

MEMORANDUM

TO: Board of Trustees

THROUGH: Indra Winquest
District General Manager

FROM: Mike Bandelin
General Manager Diamond Peak Ski Resort

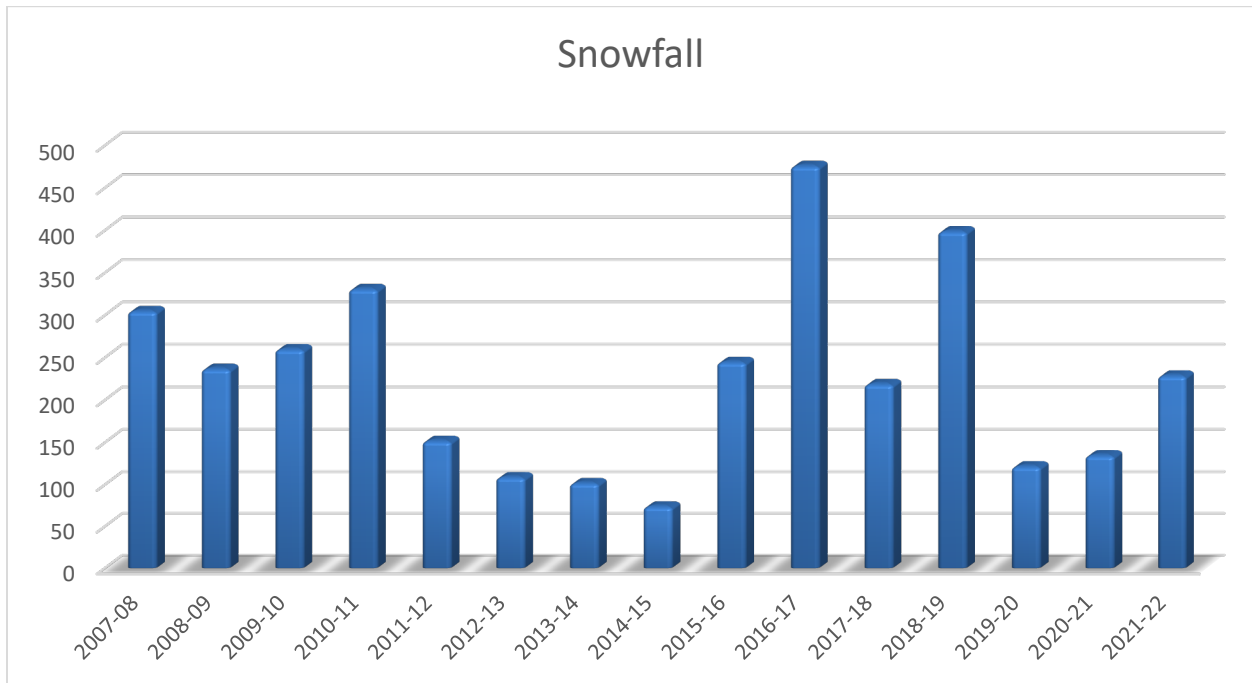
SUBJECT: Diamond Peak Ski Resort: End of Season Update 2021/2022

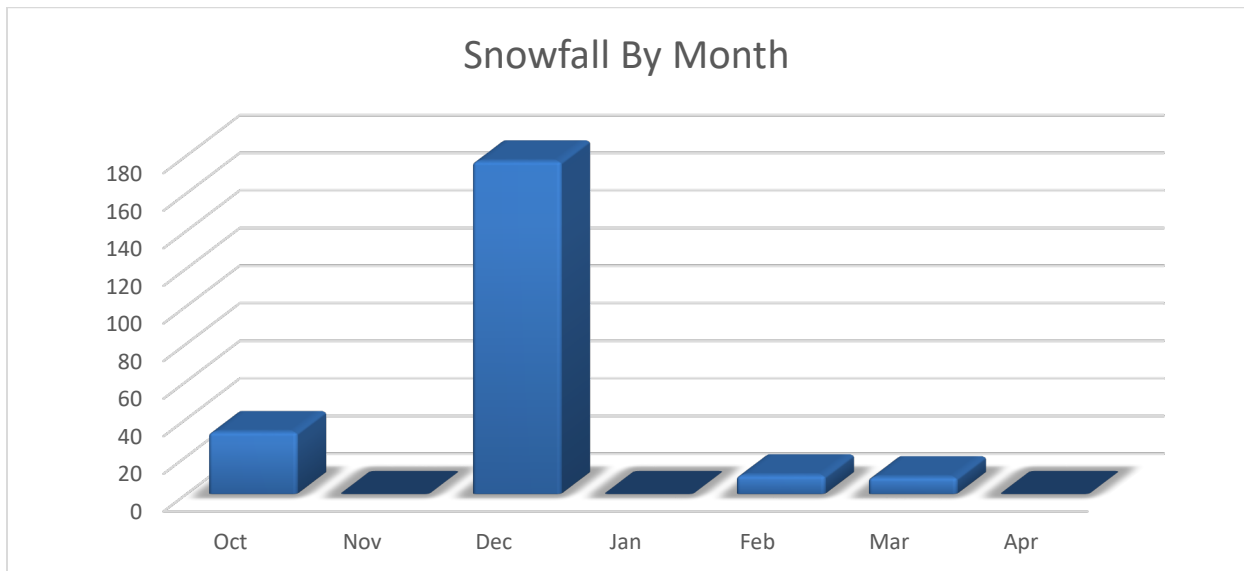
DATE: May 11, 2022

SKI VENUE 2021/2022 SUMMARY

SNOWFALL

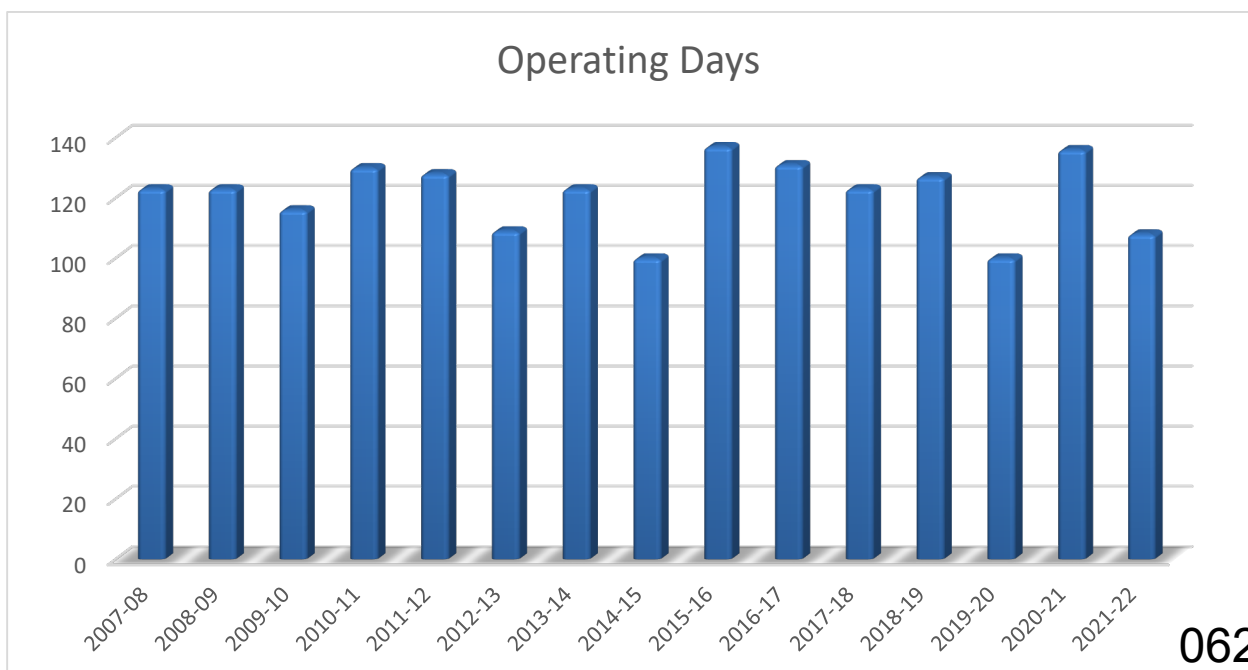
The ski area opened for the season on December 16, 2021 with 100% of the mountain open to our guests. The other most recent date of the mountain opening with 100% of the trails was December 17, 2009. The chart below shows the majority of the snowfall for the season fell in December and for the following months the weather was very dry with little snowfall for the remainder of the season.





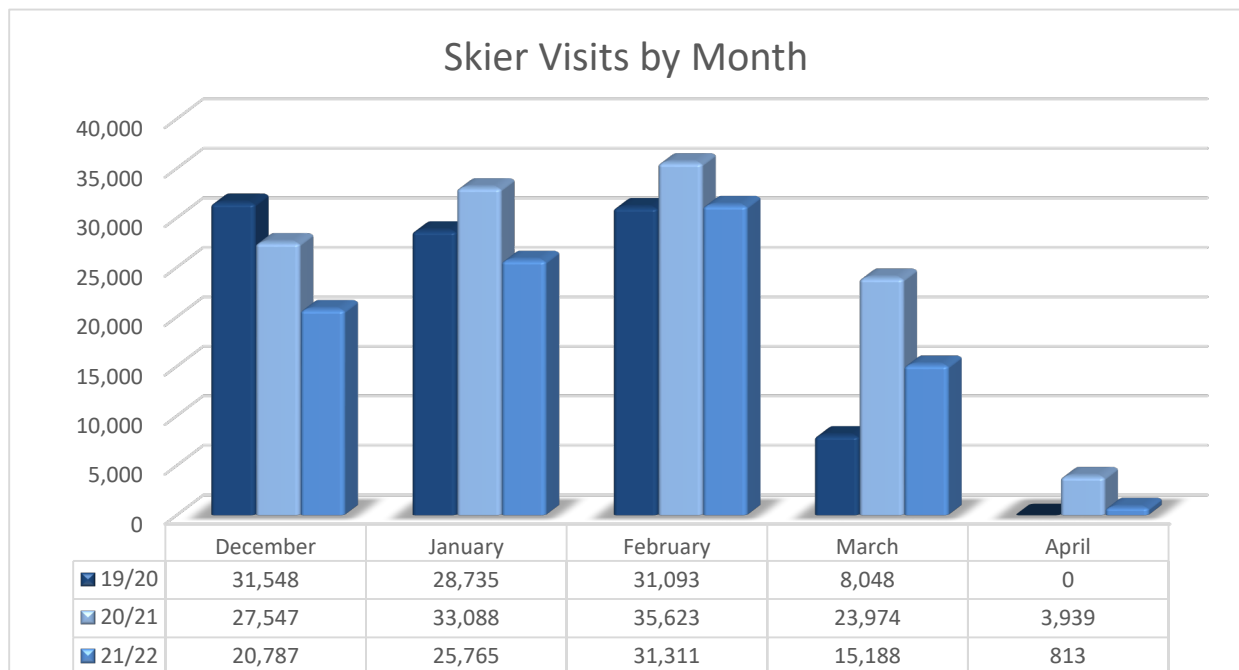
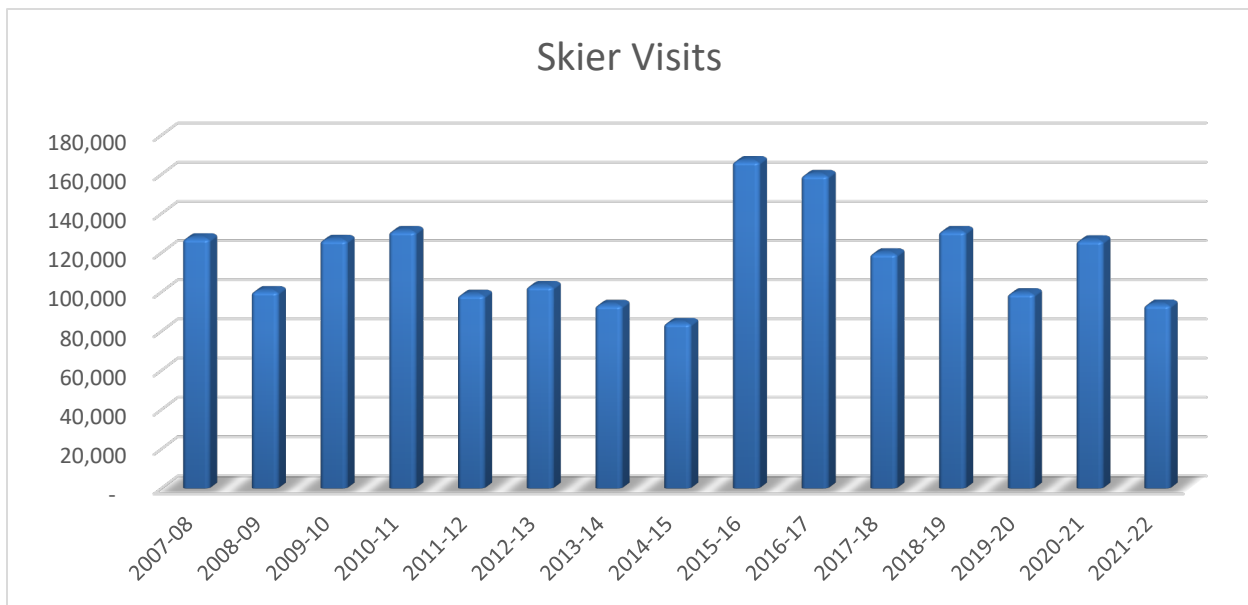
OPERATING DAYS

