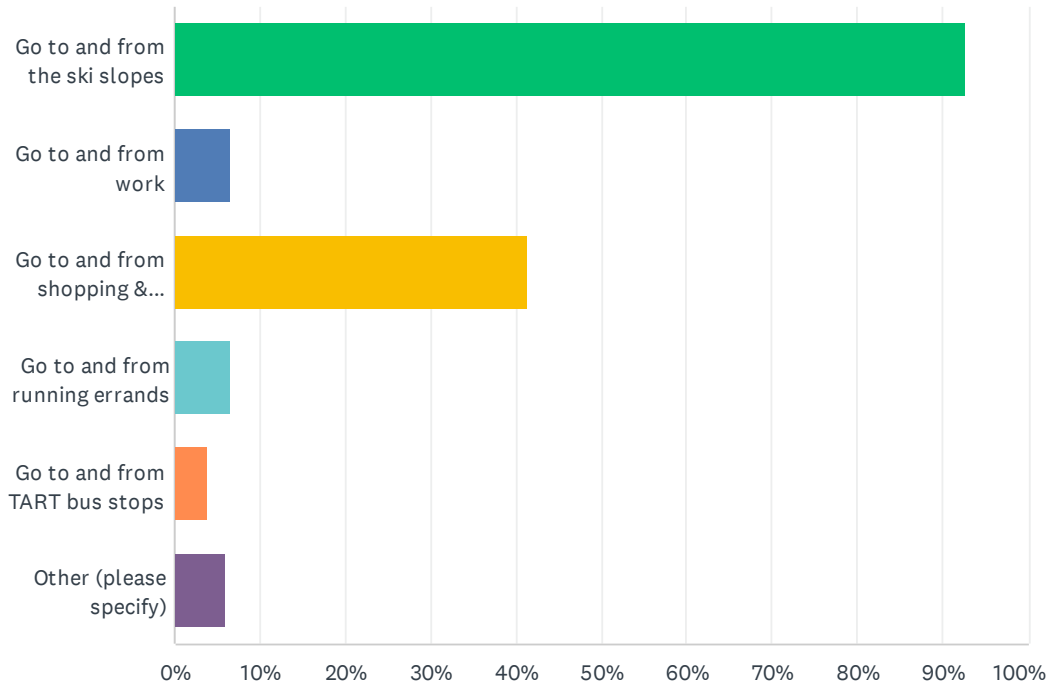
Answered: 657 Skipped: 3



ANSWER CHOICES	RESPONSES	
Full time resident of Olympic Valley or Alpine Meadows	17.35%	114
Second home/condo owner in Olympic Valley or Alpine Meadows	33.33%	219
Winter season renter	13.09%	86
Vacationer	33.79%	222
Employee working in Olympic Valley or Alpine Meadows	2.44%	16
<b>TOTAL</b>		<b>657</b>

### Q5 Which activities did you use Mountaineer for? Check all that apply.

Answered: 660 Skipped: 0



ANSWER CHOICES	RESPONSES
Go to and from the ski slopes	92.73% 612
Go to and from work	6.52% 43
Go to and from shopping & dining	41.36% 273
Go to and from running errands	6.67% 44
Go to and from TART bus stops	3.79% 25
Other (please specify)	6.06% 40
Total Respondents: 660	

#	OTHER (PLEASE SPECIFY)	DATE
1	get kids to ski team Fri, Sat and Sun	4/28/2024 9:14 PM
2	Transporting clients to their lodging after skiing.	4/26/2024 1:31 AM
3	meet up with friends	4/24/2024 8:43 PM
4	7-11 Run	4/24/2024 12:43 PM
5	Go to and from conference	4/24/2024 7:09 AM
6	go to the venue of the event	4/24/2024 2:56 AM
7	I attended MTS at the Everlina, I used it to go from the centre to the hotel twice a day for a week	4/24/2024 12:32 AM

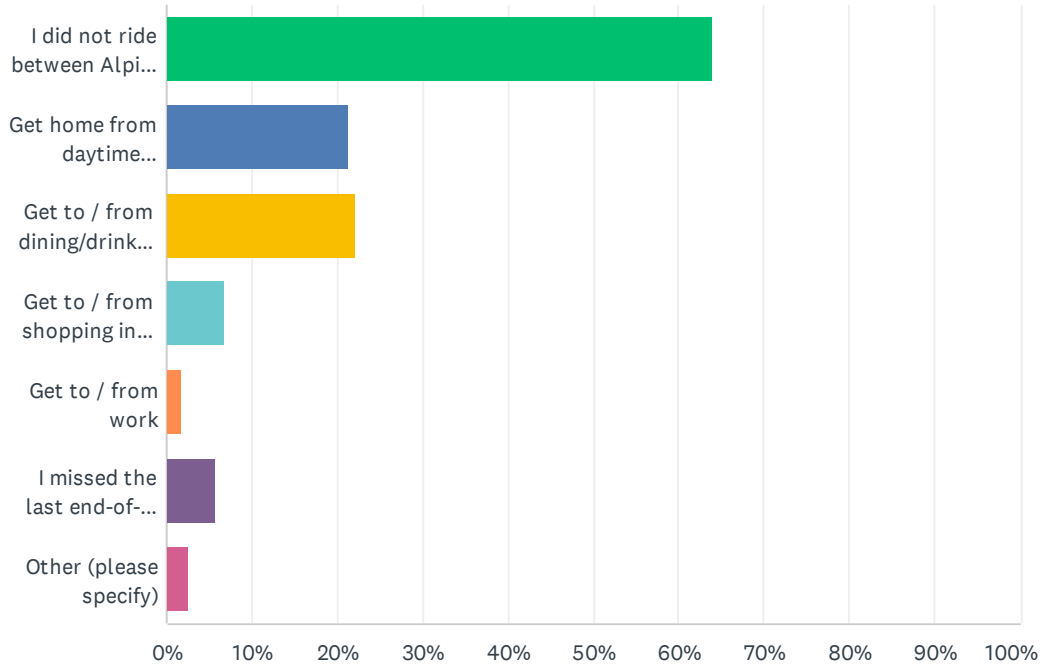
## Mountaineer Winter 2023-24 Survey

8	Winter Wondergrass	4/23/2024 8:22 PM
9	Winter Wondergrass!!!	4/23/2024 7:41 PM
10	go from side country back to the resort	4/23/2024 7:38 PM
11	To and from friends places	4/23/2024 5:15 PM
12	Winterwonder grass	4/23/2024 4:41 PM
13	Getting back to car after backcountry runs	4/23/2024 4:25 PM
14	Getting around the valley to other friends' homes.	4/23/2024 4:18 PM
15	Go between lodges/hotels	4/23/2024 12:48 PM
16	FIE men's event	4/23/2024 12:44 PM
17	Going to a friends	4/23/2024 12:39 PM
18	To go between the Village at Tahoe and Everline	4/23/2024 12:32 PM
19	I parked somewhere else and used it to get back to my car, and Sking munchkin's on the alpine side	4/23/2024 12:30 PM
20	Event at everline	4/23/2024 12:27 PM
21	Friends home in Alpine Meadows	4/23/2024 12:15 PM
22	To get back to my car	4/23/2024 12:13 PM
23	Winter Wondergrass	4/23/2024 12:12 PM
24	To and from other people's homes	4/23/2024 11:57 AM
25	go to friends and family houses in the valley	4/23/2024 11:55 AM
26	Alpine backcountry	4/23/2024 11:54 AM
27	Between Alpine and Palisade after the Gondola was closed.	4/23/2024 11:53 AM
28	Pick up from hike	4/23/2024 11:51 AM
29	Going to and from friend's house	4/23/2024 11:46 AM
30	Working the MTS, needed to go to Everline from Palisades Tahoe Lodge	4/23/2024 11:40 AM
31	bar and back	4/23/2024 11:37 AM
32	Bar	4/23/2024 11:27 AM
33	To and from events	4/23/2024 11:24 AM
34	Conference at Everline	4/23/2024 11:24 AM
35	Slot Bar!	4/23/2024 11:23 AM
36	Going to and from Friends and Family homes	4/23/2024 11:21 AM
37	WinterWonderGrass Festival	4/23/2024 11:21 AM
38	Go to and from a conference from village to Everline	4/23/2024 11:16 AM
39	Steifel Cup events. It was awesome!!!!	4/23/2024 11:15 AM
40	Go to OVEC for event	4/23/2024 11:11 AM



**Q6 If you rode Mountaineer between Alpine Meadows and Olympic Valley during evening service hours this past winter, which of the following describe your trip purposes? Check all that apply.**

Answered: 645 Skipped: 15



ANSWER CHOICES	RESPONSES	
I did not ride between Alpine Meadows and Olympic Valley	63.88%	412
Get home from daytime skiing/other recreation at Palisades Tahoe resort	21.24%	137
Get to / from dining/drinking in Olympic Valley	22.17%	143
Get to / from shopping in Olympic Valley	6.82%	44
Get to / from work	1.71%	11
I missed the last end-of-day gondola or bus back to Alpine Meadows so took Mountaineer instead	5.74%	37
Other (please specify)	2.48%	16
Total Respondents: 645		

