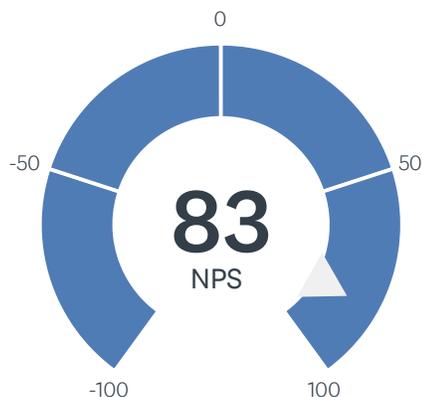


# Q1 How likely is it that you would recommend Mountaineer to a friend or colleague?

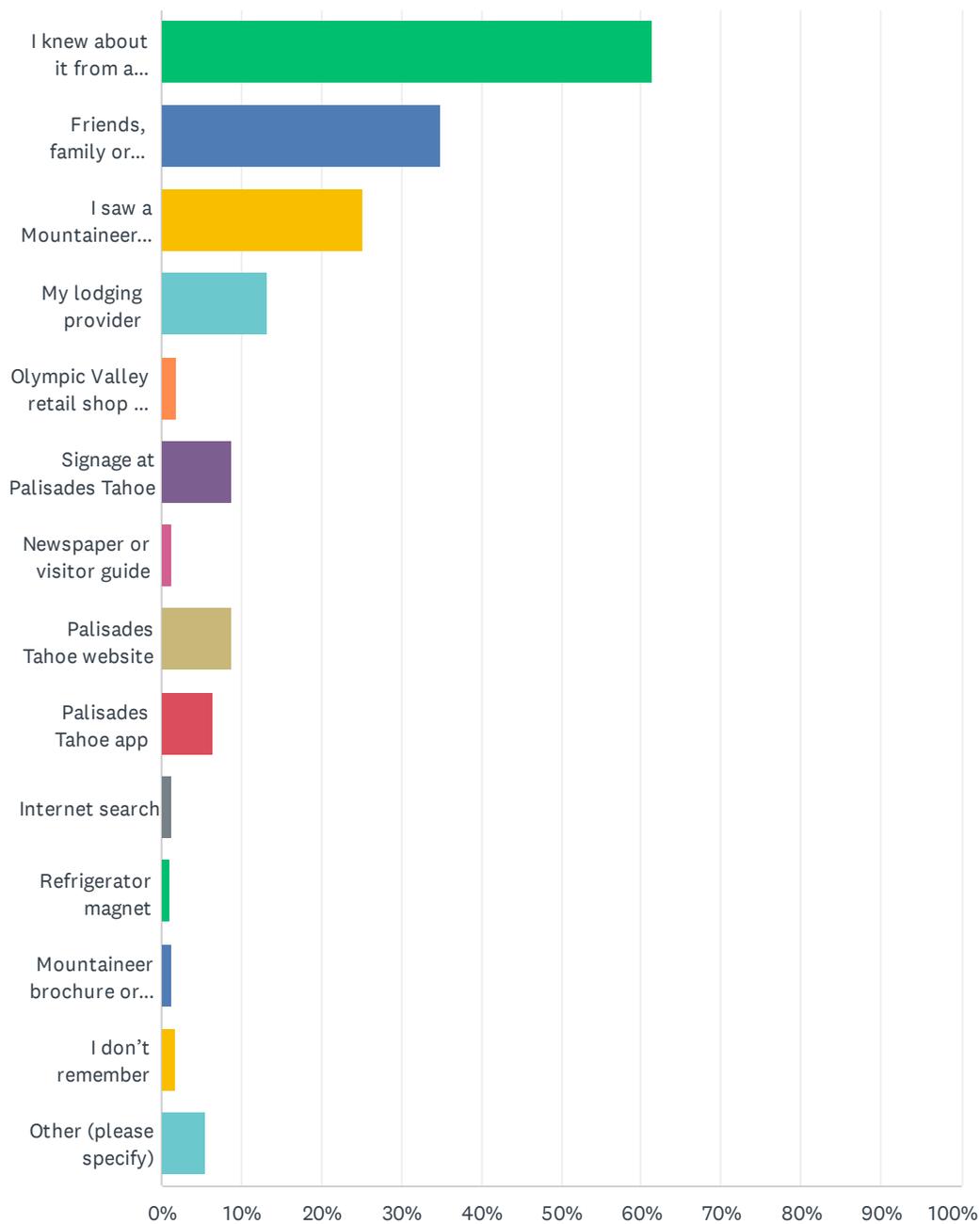
Answered: 623 Skipped: 23



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
4% 24	10% 61	86% 538	83

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

Answered: 646 Skipped: 0



## Mountaineer Winter 2022-23 Survey

ANSWER CHOICES	RESPONSES	
I knew about it from a previous winter	61.46%	397
Friends, family or co-workers	34.98%	226
I saw a Mountaineer vehicle	25.23%	163
My lodging provider	13.16%	85
Olympic Valley retail shop or restaurant/bar	1.86%	12
Signage at Palisades Tahoe	8.67%	56
Newspaper or visitor guide	1.24%	8
Palisades Tahoe website	8.67%	56
Palisades Tahoe app	6.35%	41
Internet search	1.24%	8
Refrigerator magnet	1.08%	7
Mountaineer brochure or business card	1.24%	8
I don't remember	1.70%	11
Other (please specify)	5.57%	36
Total Respondents: 646		

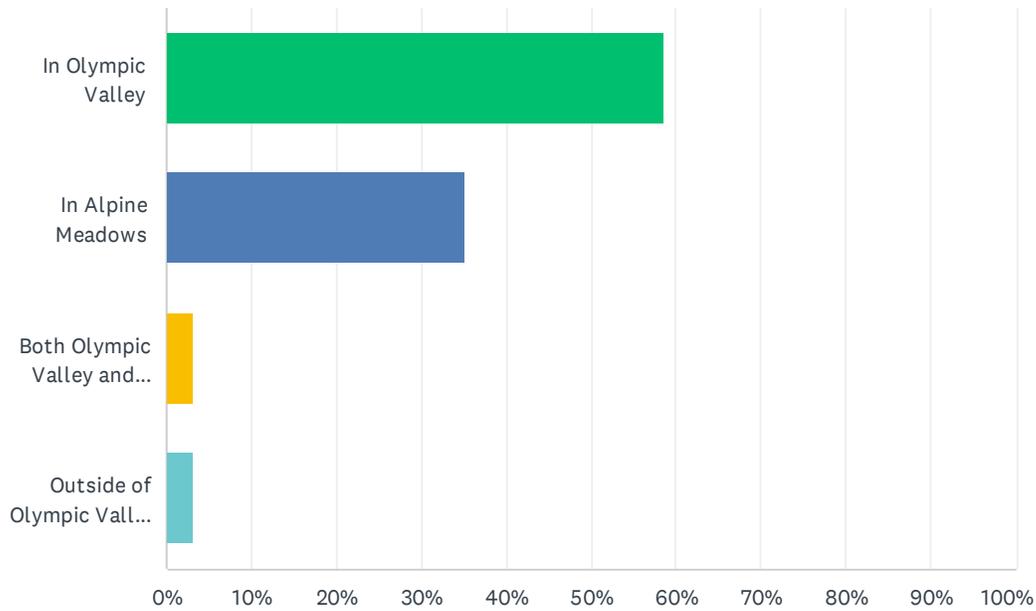
#	OTHER (PLEASE SPECIFY)	DATE
1	waitress at local restaurant	5/8/2023 4:22 PM
2	Winter Wonder Grass	5/6/2023 10:32 PM
3	Palisades blog posts	5/5/2023 8:37 PM
4	WWG email blast	5/5/2023 6:24 AM
5	Involvement in local transportation committees	5/4/2023 9:52 PM
6	hotel	5/4/2023 12:55 PM
7	Winter Wondergrass advertised it	5/4/2023 12:01 PM
8	Reside in Olympic valley	5/4/2023 11:07 AM
9	HOA emails and news	5/4/2023 11:00 AM
10	our ski instructor	5/4/2023 8:13 AM
11	Realtor	5/4/2023 7:28 AM
12	Signs at Alpine Meadows	5/4/2023 12:31 AM
13	I googled transportation for the area	5/4/2023 12:11 AM
14	mountain host at Palisades	5/4/2023 12:10 AM
15	Through Winter Wondergrass email	5/3/2023 11:58 PM
16	Resident in OV	5/3/2023 10:50 PM
17	google search	5/3/2023 10:32 PM
18	Info from Alpine Springs Water District newsletter	5/3/2023 10:30 PM
19	I was aware of the effort to start the service in the Valley	5/3/2023 8:21 PM

## Mountaineer Winter 2022-23 Survey

20	Parking person told us about it.	5/3/2023 7:48 PM
21	I live full time in Olympic Valley	5/3/2023 7:13 PM
22	Our HOA	5/3/2023 7:04 PM
23	Winter wondergrass	5/3/2023 6:42 PM
24	resort	5/3/2023 6:35 PM
25	other ski club members	5/3/2023 6:34 PM
26	From a neighbor after moving to Alpine	5/3/2023 5:52 PM
27	Conference organizer	5/3/2023 5:46 PM
28	Bear Creek Association HOA meeting	5/3/2023 5:45 PM
29	Winter Wondergrass website	5/3/2023 5:37 PM
30	Resort at Squaw	5/3/2023 5:33 PM
31	Information from Winter Wondergrass	5/3/2023 5:32 PM
32	Live in the valley	5/3/2023 5:28 PM
33	some people riding in the Base-to-Base told us about it	5/3/2023 5:26 PM
34	P/T resident of Alpine Meadows	5/3/2023 5:23 PM
35	Real Estate agent when buying a home	5/3/2023 5:17 PM
36	AMEA Alpine Meadows Estates Association	5/3/2023 5:12 PM

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

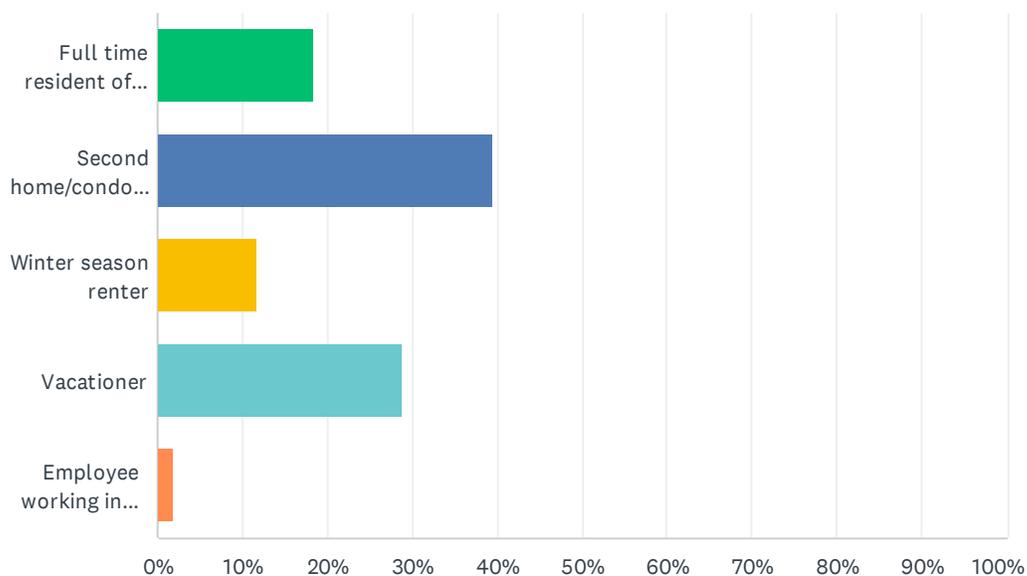
Answered: 646 Skipped: 0



ANSWER CHOICES	RESPONSES	
In Olympic Valley	58.67%	379
In Alpine Meadows	35.14%	227
Both Olympic Valley and Alpine Meadows	3.10%	20
Outside of Olympic Valley and Alpine Meadows	3.10%	20
TOTAL		646