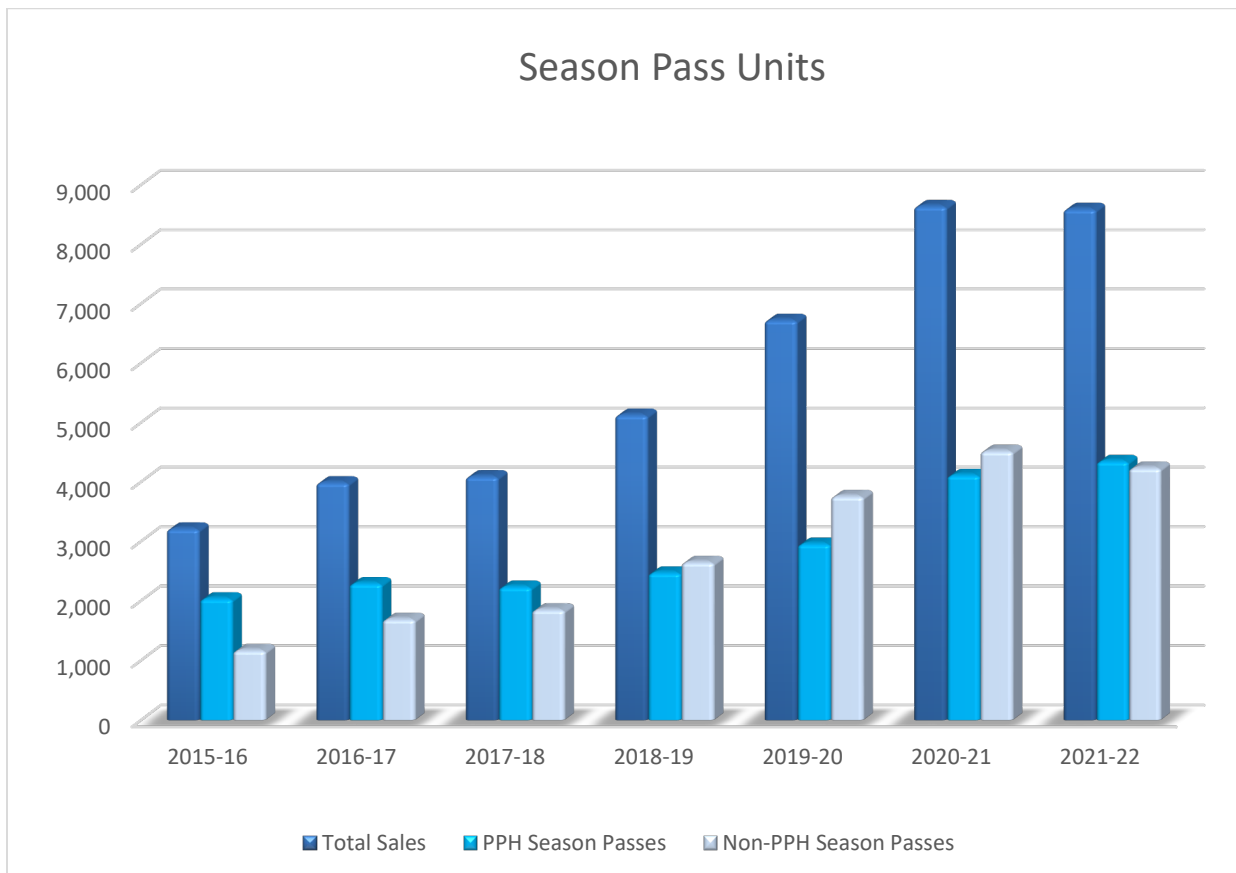
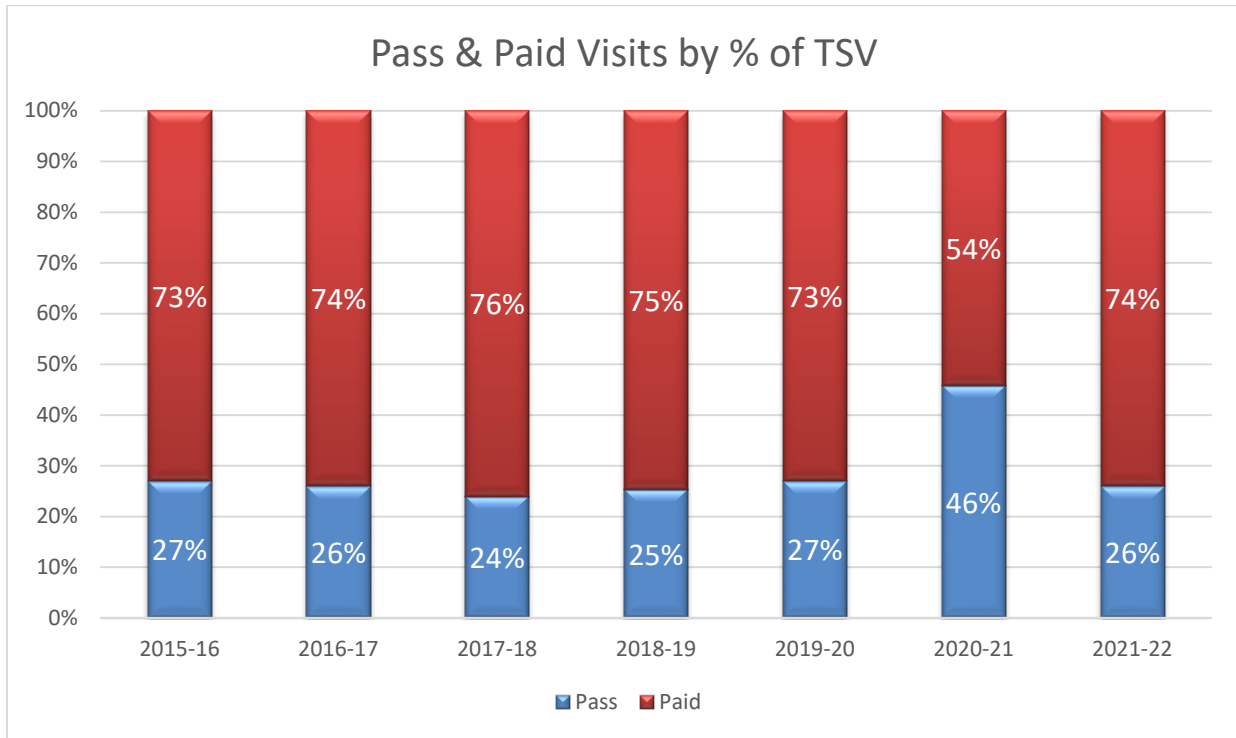
The ski area began operating on December 16th and operated for 109 days throughout the season including a closure of the ski area on Monday December 27th due to electrical power stability concerns. Last season the ski area operated for 136 days which was the second-longest season in the previous ten years, one day shorter than the 2015/16 season which had 137 operating days. We have to go back to the 1994/95 season to show the next longest season, which included 151 total operating days opening on November 24th and closing on April 23rd. Besides closing the ski area on March 15, 2020 due to the pandemic, this seasons closure on April 3rd was the earliest closing date since the dry winter during 2014/15 when the ski area closed on March 28th, the next earlier closing date fell on March 30, 2003. The typical operating plan identifies 123 days of operating while the 20+ year average equates to 119 days.

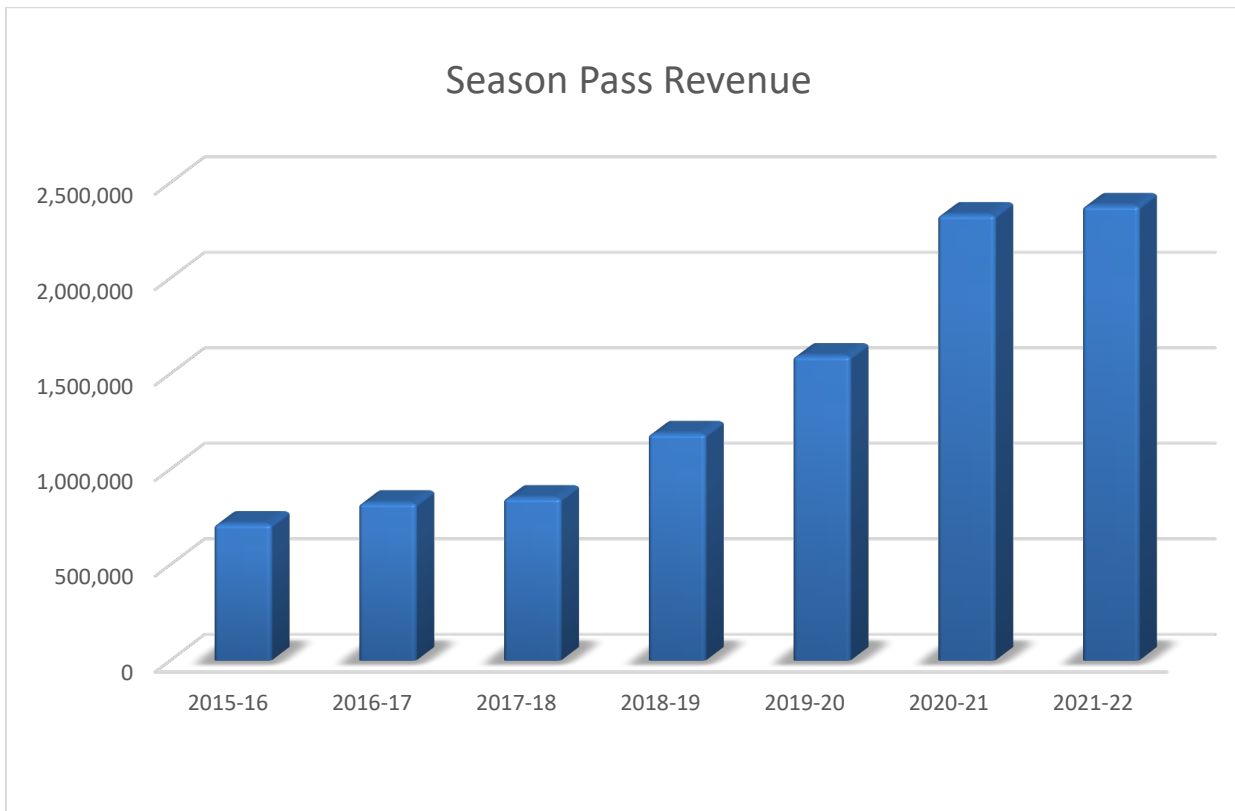
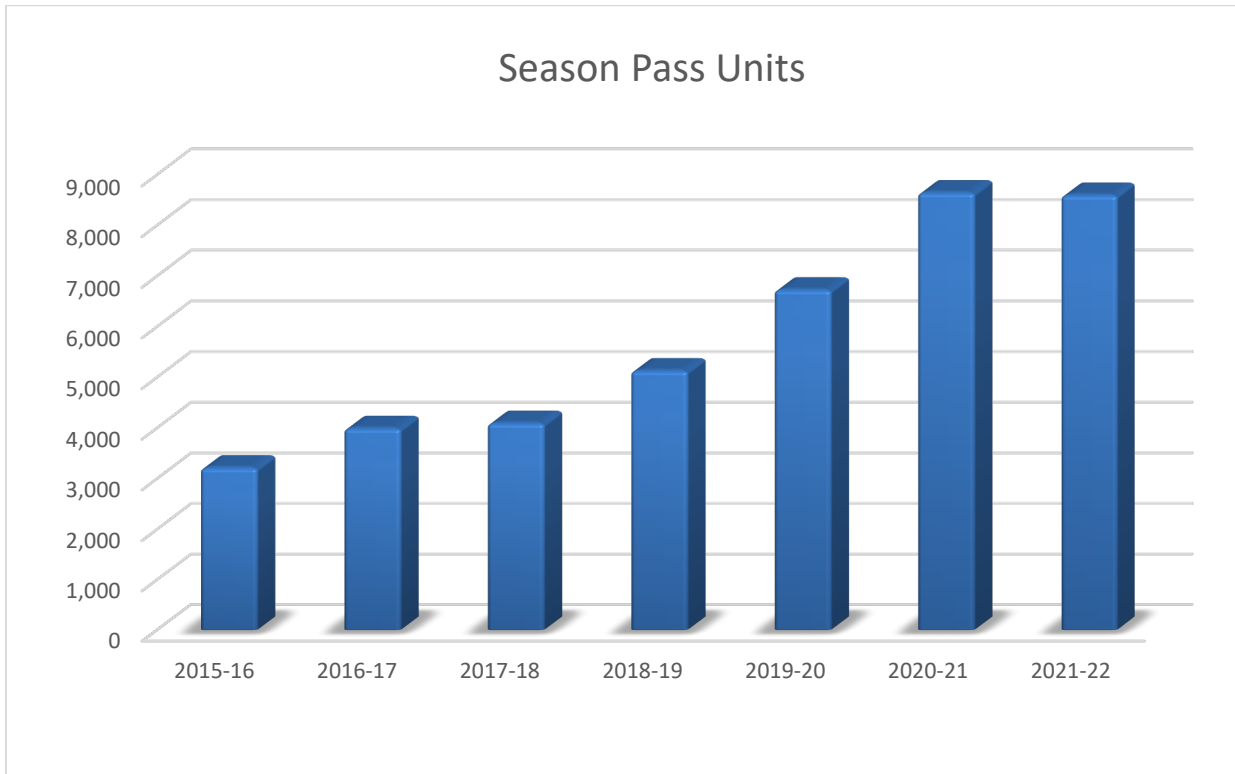


VISITATION

Total skier visits for the season included 93,864 as compared to 126,638 during the previous season which is a 25% decrease in the total skier visit count. This seasons visit count is 17% below the five-year average. February's visits at 31,311 were only slightly lower by 2.4% as compared to the 5-year average for the month. Season pass unit sales were nearly identical to the previous season at 8,601 units purchased. The ski venue has recorded an increase of pass units purchased by 167% since the 2015/16 season.

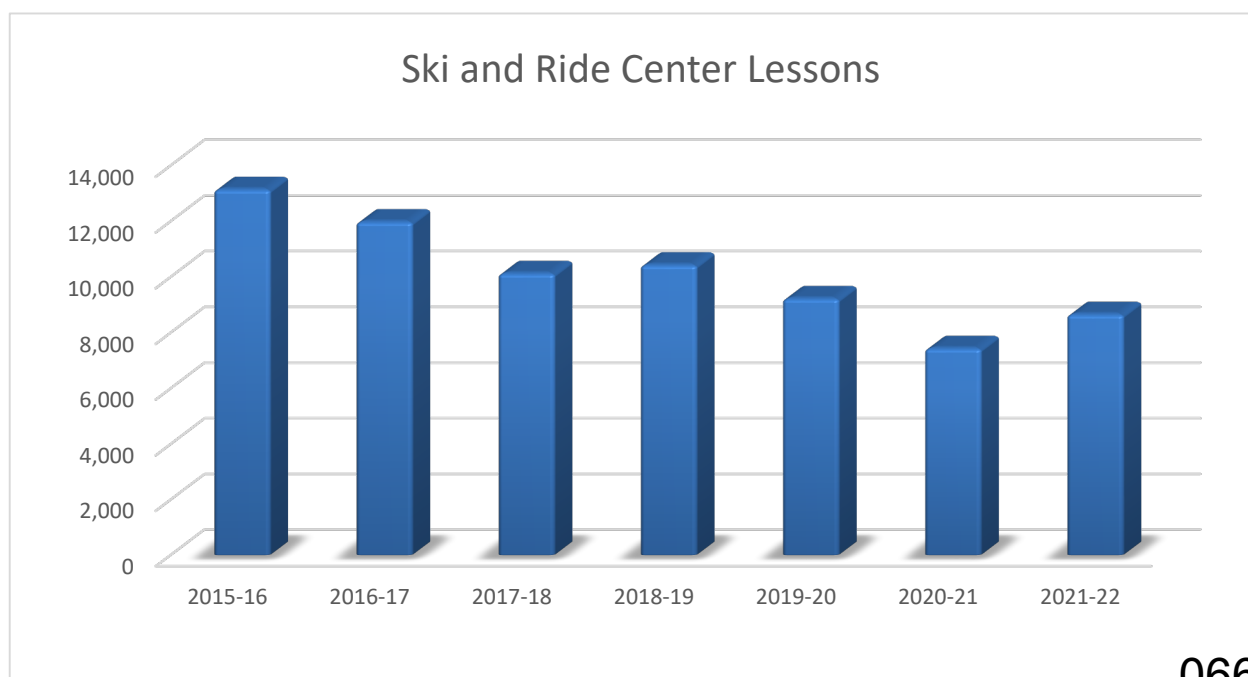
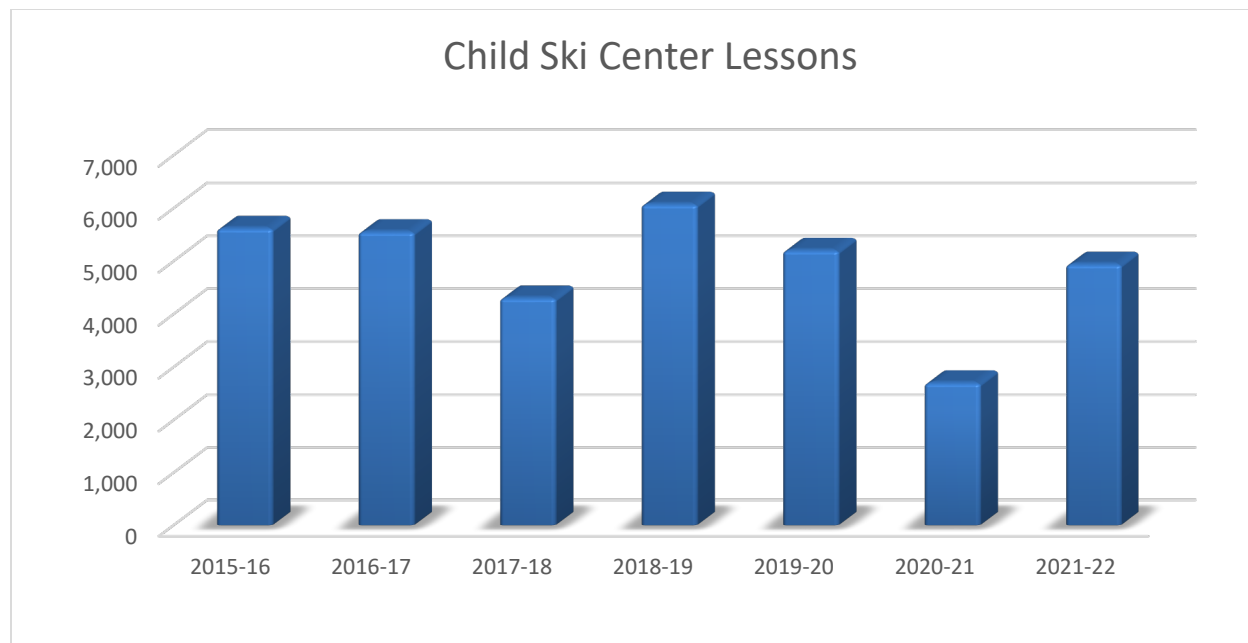