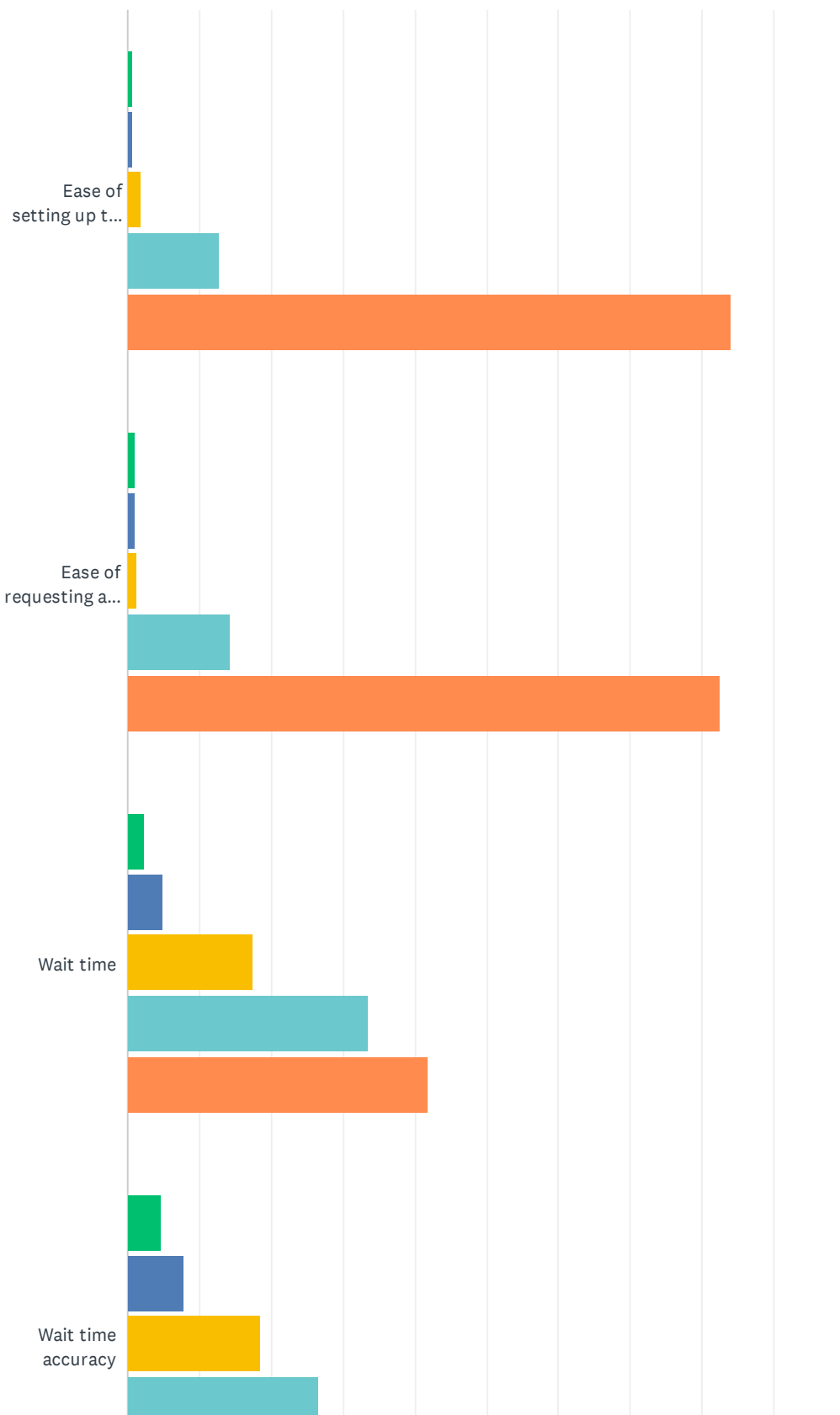
#	OTHER (PLEASE SPECIFY)	DATE
1	Getting back to Olympic Valley from the River Ranch	4/24/2024 7:54 PM
2	Was not offered/available during the day	4/24/2024 6:46 PM
3	back and forth to RiverRanch	4/24/2024 11:20 AM
4	Dinner at River Ranch	4/23/2024 9:05 PM
5	Winter Wondergrass	4/23/2024 7:41 PM

## Mountaineer Winter 2023-24 Survey

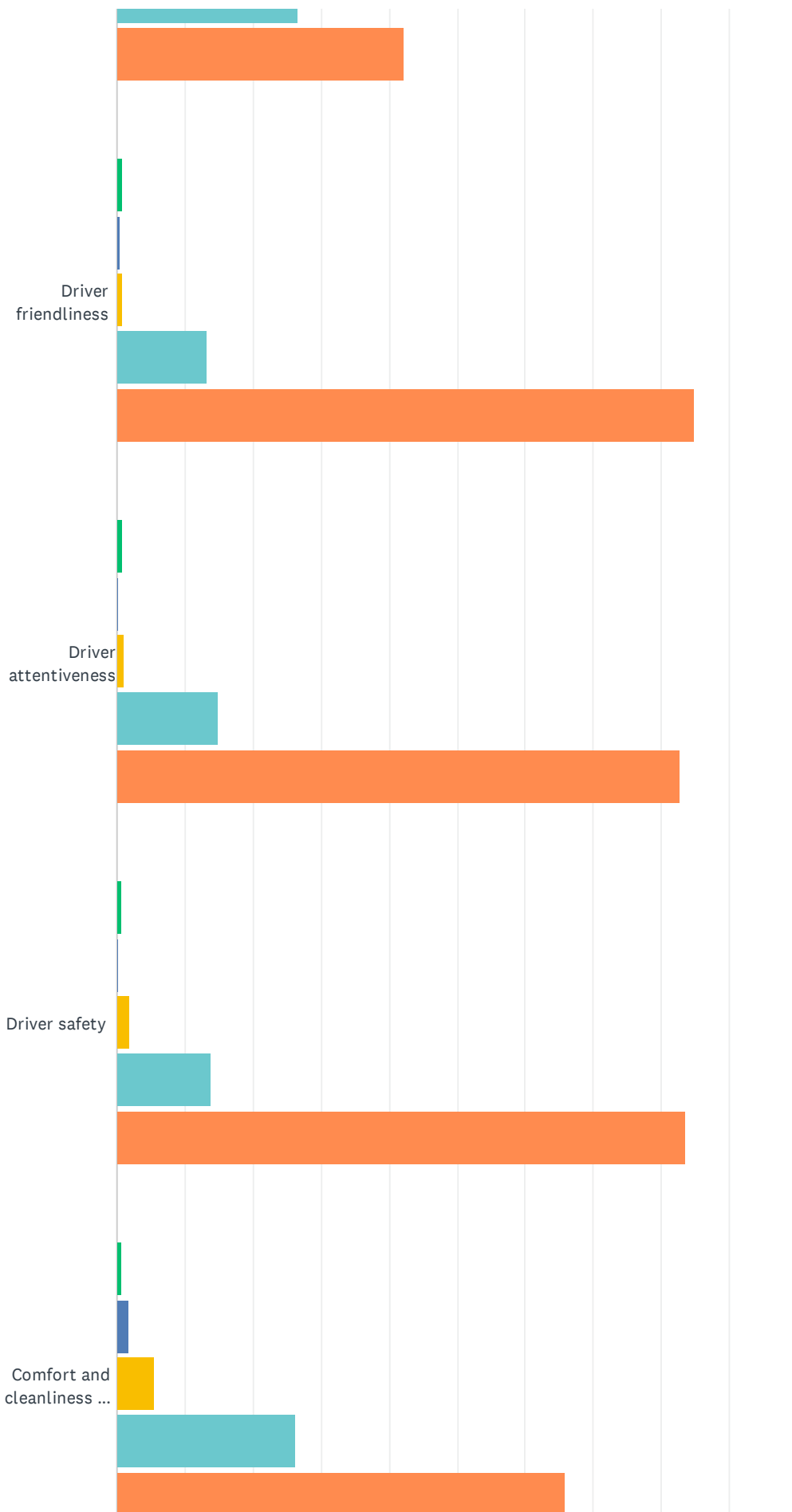
6	Get back to Olympic village after skiing at Alpine when the gondola was not running	4/23/2024 7:29 PM
7	Olympic Village Inn to River Ranch & back	4/23/2024 7:08 PM
8	Get to/from dining/drinking at the River Ranch	4/23/2024 4:18 PM
9	Go get car	4/23/2024 2:22 PM
10	Winter Wondergrass	4/23/2024 12:32 PM
11	Friends home in Alpine Meadows	4/23/2024 12:15 PM
12	Visiting a friend's house in alpine, also went to river ranch a couple times	4/23/2024 11:53 AM
13	Dinner at river ranch	4/23/2024 11:33 AM
14	OV to river ranch for dinner	4/23/2024 11:32 AM
15	Didn't know I could	4/23/2024 11:28 AM
16	Winter wondergrass transportation	4/23/2024 11:24 AM