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

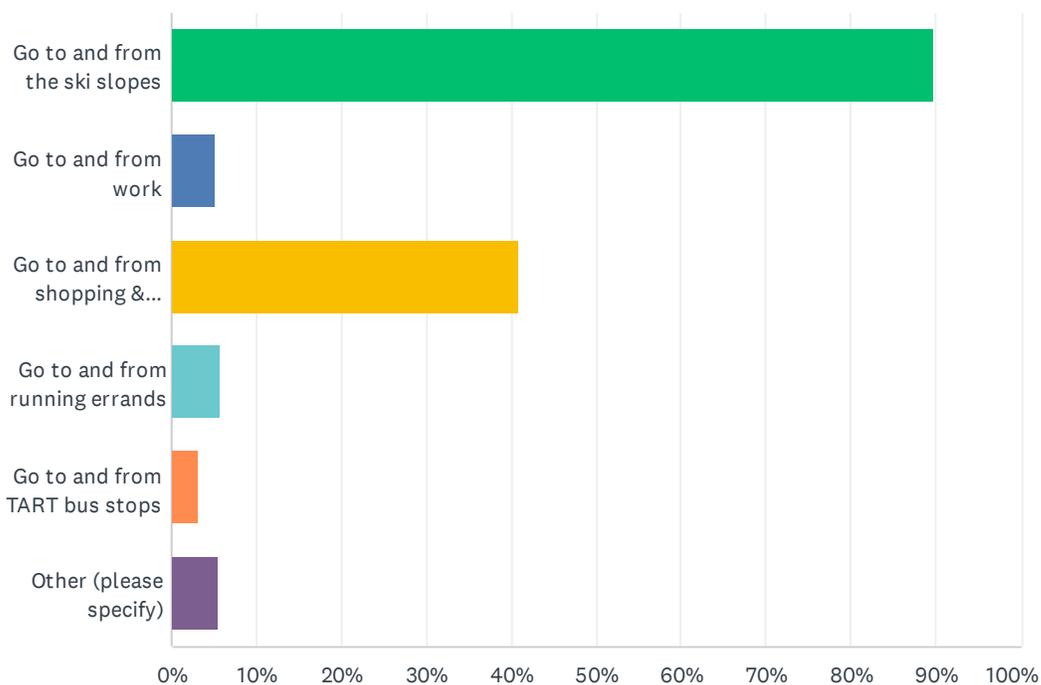
Answered: 645 Skipped: 1



ANSWER CHOICES	RESPONSES	
Full time resident of Olympic Valley or Alpine Meadows	18.29%	118
Second home/condo owner in Olympic Valley or Alpine Meadows	39.38%	254
Winter season renter	11.63%	75
Vacationer	28.84%	186
Employee working in Olympic Valley or Alpine Meadows	1.86%	12
<b>TOTAL</b>		<b>645</b>

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

Answered: 646 Skipped: 0



ANSWER CHOICES	RESPONSES
Go to and from the ski slopes	89.78% 580
Go to and from work	5.11% 33
Go to and from shopping & dining	40.87% 264
Go to and from running errands	5.73% 37
Go to and from TART bus stops	3.25% 21
Other (please specify)	5.57% 36
Total Respondents: 646	

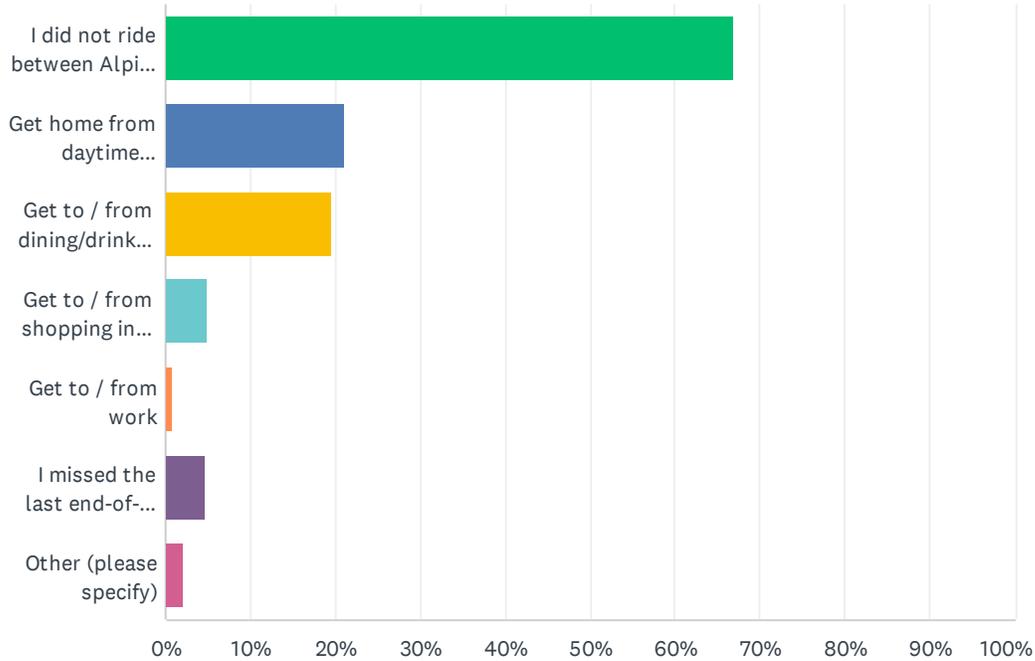
#	OTHER (PLEASE SPECIFY)	DATE
1	To and from music festival	5/6/2023 10:32 PM
2	Between my hotel and friends house	5/5/2023 9:24 AM
3	Wwg	5/5/2023 6:24 AM
4	Bluegrass festival!!!	5/4/2023 7:16 PM
5	going back and forth to WWG festival	5/4/2023 12:01 PM
6	Social activities	5/4/2023 10:40 AM
7	Events	5/4/2023 2:36 AM
8	Drankin	5/4/2023 1:00 AM

## Mountaineer Winter 2022-23 Survey

9	Go to and from a friend's house	5/4/2023 12:39 AM
10	Other locals' homes in AM and SV	5/4/2023 12:33 AM
11	Picking up my children to go to or pickup from ski team	5/4/2023 12:31 AM
12	Return to hotel	5/3/2023 9:58 PM
13	To/from conference site and event site (restaurant))	5/3/2023 9:56 PM
14	get family and friends to/from my house to their rental	5/3/2023 8:30 PM
15	To & from Winterwondergrass	5/3/2023 8:23 PM
16	Going to the village for fun	5/3/2023 8:16 PM
17	Ride back from Sandy's	5/3/2023 8:06 PM
18	Special events	5/3/2023 7:34 PM
19	Shuttling backcountry lines	5/3/2023 7:27 PM
20	Go to friends house 1 time	5/3/2023 7:20 PM
21	To and from World Cup Races	5/3/2023 7:05 PM
22	WWG	5/3/2023 6:42 PM
23	Visit friends at other hotels	5/3/2023 6:38 PM
24	Winter wonder grass	5/3/2023 6:34 PM
25	Inter valley travel	5/3/2023 5:59 PM
26	Going to Palisades or Alpine to work remotely for the day	5/3/2023 5:52 PM
27	WWG	5/3/2023 5:50 PM
28	also went to a friends house, to dining, etc.	5/3/2023 5:48 PM
29	Snow shoe adventure that went wrong - pick up saved us!.	5/3/2023 5:48 PM
30	Go to and from Winter Wondergrass	5/3/2023 5:37 PM
31	To winter Wondergrass	5/3/2023 5:32 PM
32	To and from events/concerts	5/3/2023 5:32 PM
33	Going to music at alpine meadows	5/3/2023 5:24 PM
34	Go to and from other homes in Olympic valley	5/3/2023 5:22 PM
35	Go to and from a conference at a different hotel	5/3/2023 5:12 PM
36	go to relatives' house in OV from our house in OV	5/3/2023 5:06 PM

**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: 640 Skipped: 6



ANSWER CHOICES	RESPONSES	
I did not ride between Alpine Meadows and Olympic Valley	67.03%	429
Get home from daytime skiing/other recreation at Palisades Tahoe resort	21.09%	135
Get to / from dining/drinking in Olympic Valley	19.69%	126
Get to / from shopping in Olympic Valley	5.00%	32
Get to / from work	0.78%	5
I missed the last end-of-day gondola or bus back to Alpine Meadows so took Mountaineer instead	4.69%	30
Other (please specify)	2.03%	13
Total Respondents: 640		

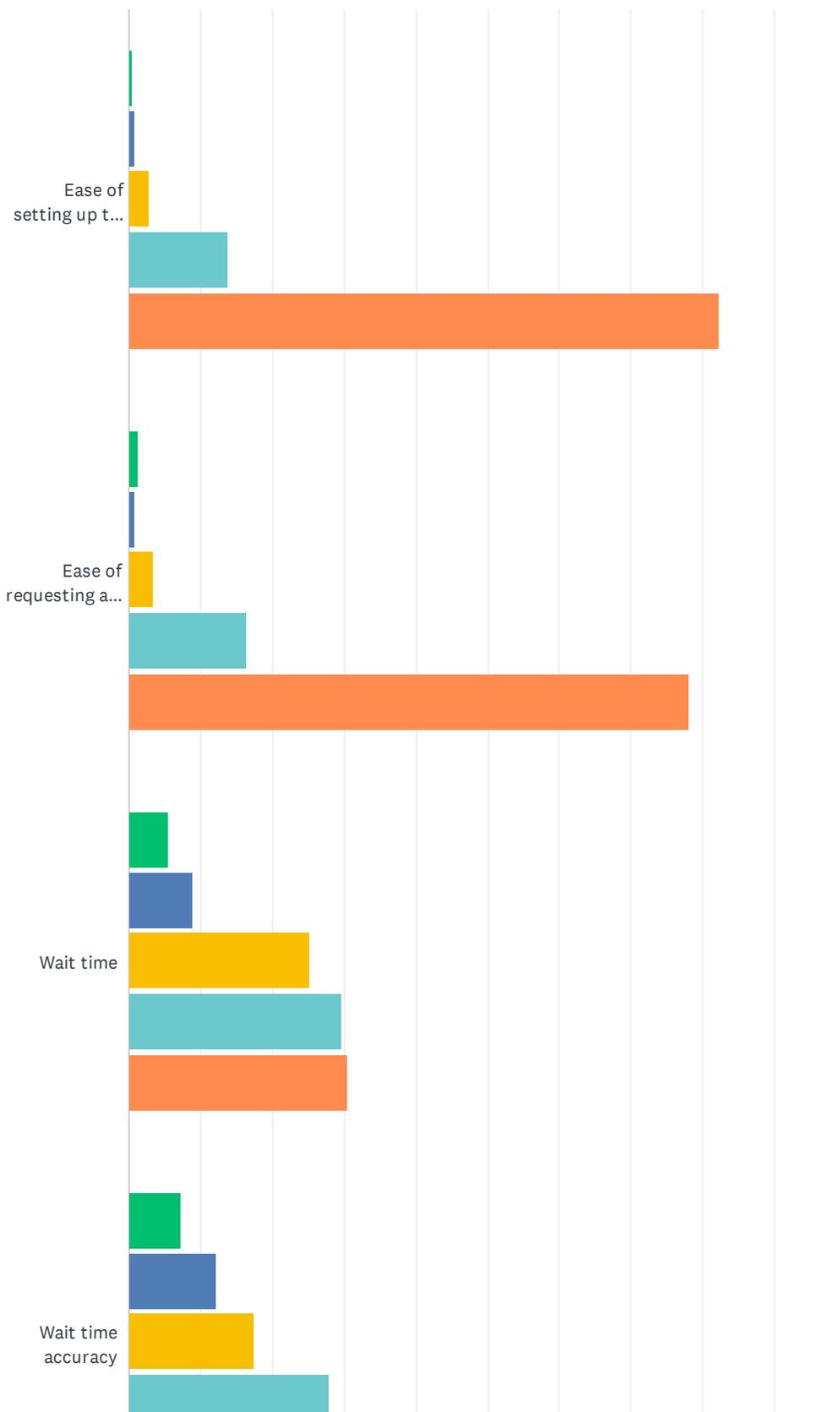
#	OTHER (PLEASE SPECIFY)	DATE
1	from River Ranch back to Plump Jack Hotel	5/4/2023 7:59 PM
2	Get to and from ski races	5/4/2023 1:57 PM
3	gondola doesn't run when there's wind.... can't always rely on it	5/4/2023 12:06 PM
4	Base to base Gondola was broken back to Alpine Meadows, so we took the scheduled shuttle	5/3/2023 11:53 PM
5	gondola closed due to wind	5/3/2023 10:32 PM