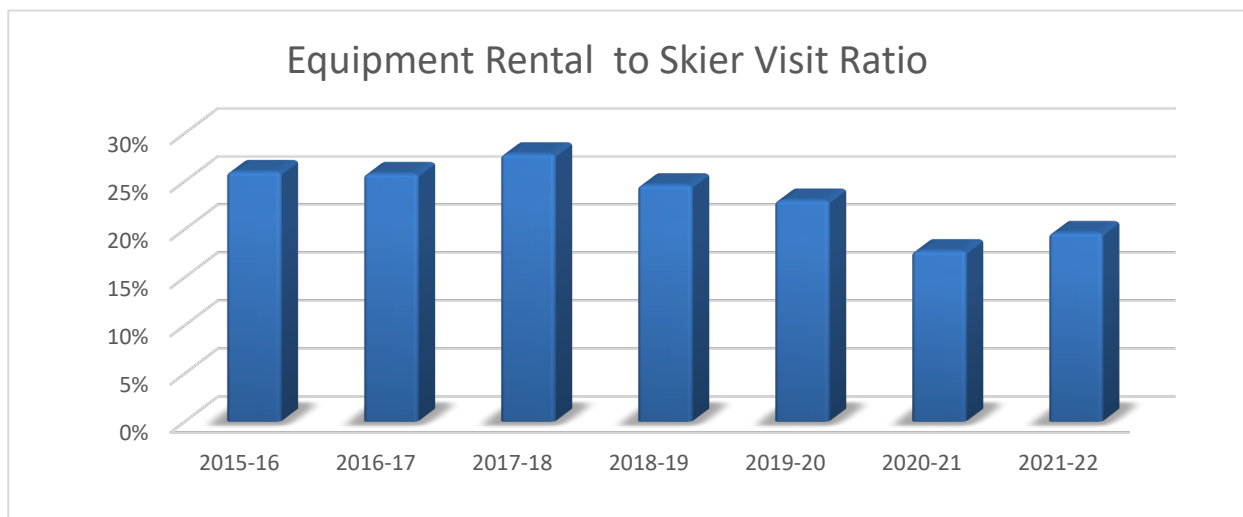
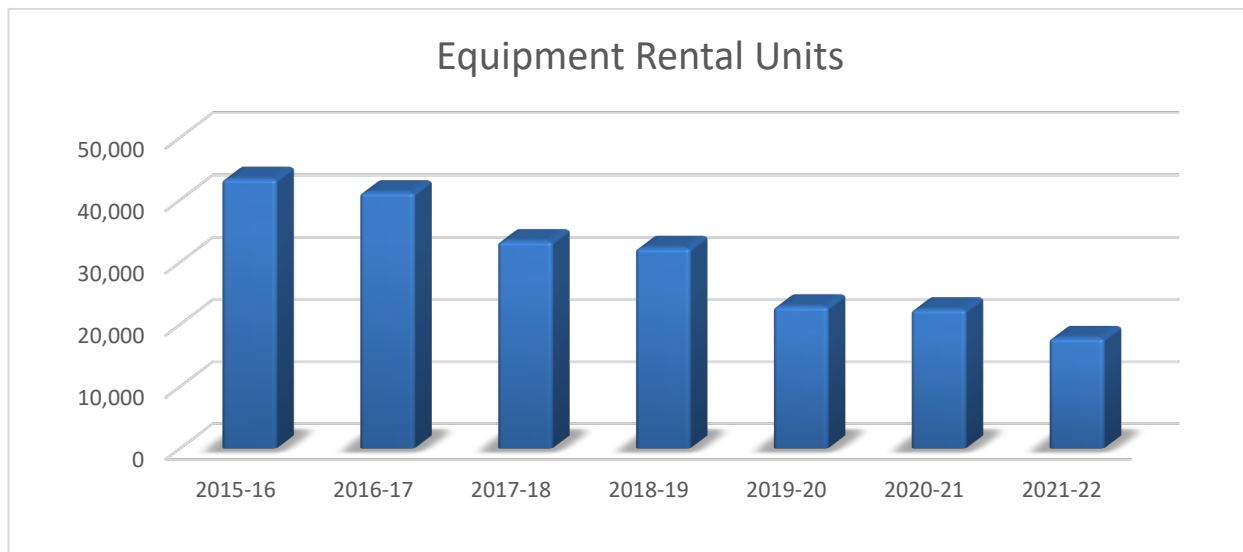




SKIING SERVICES

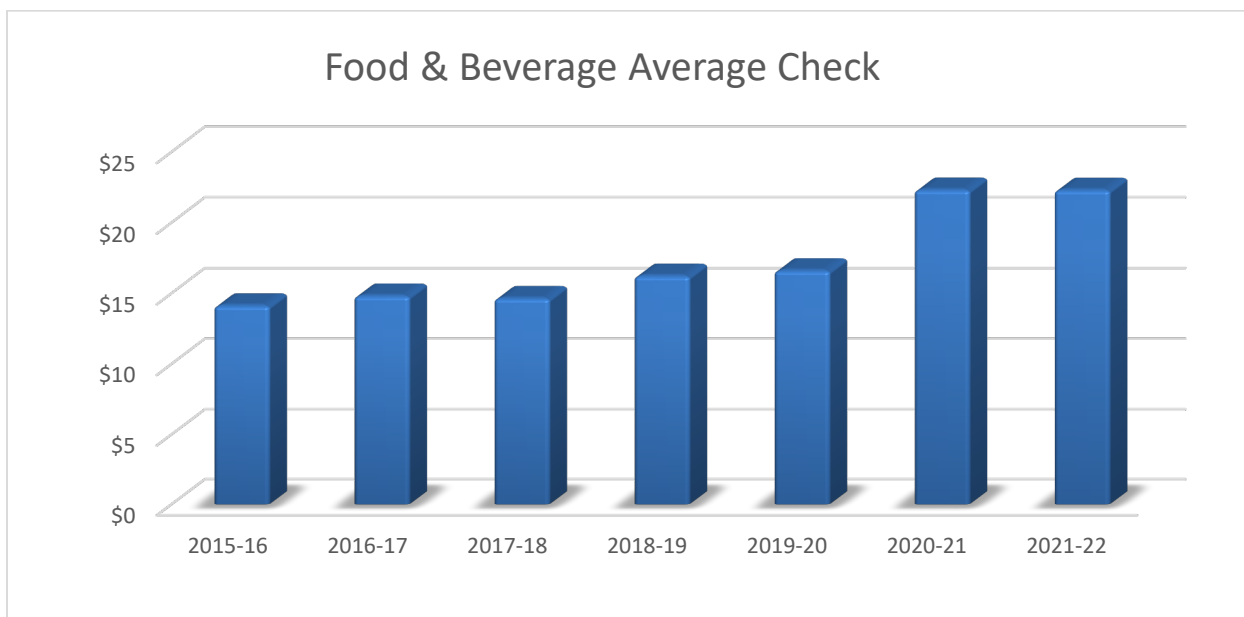
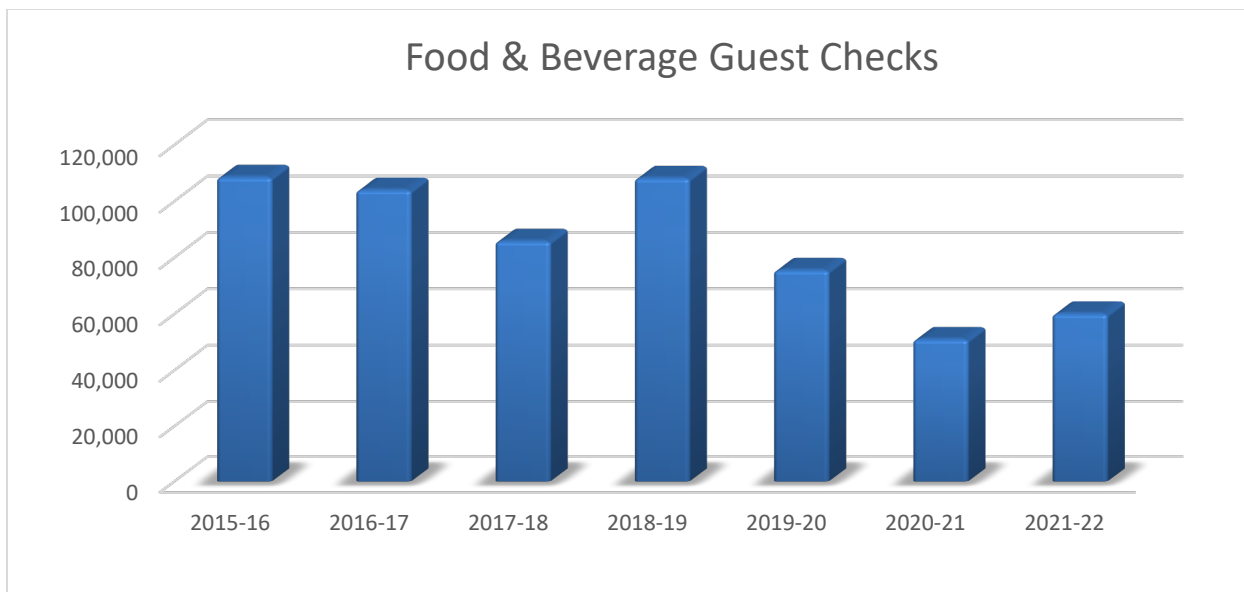
Lessons taught to guests this season in CSC increased from the previous season by 82% mostly due to restrictions of chair lift riding procedures related to the pandemic during the 2021 season. SRC lessons taught increased by 16% compared to the previous season. This season a total of 13,615 ski and snowboard lessons were taught. Equipment rentals decreased by 22% from rental units used last season. Included below are charts related to the penetration of lessons and equipment rentals to total skier visits, an important indicator of our visit demographics.





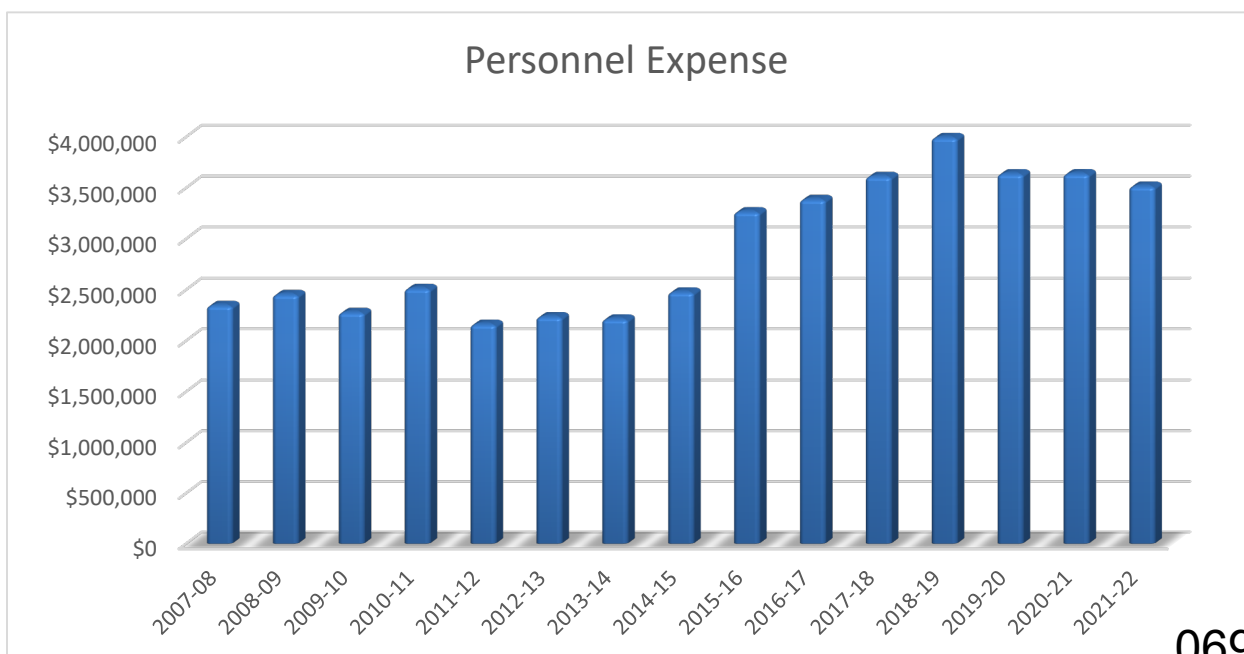
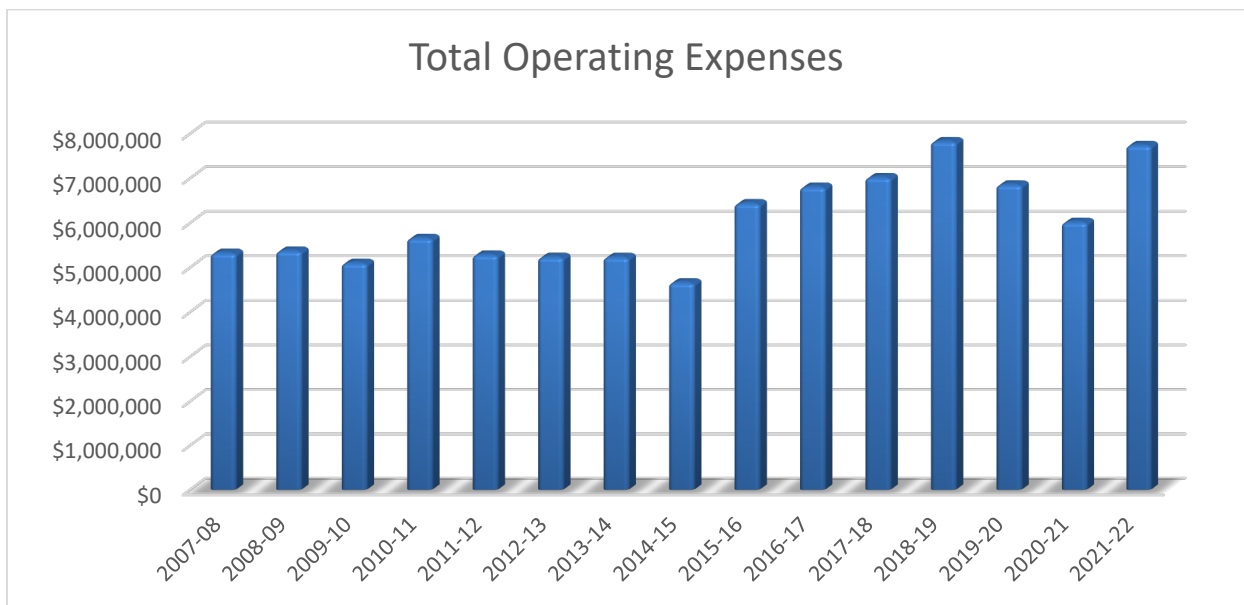
FOOD AND BEVERAGE