### Q7 Please rate Mountaineer attributes.

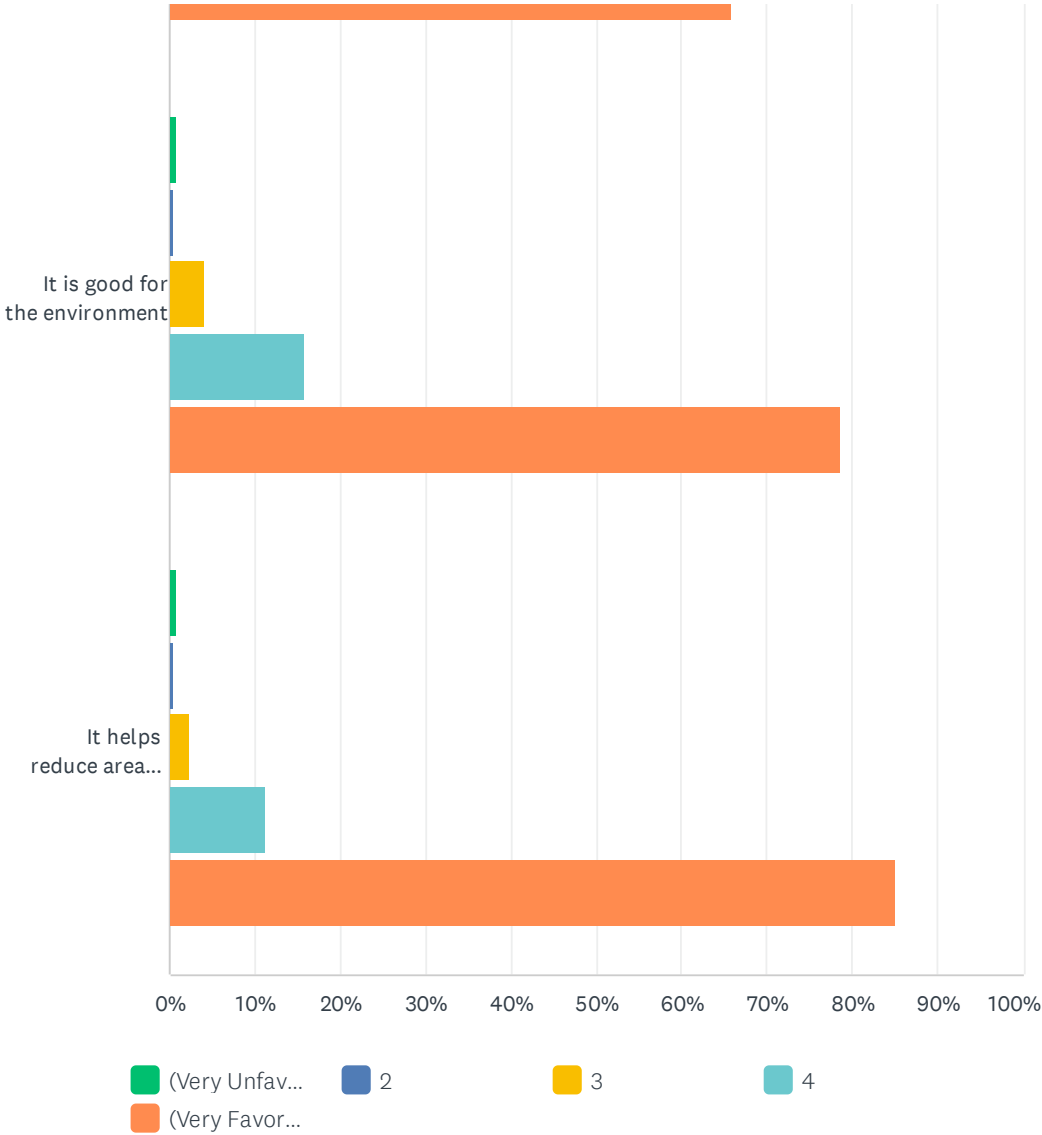
Answered: 660 Skipped: 0



Mountaineer Winter 2023-24 Survey



Mountaineer Winter 2023-24 Survey

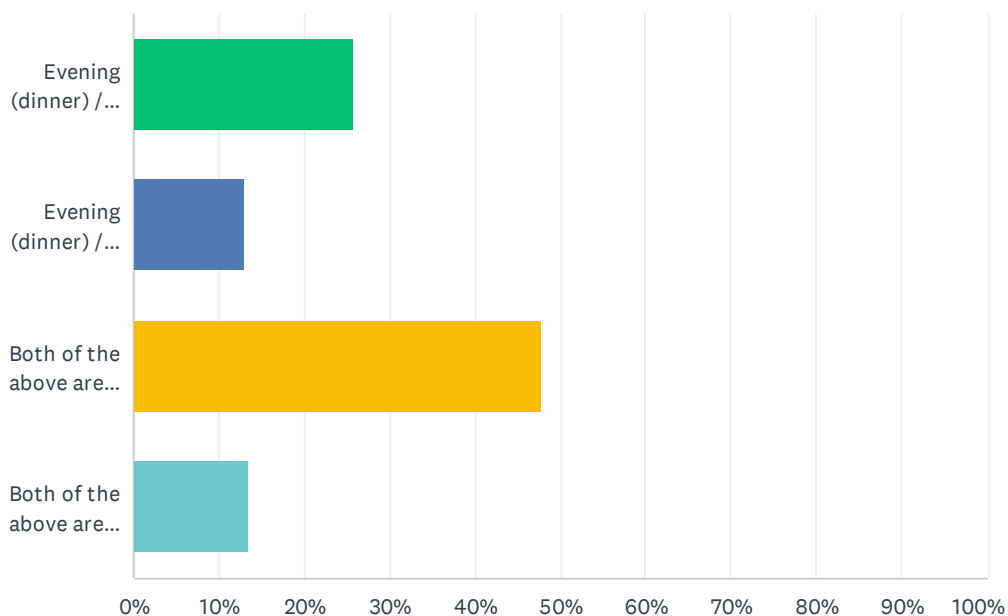


### Mountaineer Winter 2023-24 Survey

	(VERY UNFAVORABLE)1	2	3	4	(VERY FAVORABLE)5	TOTAL	WEIGHTED AVERAGE
Ease of setting up the Mountaineer app	0.61% 4	0.61% 4	1.82% 12	12.88% 85	84.09% 555	660	4.79
Ease of requesting a ride	1.06% 7	1.06% 7	1.21% 8	14.24% 94	82.42% 544	660	4.76
Wait time	2.27% 15	4.85% 32	17.58% 116	33.48% 221	41.82% 276	660	4.08
Wait time accuracy	4.72% 31	7.91% 52	18.57% 122	26.64% 175	42.16% 277	657	3.94
Driver friendliness	0.76% 5	0.46% 3	0.76% 5	13.20% 87	84.83% 559	659	4.81
Driver attentiveness	0.91% 6	0.30% 2	1.06% 7	14.89% 98	82.83% 545	658	4.78
Driver safety	0.61% 4	0.15% 1	1.82% 12	13.81% 91	83.61% 551	659	4.80
Comfort and cleanliness of vehicles	0.61% 4	1.68% 11	5.64% 37	26.22% 172	65.85% 432	656	4.55
It is good for the environment	0.76% 5	0.46% 3	4.12% 27	15.88% 104	78.78% 516	655	4.71
It helps reduce area traffic/congestion	0.76% 5	0.46% 3	2.44% 16	11.28% 74	85.06% 558	656	4.79

## Q8 Which expanded services would be of the most interest to you?

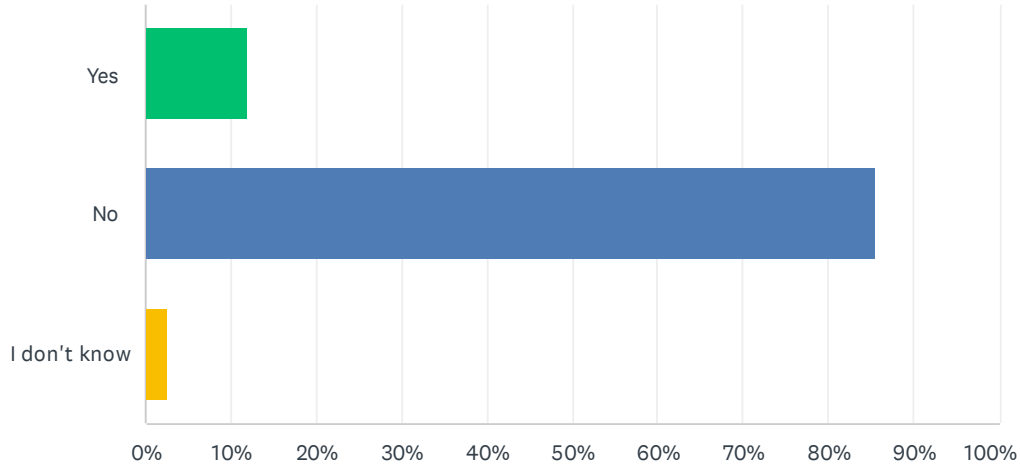
Answered: 645 Skipped: 15



ANSWER CHOICES	RESPONSES	
Evening (dinner) / Night service between Olympic Valley and Tahoe City	25.89%	167
Evening (dinner) / Night service between Olympic Valley and Truckee	13.02%	84
Both of the above are equally desirable	47.75%	308
Both of the above are equally undesirable	13.33%	86
<b>TOTAL</b>		<b>645</b>

### Q9 Did you use the free TART bus service and/or TART Connect microtransit service in North Lake Tahoe/Truckee in addition to using Mountaineer during the past winter?

Answered: 659 Skipped: 1

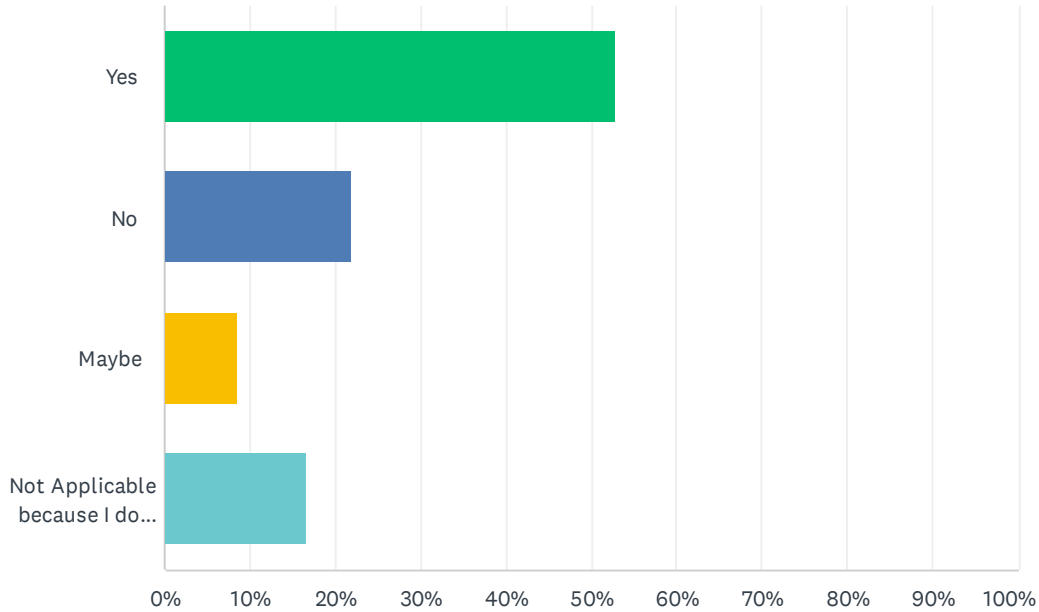


ANSWER CHOICES	RESPONSES	
Yes	11.84%	78
No	85.58%	564
I don't know	2.58%	17
<b>TOTAL</b>		<b>659</b>



### Q10 If you live or stayed in Olympic Valley or Alpine Meadows, did Palisades Tahoe's Parking Reservation requirements on weekends and holiday periods cause you to increase your use of Mountaineer as compared to prior seasons?

Answered: 655 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	52.82%	346
No	21.98%	144
Maybe	8.55%	56
Not Applicable because I don't live in nor did I stay in Olympic Valley or Alpine Meadows or I didn't use Mountaineer in prior season(s)	16.64%	109
<b>TOTAL</b>		<b>655</b>