## Mountaineer Winter 2022-23 Survey

6	Get to or from friends, get out of town family from my house in AM back to rentla in OV	5/3/2023 8:30 PM
7	Dinner at river ranch	5/3/2023 7:48 PM
8	Winter Wondergrass to home	5/3/2023 7:28 PM
9	base to base was closed and shuttle schedule was an issue (or needed to connect outside of shuttle locations). Eg. one day shuttles were not running but I wanted to get from Squaw Creek to the village so called Mountaineer.	5/3/2023 5:48 PM
10	Base to Base closed due to weather	5/3/2023 5:45 PM
11	Gondola hold	5/3/2023 5:39 PM
12	went to River Ranch Lodge for dinner and then back to Plump Jack Inn	5/3/2023 5:26 PM
13	Tried to and found out it wasn't running. :(	5/3/2023 5:14 PM

### Q7 Please rate Mountaineer attributes.

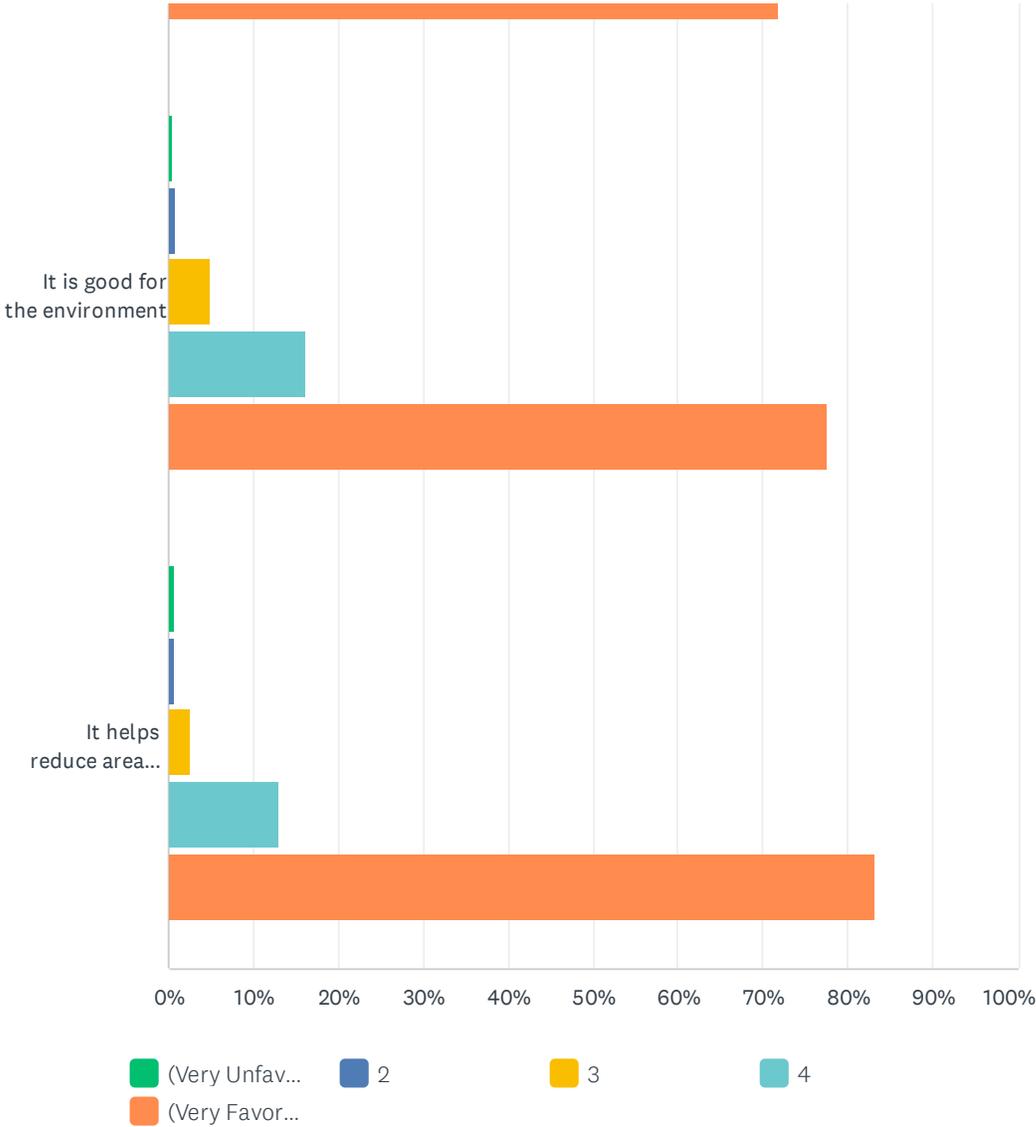
Answered: 646 Skipped: 0



Mountaineer Winter 2022-23 Survey



Mountaineer Winter 2022-23 Survey

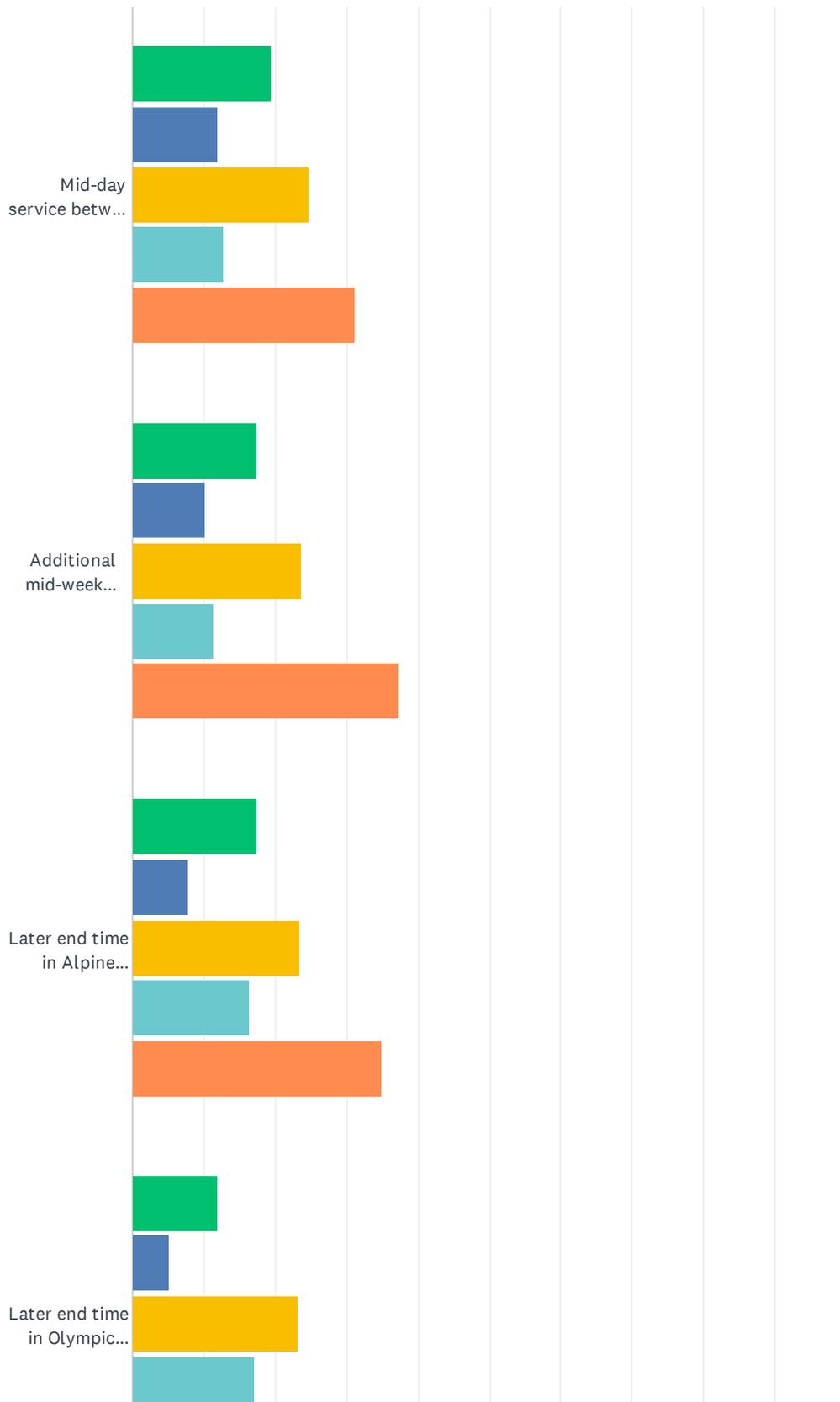


Mountaineer Winter 2022-23 Survey

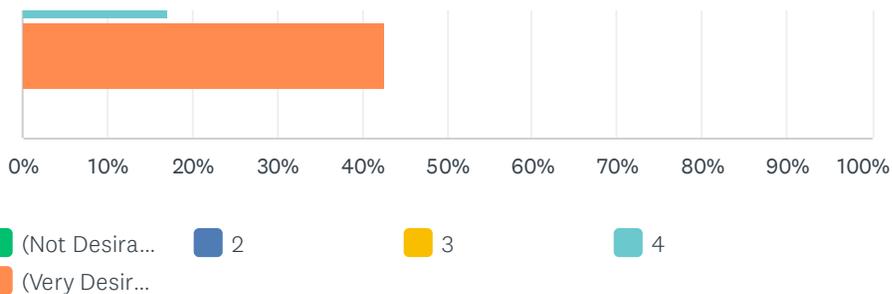
	(VERY UNFAVORABLE)1	2	3	4	(VERY FAVORABLE)5	TOTAL	WEIGHTED AVERAGE
Ease of setting up the Mountaineer app	0.46% 3	0.77% 5	2.79% 18	13.78% 89	82.20% 531	646	4.76
Ease of requesting a ride	1.24% 8	0.78% 5	3.41% 22	16.43% 106	78.14% 504	645	4.69
Wait time	5.57% 36	8.98% 58	25.23% 163	29.72% 192	30.50% 197	646	3.71
Wait time accuracy	7.30% 47	12.11% 78	17.55% 113	27.95% 180	35.09% 226	644	3.71
Driver friendliness	0.47% 3	0.31% 2	1.71% 11	11.94% 77	85.58% 552	645	4.82
Driver attentiveness	0.46% 3	0.15% 1	2.63% 17	12.69% 82	84.06% 543	646	4.80
Driver safety	0.46% 3	0.15% 1	2.01% 13	13.93% 90	83.44% 539	646	4.80
Comfort and cleanliness of vehicles	0.16% 1	0.78% 5	4.50% 29	22.64% 146	71.94% 464	645	4.65
It is good for the environment	0.47% 3	0.78% 5	4.98% 32	16.17% 104	77.60% 499	643	4.70
It helps reduce area traffic/congestion	0.62% 4	0.62% 4	2.64% 17	13.04% 84	83.07% 535	644	4.77