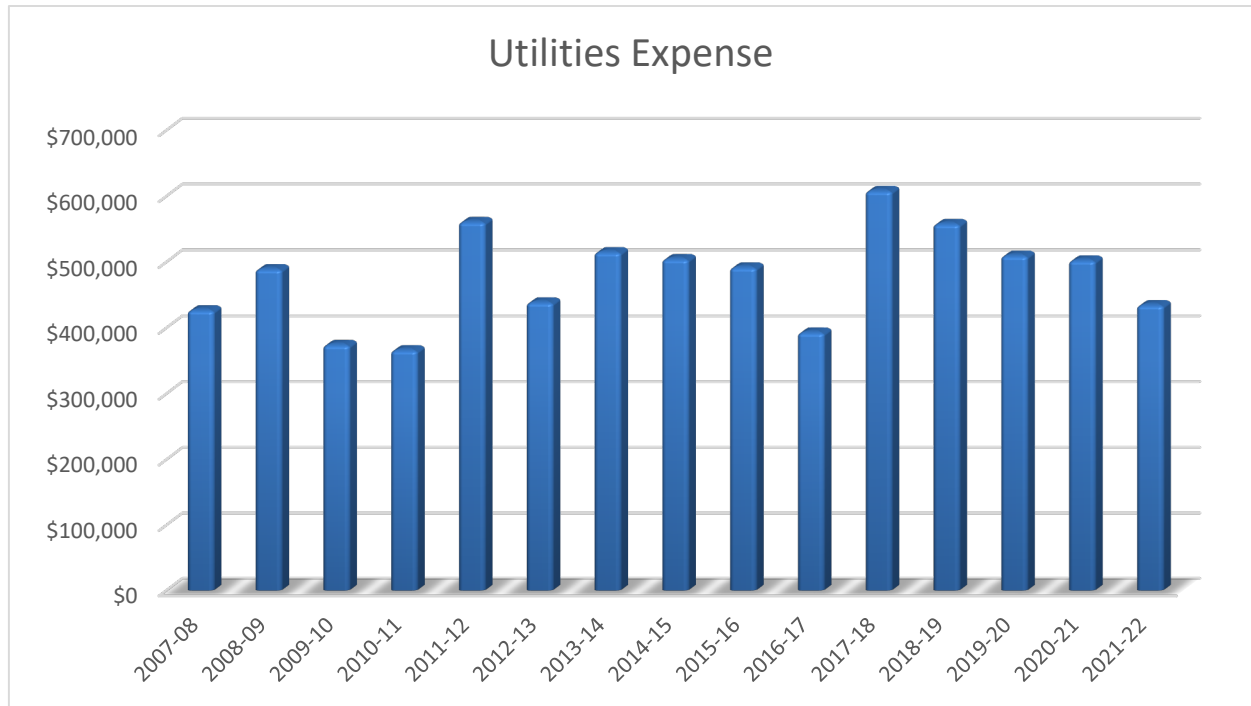
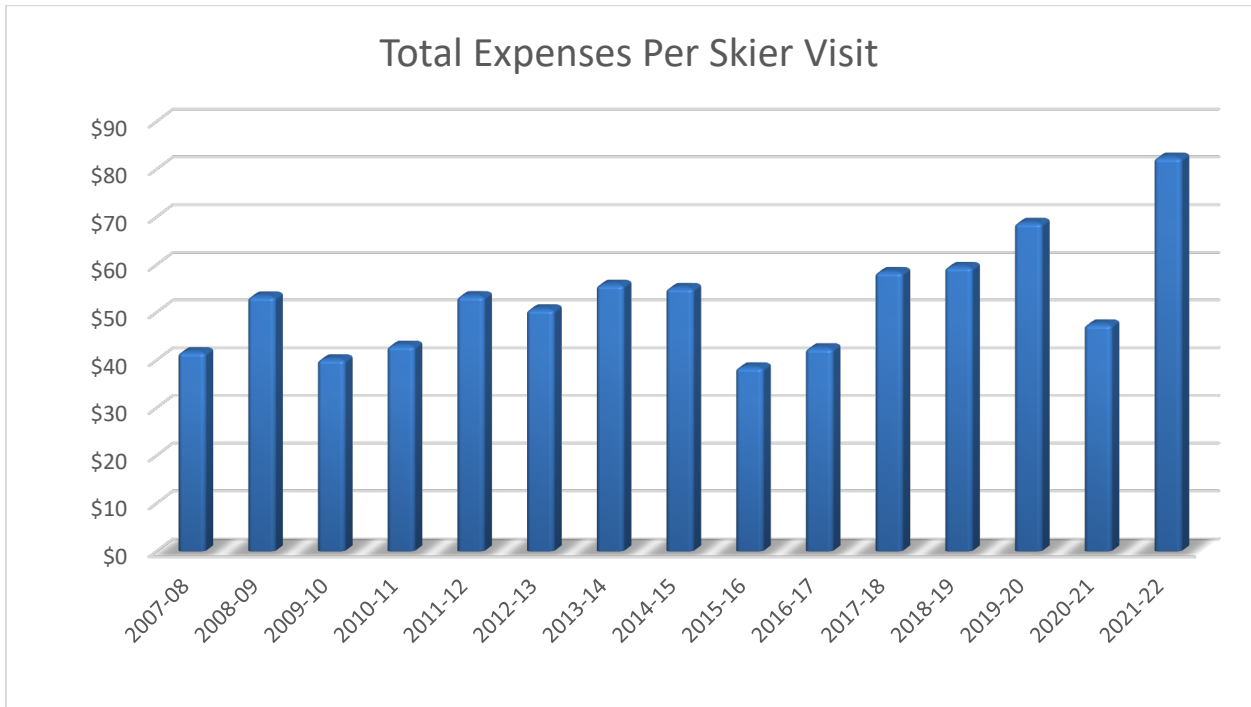
A key performance indicator for our food and beverage operation is the number of guest check units including the average revenue per check. This season guest checks increased by 17% over last season although operating parameters during the previous season due to the pandemic do not offer a realistic comparison as inside services were closed. This season personnel recruiting and staff shortages throughout this season led to reduced services as compared to planned operating models.



OPERATING EXPENSES

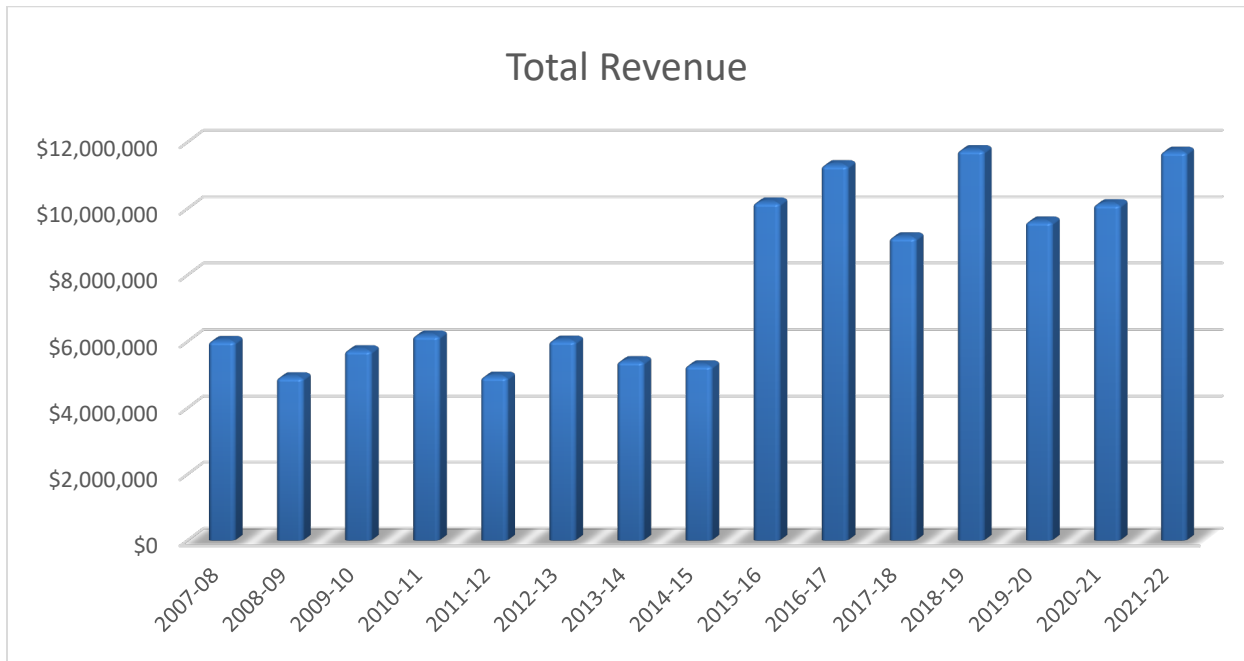
The expenses associated with operating the ski venue include personnel salaries and wages, services and supplies, liability insurance, utilities, costs of goods sold, and central services costs. Direct labor costs to maintain and operate the ski area typically make up nearly 45% of the total operating expense followed by services and supplies. During the fall recruiting season staff adjusted the front line budgeted wage of \$15.00 an hour to \$17.00 to attract and be relevant with the market rate of other ski areas within the Tahoe area. Staff was not able to fully recruit for all positions planned for, a reduction in hours worked and multiple missed shifts due to work health and safety policies led to personnel expenses being below the target amount.

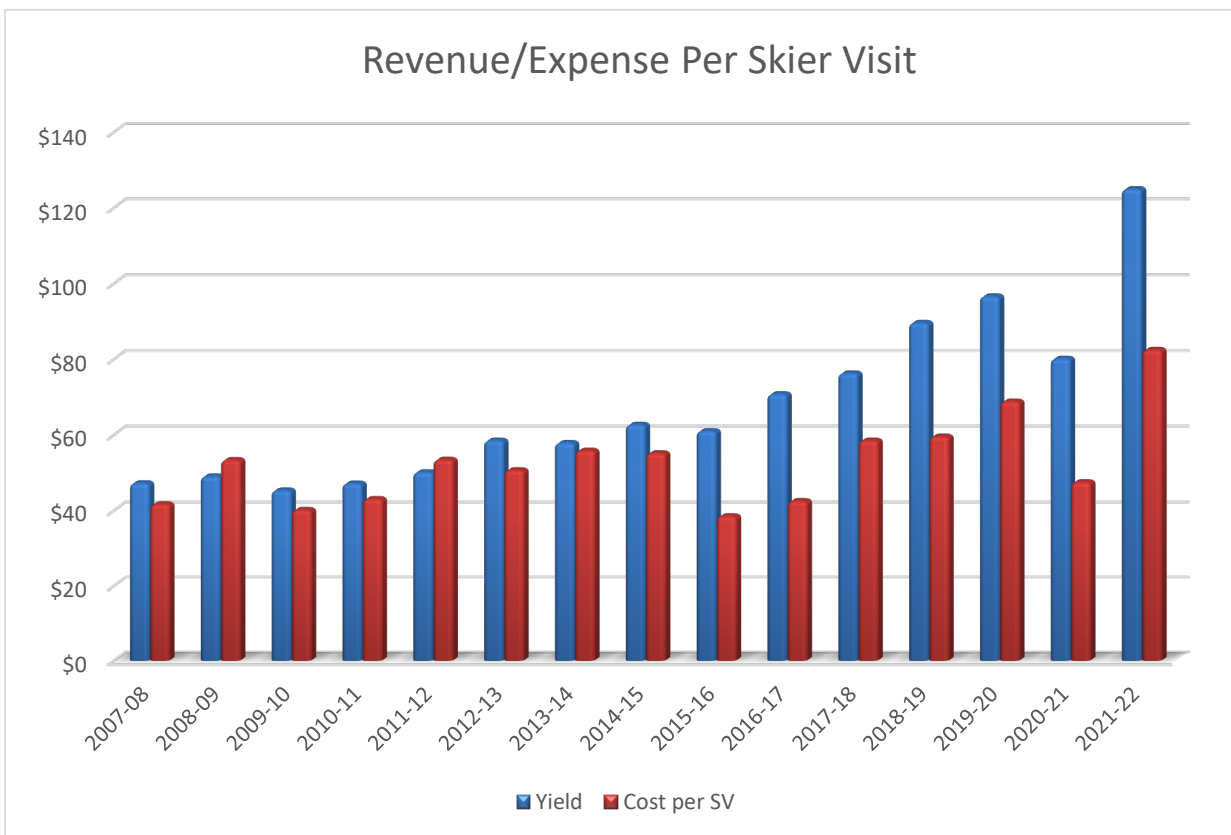
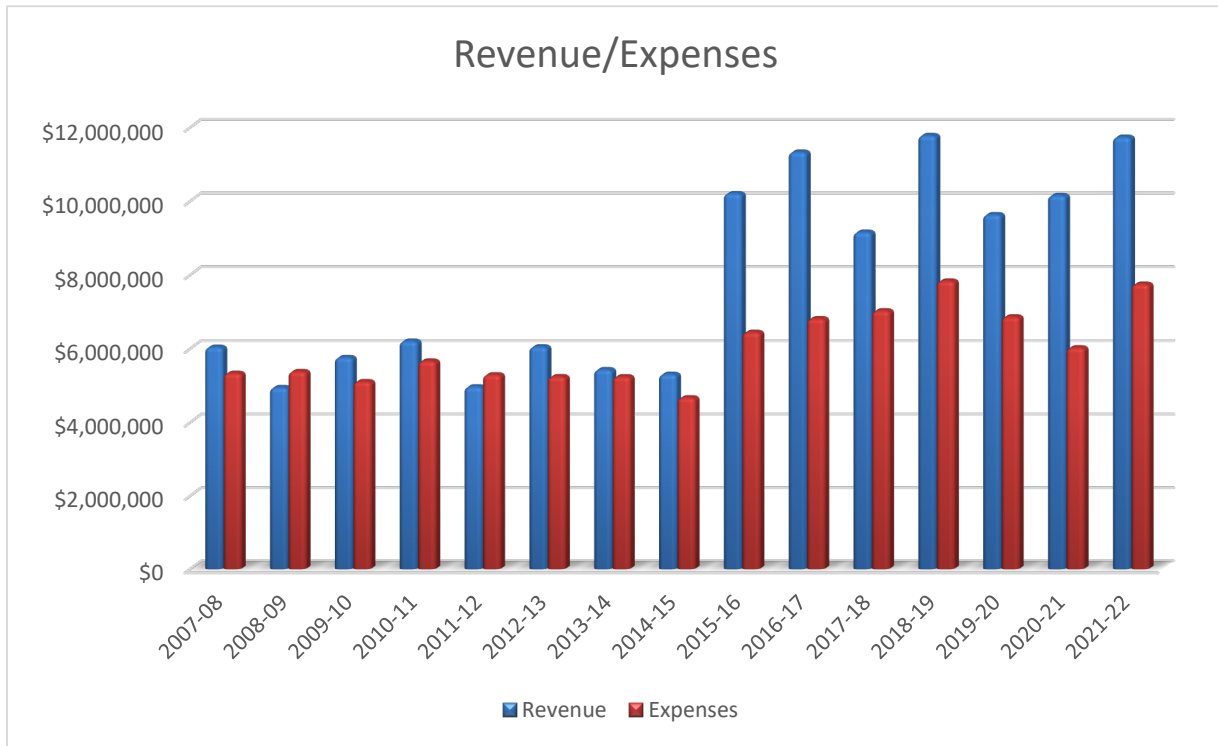