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

Answered: 368 Skipped: 292

#	RESPONSES	DATE
1	I love how the hours between alpine meadows and palisades were extended this year Also please have a notification in which it says when your time has been bumped up from 20 minutes to 5 as the only way to do it was to monitor the app rather than be informed with an audio cue	4/30/2024 3:11 PM
2	Very happy this service is offered.	4/30/2024 7:27 AM
3	More service in Alpine. Comfortable seating!	4/29/2024 11:40 AM
4	It would be nice to extend service until the mountain closes.	4/29/2024 9:04 AM
5	Due to wear we live (2190 Bear Creek Drive), ride wait time was extremely inaccurate. I think we would get added to any other vans that were headed up and had an extra slot. Wait time might drop from 15 min to 2 min. When trying to get two small kids ready for ski team, this created major chaos and stress. If we thought we had 15 min to get ready, we needed that 15 min. It is not reasonable to expect a family to suddenly be ready in 2 min. But if we waited longer to request a ride, then we might have to wait up to 45 min, and then miss ski team drop off. Numerous times when this happened, we ended up last minute pivoting plans, driving up to the resort to get kids to ski team, then one parent drive back home, then wait for a Mountaineer. Ideas: either have MORE shuttles available from 8:15 - 9 am to accommodate that rush, or allow people to book shuttles ahead of time. We knew EVERY Fri, Sat, Sun, we needed to be at the hill at 8:45am. Happy to discuss more if needed. Megan mganong@gmail.com	4/28/2024 9:14 PM
6	Add more vans and drivers	4/28/2024 12:11 PM
7	It's great!	4/27/2024 7:06 PM
8	Palisades needs to better prioritize allowing Mountaineer to get out of the parking lot on busy afternoons so the turns are quicker.	4/27/2024 9:26 AM
9	Make it easier to tip your driver in the app.	4/27/2024 8:40 AM
10	The service was great - every driver I met was fun. Super convenient.	4/26/2024 10:01 PM
11	I appreciate that the employees are nice and seem happy.	4/26/2024 9:17 PM
12	I'd like to see Mountaineer service in Alpine on Tuesday and/or Wednesday	4/26/2024 1:12 PM
13	Your driver was very rude~Greg (if I remember correctly) very confusing on where to wait for the pickup after skiing and driver was no help in explaining where we should be. This was in spring when OVI stopped running their shuttle.	4/26/2024 11:11 AM
14	As a full-time resident of Alpine Meadows allowing you to call a ride from alpine to Alpine after 6 pm. I would always put River Ranch as my pick-up and 7-11 but they'd always take me home.	4/26/2024 8:41 AM
15	no	4/26/2024 1:31 AM
16	Plenty of mountaineers drove by my residence before I was picked up so maybe better logistics	4/25/2024 8:14 PM
17	To Tahoe City, the River Ranch,	4/25/2024 5:56 PM
18	It would be nice to see the order / que of rides so that we know how to best load the car	4/25/2024 4:42 PM
19	More shuttles during peak hours. It's been great during weekdays, but getting a few extra shuttles out from 8-10am on weekends for example would be great. Also, just more accuracy on the wait times. Sometimes I'm fine if it's long, as long I can know I can trust it	4/25/2024 3:24 PM

## Mountaineer Winter 2023-24 Survey

20	Love it	4/25/2024 1:31 PM
21	We absolutely LOVE this service. Can you have it for the Lahontan community and Northstar?	4/25/2024 11:29 AM
22	it's too unreliable during high volume periods, especially getting to the mountain. sometimes it's a quick wait and sometimes it's hours. makes it hard to make it your default transportation option	4/25/2024 10:12 AM
23	The app's GPS never read my address correctly at 1730 Christy Lane, it always sent the driver up to a different house in spite of putting in the address manually. But it wasn't a huge deal, I just waited out on the street.	4/25/2024 9:14 AM
24	Keep growing!	4/25/2024 8:23 AM
25	In the app, let user save their destination. Now, I have to key in my address every time I book a ride. Easy if user can store the address & click.	4/25/2024 6:32 AM
26	Each driver made my ride so great and comfortable. I hope you all know how much you added to my ski experience this winter. Thank you so much!	4/25/2024 2:08 AM
27	Not at this time	4/24/2024 9:06 PM
28	Seven days a week in Alpine	4/24/2024 8:39 PM
29	Nope	4/24/2024 8:25 PM
30	Got 2 missed pick ups this winter. On App it said they had picked me up but hadn't. No way to contact them. Had to wait for driver to finish trip before I could reapply for a ride.	4/24/2024 7:54 PM
31	expand hours and days!! more to/fro PT and AM	4/24/2024 6:52 PM
32	Please provide Mountaineer service in Alpine Meadows 7 days a week from 7am to 11pm. Also provide Mountaineer service or Tahoe Connect service from Alpine Meadows to Tahoe City and Truckee 7 days a week from 7am to 11pm. Also provide Mountaineer service between Alpine and Olympic Valley from 7am to 11pm.	4/24/2024 6:46 PM
33	None	4/24/2024 6:37 PM
34	Offer the service to go between valleys during ski hours, so we don't have to go to one resort with mountaineer then use the gondola, we just need one mountaineer ride	4/24/2024 5:27 PM
35	Great service!!! We are so happy to have Mountaineer here in the Valley! Wait time sometimes can be too much - more than 20-25 min, gladly it doesn't happen too often. From all past 5-6 years of using Mountaineer, had only one unpleasant encounter with the driver (submitted a feedback, did not receive a response), otherwise - very enjoyable service!	4/24/2024 4:02 PM
36	I love the Mountaineer!	4/24/2024 3:17 PM
37	A warning notification when the wait time is within 2-3 minutes would be helpful. There were multiple times when our wait time decreased significantly and we did not realize the mountaineer had arrived.	4/24/2024 3:09 PM
38	No...I loved it. The drivers were awesome and the series allows me to arrive at the cabin and not drive my personal vehicle at all while there. Granted I am within walking distance to the village.	4/24/2024 12:43 PM
39	Drivers were always courteous and accommodating. Keep it up!	4/24/2024 12:24 PM
40	7 days a week service in Alpine Meadows valley is a MUST. Thanks for all the great work!	4/24/2024 11:20 AM
41	Service to Tahoe City and Truckee later into the evening would be amazing!!	4/24/2024 11:16 AM
42	Figure out a way to be able to safely operate during bad storms. Individual cars have to be even less reliable!	4/24/2024 10:52 AM
43	7 days a week at Alpine	4/24/2024 10:36 AM
44	Would like earlier hours for valley to valley shuttles. I have non-skiiers in my group, would like them to be able to come to apres ski earlier & then get home earlier. Valley to valley shuttle service starting at 2pm would be great!	4/24/2024 10:27 AM
45	I love the Mountaineer and tell all of my friends about how great it is. I use it every weekend to	4/24/2024 10:20 AM

## Mountaineer Winter 2023-24 Survey

go to/from the ski mountain and it reduces so many complexities of taking my car to the mountain, coordinating with people, and even dealing with driving on snowy roads. The evening service between the valleys has been such an incredible addition and I think has been instrumental to the road safety in Tahoe and people drinking after skiing and driving. An expansion to service to/from Tahoe City or Truckee I think could provide a reliability/ease of use that TART does not provide, majorly reduce traffic, and increase Mountaineer users. Also - you all hire the best people! All of the drivers are incredibly friendly and accomodating and I have thoroughly enjoyed getting to know the drivers this season. Thank you for providing a great service, it is greatly appreciated.

46	i love the mountaineer!	4/24/2024 10:13 AM
47	Thank you for a good service! I know this is really hard to control due to cancellations, etc., but it's difficult/frustrating when you order a pickup and the wait time is 30 minutes or an hour... then suddenly, it switches to 2 minutes! It's hard to prepare for that without either being fully ready sitting around waiting for an hour, or to keep an eye on it as you get ready, but risk missing it if it suddenly switches from 45 minutes to 2 minutes. It would be nice to get a "heads up" that the queue is thinning out, and that your ride may come sooner with a little bit more morning to make sure we can be ready to go!	4/24/2024 10:09 AM
48	keep up the good work	4/24/2024 9:58 AM
49	The best!	4/24/2024 9:52 AM
50	I wish Alpine Meadows had the same service schedule and service destinations as Olympic Valley.	4/24/2024 9:28 AM
51	I Love this service!	4/24/2024 9:07 AM
52	no	4/24/2024 9:06 AM
53	Service between Alpine and Palisades	4/24/2024 9:04 AM
54	Run year round, on weekends, at least. The kids use it a lot too - to get to/from team, work, school, socializing, etc. It liberates kids and parents!	4/24/2024 8:55 AM
55	Padding on the ski racks, some size skis bindings bang around on top bar of rack.	4/24/2024 8:54 AM
56	Better accuracy about the wait time when requesting the service. For example it might estimate 15 minutes then all of sudden it says 7 minutes which requires me to really hurry to make it.	4/24/2024 8:52 AM
57	Keep it going.	4/24/2024 8:44 AM
58	We love you!!! Seriously the best. Suggestions: - longer season - more obvious messaging to the public that tips help keep this going - I'm not sure how TART Connect works... so maybe it's already possible but connections into Truckee from OV would be awesome. I ride TTD (south lake transit) for work quite often and that bus service took about 2 months to figure out the schedule because it's so poorly coordinated. If there's a way to make the TART bus connections more obvious (on their behalf) please do so in the app since you guys actually have clear communication channels	4/24/2024 8:43 AM
59	keep it going, and expand. I've skied a lot in Europe and they should be the models that we should be emulating: cars should be phased out of Olympic Valley. trains, shuttles will bring less pollution and congestions and help the trees and wildlife.	4/24/2024 8:25 AM
60	Having better naming and location descriptors for where the Mountaineer pickups would be at Palisades village!	4/24/2024 8:13 AM
61	Have ability to ask questions on app or phone	4/24/2024 7:20 AM
62	I want it in my town!! Drivers were awesome!!	4/24/2024 7:09 AM
63	Thank you for the great service!	4/24/2024 7:03 AM
64	Need to reduce wait times and improve wait time accuracy	4/24/2024 6:58 AM
65	The pickup location(s) at Olympic valley could be better marked and the GPS didn't do a great job of telling you when you were "there". Almost missed my first ride as a result, but easy thereafter.	4/24/2024 6:42 AM