# Q8 Please rate how desirable expanded services would be to you.

Answered: 620 Skipped: 26



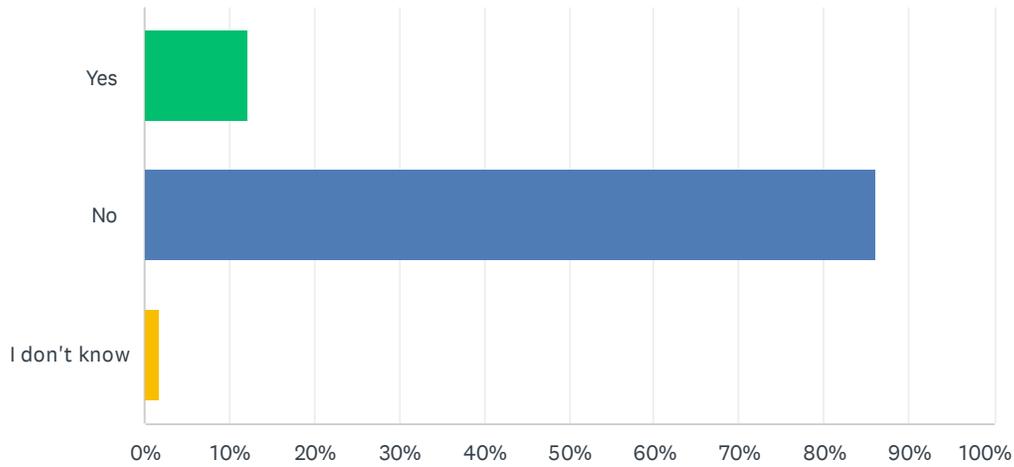
### Mountaineer Winter 2022-23 Survey



	(NOT DESIRABLE)1	2	3	4	(VERY DESIRABLE)5	TOTAL	WEIGHTED AVERAGE
Mid-day service between Olympic Valley and Tahoe City	19.32% 113	11.97% 70	24.79% 145	12.82% 75	31.11% 182	585	3.24
Additional mid-week (Tuesday-Thursday) service in Alpine Meadows	17.57% 101	10.26% 59	23.65% 136	11.30% 65	37.22% 214	575	3.40
Later end time in Alpine Meadows	17.40% 99	7.73% 44	23.55% 134	16.34% 93	34.97% 199	569	3.44
Later end time in Olympic Valley	11.99% 70	5.14% 30	23.29% 136	16.95% 99	42.64% 249	584	3.73

### 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?

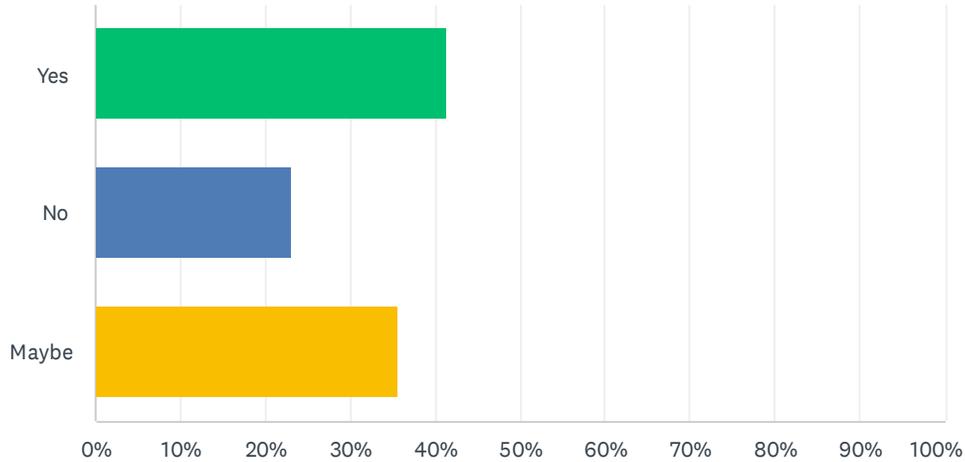
Answered: 642 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	12.15%	78
No	86.14%	553
I don't know	1.71%	11
<b>TOTAL</b>		<b>642</b>

### Q10 Would you be more likely to use the free TART bus service and/or TART Connect microtransit service if you could easily access the TART schedule and/or request a TART Connect ride through the Mountaineer app?

Answered: 636 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	41.35%	263
No	23.11%	147
Maybe	35.53%	226
<b>TOTAL</b>		<b>636</b>

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

Answered: 347 Skipped: 299

#	RESPONSES	DATE
1	Excellent service and so happy to have this valuable mode of transportation for everyone. Thank you!	5/10/2023 9:17 AM
2	Can you please extend the evening service in Alpine Meadows to include pick up/drop offs at River Ranch? Ty!!	5/9/2023 7:51 PM
3	It would really be wonderful if service between Alpine Meadows and Olympic Valley was expanded maybe have it start earlier (e.g. in the mid-late afternoon) or offer it in the mornings on weekends. I would rate that a 5	5/9/2023 3:08 PM
4	N/A	5/8/2023 2:32 PM
5	Drivers should know how to drive in adverse conditions and have appropriate implements (and appropriate footwear) in car in case they get stuck. We spent 20 min trying to dig a driver out of our cul-de-sac. Also watched a driver back up and hit one of the workers trucks and he just drove off.	5/8/2023 2:30 PM
6	Wonderful service; support expansion !	5/8/2023 12:48 PM
7	the app wait times were really off this season. Both directions: long wait and driver shows up super quick as well as app showing a time that never updates with delays but ends up taking a lot longer than original request.	5/8/2023 11:46 AM
8	Keep up the good work alleviating parking and traffic while improving mobility for folks. Don't let people try to make you try to solve every single mobility challenge though.	5/8/2023 12:43 AM
9	Need a drop-off/pick-up location convenient to the lifts, especially the Tram locker room. Suggest scrapping the transit center (not convenient to anything). Move that stop to the foot of the Red Dog stairs and rename it Red Dog, and get a stop at/near (very near) Tram Plaza	5/7/2023 9:26 PM
10	The service is great - it literally took my car off the road and frees up parking and traffic - very effective in this regard! The expansion in alpine meadows to Friday and Monday was very appreciated and created a great culture. One thing that people don't say is that on the mountaineer you end up meeting your neighbors and sharing a chat in the ride which really creates a better community. That was a really was a cool quality that I don't think gets extolled enough. Please expand to everyday service in alpine!	5/7/2023 1:38 PM
11	The mountaineer was awesome. We tried using the TART connect but it was difficult to figure out and unreliable.	5/7/2023 9:54 AM
12	Extend the Mountaineer service in Alpine more days	5/6/2023 11:01 PM
13	Great service. Keep it going!	5/6/2023 9:53 PM
14	Keep it friendly and keep up the great smiles!	5/6/2023 2:38 PM
15	no	5/6/2023 1:35 AM
16	It's a really great start to get more cars off the road, but the one thing that is needed to get public transport to work is having a dedicated bus-only lane that can bypass other traffic. Otherwise you're sitting in traffic anyway and the only only benefit is you don't have to park - but booking a ride back home at the end of the day is challenging so then it seems driving your own car is better in the end. I know it will take several iterations of this service but I do think it's the way to go.	5/5/2023 8:37 PM
17	Biggest problem is when service unexpectedly ends early on a stormy day. It was difficult to walk miles back from the ski slopes to our lodging without the shuttle (vs hitchhike). I think a bigger effort needs to happen to keep the Mountaineer shuttle operational as long as the resort is operational to avoid leaving passengers stranded.	5/5/2023 4:31 PM

## Mountaineer Winter 2022-23 Survey

18	Keep it up!	5/5/2023 1:57 PM
19	More flexibility with which bus to join and shorter wait times	5/5/2023 1:41 PM
20	I would pay to be able to reserve a time slot	5/5/2023 1:38 PM
21	1. During ski season (Dec-Mar) add weekdays service 9-10am & 3-4pm 2. Create more overflow parking. With base to base gondola, Tahoe Express Shuttle can be redirected to shuttle people from overflow parking to slopes. 3. Work with local schools / city buildings to expand parking spaces.	5/5/2023 11:01 AM
22	It was incredible. Please continue it.	5/5/2023 6:24 AM
23	Not really, your team was excellent all winter!!	5/4/2023 10:39 PM
24	Please line the basket and top of the ski racks with plastic so that our skis are not getting damaged by hitting the metal mesh and frame of the brackets. This is very rough in winter when the roads are pot holes and uneven due to snow and ice. Skis and boards are getting badly damaged especially tips and edges	5/4/2023 9:52 PM
25	I'm only an infrequent visitor... but I love the mountaineer	5/4/2023 9:31 PM
26	great job. keep it up.	5/4/2023 7:59 PM
27	Great service, some app interface improvements would be welcome	5/4/2023 7:57 PM
28	This service was amazing! We had consistently friendly drivers and it made our weekend there so much more convenient. Would love if they expanded this service throughout tahoe!!!!	5/4/2023 7:16 PM
29	Mid-day service between alpine meadows and olympic valley!	5/4/2023 6:16 PM
30	Slight improvement on software accuracy	5/4/2023 4:59 PM
31	separate bus lane for TART during peak traffic to incentivize bus over parking!	5/4/2023 3:54 PM
32	Make it so that if the passengers aren't ready by time shuttle arrives, the shuttle continues without them.	5/4/2023 3:28 PM
33	I love this service so much! This is my second season spending the winter renting in Alpine Meadows and I ALWAYS use the mountaineer to get to/from the mountain. Especially when it's snowing it's great to have a safe ride to the mountain. I also really appreciated the addition of in between valley's this year -- with the new gondola, I would often gondola over the palisades on Saturdays, ski with friends, apres ski & eat dinner, and then would mountaineer back to alpine. Seriously love this service and appreciate all of the drivers so much!	5/4/2023 3:27 PM
34	Honestly, I cannot sing your praises enough. I always rely on the mountaineer and the extended hours + service from palisades village to alpine meadows is so convenient. Really love everything you all do, thank you so much!	5/4/2023 3:19 PM
35	More accurate wait times please.	5/4/2023 3:03 PM
36	Mountaineer has become a valuable service. Please keep it up and expand mid-week in Alpine.	5/4/2023 2:56 PM
37	Thank you for the amazing service and to all the drivers who were amazing this winter!	5/4/2023 2:48 PM
38	Our number 1 request would be more days of service in Alpine Meadows. It is clear we are adding to the traffic congestion and difficulty parking mid-week.	5/4/2023 1:57 PM
39	Easier way to contact for lost items (phone number)	5/4/2023 1:48 PM
40	Mountaineer's big failure is not being available up on Sandy during snow/inclement weather--when we really need it. It's no help to have to trudge down to OV Road.	5/4/2023 1:22 PM
41	Keep it going!	5/4/2023 1:07 PM
42	Two elements of expanded service would be great. 1) extended hours for the mountaineer in Alpine so you didn't have to rush to get it by 5 pm. 2) A dedicated door to door on demand vehicle that could take people between mountains. So pick up at a house in Alpine and drive to Palisades base, or vice versa. Just home to base and reverse. So it could do a loop around Alpine and pick people up, and drop them all at the base. And then pick people up at Palisades	5/4/2023 12:51 PM

## Mountaineer Winter 2022-23 Survey

base, and drive them to their homes in Alpine. With the Base to Base gondola sometime being unpredictable, this would be really beneficial.