OPERATING REVENUE

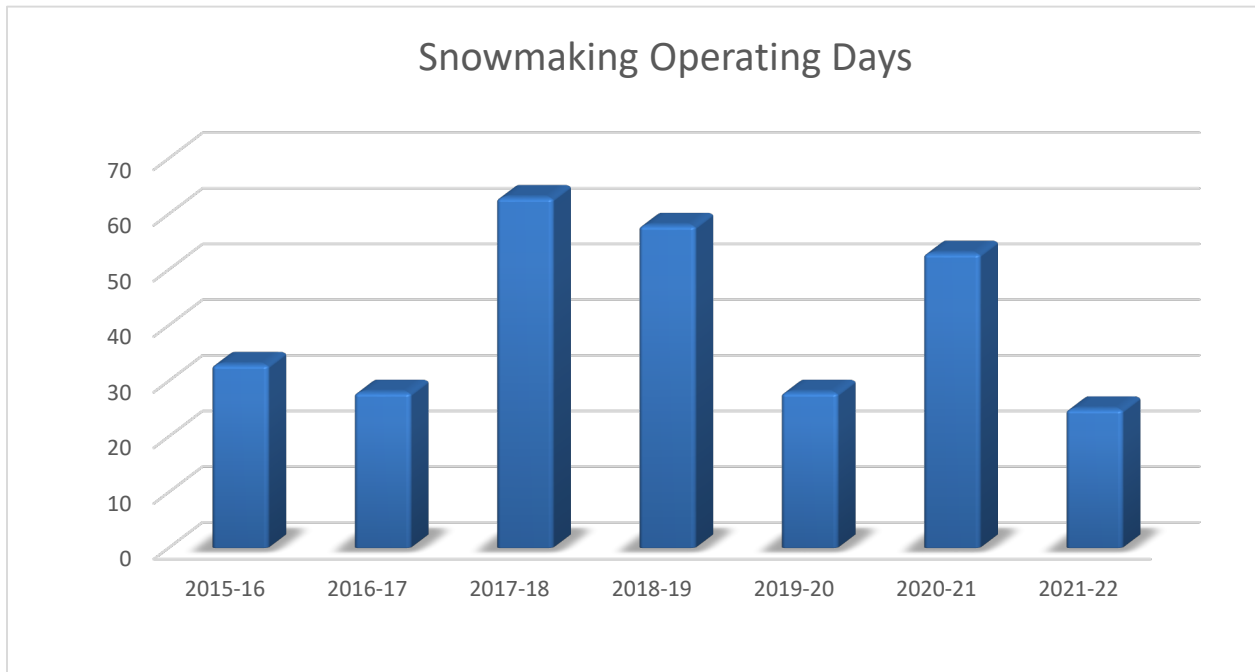
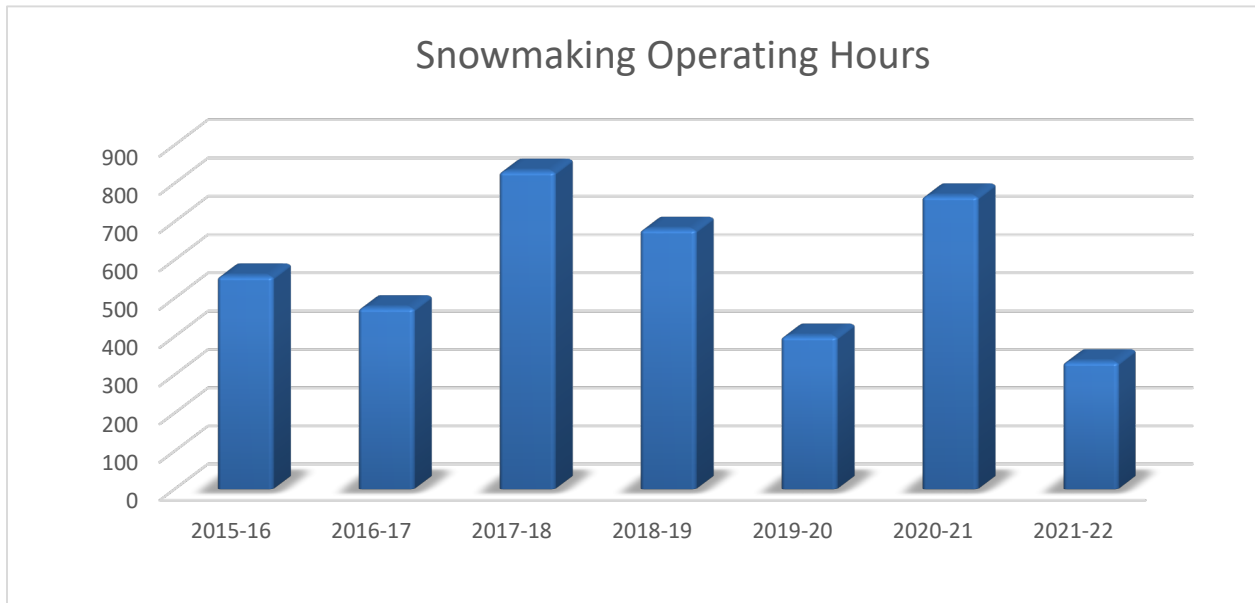
Overall preliminary operating revenue indicates a 5% increase as compared to the planned amount for the fiscal year. Nearly all ski funds finished the season below the planned target except lift ticket admissions, season passes and the adult Ski and Ride Center. Preliminary ski fund revenue increased by approximately 14% from the 2021 season.

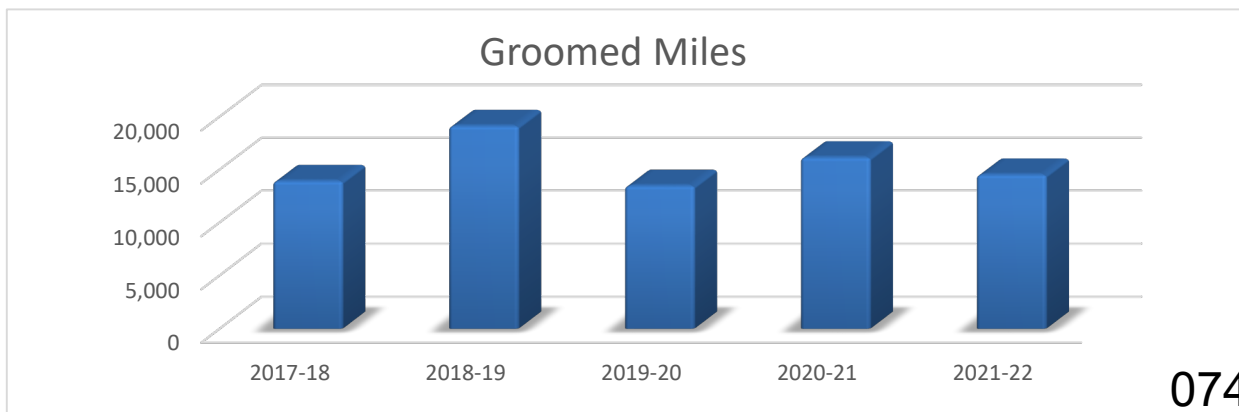
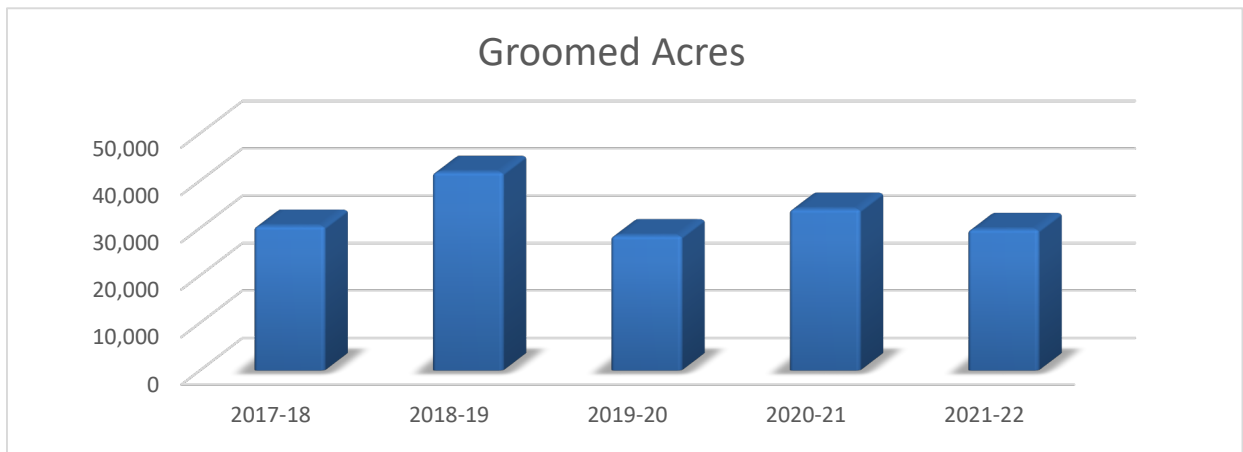
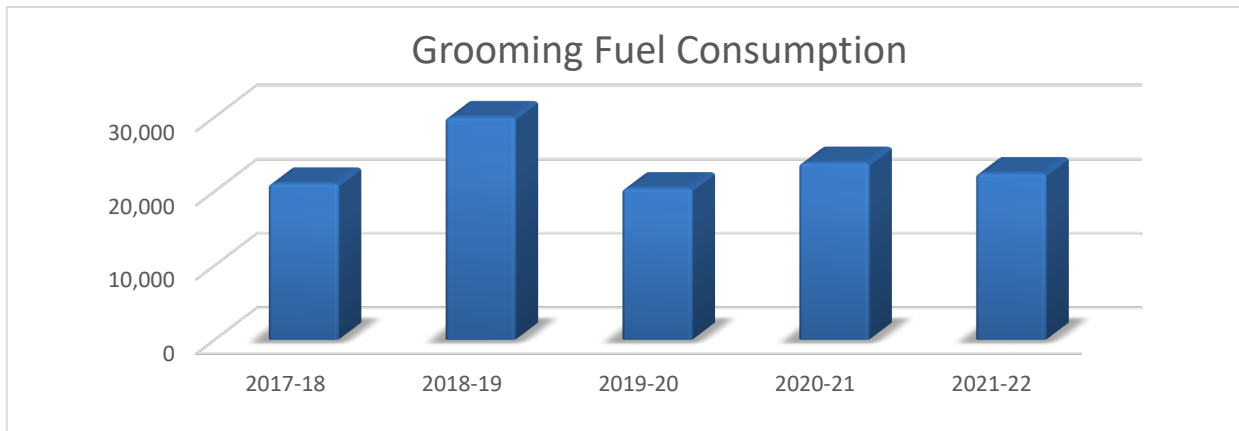
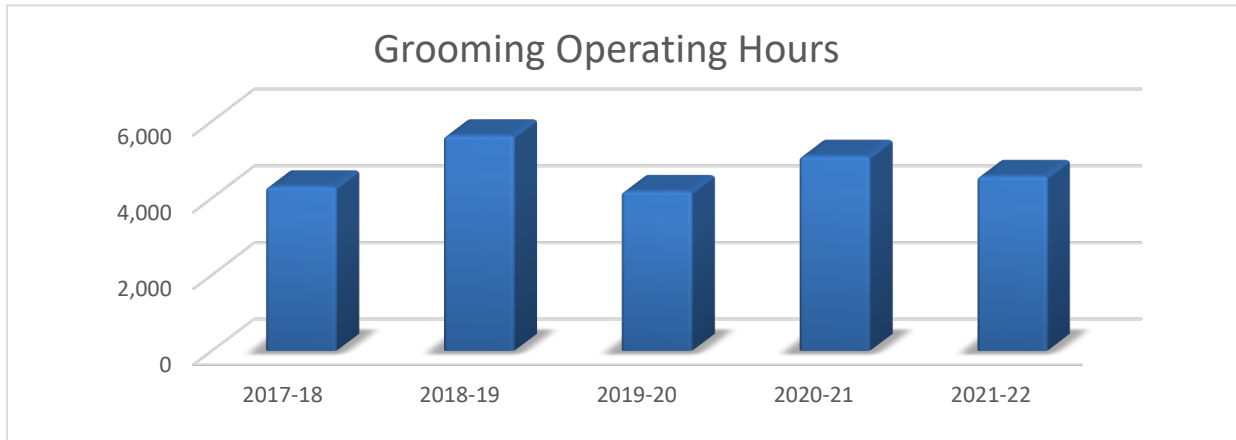




SNOWMAKING - GROOMING

The charts below provide a year over year look at data as it relates to snowmaking and grooming operations. The snow and slope conditions are the most commonly critiqued aspect of the operation at the ski area. During this past season our community and pass holders were pleased with the product delivered although a very dry winter after the December snowfall.