## Mountaineer Winter 2023-24 Survey

66	I initially had issues with the pick up location at the Village. The app does not necessarily accurate show pick up areas. It took a couple of times to get it right.	4/24/2024 5:54 AM
67	No. It's a fantastic service	4/24/2024 5:52 AM
68	A service to Truckee would be great. The bus service to Truckee is terrible.	4/24/2024 4:47 AM
69	use cleaner car, electric vehicules could be a good option	4/24/2024 2:56 AM
70	7 days per week in AM	4/24/2024 12:38 AM
71	None, the service was perfect and the drivers always friendly and super nice	4/24/2024 12:32 AM
72	Please keep it!!! We love the service. We would love more availability from Alpine Meadows to Tahoe City!	4/23/2024 10:46 PM
73	Keep up the good job.	4/23/2024 10:02 PM
74	Fix the app so that the default from the ski area is the transit station. Instead of us having to look at a bunch of different locations.	4/23/2024 9:50 PM
75	B-Rad is awesome! Dillion, so many awesome drivers. Please keep and expand this service. Really translates to reduced traffic, and a better experience for residents and visitors alike. THANK YOU!!!!	4/23/2024 9:46 PM
76	Shit is bad ass	4/23/2024 9:39 PM
77	On busy weekends have a 3rd lane in squaw that is designated for public transit only	4/23/2024 9:33 PM
78	In the after hours service, let's say I go with a group of friends to a house on Alpine Meadows road while traffic dies down. If I then want to go home to the condos on Scott Peak, I can't do it. BUT I can ride from Alpine Meadows, to Olympic Valley, and then back to Alpine Meadows at the other location. Why not just allow inter Alpine Meadows travel?	4/23/2024 9:21 PM
79	I love the Mountaineer but I still end up driving because it's not reliable enough to count on for dropping kids at teams (and can't go from Alpine to Palisades during the day). That said when I'm skiing myself or we have guests or my teenager decides he wants to go home earlier / later than the rest of us it's awesome!!!	4/23/2024 9:17 PM
80	Please take passengers to the bridges off hwy 89. I live off bridge six and would use the mountaineer all the time if you served the bridges. For now I only use it when it's feasible/safe to walk/bike from 711.	4/23/2024 9:05 PM
81	please add capacity for peak times! mountaineer is a gamechanger.	4/23/2024 8:59 PM
82	Great service with great drivers	4/23/2024 8:47 PM
83	Thursday - Sunday it would be ideal to offer hours that go past apres ski and dinner. I would stay out longer, spend more money and enjoy both mountain amenities more if the shuttle ran well into the evening.	4/23/2024 8:45 PM
84	thank you for being a thing!	4/23/2024 8:43 PM
85	We did not know that mountaineer was also from alpine to palissades. Is it only resort base to resort base? Would be nice to have it from Palissades to our home.	4/23/2024 8:42 PM
86	Fantastic service! Thank you!	4/23/2024 8:36 PM
87	One time a mountaineer driver was so funny I gave him a megaphone, another one jumpstarted my car. No suggestions. Best service ever.	4/23/2024 8:31 PM
88	All the drivers need to drive slower in the neighborhoods. Also the wait time accuracy was so far off acceptable this year that I began to not care about making the shuttles late when they show up way early or late.	4/23/2024 8:29 PM
89	I would love expanded service to go to Olympic village (from alpine ski resort) then back to our place in alpine at the end of a ski day.	4/23/2024 8:25 PM
90	We stayed for 3 days of skiing and Winter Wondergrass. We enjoyed not having to drive the whole time we were there.	4/23/2024 8:22 PM
91	7 days / week pleeeeee!	4/23/2024 8:19 PM

## Mountaineer Winter 2023-24 Survey

92	Please run shuttle in Alpine Meadows 7 days per week	4/23/2024 8:04 PM
93	No. Thanks for this service. It is greatly appreciated	4/23/2024 7:54 PM
94	We love it & would love to have it in Alpine 7 days a week!	4/23/2024 7:50 PM
95	Peeps Brian is amazing! Actually, both Brians are great. They go out of their way to make sure clients are happy and get their skis in/out of the van safely. Can we get 7 day/week service in Alpine Meadows next season? No matter what, thanks for providing a great service with amazing drivers.	4/23/2024 7:41 PM
96	7 days a week within Alpine Meadows	4/23/2024 7:38 PM
97	Please extend operation to year round or at least in the peak summer months	4/23/2024 7:32 PM
98	Amazing service with fantastic drivers. Thank you so much!!	4/23/2024 7:29 PM
99	Mountaineer was great except for the one grumpy driver telling people the HOA wouldn't let him drive up to the top of the condos at 2201 Scott Peak pl which wasn't true, because he was too lazy to turn around at the top.	4/23/2024 7:12 PM
100	Iterating the expanded night service to other locations. That would help us meet friends staying elsewhere. Kuddos to reducing drinking & driving for resort guests.	4/23/2024 7:08 PM
101	Work on the app for accuracy of wait times	4/23/2024 7:00 PM
102	Great service. I cannot see to drive at night, so it was great to get to dinner from Palisades Tahoe Lodge to Everline for an evening. Nobody wants a blind old lady coming down the road at them!!! We are very grateful. It expands our experience. Otherwise, we would have to walk in a snowstorm to the bus stop, wait in the rain and wind or snow. We are quite elderly and love the mobility that the service provides. THANK YOU MOUNTAINEER!!!!!!!!!!!!!!!	4/23/2024 6:43 PM
103	Run it longer, into May/year round!	4/23/2024 6:43 PM
104	Thanks for making the service available! I wasn't sure about tipping. Is it possible to tip using the app?	4/23/2024 6:39 PM
105	Although we stay in Alpine Meadows, we still booked parking every week because we've learned not to count on Mountaineer wait times. It's a wonderful service, but not reliable enough in the mornings to get to the mountain in time for Ski Team.	4/23/2024 6:21 PM
106	No, as a permanent resident in alpine, we are always seeking ways to travel between the valleys. Mountaineer has been a great option and the drivers are always doing their best	4/23/2024 6:16 PM
107	Keep up the great work! We love y'all!	4/23/2024 5:59 PM
108	I love the mountaineer! You guys are doing a great job. Donovan was awesome. I would recommend expanding your services to Truckee and Tahoe City and charging for longer rides	4/23/2024 5:47 PM
109	Have pick up and drop off by Tram Building. The current transit center is now too crowded and too congested.	4/23/2024 5:37 PM
110	Keep it going Great	4/23/2024 5:34 PM
111	Continue to improve app estimation time accuracy	4/23/2024 5:28 PM
112	The morning would be great to have service between alpine and OV. I need to get parking in OV bc we live in alpine. And the Base 2 base doesn't start till 9am for 9am lessons.	4/23/2024 5:26 PM
113	The only suggestion I have is to make it more available, but I am SO thankful for this service! It's really awesome, what a life saver you guys have been. We got snowed in last year and weren't able to take our cars to get food, but you guys helped out so much! Thank you!!!	4/23/2024 5:26 PM
114	Some drivers do not obey speed limits	4/23/2024 5:15 PM
115	I would like to see a 7 day a week schedule in alpine Meadows, otherwise great service, great job	4/23/2024 4:59 PM
116	The service in Alpine is not nearly equitable to Olympic Valley. Disappointed in the Tues/Wed lack of service and spring break. Drivers are great. Service is great. Early season wait time was awesome. Peak season was not fun with +30min, especially for the end of day. This will	4/23/2024 4:57 PM

## Mountaineer Winter 2023-24 Survey

drive people to order service while still going up the chairlift. Would be nice if possible to prioritize people that order from the parking lot.

117	Please keep all the drivers you employed during this past winter/spring they were all great.	4/23/2024 4:42 PM
118	I am unable to delete my account via the application and your customer service did not respond to my emails for the deletion request.	4/23/2024 4:27 PM
119	Expand to all cities in amerika	4/23/2024 4:25 PM
120	I live in Truckee and used mountaineer to get back to my car after backcountry runs. Midweek service at Alpine Meadows(Tue,Wed) which was closed this season would be nice.	4/23/2024 4:25 PM
121	I'm wondering if there is a way to tip more automatically. Like at the end of the ride or before you order another ride, you were prompted for a two dollar tip or three dollar tip in the app just like you are for Uber or Lyft services. I found the tipping part difficult if you didn't have cash. Every once in a while I would see a prompt for a tip. In the moment you're not likely to go back on the app right away because you have all your skis and you're getting ready to go ski but if it comes up before your next ride maybe. If you can make tipping more user-friendly on the app so you could just press a button to tip an automatic two dollars or three !	4/23/2024 4:22 PM
122	Morning service from Tahoe City to ski slopes	4/23/2024 4:22 PM
123	Serve alpine meadows during the week (at least during all spring break possibilities).	4/23/2024 4:22 PM
124	I'm not sure I would have known about it or used it without a friends reco. Maybe more info or signs around	4/23/2024 4:20 PM
125	I can't tell you how lucky we are to have the drivers and service. My girls love B rad it's so kind that he interacts and has a rad personality. It certainly makes it More Desirable when you enjoy the conversation w driver! Thank you!	4/23/2024 4:20 PM
126	Love it just the way it is... Thank You!	4/23/2024 4:18 PM
127	Please expand service area to include truckee and tahoe city without having to change shuttles or buses	4/23/2024 4:16 PM
128	Keep providing please	4/23/2024 4:11 PM
129	Better ski racks. Hard to put certain ski sizes up and down. Opening windows in the vans	4/23/2024 4:05 PM
130	Would be cool to be able to reserve a ride ahead of time instead of constantly checking app since wait time can suddenly jump. Evening service to truckee/Tahoe city would be HUGE, I've tried to use TART connect but struggled with ever getting a ride	4/23/2024 4:00 PM
131	I love the idea of expanded service. I love the mounaineer! Thank you!	4/23/2024 3:45 PM
132	It would be great to get a notification when the time changes by more than 5 minutes. That would give me a chance to cancel if I can't make it and prevent the shuttle from having to await stragglng riders.	4/23/2024 3:39 PM
133	Keep up they rear work. I really appreciate the quality of the service.	4/23/2024 3:31 PM
134	Later hours on Pow days for the after party	4/23/2024 3:31 PM
135	It's a good service and should continue.	4/23/2024 3:27 PM
136	Amazing service. So incredibly helpful thank you!!!	4/23/2024 3:17 PM
137	Really only that the wait times are too long. Multiple times over an hour when headed to the slopes in the morning. Other than that amazing service!	4/23/2024 3:14 PM
138	Keep up the good work!!!	4/23/2024 3:14 PM
139	Please have th shuttle run until end of the ski season. Or have a deal with OVI so that we can be picked up until end of season. Too much hassle to walk from the hotel to the lifts	4/23/2024 3:12 PM
140	Love the Mountaineer! It's been a game-changer for the area!	4/23/2024 2:59 PM
141	Brian is the best!	4/23/2024 2:55 PM
142	thanks	4/23/2024 2:46 PM

