

Appendix D: Onboard Survey Comments



Onboard Survey Comments

In your opinion, what issues or problems, if any, exist with the current vehicles used on the Snow Express?

1. Ugly! Bad color yellow causes confusion
2. It is a school bus, the traffic wants to obey school bus traffic law. Any color, except school bus. Need under carriage luggage racks to carry skis and stuff.

In your opinion, what issues or problems, if any, exist with the current Snow Express schedule? For instance, are there any locations not being served you think should be served, do current stops need to be changed, and should the frequency of the service be changed.

1. Several big holes of no service.
2. To simplify the schedule, over ½ dozen businesses were dropped. Expect that the drivers ignore the schedule, those businesses would not have bus service - - not good.
3. Rt 2-AM or Rt 4-PM is rarely used-the Rt may be necessary but a much smaller cheaper bus could be used after 10:00 am and after 5:30 in the evening. Also the Circular center should be West Fork not the meadow-just an opinion. Reason: closer to Firelight, Hidden Village, Crail Creek & Glacier/Rt 3 can turn on Little Coyote and service Golden Eagle, Broadwater and Meadow without losing time.

Please provide any other comments you may have about the Snow Express system.

1. Train the night driver. One driver is using the bus as a taxi to get big tips. Stop with constant schedule changes. If in the beginning you promise to pay X or Y, then later don't go back on your word, like Jerry Perkins did. The pay sucks!
3. Rt 2-Day (4-evenings) should run out of West Fork on an on call basis with a smaller bus.

If there was one thing you could change about the Snow Express, what would it be?

1. Have the buses travel later at night
2. Have more direct routes in between peak times, i.e. I have no way to get to Hidden Village during the day (between 9 and 4:45)
4. More frequent pick ups
8. Stop and pick closer to ticket window at the base of the steps
11. Go to Bozeman and back
14. I rode the bus last year. I was much easier to get up the mt. when the "base" was in the Westfork-most of the time it takes 2 buses to get to the top, hence the hitchhiking
16. Since this is a tourist area, tourists need to know more of what is the area around them
25. It works very well for me now and it's free!
28. The schedule
29. If possible, more frequent buses
30. More frequent stops
31. To come every hour
34. Maybe have it run 1 or 2 hours later at night
35. Later schedule from Valley to Big Sky and vice versa

36. Faster commute times. Use smaller bus/vehicle as it takes 30-40 minutes for 10 minute drive. The buses are normally empty
37. The schedule was a bit confusing
39. The buses should be a lot cleaner
40. Drivers
42. A 10:25 bus going up the mountain
43. Outside racks for Snowboards. Should be a 10 or 10:30 PM bus.
44. Seems to be a great service
45. Make the schedule easier to understand
46. Easier to understand schedule
52. Free food
53. More frequent times at better hours
54. Seems to be good
58. Make sure drivers stick to the published schedule-arrive on time and don't leave early.
59. Easy schedule-every 30 minutes
65. Wash buses

Other comments about transit/bus/transportation issues in the Big Sky area.

1. Schedule all bus routes
2. I am thankful for the service and believe it should continue. Many tourists don't need a car out here and don't bring/rent one. The Snow Express is the only reasonable option.
3. Lots of bumps on the roads
4. The driver and surveyor were very friendly and made the ride enjoyable.
8. Post schedule at the top of stairs
9. Provide benches at the waiting area
14. Why is the schedule so hard to read?
15. More stops. I met the head of AAA from Connecticut, a 10 year skier bringing 30,000 people into Big Sky. Very unhappy because of how difficult the schedule is to read. And the fact that less "seasoned" staff here in Big Sky gave a false representation of a "bus system" in order to book a room, etc.
18. Some drivers won't fulfill schedules and sometimes it doesn't appear
28. The schedule of the route 1 bus is awful. The snow express should work it until midnight.
29. Great to have this service-How about in the summer?
36. Reliability has improved over the years, but still misses my pick up 3 to 5 times over the season. Schedule is complicated for visitors/tourists but works well for locals/employees.
42. Thanks. It's been a great help.
46. Keep it free
47. Nice simple schedule. Great resort
55. Thank you.
58. Move the Mountain Village Center drop-off location to the sidewalk. Dangerous to walk through icy, rocky parking lot with skis. Most of the drivers are fantastic!
59. OK to be a little late on schedule. But don't leave early. Most drivers are great!!
60. We love it. Makes our ski trip so much easier and flexible skiing times for members of our travel group.
61. Very convenient.