OVERALL

The ski area venue operated for 109 days with one closure day from December 16, 2021 to April 3, 2022. The total skier visit count for the season was 93,864. February 19th was the busiest day during the season with 2,609 skier visits and March 28th provided the least amount of visits with 194 visits. December snowfall allowed the ski area to open for the season with 100% terrain skiable although inclement weather and road conditions hindered visitation during the Christmas/New Year holiday period. Snowmaking operations concluded at the end of December and grooming personnel provided a very nice snow surface for the remainder of the season.

Personnel recruitment, staffing levels and employee absences related pandemic work place safety protocols provided a difficult situation to manage our guest and community member's expectations. The ski venue will continue with analyzing best practices and enhance staff recruitment efforts with the intent of providing a positive winter recreation experience to our community in future years.

Staff will note that the informational data provided related to revenues and expenses within this report are preliminary figures and will be updated within future District financial reports.

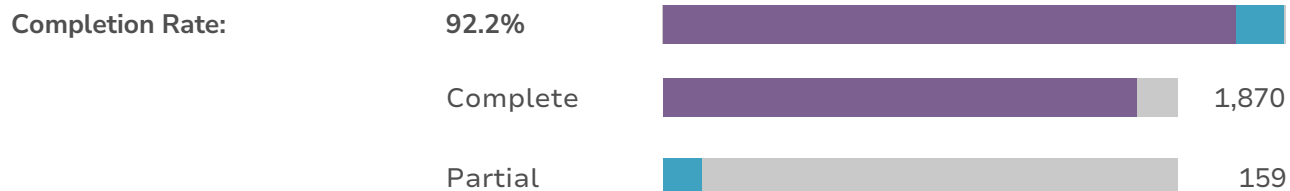
KEY INDICATORS

The chart below provides data from the ski venue key economic indicators including preliminary actual revenue and expenses as compared to the 2020/2021 actuals including current fiscal year budget forecasts.

Diamond Peak Key Economic Indicators				
Indicator/Metric	Actual FY 2021	FY 2022 Budget	Preliminary Actuals FY2022	Variance to Budget
Ski Area Characteristics				
Season Length (days)	131	123	109	14
Skiable Terrain (acres)	655	655	655	
Skier Visits	126,621	130,000	93,864	36,136
VTF/Hr (000)	6,114	6,114	6,114	
Ski Area Economic Characteristics				
Adult Weekend Ticket Price	\$124.00	\$124.00	\$145.00	\$21.00
Adult Season Pass Price	\$509.00	\$620.00	\$620.00	\$0.00
Child Season Pass Price	\$229.00	\$280.00	\$280.00	\$0.00
Summary Financial Data				
Profit (Loss)	\$1,572,135	\$263,021	\$3,954,525	\$3,691,504
Operating Profit Margin	18.4%	2.4%	33.8%	31%
Profit (Loss) / Skier Visit	\$12.42	\$2.02	\$42.13	\$40.1
Revenue Sources & Analysis				
Ticket Sales	\$4,337,758	\$4,267,947	\$4,677,046	\$409,099
Season Passes	\$2,334,615	\$1,925,909	\$2,381,705	\$455,796
Food & Beverage Main Lodge	\$689,451	\$1,290,400	\$942,457	-\$347,943
Food & Beverage Snowflake Lodge	\$373,902	\$400,500	\$346,518	-\$53,982
Adult Ski Lessons	\$785,592	\$828,200	\$957,886	\$129,686
Child Ski Lessons	\$381,992	\$926,258	\$751,151	-\$175,107
Equipment Rentals	\$1,024,372	\$1,141,400	\$1,069,293	-\$72,107
Retail-Hyatt	\$158,730	\$169,885	\$438,189	\$268,304
Misc. Operating Revenue **	\$131,150	\$140,125	\$131,070	-\$9,055
Facility Fees	-\$1,650,784			
Total Revenue	\$8,566,778	\$11,090,624	\$11,695,315	\$604,691
Total Revenue / Skier Visit	\$67.66	\$85.31	\$124.60	\$39.29
Ticket Revenue / Skier Visit	\$34.26	\$32.83	\$49.83	\$17.00
Ticket Yield*	27.6%	26.5%	34.4%	\$0.08
Lesson Revenue / Skier Visit	\$9.22	\$13.50	\$18.21	\$4.71
Food & Beverage Revenue / Skier Visit	\$8.40	\$13.01	\$13.73	\$0.73
Rental Revenue / Skier Visit	\$8.09	\$8.78	\$11.39	\$2.61
Retail Revenue / Skier Visit	\$1.25	\$1.31	\$4.67	\$3.36
Misc. Operating Rev / Skier Visit	\$1.04	\$1.08	\$1.40	\$0.32
Tickets / Total Revenue	50.6%	38.5%	40.0%	2%
Lesson / Total Revenue	13.6%	15.8%	14.6%	-1%
Food & Beverage / Total Revenue	12.4%	15.2%	11.0%	-4%
Rentals / Total Revenue	12.0%	10.3%	9.1%	-1%
Retail / Total Revenue	1.9%	1.5%	3.7%	2%
Misc. Operating / Total Revenue	1.5%	1.3%	1.1%	1%
Expenses & Analysis				
Cost of Goods Sold	\$317,924	\$529,100	\$388,408	-\$140,692
Direct labor + Taxes	\$3,642,456	\$4,430,698	\$3,523,075	-\$907,623
Service and Supplies	\$1,484,635	\$2,190,360	\$1,680,764	-\$509,596
Utilities	\$547,830	\$621,260	\$439,128	-\$182,132
Central Services Allocation	\$397,765	\$389,595	\$346,266	-\$43,329
Other Operating Expenses	\$213,147	\$243,500	\$242,500	-\$1,000
Capital Improvements	\$390,886	\$2,423,090	\$1,120,649	-\$1,302,441
Total Operating Expenses	\$6,994,643	\$10,827,603	\$7,740,790	-\$3,086,813
Total Expenses / Skier Visit	\$55.24	\$83.29	\$82.47	-\$0.82
Cost of Goods Sold / Skier Visit	\$2.51	\$4.07	\$4.14	\$0.07
Direct labor / Skier Visit	\$28.77	\$34.08	\$37.53	\$3.45
Cost of Goods Sold / Total Expenses	4.5%	4.9%	5.0%	0.7%
Direct labor / Total Expenses	52.1%	40.9%	45.5%	4.6%

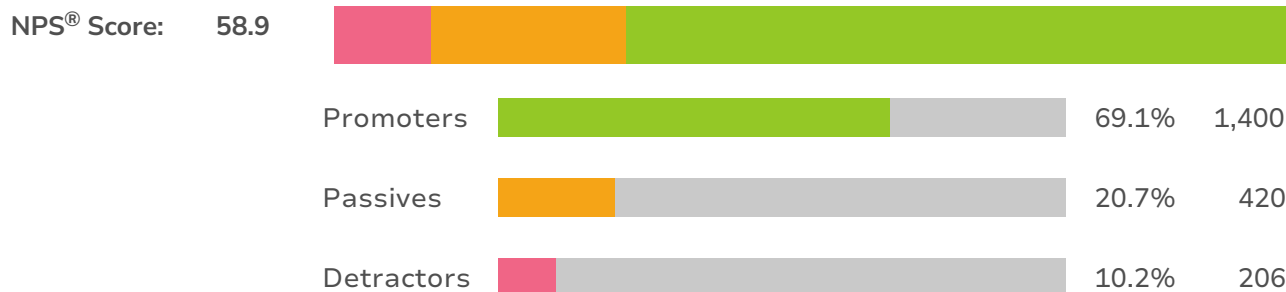
Report for 2021/22 DP In-Season Customer Survey

Response Counts



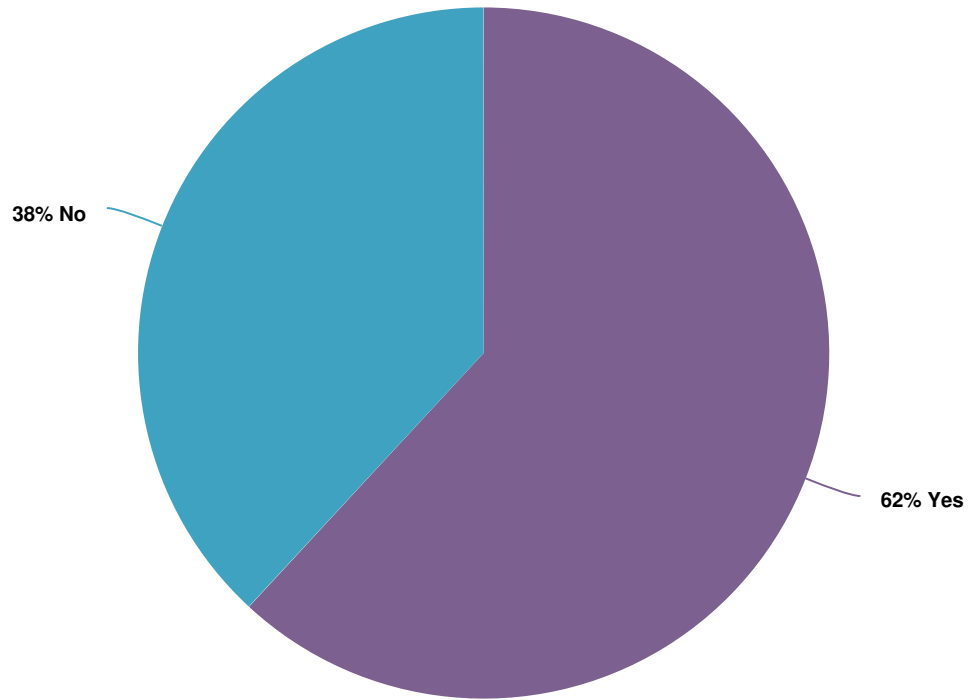
Totals: 2,029



1. On a scale of 0 to 10 where 0 is not at all likely and 10 is highly likely, how likely would you be to recommend Diamond Peak to your friends and family?



Totals: 2,026

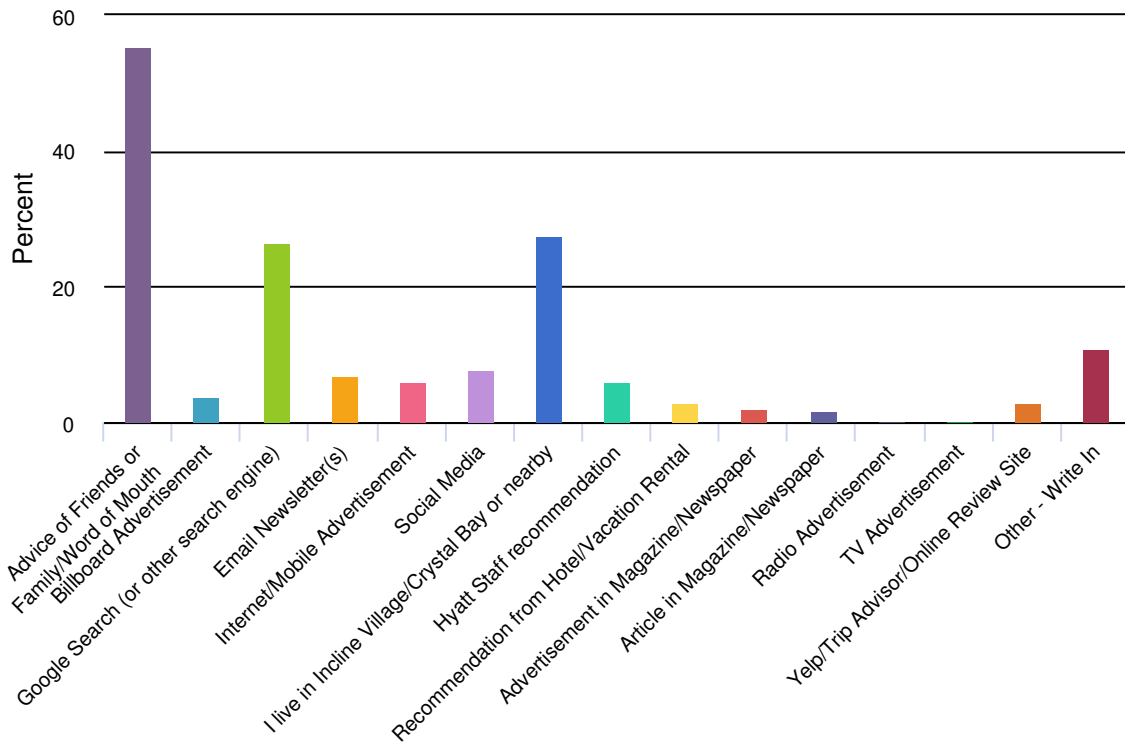
3. Before this visit, had you ever been to Diamond Peak?


















Value		Percent	Responses
Yes		61.9%	1,247
No		38.1%	767

Totals: 2,014

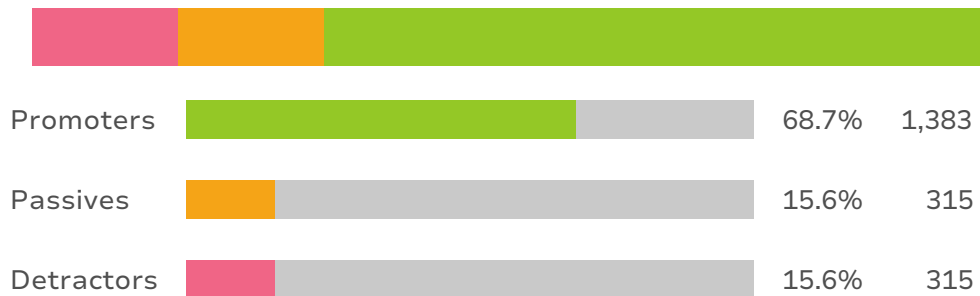
4. Please let us know ALL of the ways you have learned about Diamond Peak



Value		Percent	Responses
Advice of Friends or Family/Word of Mouth		55.3%	1,099
Billboard Advertisement		3.7%	74
Google Search (or other search engine)		26.3%	523
Email Newsletter(s)		7.0%	140
Internet/Mobile Advertisement		5.9%	118
Social Media		7.8%	155
I live in Incline Village/Crystal Bay or nearby		27.7%	551
Hyatt Staff recommendation		6.1%	122
Recommendation from Hotel/Vacation Rental		2.9%	57
Advertisement in Magazine/Newspaper		1.9%	37
Article in Magazine/Newspaper		1.6%	32
Radio Advertisement		0.3%	6
TV Advertisement		0.4%	8
Yelp/Trip Advisor/Online Review Site		2.9%	58
Other - Write In		10.9%	216

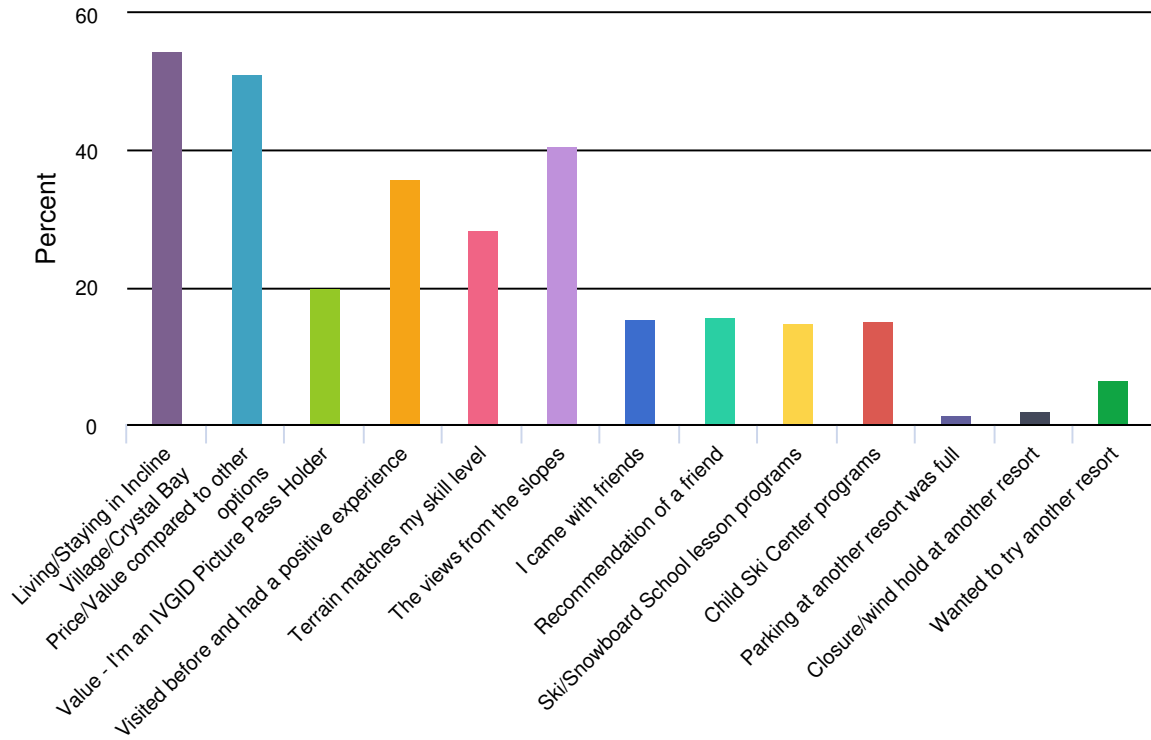
5. On a scale of 0 to 10, how likely are you to return to Diamond Peak this season or next?