## Mountaineer Winter 2023-24 Survey

143	Honestly, it would be really nice if you all could expand service in Alpine Meadows. We tried to use it whenever possible. Only issue we ran into was sometimes the wait times were to long to get our son to ski team on time. Service is great. Used it as much as possible.	4/23/2024 2:42 PM
144	You guys rock. Drivers were cool and courteous. Will use every time we're in the area.	4/23/2024 2:39 PM
145	Slow down in neighborhoods do the speed limit or slower	4/23/2024 2:33 PM
146	Was fantastic since we were staying in Olympic valley, just wish it could've extended to some areas where we went to dinner so no one had to drive then	4/23/2024 2:30 PM
147	no, it was great	4/23/2024 2:28 PM
148	I would like daytime rides available from Olympic Valley to Alpine	4/23/2024 2:26 PM
149	Great service, thank you for creating it.	4/23/2024 2:26 PM
150	I think its a great service. We live up a steep hill so to be able to ski down close to the pick up area and get a ride at the end of the day is great!	4/23/2024 2:24 PM
151	Provide evening service outside of Olympic Valley.	4/23/2024 2:23 PM
152	Keep it up. It's a great service	4/23/2024 2:21 PM
153	Increase the number of shuttles during the weekends / holidays to reduce the wait time. Maybe a dedicated lane for shuttles / buses during the busy time to encourage more people taking public transportation such as Mountaineer.	4/23/2024 2:19 PM
154	Would be great to expand service locally so that it could go to the nearby Safeway.	4/23/2024 2:19 PM
155	N/A great service and an amazing surprise upon our arrival as we didn't know this service existed when we planned our trip	4/23/2024 2:16 PM
156	Offer door to door service in Alpine Meadows to Palisades in the evening vs just base to base service in the evenings.	4/23/2024 2:13 PM
157	No	4/23/2024 2:08 PM
158	There were multiple mornings where the wait time was 75+ minutes by 8am - defeating purpose of mountaineer. Wait times should never exceed 30+ min	4/23/2024 2:08 PM
159	Not all requests were making it through to drivers. Wait time would fluctuate drastically when crowds were about. Notifications for storms or cancellations were not to be found on app even though I could see them flash across screen. Could not read full cancel notification so it was hard to know the latest. Also, app was testy with addresses this year and could not find a lot of houses saying they were not valid when they actually were.	4/23/2024 2:07 PM
160	Don't stop this amazing service!	4/23/2024 2:06 PM
161	It was hard to know where the pick up place was located at the Olympic village, need more signage. I thought I would get picked up at Plumpjack Inn where ride was requested.	4/23/2024 2:05 PM
162	It would be good to have weekday service in Alpine Meadows as well as in Olympic Valley.	4/23/2024 2:04 PM
163	LOVE Mountaineer, the service and the employees. MORE coverage in Alpine would be nice.	4/23/2024 2:00 PM
164	Keep it up!	4/23/2024 1:58 PM
165	Nope. Service was amazing!!	4/23/2024 1:55 PM
166	better wait time accuracy go between olympic valley and alpine meadows during the day	4/23/2024 1:55 PM
167	Keep kicking ass. This is great for our community. Many of my neighbors just mountaineer and don't drive anymore. Thank you for that!!	4/23/2024 1:54 PM
168	The drivers were wonderful. Have running boards on the newer vehicles since short/old people like me have a hard time loading onto the shuttle!	4/23/2024 1:53 PM
169	No	4/23/2024 1:50 PM
170	Would be great to have vehicles with high ground clearance and chains, so as to serve the tough roads on stormy days.	4/23/2024 1:49 PM



## Mountaineer Winter 2023-24 Survey

171	Some of the vehicles are looking pretty shabby. When making turns, ask drivers to use turn indicators	4/23/2024 1:47 PM
172	No	4/23/2024 1:44 PM
173	Frídaay and Monday service in Alpine	4/23/2024 1:34 PM
174	Add Tues and Wed service to Alpine Meadows, even if there are less number of shuttles present.	4/23/2024 1:32 PM
175	I love the Mountaineer! It's the best! And our main two drivers, Brian & Brian are exceptional-so sweet!!!	4/23/2024 1:31 PM
176	great service! work out drop off for Everline resort to be back at the lift, not walking through the resort to get to the chair. Much nicer for valley residents. Thank you,Anne	4/23/2024 1:30 PM
177	Please have Mountaineer service during the week, and also between OV/Alpine during the day. It feels really dumb to be staying on-site within OV/Alpine but still driving in on my own and parking when Mountaineer isn't running. I would rather pay for Mountaineer service and have it run more often, than have a janky tipping system.	4/23/2024 1:29 PM
178	It would be killer to reserve a time the night before/a couple hours before!	4/23/2024 1:29 PM
179	On powder days I'm seeing a mass increase in alpiners demand for picking skiers/snowboarders depending from munchkins not a bad thing but I guess it is was it is. Brian and his team are great, They really respect the alpine neighborhood and the dogs that rule it. I hope everyone comes back again next season.	4/23/2024 1:28 PM
180	We live mountaineer! Super convenient and helps take care off the road. Please keep service going and an additional service to and from Tahoe city or Truckee would be amazing.	4/23/2024 1:27 PM
181	Love the mountaineer, but where is lost and found????	4/23/2024 1:27 PM
182	We need more service during the winter. A lot of people stay in Alpine. And the service very limited. More days be great .	4/23/2024 1:27 PM
183	Daytime service from Olympic Valley to Alpine.	4/23/2024 1:26 PM
184	Evening service been alpine meadows and Olympic valley!	4/23/2024 1:25 PM
185	I think it's excellent! I'd love to see dedicated road lanes for Mountaineer and other bus services to really avoid the traffic.	4/23/2024 1:24 PM
186	Love it!	4/23/2024 1:23 PM
187	so wonderful!!	4/23/2024 1:22 PM
188	I absolutely loved the service! Thank you very much!	4/23/2024 1:22 PM
189	Great Service Thank You	4/23/2024 1:20 PM
190	The availability of transport AFTER 5PM was a blessing!! Having to download an app was a pain, but didn't take too long. Overall, a big thank you.	4/23/2024 1:18 PM
191	Overall well done!	4/23/2024 1:17 PM
192	Great service at alpine! I think Brian was the driver I had multiple times and he was the man. Friendly guy w/ glasses. Wanted to give a shoutout	4/23/2024 1:13 PM
193	More energy efficient vehicles and less idling time	4/23/2024 1:12 PM
194	Keep it up. It is helpful for the ever increasing traffic and parking issues	4/23/2024 1:11 PM
195	Many times this winter, the Mountaineer service became a private shuttle service for skiers skiing down the Munchkin chutes to the various neighborhood roads. Skiers that don't live and weren't staying in Alpine were doing laps of Munchkins, calling for a ride each time. This increased the use and wait times.	4/23/2024 1:11 PM
196	Such a great service! All drivers were fantastic and it's great you make it easy to tip them!	4/23/2024 1:11 PM
197	All good	4/23/2024 1:08 PM
198	Please run the Mountaineer every day in Alpine Meadows. Even if you only have one van over	4/23/2024 1:06 PM

## Mountaineer Winter 2023-24 Survey

	here on lower demand days, it would be very much appreciated!	
199	keep it coming! thank you for another great season! (add an extra van or two around alpine on holiday weekends to decrease those 83-minute-waits ?	4/23/2024 1:06 PM
200	I can't say enough about this service and the friendly, accommodating drivers. It would be nice to get drop offs at the bottom of the tram rather than the far end of the village.	4/23/2024 1:05 PM
201	Don't pick up people from skiing Muchkin's who do not live in or are not staying in the valley. Only pick up people at their home or rental. Do not pick up people who ski into the neighborhood and do not live or rent here in alpine meadows. Home owners do not want people waiting around their homes for rides back to the ski area	4/23/2024 1:04 PM
202	None! We love the Mountaineer and all our drivers this season. Thank you for this service.	4/23/2024 1:02 PM
203	To clarify, the one issue we had with wait times was on multiple occasions the estimated pickup time would go from 10 min to 1 min, therefore we did not plan accordingly and were late (aka were packing up skis thinking we had a few minutes to spare). The time estimate accuracy was off but otherwise a great experience. Thanks	4/23/2024 12:59 PM
204	I would like Mountaineer service to continue in Alpine Meadows through April. I revert to driving when the service ends there.	4/23/2024 12:58 PM
205	Alpine to Truckee and Tahoe City!	4/23/2024 12:58 PM
206	You guys are great	4/23/2024 12:58 PM
207	Thank you for offering services between Alpine and Palisades. We usually only stay at Palisades because of traffic concerns but now that we know mountaineer goes between the 2 at night, we were able to enjoy dinner/evenings out without worrying about driving home. Thank you!	4/23/2024 12:55 PM
208	No	4/23/2024 12:55 PM
209	Like to see it weekly	4/23/2024 12:51 PM
210	Thank you!!	4/23/2024 12:48 PM
211	Drop off time can be long if you are at the end of the route. Make giving a tip on the app possible longer after the ride.	4/23/2024 12:39 PM
212	Excellent service, excellent drivers, excellent app, impressive service!	4/23/2024 12:37 PM
213	Better vehicles -- it's hard to get in and out of the vans.	4/23/2024 12:35 PM
214	great service, a couple more vehicles for peak times would be great	4/23/2024 12:35 PM
215	Thank you! Your drivers and service is awesome! It will be great to include more mid-week rides during certain high-usage weeks like ski week/spring break, xmas/new years. Overall phenomenal service and very thankful for it!! 🤔 thank you!	4/23/2024 12:32 PM
216	The wait time in the morning can change quickly from a long wait to a short wait. I'd appreciate a more reliable wait time estimate.	4/23/2024 12:30 PM
217	I am soo SO SOO appreciative of you all creating and maintaining these free shuttle services. thank you!	4/23/2024 12:30 PM
218	Going to our Airbnb in alpine meadows was tricky after a certain time because the restaurant we were at was technically in the alpine meadows area and the app only let us to to Olympic valley. We set our destination to Olympic valley but then asked the driver to take us to our BNB and they were extremely friendly and helpful and did just that. But it might be worth fixing that on the app side	4/23/2024 12:28 PM
219	Electric vehicles But the service is awesome and easy to use	4/23/2024 12:27 PM
220	1. On some days the wait for Mountaineer was over 2 hours. We can't fall back to driving to the resort now that parking reservations are required. It's necessary for Mountaineer to have reasonable wait times that can be relied upon now that parking reservations are required. 2. Would be helpful to have transit options from Truckee train station and airport.	4/23/2024 12:26 PM
221	Excellent service given the insane weekend parking rezzie Palisades system!	4/23/2024 12:25 PM