43	It's great!	5/4/2023 12:50 PM
44	Keep it going! I really love the ease and convenience of the Mountaineer!	5/4/2023 12:29 PM
45	Tell Palisades Tahoe to stop over selling Icon passes.	5/4/2023 12:26 PM
46	Great service! Thanks!	5/4/2023 12:22 PM
47	No	5/4/2023 12:15 PM
48	thank you for all that you are doing! of course more vehicles would be welcome to reduce wait times.... this is not intended to be a complaint, just an optimistic suggestion!	5/4/2023 12:06 PM
49	I love the Mountaineer! It makes my entire winter so much easier and more enjoyable. Best of all are your extremely kind and fun drivers. Brian especially!	5/4/2023 12:03 PM
50	It made our lives so much easier, especially with kids. Thank you!	5/4/2023 12:01 PM
51	Please keep it!	5/4/2023 11:48 AM
52	Keep up the good work. Excellent service. Highly recommended.	5/4/2023 11:30 AM
53	The wait time estimate in the morning was frequently inaccurate. I would initially get an estimate of 20 min and make the request. Then the wait time would suddenly be quite short like 8 min or less. Sometimes then I would not have enough time to be ready and would cancel the ride and end up driving myself. My only complaint about the drivers is sometimes drive too fast in the neighborhood. They need to be reminded that the speed limit is 25. Other than that I love the service.	5/4/2023 11:22 AM
54	not at this time	5/4/2023 11:22 AM
55	We love the mountaineer thank you!!	5/4/2023 11:07 AM
56	4wd vehicles would be nice.	5/4/2023 11:05 AM
57	Nope! They are the best Do wish there were later evening times at Alpine. I ski patrol and most of the time we not ready to go back at 5:00	5/4/2023 11:02 AM
58	Keep growing! We love it.	5/4/2023 10:57 AM
59	The dropoff spot should be closer to the Funi/Base to Base on one side and Tram on the opposite side. Walking in ski boots with skis is easily the biggest negative and primary reason why I drive 99% of the time and park next to Far East or Red Dog.	5/4/2023 10:37 AM
60	Drivers are great. Awful traffic in OV is crappy and unpredictable and not their fault.	5/4/2023 10:29 AM
61	I'd like to be able to use the TART Connect from the bottom of the Alpine Meadows Road or home via the Mountaineer to Tahoe City either seasonally or year round especially evening/night to access dining/drinking. Another suggestion if possible is a bit more capacity in the morning before the ski areas open especially during peak season. Wait times could jump from 12 minutes to 90 minutes in the span of a minute. We have loved the Friday/Monday addition this year! I'd like to see summer service between Alpine and OV so we could access dining/drinking/music options and have a ride home to Alpine after drinking plus alleviate traffic and parking issues during large events. One final thing; the drivers were awesome this year--showing up in all this crazy weather! It would be nice if the guys who lived in Reno and beyond had a place to stay locally on storm nights. I know that was really rough for a few of them, but they still showed up to work. In February a request was sent by email seeking volunteers from Alpine Meadows to sit on the Mountaineer Board. I expressed interest but have never received a follow up response. I am still interested. Thanks. David Bourke	5/4/2023 10:25 AM
62	Could use all year around	5/4/2023 10:09 AM
63	No. Really liked having this service available.	5/4/2023 9:02 AM
64	Love the service; friendly drivers and please keep the business going!	5/4/2023 8:48 AM
65	We have friends who live in alpine meadows and used the mountaineer whenever we stay with them (which is often!) What a huge bonus to have and the drivers were always super nice and helpful.	5/4/2023 8:37 AM

## Mountaineer Winter 2022-23 Survey

66	more drivers during peak times. Sometimes we had to wait 1 hr, and sometimes after waiting 30 min they would cancel.	5/4/2023 8:13 AM
67	If the app has a pick up point (Plumpjack) is chosen, that's where the van should pick you up. Early season or not. Also, once a van leaves with passengers it should not return to the transit center until All passengers are taken to their destination.	5/4/2023 4:49 AM
68	Figuring out how to accurately predict service time at around 8-8:30 as families head to ski team would have a huge impact	5/4/2023 4:45 AM
69	Keep it up. You guys are doing a wonderful service.	5/4/2023 4:18 AM
70	allow requesting/scheduling ride pick up time before evening service start time - I had to wait 20-30 min before I could request a ride on the app, and then another hour waiting in the cold for the van to arrive.	5/4/2023 2:09 AM
71	The current transit center location in the east end of the village is too congested and inconvenient. the previous stop by the Tram building makes much more sense.	5/4/2023 1:56 AM
72	get the wait times more accurate! They can fluctuate a lot. Drivers are great - love the concept.	5/4/2023 1:32 AM
73	-You guys rock!!!! - Please keep hiring additional drivers to build increased service in North Lake, and market the service such that tourists start using Mountaineer as a carpooling system. Let's reduce car traffic!!!! - Especially please figure out how to link into existing public transportation more thoroughly. I think working with local and state government to find ways to disincentivize car traffic and increase public transit and carpooling (eg. Mountaineer) is critical. I ride my e-bike whenever possible to do my part. - Adding vertical heavy duty bike racks into Mountaineer (back of shuttle hitch mount) and even adding storage for scooters/etc (front hitch) during summer months could go a long ways towards further reducing car traffic and giving people a viable alternative to cars.	5/4/2023 1:27 AM
74	Awesome service, really appreciate the expanded hours over previous season.	5/4/2023 1:24 AM
75	No	5/4/2023 12:52 AM
76	More vans. Service everyday during holiday weeks	5/4/2023 12:49 AM
77	I think you could do more marketing, particularly if you do decide to keep expanding services. Hopefully more and more people use it, request to use it, and maybe one day we will see mountaineer become a staple transit year round!	5/4/2023 12:39 AM
78	Really my only complaint would be: Since I am trying to time my ride to reduce congestion on the roads and get to work, if I request a ride that says 20 minutes and accept it I don't necessarily want a van that comes in three minutes. For skiing that's great but for work that's tough. We should have the option to accept an earlier ride or stick with our original timeframe. I don't know how difficult that algorithm would be but the minute the ride with the diminished time appeared, if I was not ready, I would cancel the ride and then not only would the drivers be mad (and vocally told me so) but I would re-request the ride and then it went much longer. It was difficult with work schedules....the drivers "strongly", and sometimes rudely, said "don't request until you're ready" but that ONLY works for skiers. If the goal is to reduce traffic we should be able to plan the timing better by choosing to accept a faster ride or stick with the original timeframe.	5/4/2023 12:33 AM
79	Can you please run between Alpine Meadows and Palisades in the mornings so I can get my children to their ski team start on time? Especially on snowy mornings when we are not plowed out yet, my son missed many days of ski team training because I couldn't get out of the driveway - I would have loved to send him to his ski team training on time but couldn't because mountaineer only runs in alpine meadows valley at that time and not between the two mountains. Either that or allow the student athletes to board the gondola or shuttle buses early to shuttle them between the two mountains	5/4/2023 12:31 AM
80	On snow days, use of chains so mountaineer can access neighborhoods by Christy lane. Walking up/down Christy lane was very, very dangerous so ended up driving my car as way too dangerous as pedestrian.	5/4/2023 12:27 AM
81	Provide more clarity on where pickups and drop offs are in the Olympic village area. Seems to vary at different times of day. The app descriptions are not clear and I'm reasonably familiar	5/4/2023 12:20 AM

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	with the area.	
82	Love it!	5/4/2023 12:16 AM
83	We stay in Dollar Point and would ride Tart or mountaineer to OV if it got there in time for ski team ~8am	5/4/2023 12:14 AM
84	I was under the impression that mountaineer did not travel between alpine meadows and Olympic valley, and the the shuttle needed to be used for traveling between the two. Please clarify this information. The mountaineer is great for all the vacation renters and weekenders and is a great service for getting to and from the resort in the weekends. It's a great service - thank you!	5/4/2023 12:12 AM
85	Start the service between mountains earlier on weekends, especially for ski race weekends.	5/4/2023 12:11 AM
86	More service outside ski season.	5/4/2023 12:08 AM
87	Love it. Earlier start time for alpine squaw connect would be great. I like to end the day at 3, have a drink at squaw with friends who need a ride from Alpine then we all go back to Alpine. Perhaps a few would do the same to River Ranch?	5/4/2023 12:05 AM
88	I would be awesome if Mountaineer could somehow bypass the traffic in the parking lot so they didn't have to wait in line with other cars. Have the mountaineer service start at 7am on weekends in January and February. Have more Mountaineer vans and drivers designed for Alpine because on really busy weekends, all the drivers will be tied up at Palisades.	5/4/2023 12:05 AM
89	Have one for the people that live in Pineland or on the west shore of Tahoe	5/4/2023 12:01 AM
90	Consider early morning only hours on weekdays in later season when the Mountaineer schedule has been cut back so that employees can get to work and back without having to drive the short distance within Alpine Meadows or within Olympic Valley.	5/3/2023 11:53 PM
91	very grateful that Mountaineer exists - thank you!!!!	5/3/2023 11:51 PM
92	Please consider eliminating the favoritism toward OV vs AM in terms of daytime service. For pickup in AM, it would be very compelling to have the option to select either Palisades or Alpine for dropoff	5/3/2023 11:48 PM
93	More vehicles. Since it's not just residents using the service, wait times are extremely long and fluctuate greatly. It's not useful when you get up and schedule a ride that's 29 minutes out and then get a text 8 minutes later saying your ride is on its way. Conversely when you schedule a ride and it says 89 minutes out so you just end up driving. Also maybe have designated pick up spots for non residents. Random people gathering in front of our houses isn't ideal. It's not the worst but big groups gets annoying.	5/3/2023 11:22 PM
94	Improve wait times at peak times. Otherwise an awesome service!	5/3/2023 11:20 PM
95	Great service, awesome drivers, thanks!	5/3/2023 11:15 PM
96	Regularly scheduled shuttle from Tahoe City and from Truckee to Olympic Valley	5/3/2023 11:08 PM
97	more cars in the morning, often an hour wait	5/3/2023 11:08 PM
98	Thank you! Love this service.	5/3/2023 11:07 PM
99	Tahoe City, west shore	5/3/2023 11:03 PM
100	I wish it ran all week in Alpine Meadows.	5/3/2023 11:02 PM
101	My main issue was on a heavy traffic day where it took an hour to go about a mile plus on the main road (Olympic valley road) by car. The mountaineer kept saying 3 min but it was a lot longer bc the mountaineer was stuck in traffic. The parking lot was full so it created an almost stand still. When the lot is full, Can cars be turned around at 7 11 or maybe a hov lane for the mountaineer so it doesn't get stuck in that traffic too.	5/3/2023 11:01 PM
102	It was very difficult to know where to get the ride to return. We tried to get on where we were dropped off but the driver told us we had to go elsewhere and then while we were walking there with all our gear he left without us. the next shuttle wouldn't come for 20 minutes. Driver was not very friendly or the least bit helpful.	5/3/2023 10:53 PM
103	This winter we had very long wait (up to 2 hours) Alpine could have more busses between 7:30-	5/3/2023 10:52 PM

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10 Alpine to Squaw mornings between 7-8 (weekends and holidays)

104	Wait times were ridiculous this season and the traffic on OV road didn't help. It was faster to use my car and park in the middle of the day; not to wait for 45. The wait times were always changing, from say 20m to refresh, n it would be 50.	5/3/2023 10:50 PM
105	It's a great service. Thanks for providing it!	5/3/2023 10:42 PM
106	Have ski racks on back of vans more like those on vans/busses at other resorts (top of rack not as high & slots for each pair of skis.	5/3/2023 10:30 PM
107	More service in Alpine and to Tahoe city for dinner or shopping.	5/3/2023 10:13 PM
108	No	5/3/2023 10:09 PM
109	Great service and all drivers are awesome!	5/3/2023 9:50 PM
110	All good have condo in Olympic valley so tend not to leave	5/3/2023 9:49 PM
111	Limit backtracking when in neighborhoods.	5/3/2023 9:46 PM
112	Keep up the good work! More weekday service.	5/3/2023 9:44 PM
113	Keep it going - It's a great asset to Palisades - service similar to this is common in Park City and Colorado - we should be on par with those areas for transportation	5/3/2023 9:42 PM
114	Run till midnight :)	5/3/2023 9:41 PM
115	LOVE IT! HUGE HELP NOT DRIVING MY CAR.	5/3/2023 9:32 PM
116	Thank you for providing it!!!!	5/3/2023 9:29 PM
117	Assure the app is working all the time	5/3/2023 9:28 PM
118	Great service, greatly appreciated!	5/3/2023 9:04 PM
119	It is a great service!	5/3/2023 9:04 PM
120	Nope enjoyed it when I used it!	5/3/2023 9:02 PM
121	no	5/3/2023 9:01 PM
122	No- love it!	5/3/2023 9:00 PM
123	All electric vans	5/3/2023 8:58 PM
124	No	5/3/2023 8:56 PM
125	Great service!	5/3/2023 8:54 PM
126	The main drawback for us was not knowing how many other riders would be picked up along the way. One time our kids missed ski school because we made several stops before getting to the mountain :(((	5/3/2023 8:46 PM
127	Instead of expanding the service I'd focus on making it reliable and efficient. It used to be so much better. We drove down to the village multiple times this season because of long wait times. Also, the vehicles are simply not reliable in winter conditions, which are the times that they are most needed. We walked multiple times to the village too because of long wait times or unreliable wait times. We drove way more than we used to simply because of poor availability. Not impressed with mountaineer anymore.	5/3/2023 8:40 PM
128	We would like year round availability of Mountaineer including 7 day / week 8a to 10p service, and would be willing to pay Uber-like prices if needed.	5/3/2023 8:31 PM
129	#1 priority: I would like to see you adopt a policy for speed limits in the neighborhood and use software to track drivers speed. Need to keep speeds lower on neighborhood streets. related to #1 excuse: Get more appropriate vehicles for storm days. Driver claim they need to keep up speed to get up hills; get the right vehicles and tiers. Note this is not the only time they speed. #2 priority: people not ready to be picked up. Please adopt a very explicit policy about not waiting for people and you must be curbside. Weight times are impacted greatly by waiting 5-15+ mins for guests. People do not seem to care. Do not put the driver in a bad place, just make a policy and have it be very explicit. Remove people from the app if they do not comply	5/3/2023 8:30 PM