NPS® Score: 53.1



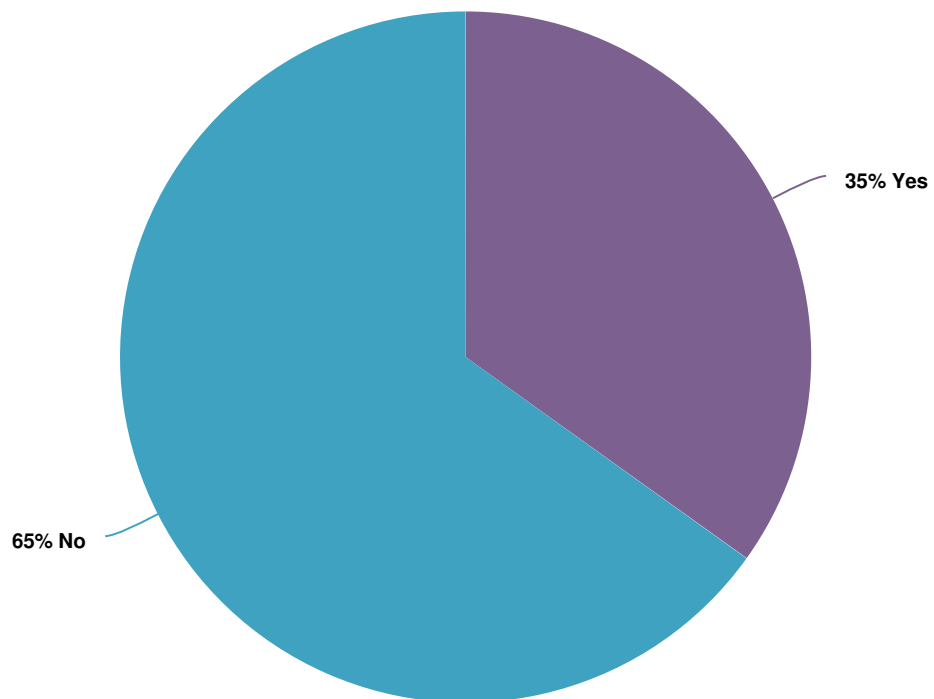
Totals: 2,013

7. What made you choose Diamond Peak over the other ski resorts in the Lake Tahoe region? (choose all that apply)



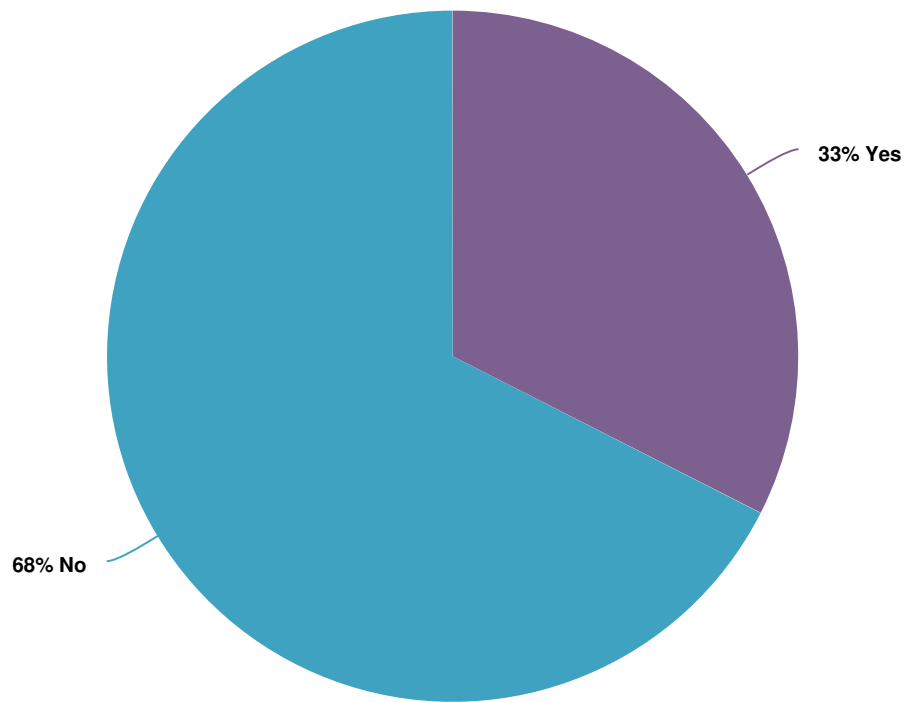
Value		Percent	Responses
Living/Staying in Incline Village/Crystal Bay		54.7%	1,098
Price/Value compared to other options		51.2%	1,027
Value - I'm an IVGID Picture Pass Holder		19.8%	398
Visited before and had a positive experience		35.9%	721
Terrain matches my skill level		28.4%	569
The views from the slopes		40.6%	814
I came with friends		15.4%	309
Recommendation of a friend		15.5%	310
Ski/Snowboard School lesson programs		14.8%	297
Child Ski Center programs		15.2%	305
Parking at another resort was full		1.3%	27
Closure/wind hold at another resort		2.1%	43
Wanted to try another resort		6.4%	128



8. Are you a current Diamond Peak Season Passholder?



Value	Percent	Responses
Yes	34.9%	703
No	65.1%	1,311
Totals: 2,014		

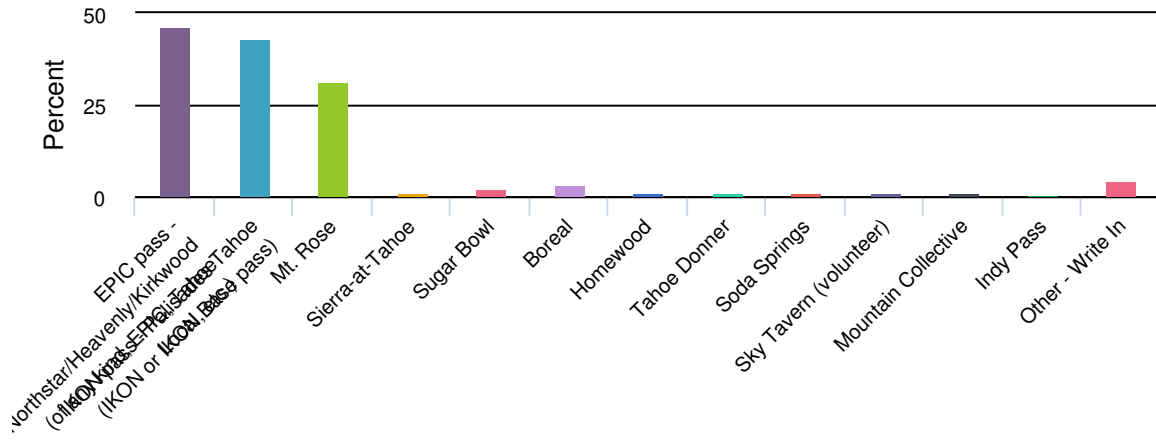
9. In addition to a Diamond Peak season pass, do you have a season pass at another resort(s) this season?
















Value		Percent	Responses
Yes		32.5%	227
No		67.5%	471

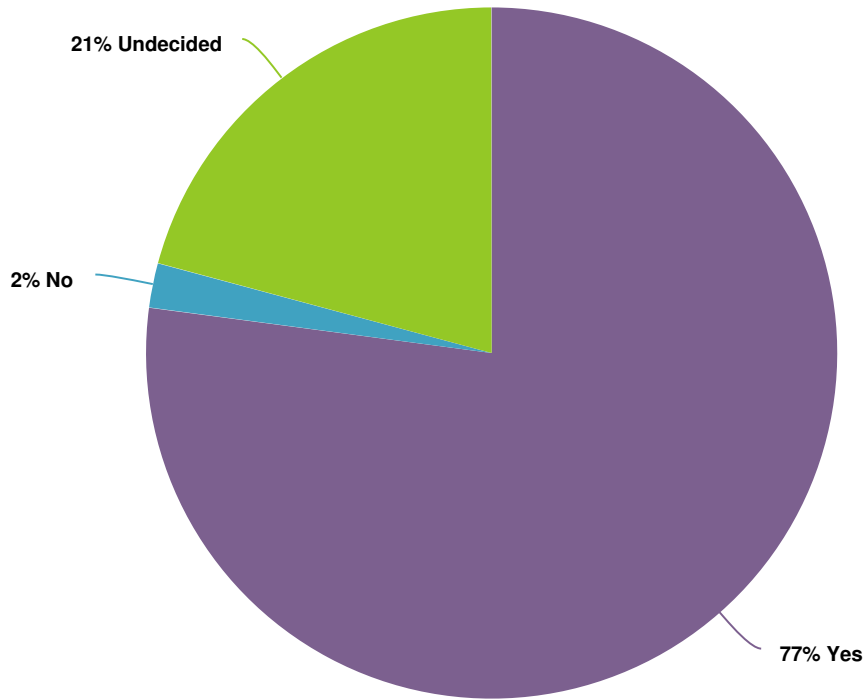
Totals: 698

10. Which other resort season pass(es) do you have this winter? (choose all that apply)



Value		Percent	Responses
EPIC pass - Northstar/Heavenly/Kirkwood (of any kind, EPIC, Tahoe Local, etc.)		46.3%	105
IKON pass - Palisades Tahoe (IKON or IKON Base pass)		43.2%	98
Mt. Rose		31.3%	71
Sierra-at-Tahoe		0.9%	2
Sugar Bowl		2.2%	5
Boreal		3.1%	7
Homewood		0.9%	2
Tahoe Donner		0.9%	2
Soda Springs		0.9%	2
Sky Tavern (volunteer)		1.3%	3
Mountain Collective		0.9%	2
Indy Pass		0.4%	1
Other - Write In		4.4%	10

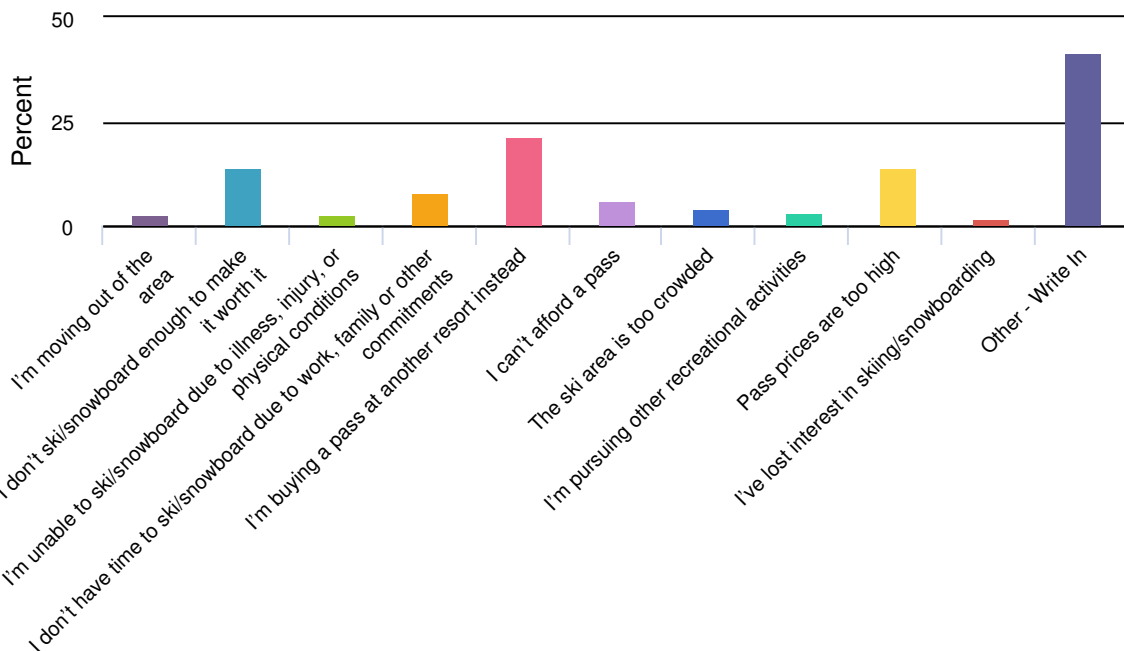
11. Do you plan to renew your Diamond Peak Season Pass?