## Mountaineer Winter 2023-24 Survey

222	This service is absolutely top tier	4/23/2024 12:25 PM
223	We love the Mountaineer! We appreciated the expansion of service in Alpine Meadows from Thursday through Monday and during school breaks. Keep up the great work!	4/23/2024 12:20 PM
224	We love you!!	4/23/2024 12:20 PM
225	Expanding service to reduce wait times during high utilized days would be helpful as wait times can be as long as an hour; would hold off on expanding service to Truckee until you have enough service between alpine and Olympic valley in the evening. Wait times can also be long.	4/23/2024 12:20 PM
226	I had a hard time discerning that the pickup spot in Olympic Valley by Red Dog Lodge was called the "transit center". Maybe a sign that says that at the stop.	4/23/2024 12:18 PM
227	Late night Truckee service	4/23/2024 12:17 PM
228	You should try to get a dedicated HOV lane around the North side of the lot with it's own feeder lane to the road and pick up area. We were stuck for 1.5 hours just in the lot a couple times. and I wished I had just walked. Several people were in agony not being able to relieve themselves and were quite upset with the driver who was trying to get to the road by getting on the end of a line on the East side of the lot. After 45 minutes with no movement we finally convinced him to try another way. The Mountaineer should have a priority lane. This could also be a life safety issue if an ambulance gets stuck in one of these big jams. The app should optimize for the next in que each time someone is a no show. Many times we were standing around while empty vans came and went and said they were looking for someone else and could not take us. If The estimated arrival times could be wildly inaccurate Try to get an exception for the 8 passenger max rule which is often not helping the environment or efficiency when a group is split. Add a jump seat and no one would complain- it's not like we are traveling at high speed. A simple way to get to Alpine from Olympic when the Base to Base is closed would be very helpful instead of having to go to Olympic and then take the Base to Base bus. All the drivers were super nice and we mostly enjoyed the service except when things went wrong and then it was a mess. So on the whole I would have to say the service was mostly great, and sometimes very unreliable. Sometimes the app would say 11 minutes to pick up, and then we would stand in our cold ski boots for 51minutes as the app kept "updating" which was no fun, especially at the end of the day when the kids are hungry, tired and cold. Maybe a warming hut at the stop would help on storm days?	4/23/2024 12:17 PM
229	If you put in a pickup at the plumpjack, do not make people walk over to the transit center. There were times that I was at the plumpjack, called for a pickup, and by the time I walked all the way over to the transit center my ride had already left and I had to call again	4/23/2024 12:15 PM
230	Year round?!! 1-2 vans?!	4/23/2024 12:15 PM
231	Need In app tipping for driver	4/23/2024 12:14 PM
232	Very confusing. Why can't folks just like up and get on the next available ride? Why use an app like one dies with Uber and Lyft. The weather was terrible and I could hardly see my phone. After I did you the app, I almost missed my ride as all of the buses look the same and I didn't know which was mine. Lining up for a ride seems far more efficient. There could be different lines depending upon where you want to go.	4/23/2024 12:13 PM
233	It is a great service! Thank you for offering it. I was so surprised and pleased with the whole thing :)	4/23/2024 12:12 PM
234	Keep up the great service!	4/23/2024 12:10 PM
235	Allow rides that have requested rides to get in an early bus if enough room	4/23/2024 12:07 PM
236	More shuttles, less wait time. Other than that, great service. More lockers at the base for storing pre- and post-skiing shoes, etc.	4/23/2024 12:06 PM
237	The new Chevy vans were difficult to get in and out of. Your drivers are fantastic!	4/23/2024 12:06 PM
238	Allow tipping through the app much more easily - and without taking a cut from the drivers. Right now tipping is really hidden in the app and easy to miss.	4/23/2024 12:05 PM
239	Service to Tahoe City / Truckee would be great. It would also be nice to have an option to go between valleys in the morning.	4/23/2024 12:04 PM

## Mountaineer Winter 2023-24 Survey

240	Thank you for excellent service. The drivers are fantastic.	4/23/2024 12:04 PM
241	I was staying for a conference and I loved using Mountaineer. So easy and convenient and the drivers were all super friendly and knowledgeable! Thank you!	4/23/2024 12:03 PM
242	Mountaineer was a big help this season. The biggest problem I experienced was with the unreliability of pickup times leaving the resort at the end of the day on weekends. Seems like maybe exploring some fixed route service on the weekends with larger vehicles and land priority on weekend could be helpful.	4/23/2024 12:01 PM
243	it really made our vaca that much more seamless. We were a party of 12 with only 2 X vehicles and this made getting around that much easier	4/23/2024 12:01 PM
244	Need more drivers during peak hours to decrease wait times	4/23/2024 12:00 PM
245	Increase number of vans in Alpine Meadows between 8-10am	4/23/2024 12:00 PM
246	Run year round and between Truckee and Tahoe City pls	4/23/2024 11:58 AM
247	Allow return passengers to notify Mountaineer when they are about to board the downhill gondola to coordinate the ride home.	4/23/2024 11:57 AM
248	Keep it going in Alpine as you have! It's been great... App estimate times get wonky during peak periods; if there's a way to get times down or more accurate times that would be ideal but it's generally a fantastic service	4/23/2024 11:57 AM
249	The most difficult in the ride is putting the ski in the ski racks - very high, and skis can be quite heavy. And not accessible for kids. One of the driver was relectant to drop us at aerial tram... which is the place to be for ski!	4/23/2024 11:57 AM
250	Drive a little slower in the neighborhoods. Timeliness is nice but we are also walkers and sometimes the vans are a little fast. Just a little	4/23/2024 11:57 AM
251	The palisades parking reservation significantly helped mountaineer. Made it effective again. I think it would be good to have a few Ov to Alpine ones running during critical ski times (am and afternoon). It's arduous to mountaineer to ov base to then get in shuttle and back if b2b gondola is closed.	4/23/2024 11:57 AM
252	Keep it! Love it!!!	4/23/2024 11:57 AM
253	Long wait on Saturday. Other than that, excellent! One suggestion: drop off/pick up at the round about near the Tram—much shorter walk to the lifts.	4/23/2024 11:57 AM
254	To and from alpine and olympic base during the daytime.	4/23/2024 11:56 AM
255	Go between alpine and palasides during the day please!	4/23/2024 11:56 AM
256	Keep it going! Best single thing to happen in the Valley in decades.	4/23/2024 11:55 AM
257	No I don't. It is an absolutely fantastic way to reduce traffic and parking problems. We love using the Mountaineer and use it all the time.	4/23/2024 11:54 AM
258	Mountaineer service sometimes goes from 45 mins to 5 mintue ETA within less than 5 minutes. The estimates can vary a lot and change quickly, which is sometimes stressful. Otherwise, I love the service, and have nothing but great things to say about the drivers!	4/23/2024 11:53 AM
259	You guys are great, and the drivers are awesome.	4/23/2024 11:53 AM
260	All around AWESOME service!!	4/23/2024 11:53 AM
261	LOVE the mountaineer! It was so great and really made transportation much easier for our large group. Keep up the good work!! My one suggestion would be to be able to drop off / pick up at different locations in the Palisades Village - so one perhaps by Coffee Bar, one by the member locker room, and one by the tram. Just saves a lot of walking with gear when you have little kids.	4/23/2024 11:53 AM
262	As a vacationer I think it is a great service. We have used it for the past two winters. It is super easy and convenient.	4/23/2024 11:52 AM
263	I've never completed a survey in my entire life. Your drivers are incredible -- I can't believe how nice they are.	4/23/2024 11:51 AM

## Mountaineer Winter 2023-24 Survey

264	I think it's great, and one of the best improvements added in Valley in years	4/23/2024 11:51 AM
265	Currently you need to request rides before you can get an ETA, which is difficult when evaluating options. Probably annoying to the system to get request then get cancels. Would be nice to have accurate ETAs.	4/23/2024 11:50 AM
266	Mountaineer to and from Truckee and Tahoe city would be great.	4/23/2024 11:49 AM
267	Love it!	4/23/2024 11:48 AM
268	helping fill in gaps in service to Truckee! sometimes Amtrak and Greyhound gets in too late to connect with TART.	4/23/2024 11:48 AM
269	Mountaineer should discuss establishing a service with Alterra where day skiers can park in Truckee and take Mountaineer to the mountains. There are still too many individual car trips into the valleys during the winter.	4/23/2024 11:46 AM
270	Would love for the Mountaineer to run during the summer	4/23/2024 11:46 AM
271	No suggestion, just wanted to say again that the service was really good this season! We've used it every year since it started and this year was the best yet! Well done	4/23/2024 11:46 AM
272	The high fixed outside steps are a challenge for kids. They are inconvenient for the rest of us Suggest looking at a	4/23/2024 11:45 AM
273	Please offer service year round!!	4/23/2024 11:45 AM
274	More service is needed between 8 and 9am on busy weekend days. Wait times often peaked at 40+ minutes on busy Saturdays which makes the service almost unusable. Also, it would be great to have service 7 days per week in Alpine.	4/23/2024 11:45 AM
275	No its a fantastic app, wish SUMmit County had it	4/23/2024 11:45 AM
276	Improve the accuracy of the wait time and shorten the wait. Also, after we had waited for 50 minutes one morning we were just dropped from the wait list and had to start again-- this cost us time we could have spent skiing. Mountaineer is a good service-- keep improving it.	4/23/2024 11:44 AM
277	great service	4/23/2024 11:44 AM
278	No	4/23/2024 11:43 AM
279	I would prefer Mountaineer run in Alpine Valley Monday and Tuesday over valley to valley night service those days.	4/23/2024 11:42 AM
280	Thank you	4/23/2024 11:42 AM
281	More service between Alpine and Palisades area. We are not close enough to the Village to use the shuttle or gondola and so almost always drive exclusively when we need to get to Alpine.	4/23/2024 11:42 AM
282	The new app update in 2023 was terrible, it was very unintuitive and hard to use. Please bring back the old app.	4/23/2024 11:41 AM
283	This was my first time using the service as I am usually a remote worker. I was quite satisfied and happy that I could tip via the app.	4/23/2024 11:40 AM
284	Being able to expand to Tahoe City	4/23/2024 11:40 AM
285	It was wonderful to use 👍 thanks!	4/23/2024 11:40 AM
286	Keep it up!!!! A huge advantage and a big reason why we just bought a house in the olympic valley.	4/23/2024 11:40 AM
287	Keep crushing it, this service is incredible	4/23/2024 11:40 AM
288	I'm up on Sandy way and the times I most want to use it are during storms to get down the hill safely. Would love it if the shuttle ran during storms. Otherwise great service, especially the drivers!	4/23/2024 11:38 AM
289	Share your insights with patrons	4/23/2024 11:38 AM
290	Drivers need to slowdown when driving in the neighborhoods! There are children and dogs	4/23/2024 11:37 AM