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or charge a fee. This results in longer wait times and inaccurate wait times. I have heard people thank one person in their group for being ready when the mountaineer arrived so they could make sure it waited 10 more min for them. Are you interested in a partnership with out local organizations for backcountry awareness? Too many people being picked up in Alpine with no backcountry safety gear who just skied or boarded won out of bounds. I am willing to help facilitate partnerships with local organizations to put educational materials in the mountaineer. Allow travel just within AM at night. I would have to take a ride to 7/11 then back to alpine if I wanted to go to friends or get my mom back to her rental or go to river ranch this year. Why not allow travel within alpine meadows? Palisades says we are one resort. Fix the baskets/racks. The damage to the baskets this year caused skis to slide though. Drivers often complain about lack of cell coverage impacting their ability to accurately use app. Install cell boosters. Drivers do not understand the customer facing side of the app resulting in them leaving it at 1 min when they are there waiting for you. Educate drivers on what we see on the other side of the app.

130	Daytime to a Tahoe City and Truckee from Olympic Valley and Alpine.	5/3/2023 8:27 PM
131	Alpine meadows deserves the same frequency as Olympic Valley	5/3/2023 8:21 PM
132	No, I do not	5/3/2023 8:16 PM
133	The vans this year felt extremely unsafe and several drivers were overly aggressive in our residential neighborhood in bad weather. Reliability this season was the poorest in our experience	5/3/2023 8:16 PM
134	Excellent!! Thank you!!	5/3/2023 8:11 PM
135	allow bypassers to join the ride its quite silly when the bus leaves half empty and the driver tells you to summon him back via app	5/3/2023 8:02 PM
136	Need updates when wait times will be extended or when services are cancelled. Had to walk 4 miles to palisades for World Cup to use my VIP tickets because mountaineer didn't show up or notify that they were cancelling trips into palisades for the day.	5/3/2023 7:58 PM
137	You're the best...!!!	5/3/2023 7:49 PM
138	No. It was just very convenient for us.	5/3/2023 7:48 PM
139	1) communicate arrival delays if they occur and are way different than estimate. If driver has to wait too long for late person leave riders behind. 2) Include evening service to truckee via tart. 3) mountaineer estimates were usually reasonable, however tart and tart connect was a total mess. It was tough to be up this winter mostly without a car and little transportation to grocery stores. I love the idea of the service and think the micro areas can serve rural communities and transportation options once it's dialed in.	5/3/2023 7:48 PM
140	More vans are needed. Many days the wait time ballooned to 40-60 minutes. I would never wait that long on a ski morning when I can drive 5-10 mins and be at alpine. It can't realistically serve all the homes in the valley at peak times and improve traffic with a fleet of 4-7 vans.	5/3/2023 7:48 PM
141	Keep it going, absolutely awesome. Need solution to get from Olympic Valley to Alpine meadows by 9am in the mornings for lesson start times.	5/3/2023 7:43 PM
142	As a second home owner in Alpine I am very interested midweek service at Alpine	5/3/2023 7:39 PM
143	Midweek service at Alpine, and service between both sides every day would be great!	5/3/2023 7:37 PM
144	Extended service areas for full time residents of Alpine Meadows to Tahoe City and Truckee would be AMAZING, and would benefit the local economy as well!	5/3/2023 7:34 PM
145	You guys are awesome!	5/3/2023 7:34 PM
146	Mountaineer unavailable mid-week in Spring- would have been nice to use during week, not just Fri-Sun (Olympic Valley to Si slopes)	5/3/2023 7:32 PM
147	charge the resorts not homeowners. it is the resort is creating all the traffic and they should be responsible.	5/3/2023 7:31 PM
148	Drivers need better cell service. People were waiting two hours and vans were empty. Drivers didn't know people had requested rides until they drove to village and got cell service	5/3/2023 7:29 PM
149	Seven days a week in Alpine would be amazing! Also, it would be great if I could "schedule" a	5/3/2023 7:28 PM

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morning ride at a specific time - both in case I want a ride first thing - right when you open, but also so I can avoid the dreaded "113 minutes" wait time that happens periodically. Mid-day service between OV and AM would be interesting, but it would create problems on those days when 89 is a parking lot (I'd prefer it if they'd let us ride the gondola to/from OV early on busy days). FYI, to a person, your drivers were amazing this year. Super friendly and remarkably patient even with those pain in the ass customers who pop up once in a while. Keep up the great work. Thanks for a wonderful season.

150	Not your call - but the Base 2 Base should be open into the evening and year-round.	5/3/2023 7:28 PM
151	Keep it open as much as possible, it's the only bright light in the traffic problem that Palisades created in Olympic Valley, you owe to the residents.	5/3/2023 7:27 PM
152	I LOVE the mountaineer it is so convenient and eliminates the need for us in the valley to clog up the parking lot/road with our cars when we live so close.	5/3/2023 7:27 PM
153	Loved that you could go between the valleys after 5, but if we could do it earlier that would be better!	5/3/2023 7:26 PM
154	I love the Mountaineer. I do think you need more capacity at peak times. Having to wait 45 minutes sometimes will make me want to drive instead	5/3/2023 7:20 PM
155	We all know the traffic this year was horrible making the use of the Mountaineer less desirable as the vans get stuck in the same traffic. This impacted wait times and accuracy times, making my use less. I used it 150 times the first year and it was incredible. My use can decline since then	5/3/2023 7:20 PM
156	Great service. Please make 7 days a week for Alpine. Thanks. Stu	5/3/2023 7:19 PM
157	How about a feature on the app where the user can be prioritized when their ride is canceled by the driver? When demand is high, I have (twice) had a driver cancel my ride, saying they didn't have enough time to come get me. When using Mountaineer with children, being stranded at the resort in ski boots w/ gear is very stressful.	5/3/2023 7:13 PM
158	Sometimes the wait time would fluctuate wildly. don't know how you fix that.	5/3/2023 7:12 PM
159	long wait times during prime ski days	5/3/2023 7:11 PM
160	Right now I think it's fantastic! I'd love longer operating hours -- during the days and longer in the season, but right now it's so much better than nothing for when I am using it.	5/3/2023 7:11 PM
161	Overall great service -- thank you!	5/3/2023 7:10 PM
162	Put some sand bags and shovel in the vehicles - our van got stuck and had no simple tools to get unstuck - had to borrow from a local house	5/3/2023 7:09 PM
163	Have the driver slow on Olympic Valley Road to let homeowners out of their driveways	5/3/2023 7:08 PM
164	Great Service	5/3/2023 7:05 PM
165	Nope, awesome service. Thanks.	5/3/2023 7:04 PM
166	This service is incredible and I would love to use it more.	5/3/2023 7:03 PM
167	During busy days the wait time of over 30 minutes approaching 45 minutes + were too long.	5/3/2023 7:02 PM
168	So great, thanks for keeping it rolling, will you implement in the summer?	5/3/2023 7:02 PM
169	Thanks again!	5/3/2023 7:00 PM
170	1. More vehicles in Alpine Meadows on the traditional busiest days. Some days the waits were 80+ minutes. 2. It would be great to be able to choose the vehicle when standing next to it. For ex. - there were many times when a half full van would be sitting in front of the ski area but I could not get in because my reservation was tied to a different van. 3. Could a robo-call be set up to call someone if their wait time changes? It could ask if they want to keep the new wait time or not. 4. Could a wait time limit be advertised? Some waits in front of homes were too long.	5/3/2023 6:57 PM
171	No	5/3/2023 6:57 PM
172	Love you all! There was some trouble with the app losing cell signal and never knowing when a car was on the way.	5/3/2023 6:56 PM

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173	Love it! The later it runs into the evenings the better!	5/3/2023 6:54 PM
174	Improve the ski racks!! On multiple occasions I saw skis or poles fall out of the racks due to holes in the bottom of the baskets. The racks were also quite wobbly, which bangs up skis.	5/3/2023 6:52 PM
175	Please continue this service for next season	5/3/2023 6:50 PM
176	Thank you for this valuable service. I only rated 4 on driving safety because they kind of speed around with snow on the ground and makes me nervous.	5/3/2023 6:49 PM
177	More availability in the morning ours. There were times during the day when they were not available	5/3/2023 6:48 PM
178	I love the mountaneer! It's so convenient when parking is limited, and we can all ride together when in a big group. Drivers are amazing.	5/3/2023 6:46 PM
179	It has become more popular to the point where wait times can be pretty long at times. Maybe larger vehicles or more of them during the busiest times?	5/3/2023 6:44 PM
180	It would be helpful if the Mountaineer could provide pick up and drop off service to the Alpine backside to the Sherwood Bowl Chair on Ward Mtn rd.	5/3/2023 6:44 PM
181	Mountaineer pick-up in the morning was awesome. However, I was stranded multiple times in the evening. One time it forecasted 160 min. wait. One driver told me once ride requests exceed capacity, his display "just spins", so the driver's app cannot forecast pick-up times.	5/3/2023 6:44 PM
182	Expand	5/3/2023 6:42 PM
183	Connecting from Olympic and alpine valley without having to switch vehicles- trying to get from the river house inn to the mountain was incredible difficult because I had to switch shuttles at 7-11. Not ideal. It seemed like the driver had the time to do it but wasn't allowed to.	5/3/2023 6:42 PM
184	The biggest difficulty was that the the app would go offline altogether during extremely busy weekends, which was extremely frustrating for both riders and drivers.	5/3/2023 6:42 PM
185	It was difficult to find the Resort at Squaw Creek with the name change so you might want to note the name change for people who might not be aware. Otherwise such a wonderful service and the drivers are some of the friendliest people ever!	5/3/2023 6:38 PM
186	Just thanks for being there!	5/3/2023 6:37 PM
187	Wait times were ridiculous this year and basically made the service unusable. Every time I tried I would be quoted a time of 30 minutes or more.	5/3/2023 6:37 PM
188	Full week at alpine meadows	5/3/2023 6:36 PM
189	to allow p up and drop off at everline resort	5/3/2023 6:35 PM
190	Please expand days and hours between alpine and Olympic valley! Thank you!!!	5/3/2023 6:35 PM
191	Better time estimates on busy mornings	5/3/2023 6:34 PM
192	The wait time is especially glitchy and can jump around a lot. It'd be helpful for improved accuracy for that.	5/3/2023 6:34 PM
193	I think this is a great service and a great way to both help out the community with jobs and also safety by keeping drivers, most of the time out of towners, off the roads in harsh road conditions along with saving the environment	5/3/2023 6:34 PM
194	we love you guys, it's an amazing service, you handled all the snow so well....busy days had really long waits so we would love more vehicles on busy weekends and would love daily service for alpine meadows	5/3/2023 6:32 PM
195	The wait time always jumps a lot so its very hard to know when to call a mountaineer or when it will come	5/3/2023 6:32 PM
196	I wasn't aware that we could take Mountaineer between Olympic Valley and Alpine to ski??	5/3/2023 6:28 PM
197	Run more vans at high peak travel times to be more on time to work	5/3/2023 6:27 PM
198	I think you guys did a great job. Every winter is awesome to have you guys around	5/3/2023 6:27 PM