## Mountaineer Winter 2023-24 Survey

291	It was amazing - so nice. Please continue!!	4/23/2024 11:37 AM
292	drop off and pickup close to the cable car (for those who use the cable, cf. the funitel)	4/23/2024 11:36 AM
293	Living in Alpine Meadows and working at Palisades, I would appreciate the opportunity to use it for commuting to work. Also, slower driving in neighborhoods please.	4/23/2024 11:36 AM
294	Please extend Mountaineer service in Alpine Meadows throughout the entire week.	4/23/2024 11:35 AM
295	Increase to 7 days a week at Alpine	4/23/2024 11:35 AM
296	Thanks for great service!	4/23/2024 11:34 AM
297	It would be great to 7 day service in Alpine Meadows	4/23/2024 11:33 AM
298	Was unable to get pick up at team building or plumpjacks this year kept wanting me to walk to the transit center which is not really close to the tram building	4/23/2024 11:32 AM
299	Everyday service in Alpine to the ski slopes	4/23/2024 11:32 AM
300	I thought I requested a ride but I hadn't. The UI was not intuitive so making this clearer would be better.	4/23/2024 11:32 AM
301	Ability to get from my home in olympic valley to alpine meadows for skiing	4/23/2024 11:31 AM
302	Keep it up! Love it.	4/23/2024 11:31 AM
303	I thought Mountaineer would get me to Tahoe City during the day and ended up just driving around Olympic Valley and wasting my time. Then I got on TART which was slow and unbelievably crowded. It's all good, I just wish that the Mountaineer went to Tahoe City during the day. Or that the TART was running more frequently so it wasn't so crowded.	4/23/2024 11:31 AM
304	Love it! If it ran every day of the week all season that would be great!	4/23/2024 11:31 AM
305	Have the app put the village at TP as the main "to" option on the front. 90% of our trips start or end there and it's annoying to have to go 4 clicks into the app to find it	4/23/2024 11:30 AM
306	We loved Mountaineer in general. One time I was stuck for 40? min. and the app kept saying it would be 8 min. then 7, then 6, then back to 8. I think nobody accepted me. Granted it was the end of the day at Everline. All in all, the drivers were always helpful and informative and the arrival time was usually shorter than estimated. This service saved us from having to rent a car and was easier too.	4/23/2024 11:29 AM
307	When thinking of location, all the other apps start with a from location and then the to. This app is in reverse making it hard to use. There is no information on who to reach out to if there is an issue with a driver. For example, one driver would continuously mark people as picked up without picking them up. But there was no way to report that or to specify that I don't want that driver.	4/23/2024 11:29 AM
308	Don't expand service unless you have enough money to have enough vans meet core demand to get to and from the ski resorts on peak days.	4/23/2024 11:29 AM
309	Daily service in Alpine Meadows	4/23/2024 11:29 AM
310	easier options to "save" frequently used spots and call shuttles to and from there.	4/23/2024 11:29 AM
311	Keep it running until the resort is closed. Run mountaineer between alpine and palisades all hours, day and evening	4/23/2024 11:28 AM
312	Love the mountaineer! It's the reason why I stay at the mountain instead of Tahoe city or Truckee.	4/23/2024 11:28 AM
313	- I'm sure you've heard this a lot, but the estimated times are quite off. I've had the app tell me "5 minutes", and it takes 20, and vice versa. - My house is on the main road (Olympic Valley Road) and I've had drivers cancel on me when they didn't want to get in the traffic to my house, which is quite frustrating. - My house is also relatively close to the mountain, and I once had a driver cancel my ride and tell me to walk. I mean, fair enough. There are probably others deeper in the valley who need a ride more. But 10-15 minutes in ski boots is not pleasant, particularly when your feet are already sore from a day of skiing. Experiences like these make me strongly prefer driving, since I can't be sure the Mountaineer will work. - The "driver arriving now" notification is way off. Usually when I get the notification, I look at the map and it's clear	4/23/2024 11:27 AM

## Mountaineer Winter 2023-24 Survey

the driver is still dropping off other people at the mountain. - Small design request: Please just show "recent" locations on the main page. I shouldn't have to tap "recent" and then select the location, the location should already be there. I only ever request rides between two places, so it would be my top selection almost 100% of the time. -Calling the car to "My location" doesn't work very well, with my house at lease. Like most houses in the Valley, my house is inbetween two roads (Chrissy and Olympic valley Road), and when you call to the geo-location the driver often ends on on Chrissy. When it's snowy, it's pretty hard to get up there.

314	Pay the drivers more	4/23/2024 11:27 AM
315	Mountaineer lane to exit parking lot faster.	4/23/2024 11:27 AM
316	Full week service in Alpine Meadows.	4/23/2024 11:27 AM
317	Would be great to extend the season in Alpine Meadows, especially since TART Connect only goes to River Ranch. Ubers are extremely expensive, so we would we be more than willing to pay something for the service to have it operate year round in order to reduce drunk driving.	4/23/2024 11:26 AM
318	Please try to make wait times more accurate otherwise keep up the good work!	4/23/2024 11:26 AM
319	It was great!!!!	4/23/2024 11:24 AM
320	I really love this service. I appreciate the drivers and I think people should tip them more. Maybe they can have venmo scan QR codes so people can easily do this and realize that they should	4/23/2024 11:24 AM
321	You're doing an awesome job, keep it up!	4/23/2024 11:24 AM
322	Keep it up! It was an awesome service and the drivers were fabulous!!	4/23/2024 11:24 AM
323	I just want to say that the friendliness and courteous of the drivers is always great!	4/23/2024 11:23 AM
324	Love your drivers. Hope they have the same excellent vibe next season	4/23/2024 11:23 AM
325	Please train drivers well. One of the driver of the ride I requested refused me onboard. He picked up wrong people on his way and just ignored me. Then my app showed that I was onboard. I couldn't even do another request because the app thought I was already on my trip.	4/23/2024 11:22 AM
326	Please offer rides between Alpine and Olympic Valley more often. The gondola isn't reliable.	4/23/2024 11:22 AM
327	I am looking to get easily from Truckee airport to Alpine Meadows. TART is not great for this trip.	4/23/2024 11:21 AM
328	I wish it were easier to get a timely ride in the morning.	4/23/2024 11:21 AM
329	summer service	4/23/2024 11:21 AM
330	More Karaoke	4/23/2024 11:21 AM
331	More Brians!	4/23/2024 11:21 AM
332	Keep it up! Great service.	4/23/2024 11:21 AM
333	Can there be service from Oly Valley to Alpine Meadows?	4/23/2024 11:20 AM
334	Please expand service in Alpine Meadows to 7 days/week	4/23/2024 11:20 AM
335	Best kept secret! I really liked the convenience of the local rideshare app and service, eliminating the need for me to drive while visiting the area.	4/23/2024 11:20 AM
336	If possible, instead of dropping off in the lower parking lot, consider going just up the hill and dropping off at the parking lot at the kids ski school much closer to the lifts.	4/23/2024 11:18 AM
337	One of the times requesting a ride was close to a shift change and the ride request time kept changing. It went from three minutes to 35. I ended up walking home and getting my car to pick up my kids. All the other times I used mountaineer it was great. That seemed like an anomaly. Overall I love the service when I'm at our place in Olympic Valley. Super convenient, and my older kids can get themselves to and from the lifts on their own which is awesome.	4/23/2024 11:18 AM
338	Improve the estimated wait times. The high inaccuracy usually means the mtneer shows up anytime between when the reservation is made and the van shows up.	4/23/2024 11:18 AM

## Mountaineer Winter 2023-24 Survey

339	I couldnt figure out if I could get a ride back to where I was staying from Alpine meadows. I eventually had a friend drive me home. It would be good for the app to explain whether rides are also provided back home from alpine/olympic.	4/23/2024 11:18 AM
340	Hold people accountable for being late for their pickup especially on weekends or busy times, not as important during slower periods.	4/23/2024 11:18 AM
341	extend dates of service. was up for weekend and second day April 21, 2024, service was done for season.	4/23/2024 11:18 AM
342	Get a link from the parking reservation thing - if parking is unavailable it should point people directly to Mountaineer. I only went this one time but when I couldn't reserve parking in advance I planned on Mountaineer and it worked.	4/23/2024 11:18 AM
343	More services (days) in alpine meadows! And more vans on Saturdays	4/23/2024 11:17 AM
344	Love the service (I use it from River Ranch to/from Alpine Meadows) anytime I visit for skiing. Thanks!	4/23/2024 11:17 AM
345	Have an express lane for shuttles/buses to get to the loading area. Also, try to get a closer spot to the lifts for drop off/pickup	4/23/2024 11:16 AM
346	No suggestions, it is a good service	4/23/2024 11:16 AM
347	Keep up the great work, it's an incredible service!	4/23/2024 11:16 AM
348	No	4/23/2024 11:15 AM
349	Regular service to Tahoe City and Truckee, perhaps leaving in between TART bus time/schedules.	4/23/2024 11:15 AM
350	We would love for it to run during the summer too so we can go to some of the bars and restaurants and have a safe way to get back to our vacation house.	4/23/2024 11:15 AM
351	Please please accommodate alpine meadows	4/23/2024 11:15 AM
352	Provide service mid-week in Alpine Meadows. Find a way to improve accuracy of wait time. I try very hard to be on-time but am almost always caught off guard because the mountaineer will suddenly arrive 5-10min faster than it said it would. For major events, have mountaineer pick up location not be inside parking lot of Palisades. After the Ludicris show it took over an hour to get out of the parking lot and we left the show early. This happened because we were closest to the mountain (pick up location) and cars kept cutting us off to get out of the parking lot. We would have bypassed this if we walked to the road to be picked up.	4/23/2024 11:15 AM
353	Love this service!	4/23/2024 11:14 AM
354	It was a life saver when the steep road we were staying was icy and too sketchy to drive and we were able to use mountaineer service to get to palisades.	4/23/2024 11:14 AM
355	Wait times need to be reduced. I live 5 minutes away and waited over an hour more than once. It's fine to make it hard for people to drive but good alternatives need to be available. Not sure what the answer is. Dedicated lane for public transit? More vans? Also pick -up times sometimes change wildly. It's hard to plan when the pick up time is jumping all over the place. All that said, I love the concept and the drivers are great.	4/23/2024 11:13 AM
356	Great option to have!	4/23/2024 11:13 AM
357	I just want to send a big thank you to the drivers who were always hustling and moving us along, even on the busiest weekends. Their friendliness and relaxed vibe really made moving to & from the mountain a blast for me!	4/23/2024 11:13 AM
358	Please put some bumper padding in the outside ski boxes, skis got thrashed . Other than that, WE LOVE MOUNTAINEER and all the great people associated with them! You guys rock!	4/23/2024 11:13 AM
359	No - it's the best thing since sliced bread!	4/23/2024 11:13 AM
360	Looove the Mountaineer service! Was incredibly useful and comfortable, the drivers were all fantastic. 5 stars.	4/23/2024 11:12 AM
361	I'd think it would be a good service, throughout the entirety of the year.	4/23/2024 11:11 AM



## Mountaineer Winter 2023-24 Survey

362	Provide 7 day per week service in Alpine Meadows and if considering Olympic Valley to Tahoe City Service please also consider Alpine Meadows to Tahoe City service.	4/23/2024 11:11 AM
363	It was a great service, hugely convenient!!	4/23/2024 11:11 AM
364	Seasonal tip since sometimes I forget to tip my driver	4/23/2024 11:11 AM
365	Electric Vans?	4/23/2024 11:11 AM
366	Thank you for doing what you guys do. Much appreciated. I would use it year round if was available would pay for it in the summer.	4/23/2024 11:10 AM
367	Keep it up, it's wonderful! Let the drivers keep 100% of their tips through the app	4/23/2024 11:10 AM
368	N/a	4/23/2024 11:10 AM