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199	CHP and Palisades Tahoe parking status need to reduce traffic on Squaw Rd when the lots are full. On several occasions the traffic jam kept the Mountaineer from getting to the village. Waited 1 hour	5/3/2023 6:25 PM
200	When the cones are up it is really tricky for the mountaineer to make turns into and out of our driveway on Olympic Valley Rd. So there were a few times the Mountaineer driver stopped in the middle of the road and had us cross over to get into the van. I think you need to tell Mountaineer drivers NOT to do that. It is really unsafe. Only one driver did this.	5/3/2023 6:25 PM
201	The service is ideal for residents and part-time residents. It's a great way reduce traffic during peak hours of the ski season, as well as reducing the carbon footprint.	5/3/2023 6:25 PM
202	Keep mountaineer tuning for the days the ski resorts are open this summer (if that isn't the plan already)	5/3/2023 6:24 PM
203	Be clearer about where all the pick up points are in palisades Tahoe and what's NOT a pick up point . A couple of time I put a pick up in plumpjack and it took the request but I found out that it's not really a pickup point and had to run ( not easy to do is skis and boots ) to the transit center	5/3/2023 6:23 PM
204	Weekday service is incredible but weekend is unusable with long waits that are unpredictable. Think it's something with cell service, but I do love it!	5/3/2023 6:22 PM
205	Get better cell service so your app calls and locates better.	5/3/2023 6:19 PM
206	Better ski/snowboard storage. Otherwise just continued awesomeness	5/3/2023 6:19 PM
207	The ski racks need padding. They have done a number on my skis over time. They are a no go for the racer kids with high end skis that can't get nicks. Also, the wait times seemed longer this winter. So much so that I stopped using it. Please have more vans/staff and especially during heavy use times. Also, the wait times on the app had times when they bumped you backwards which was annoying. I know it was a tough winter with all the snow and the traffic and Red Dog being closed, but it would be good to figure out a strategy for things to work better. For some reason the winter before last was smoother/ faster	5/3/2023 6:18 PM
208	Better Wi-Fi	5/3/2023 6:18 PM
209	Every day in Alpine Meadows would be fantastic. You guys are great.	5/3/2023 6:18 PM
210	1) Figure out how to keep people coming out of Munchkins from using the shuttle--it wasn't designed for that and adds a lot of time to others' rides. 2) Figure out some demerit system for people who fail to cancel requests and are "no shows".	5/3/2023 6:17 PM
211	Shuttle from Reno to Olympic Valley	5/3/2023 6:14 PM
212	More accurate wait times would be great - so many times the wait time would jump down by like 20 minutes and we'd have to scramble to get out the door	5/3/2023 6:13 PM
213	Could use more drivers at peak hours in Alpine. In the morning, it was not uncommon to have a 10 minute wait time to suddenly jump up to 40 (or even 80 or 120) minutes around 8 am or so	5/3/2023 6:13 PM
214	N/A	5/3/2023 6:13 PM
215	Many overcrowded weekends in Olympic Valley made access to app at times unavailable. Need better internet and less cars in the valley	5/3/2023 6:13 PM
216	Get Chains and come to our neighborhood on Sandy Way when its snowing :)	5/3/2023 6:12 PM
217	We absolutely love using the service to get too and from the resort for skiing but the app wait times can be frustratingly inaccurate. It gives you a time of, let's say 15 mins, so we get all suited up and walk up for pickup. The pickup time can then continually adjust to a later time. We waited nearly 45 additional mins one day up top above our said wait time with our 12 year old. Let's just say his patience is not as good as ours. haha This is our only complaint. Otherwise, we thank you very much for providing the service we love to utilize!!	5/3/2023 6:10 PM
218	Currently, if you request a ride from Olympic Village, it will direct you to walk to the transit center after requesting the ride. There were several times we tries to request it to pick us up from the PlumpJack Inn, it automatically changed our pickup to the transit center, and by the time we walked over to the transit center, the shuttle had already left. It would also be great to have the option to take the Mountaineer during the day from the Everline Resort directly to	5/3/2023 6:08 PM

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Alpine Meadows. It can easily take over an hour to transit to Olympic Village and then to Alpine, so having an option to go direct from the resort would be a wonderful option.

219	Thank you! Mountaineer is awesome!	5/3/2023 6:07 PM
220	Open up more times for alpine Meadows and add evenings back and forth to squaw	5/3/2023 6:06 PM
221	Please add daytime service from alpine meadows to Tahoe City	5/3/2023 6:03 PM
222	Great service. Thank you.	5/3/2023 6:02 PM
223	Please expand this as much as possible throughout the region. We need it badly to reduce traffic congestion and to reduce drinking and driving. Please expand late night or 24 hr services. TART buses are almost always empty and very unreliable. Replace buses with these door to door shuttles and save time, money and lives!	5/3/2023 6:01 PM
224	The wait time accuracy needs to improve. A range would likely be helpful. Also stating when it speeds up drastically and perhaps an option to accept that. There were times it would speed up by 30 min.	5/3/2023 5:57 PM
225	We love the mountaineer and are very grateful for your service!!!	5/3/2023 5:56 PM
226	The move from Nissan to Ford vehicles was noticeable. The Ford trucks didn't seem to handle the wintery conditions nearly as well as the Nissans.	5/3/2023 5:56 PM
227	More accurate wait, and more reliable, wait times. Too often with long wait times this winter.	5/3/2023 5:55 PM
228	Keep it up! Amazing program, increase funding for this program! It's wonderful	5/3/2023 5:53 PM
229	Please expand Alpine services to weekdays!	5/3/2023 5:52 PM
230	Special lane for mountaineer to by pass grid lock into valley	5/3/2023 5:52 PM
231	Friendly, helpful drivers. Good app. It's great!	5/3/2023 5:50 PM
232	Thanks for asking via survey! I especially appreciated the willingness to try to offer service in the snow storms (until it was unsafe). Do you offer service to Truckee as well as Tahoe City? That could be nice. Or to outside parking lots so the resort would get less jammed (folks could park outside or leave the car in Truckee and ride your service into the resort). Staying at Palisades Lodge is improved bc I can rake Mountaineer from somewhere like Alpine all the way to the Lodge vs. just the parking lot. Or to a house - appreciated!	5/3/2023 5:48 PM
233	Have more examples of rides.	5/3/2023 5:48 PM
234	Streamline riders by location. Some drivers would just go down the list and pass peoples house only to turn around and go back where they just were. Especially on weekends when traffic is bad, this would increase wait times ten fold.	5/3/2023 5:48 PM
235	It would be great if the lost and found process was quicker or if it was possible to speak to someone promptly about a missing item. The current system of sending an email and hoping for a response in two days can be difficult for people that don't live in the area to get their items back.	5/3/2023 5:48 PM
236	wonderful service	5/3/2023 5:47 PM
237	Realize it's hard to keep exteriors clean of kicked up dirt during winter but doing so perhaps daily would improve look of vehicle service	5/3/2023 5:46 PM
238	Have a connection for TART Connect/Mountaineer to/from Truckee area	5/3/2023 5:46 PM
239	It seems like some sort of dedicated transit or high-occupancy lane for peak times that the Mountaineer could use would be important for improving service reliability. This in turn would make wait times more accurate I'd imagine.	5/3/2023 5:45 PM
240	Runs great! Maybe be a little more proactive about warning about weather impacts.	5/3/2023 5:45 PM
241	Take good care of the drivers. A couple of them were terrific	5/3/2023 5:45 PM
242	Thanks for being there!	5/3/2023 5:44 PM
243	I had a great driver and luckily had cash on me to tip him! Most people don't carry around cash these days so it would be awesome if we could tip in the app or with Venmo/PayPal. I know	5/3/2023 5:44 PM

## Mountaineer Winter 2022-23 Survey

it's not required but great drivers deserve great tips! I even left my phone in the shuttle and he came back to find me. Your drivers definitely go above and beyond!

244	No	5/3/2023 5:42 PM
245	Sometimes the wait time increases significantly while you're waiting to be picked up. This is extremely frustrating and should be addressed.	5/3/2023 5:42 PM
246	This is a great service, we need more!	5/3/2023 5:42 PM
247	Need to access Sandy Way more. On stormy days, Chain up two vans so they can access Sandy Way. There were TOO MANY days Sandy Way not served, so I drove a lot. That defeats the purpose of Mountaineer. Need more predictably on "expected" wait times. It's impossible to know how far in advance to call the Mountaineer. Sometimes it's 3min other times it takes Hours. At least 5 times this season, I waited over an hour. Can't call 5 times "exceptional" that's "common!"	5/3/2023 5:41 PM
248	Bigger buses	5/3/2023 5:41 PM
249	Excellent service. No additional suggestions.	5/3/2023 5:41 PM
250	It's a wonderful service with great drivers.	5/3/2023 5:40 PM
251	It was difficult to get in and out of the vehicles	5/3/2023 5:40 PM
252	During peak times (holidays and weekends) , the pick up and drop Off should not be the transit center in the village - getting in and out of the parking lot is a big problem and greatly slows down the service. Possible the location could be moved to the post office or Tart stop or nearby? Somewhere less congested would make much more sense	5/3/2023 5:40 PM
253	love the service! Can you expande to Dollar point??	5/3/2023 5:38 PM
254	We LOVE the Mountaineer! However, there are areas of potential improvement. 1. I believe that the 2021-2022 fleet were all-wheel drive. This year's fleet, with two wheel drive, we not nearly as good. I live on Sandy Way and many times the vehicles could not come up the hill. I was also a passenger in a Mountaineer vehicle accident caused by road conditions. This is all very understandable but I'd love to see AWD be an investment made by mountaineer from a safety and accessibility perspective. 2. Wait times are highly variable. This is not really an issue except on busy days. There were times when the app would stare 60 mins but never arrive. Again, totally understandable, but I've waited hours some days before giving up. If the Mountaineer had a dedicated public transit lane, perhaps this could be avoided. 3. Tipping via the app is a great enhancement this year. But I'd happily pay more to Mountaineer to improve the first two suggestions as they are infrequent but very frustrating when they do occur. Thank you for a great season!	5/3/2023 5:38 PM
255	Someone poached my ride -- I saw them get on and was walking up to the shuttle after them, but the driver yelled that he had Rosie on board now and the shuttle was full, and then he left. I'm Rosie. I had to cancel my ride, rebook, and wait for another shuttle. It would be nice if drivers asked passengers to provide their name, instead of asking "are you X" and making it easy to claim to be X.	5/3/2023 5:37 PM
256	Awesome service, thank you! Only real complaint is occasionally wait times would suddenly jump forward in time, causing issues with planning of arrival time. Occasionally these were so bad I needed to cancel the ride and reschedule	5/3/2023 5:37 PM
257	Instead of complete stop of service on 9 April, Run at least 1 bus. A regular mountaineer between Tahoe City and Olympic Valley	5/3/2023 5:36 PM
258	no, its great	5/3/2023 5:35 PM
259	keep these vans rolling; the number of cars entering Olympic Valley is absurd, especially on busy ski weekends. This is one remedy. I can think of others...	5/3/2023 5:33 PM
260	Maybe music not so loud with some drivers. Overall love the service - keep up the great work!	5/3/2023 5:33 PM
261	No	5/3/2023 5:33 PM
262	1. Provide base-to-base (Alpine to Palisades) transit when the base-to-base gondola isn't operating. (e.g. After May 1) 2. More drivers to reduce wait time (sometimes upwards of 1 hr!)	5/3/2023 5:33 PM

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3. Provide connecting transit options from town of Truckee to Alpine/Palisades, e.g. from Truckee airport and rail station.

263	We thought it was great. Expanded routes, times, availability, and range would all help us use it more.	5/3/2023 5:32 PM
264	They shut down service, due to weather, leaving us stranded in town with no way to get home. Twice. Completely unacceptable	5/3/2023 5:32 PM
265	Use electric vehicles	5/3/2023 5:31 PM
266	Great service and a big plus for the mountain.	5/3/2023 5:30 PM
267	Pickup sequencing is difficult for drivers. The app will make confusing routes. Suggest some way to allow driver to override routing. The other thing I see all the time is people at Palisades asking the driver to take them to the Resort because they incorrectly think it is the Resort shuttle. Overall Mu main complaint this winter was really long wait times that often changed unexpectedly and the Mountaineer shutting down unexpectedly. Both of these made it an unreliable transport option and on many days I didn't even bother trying to use it. But when it runs it's SO VALUABLE.	5/3/2023 5:30 PM
268	Love the service!	5/3/2023 5:29 PM
269	You are doing great, a real plus to the valley!	5/3/2023 5:28 PM
270	This is an incredible service that greatly reduces congestion, gas usage and carbon emissions. We could not be bigger fans. We used it regularly and tipped every driver because we were so grateful for the service. Please don't stop this service!!!	5/3/2023 5:28 PM
271	It would help if mountaineer will use higher clearance vehicles with large severe winter tires that can go reliably on the steep roads like Wayne Read, and Sandy Way during bad weather conditions.	5/3/2023 5:28 PM
272	Love you. Thanks!	5/3/2023 5:27 PM
273	Great service for the area.	5/3/2023 5:27 PM
274	Go between alpine meadows and Olympic valley at all times. Expand service to run later in the evening.	5/3/2023 5:27 PM
275	The service hours for Alpine Meadows should be just as long as Olympic Valley. Especially whenever there are events at Olympic Valley, Mountaineer could be a very helpful mode of transportation for Alpine Meadows residents while reducing parking and traffic congestion problems.	5/3/2023 5:26 PM
276	please keep it- it is really great!!!	5/3/2023 5:26 PM
277	One or two shuttles that only cater to the folks riding munchkins at alpine meadows	5/3/2023 5:26 PM
278	Our driver was extremely friendly and courteous and friendly.	5/3/2023 5:25 PM
279	Just the vehicle need to be service....the door of the vehicle I use had a issue beyond that the service was great	5/3/2023 5:25 PM
280	Add more vans during busy days/nights.	5/3/2023 5:25 PM
281	If Alpine is going to reserved/paid parking next year on peak days I really hope you will add more Mountaineer vans.	5/3/2023 5:25 PM
282	Keep up the good work! Thx for providing this service!	5/3/2023 5:24 PM
283	Please let the drivers have their VENMNO codes to scan for tips. Noone has cash, and I really wanted to tip my driver when getting out of the van. Thank you!!	5/3/2023 5:24 PM
284	At the beginning of the season I waited in the snow/sleet for 45 minutes for my driver. It was mid day and only a few lower mountain lifts were open, and unfortunately it had been raining at the base and I was completely soaked. My driver apparently took a lunch break after accepting my ride and didn't notify the app. The app told me my driver was on the way but never gave me an ETA, and meanwhile multiple drivers came to pick up passengers and left. It was frustrating, and I didn't understand that I should have cancelled and rebooked because I didn't know I had a driver (no name was given). I just thought the wait time was super long for	5/3/2023 5:24 PM

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whatever reason. Maybe they need more training on the app before driving? Other than that experience, I love this service!

285	Figure out wait times. Couple of problems: frequently experienced 100 min+ waits in alpine meadows this year. Plus, on a few occasions, the wait time dropped from 45-60 min to 1 min with no warning. It is not realistic to expect a family to be standing outside 100% ready for 1-2 hours. It is also not realistic for a family to be instantly ready when the timing changes unexpectedly. We ended up driving ourselves a lot more often this year than in past years.	5/3/2023 5:24 PM
286	None. Love the service and the very friendly drivers. So great! Thank you!	5/3/2023 5:22 PM
287	During peak usage days/weeks (near christmas and new year's time), Mountaineer is borderline unusable since it's in so much demand during that time. It would be great if there could be additional shuttles or another alternative that could move people in neighborhoods near alpine.	5/3/2023 5:22 PM
288	Terrible wait times after skiing on weekends. Need more drivers at peak hours	5/3/2023 5:22 PM
289	Need better Wi-Fi. Shuttle service was distributed on multiple occasions this season due to Wi-Fi/connectivity problems.	5/3/2023 5:22 PM
290	The inability to use the Mountaineer to/from Everline is very frustrating. The resort shuttle is not that convenient.	5/3/2023 5:21 PM
291	Is it possible to get a dedicated traffic lane for the mountaineer? Getting to the slopes in the morning I end up driving because the mountaineer is stuck in traffic.	5/3/2023 5:20 PM
292	More shuttles and a lot less wait time is needed to make this service actually work.	5/3/2023 5:20 PM
293	The vehicle selection was unfortunate this year. I was on the Mountaineer when they all overheated. The staff handled the situation in a superior way, so no problem. But the vehicle quality was poor. Previously, Nissan trucks we bullet-proof. The Ford vehicles had too many quality issues.	5/3/2023 5:19 PM
294	Go back to the old Nissan vans they were much better, need doors that stay open on a hill and more room for more passengers	5/3/2023 5:17 PM
295	None. We absolutely loved this service! Felt safe and drivers are friendly.	5/3/2023 5:17 PM
296	love it so much! A big part of our decision to ski and stay at Alpine and palisades.	5/3/2023 5:16 PM
297	Nope. We were really happy with the service. A few times other riders were delayed but that is not on the drivers.	5/3/2023 5:15 PM
298	The bandwidth was TERRIBLE! The app crashed so often it was insane. Friends, friends of friends, everyone that used mountaineer regularly had this problem. I don't know what caused this, but bandwidth at Palisades was ridiculously bad, especially on busy days.	5/3/2023 5:15 PM
299	I want to be able to get to/from OV to Truckee and TC so I can use transit instead of my car to run errands. If that's Mountaineer or TART connect, I'm happy	5/3/2023 5:15 PM
300	Please keep it, great when you need it or for big groups. Big fan!	5/3/2023 5:15 PM
301	Yes - Please operate in the summer too! Parking at the lake/ Tahoe city/ Olympic valley during summer/festivals and holidays is a nightmare. Would love to have this service then.	5/3/2023 5:14 PM
302	keep up the good work!	5/3/2023 5:14 PM
303	great idea about the Tart connector option on Mountaineer app. Need a shuttle lane for the commute to ski slopes	5/3/2023 5:14 PM
304	Occasional Exterior car wash. Skiis got grease and grime from the cage that doesn't remove. Love the Mountaineer! Great , friendly drivers!	5/3/2023 5:14 PM
305	I quite like it. I wish the app let you schedule further in advance (maybe it does now). I feel like I need to "hurry up, get ready, then wait."	5/3/2023 5:14 PM
306	Excellent service	5/3/2023 5:14 PM
307	It seemed that there weren't enough vans available making wait times long.	5/3/2023 5:14 PM
308	Connect to Truckee and have Palisades guests park in Truckee and Mountaineer in from there	5/3/2023 5:13 PM

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309	I love the mountaineer!!!	5/3/2023 5:13 PM
310	It's awesome, thank you!	5/3/2023 5:12 PM
311	More days in Alpine, not just weekends	5/3/2023 5:12 PM
312	Was pretty great. The drivers were super nice and fun. We really enjoyed it.	5/3/2023 5:12 PM
313	My suggestion is that on busy weekend days, you have the Palisades traffic people establish a middle lane of the road for buses, shuttles and the Mountaineer. The people riding shuttles or the Mountaineer shouldn't have to wait in a long line of traffic for parking spaces to become available.	5/3/2023 5:12 PM
314	Great service although I wish the ski racks were a little more forgiving to skis. The vehicles could use some love with getting automated doors.	5/3/2023 5:12 PM
315	No	5/3/2023 5:12 PM
316	You just need more drivers/vans on busy weekends and post Christmas when it is busiest. I tended not to use Mountaineer during these times because wait times could be an hour in the morning to get to the mountain.	5/3/2023 5:11 PM
317	Thank the drivers.	5/3/2023 5:11 PM
318	I was attending a work-related conference and had to organize transportation to and from dinner for 8 ppl. Otherwise, I have no use for the service which is why I marked all "3" in the expanded service category. We had a great experience using Mountaineer and will do so again if/when we are back in the Tahoe area. Thank you!	5/3/2023 5:11 PM
319	Great service Keep it up!	5/3/2023 5:10 PM
320	LOVE it!! thank you	5/3/2023 5:10 PM
321	My comments are regarding the base to base Gondola in conjunction with the mountaineer. Its is crazy that the Gondola stops at 4. Even making it 5 gives families a chance to eat and drink on the Squaw side and then take the base to base back to Alpine and then have the mountaineer shut down at 6 in Alpine.	5/3/2023 5:10 PM
322	Really appreciate this service and found a lot of value in it. The driver was an absolute gem as well so overall a fantastic experience and definitely will use it again!	5/3/2023 5:10 PM
323	No	5/3/2023 5:10 PM
324	On the busy weekends the wait was 88 minutes. Unbelievable. And there were only 6 vehicles running. That is too few.	5/3/2023 5:10 PM
325	App allowed to request pickup at other locations besides Transit center in OV but then pickup was automatically moved to transit center during the day. That confused us a couple times because it was not obvious at the time we requested ride.	5/3/2023 5:09 PM
326	You need to find a way for Mountaineer to bypass cars on the Olympic valley access road when they're backed up from a full parking lot. Otherwise Mountaineer gets stuck and I can't trust Mountaineer to get me home, so I have to drive, so the parking lot gets even more full.	5/3/2023 5:09 PM
327	Please please add mid week service to alpine meadows. We love the mountaineer!	5/3/2023 5:09 PM
328	Nope! Great job though.	5/3/2023 5:09 PM
329	I love it!! Such friendly drivers!! Please run 7 days/week in alpine, run past 5pm. 😊😊😊😊😊😊	5/3/2023 5:08 PM
330	keep it up, stay open year-round! You are all awesome!!	5/3/2023 5:08 PM
331	Would be amazing if this service could be extended to Truckee or Tahoe City to help alleviate the traffic congestion. Overall love this service and wish more people had access to it!	5/3/2023 5:08 PM
332	Thanks for all y'all do!	5/3/2023 5:08 PM
333	Please make 1085 Snow Crest show up on the app. It's making my guests a bit crazy....	5/3/2023 5:08 PM
334	7 days/week service in Alpine Meadows from 8am-5pm Dec. 15 - April 15 would be highly desirable	5/3/2023 5:08 PM

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335	You should add mountaineer from palisades to the transit center	5/3/2023 5:08 PM
336	Have an option to show all vans on the live map	5/3/2023 5:07 PM
337	Best service ever.	5/3/2023 5:07 PM
338	Stay open later!! Please!! :)	5/3/2023 5:07 PM
339	More! More everything!	5/3/2023 5:07 PM
340	This is easily one the best services Olympic valley has to offer and is what attracts me to renting in Olympic valley season over season	5/3/2023 5:07 PM
341	Offering service between the two valley, olympic and alpine would be great for times that the base to base is not open.	5/3/2023 5:07 PM
342	Please keep it going! Best thing to happen to OV in years!	5/3/2023 5:06 PM
343	Y'all are awesome! Keep it up! :)	5/3/2023 5:06 PM
344	when you cant travel between the two areas	5/3/2023 5:06 PM
345	Some of the drivers are chill and will take you to where you want to go whereas some of the drivers will tell you to do this and that and they are hardasses and will do the most	5/3/2023 5:06 PM
346	Let the drivers have a venmo QR code so tipping is easier. It's hard to set up a card in the app and no one carries cash these days.	5/3/2023 5:06 PM
347	Great service, drivers are typically friendly and talkative.	5/3/2023 5:06 PM