Value	Percent	Responses
Yes	77.1%	403
No	2.1%	11
Undecided	20.8%	109

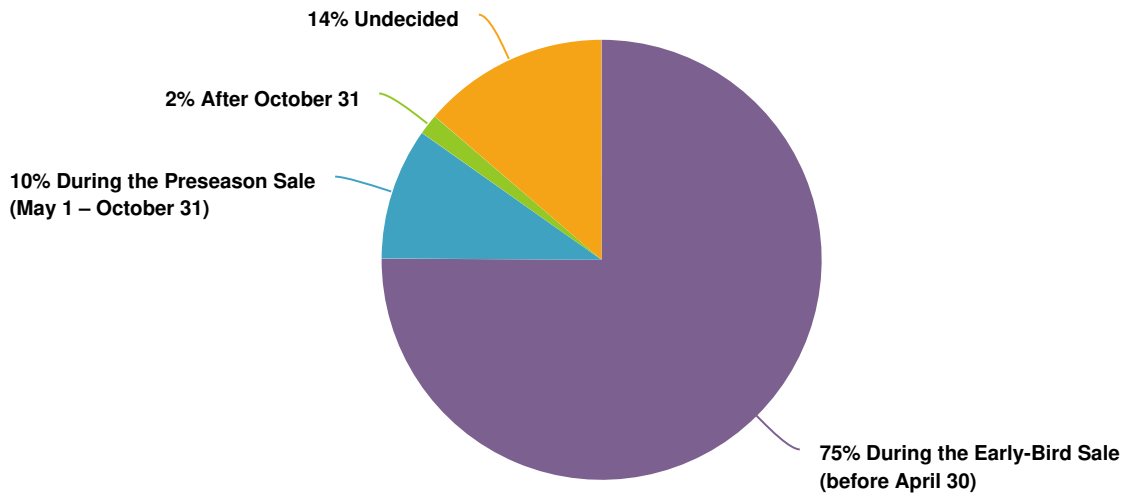
Totals: 523

12. If you are not going to renew your Diamond Peak Season Pass or are undecided, please tell us why. Select all that apply:



Value	Percent	Responses
I'm moving out of the area	2.6%	3
I don't ski/snowboard enough to make it worth it	13.8%	16
I'm unable to ski/snowboard due to illness, injury, or physical conditions	2.6%	3
I don't have time to ski/snowboard due to work, family or other commitments	7.8%	9
I'm buying a pass at another resort instead	21.6%	25
I can't afford a pass	6.0%	7
The ski area is too crowded	4.3%	5
I'm pursuing other recreational activities	3.4%	4
Pass prices are too high	13.8%	16
I've lost interest in skiing/snowboarding	1.7%	2
Other - Write In	41.4%	48

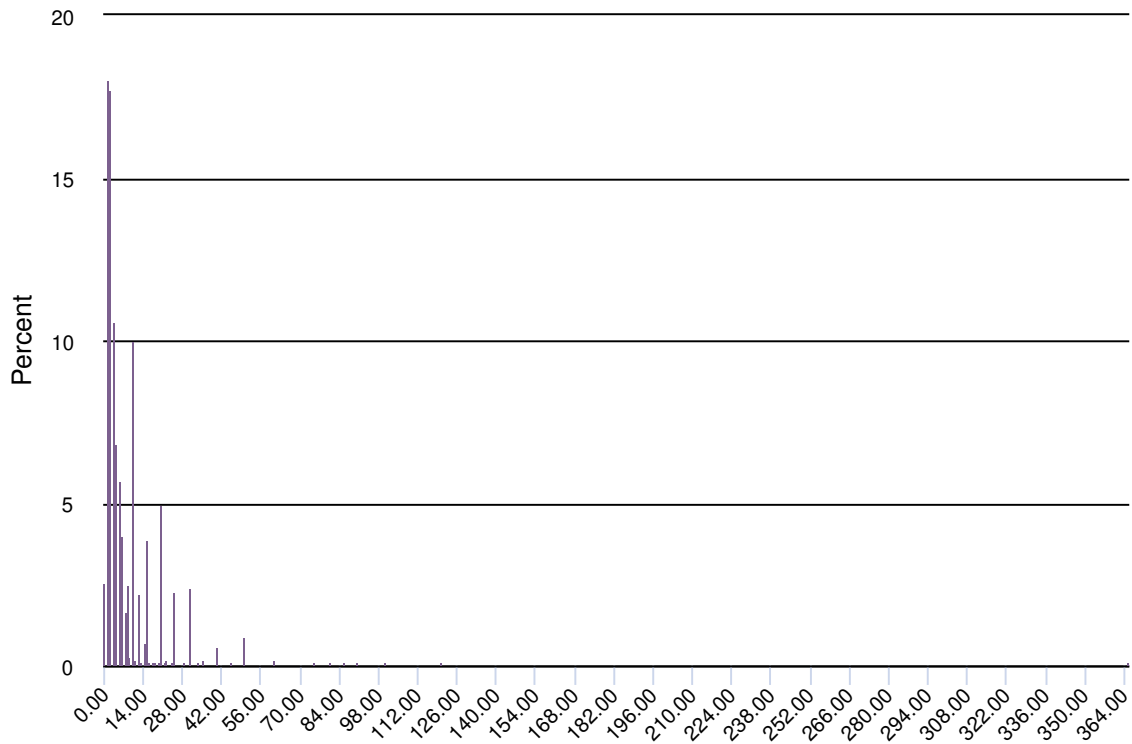
13. When do you plan to renew your Diamond Peak Season Pass?



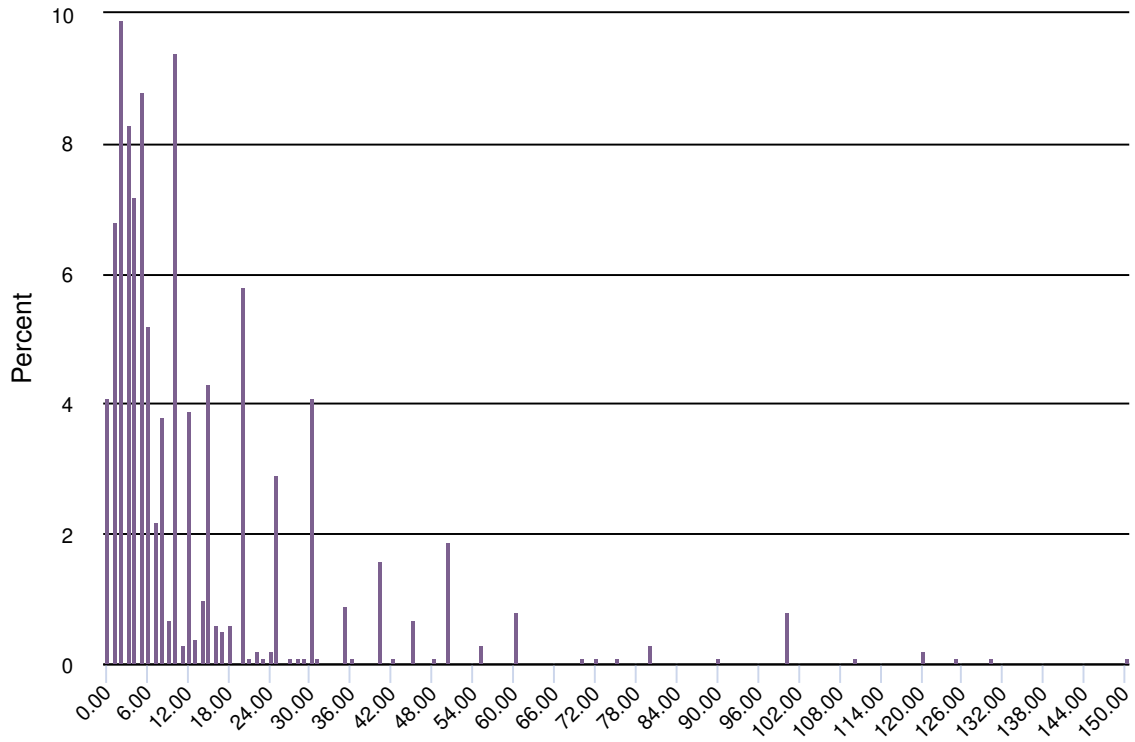
Value	Percent	Responses
During the Early-Bird Sale (before April 30)	75.1%	301
During the Preseason Sale (May 1 – October 31)	9.7%	39
After October 31	1.5%	6
Undecided	13.7%	55

Totals: 401

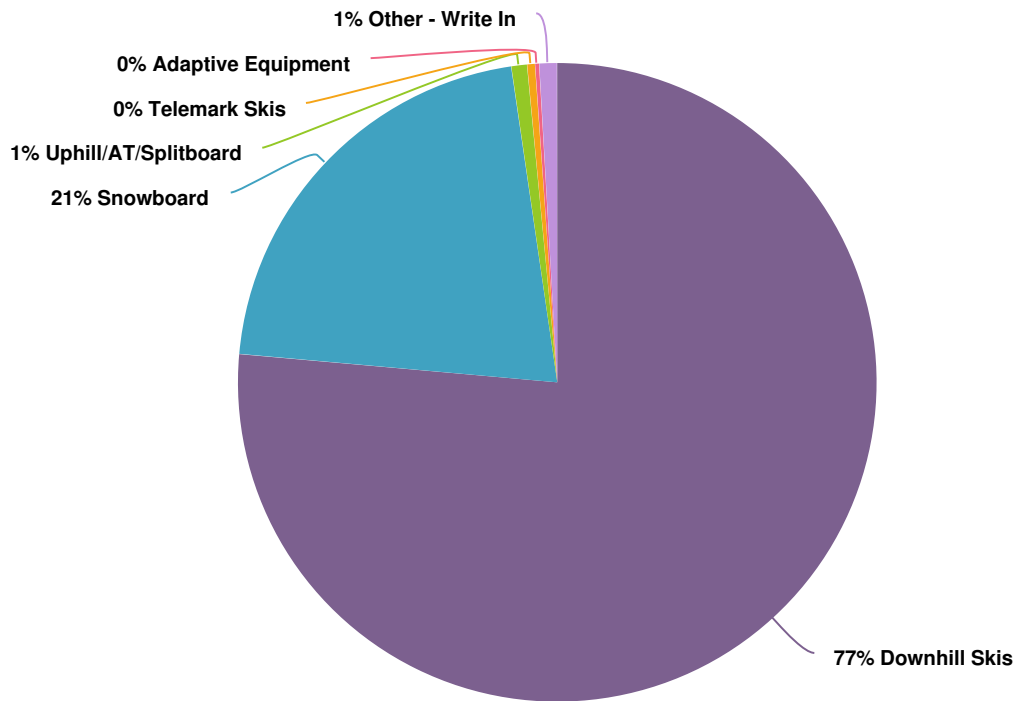
14. How many total days do you anticipate skiing/snowboarding at Diamond Peak this season?



15. How many total days do you anticipate skiing/snowboarding at ALL SKI AREAS this season?



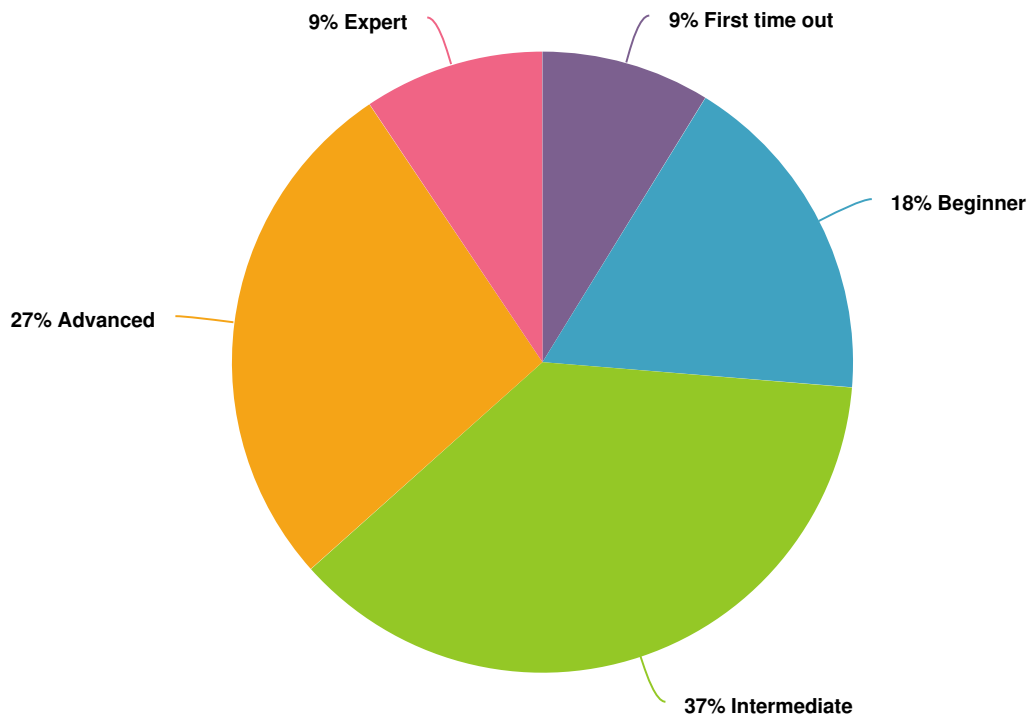
16. What equipment type do you use most frequently?



Value	Percent	Responses
Downhill Skis	76.5%	1,526
Snowboard	21.3%	425
Uphill/AT/Splitboard	0.8%	15
Telemark Skis	0.4%	7
Adaptive Equipment	0.2%	4
Other - Write In	0.9%	18

Totals: 1,995

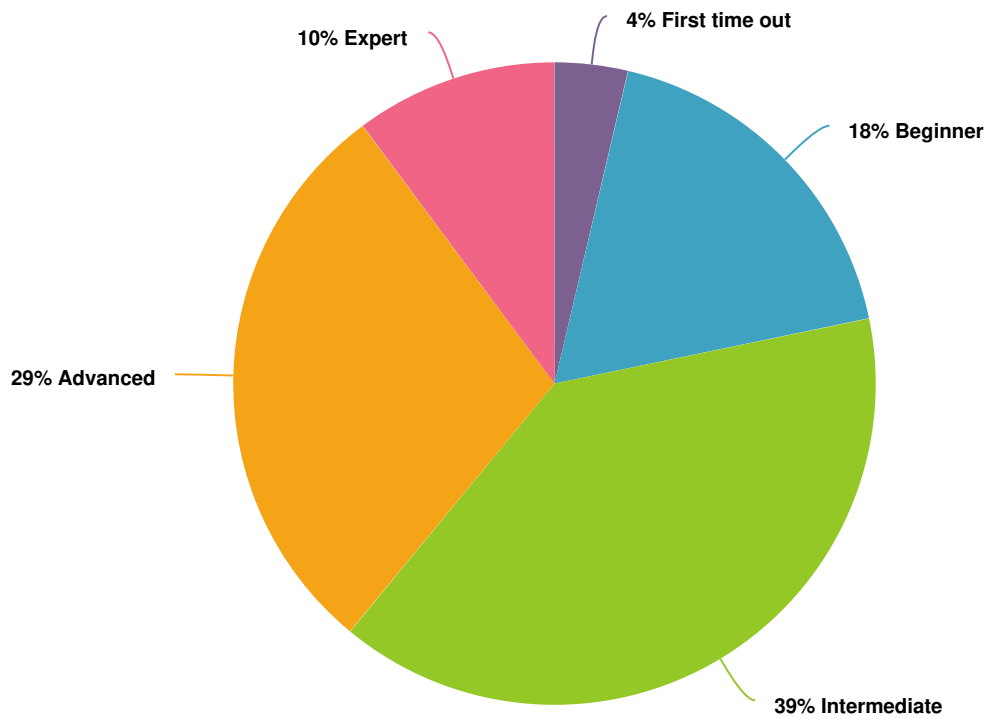
17. What was your ability level before this season on the equipment you use most frequently?



Value	Percent	Responses
First time out	8.8%	116
Beginner	17.5%	232
Intermediate	37.1%	492
Advanced	27.2%	361
Expert	9.4%	124

Totals: 1,325

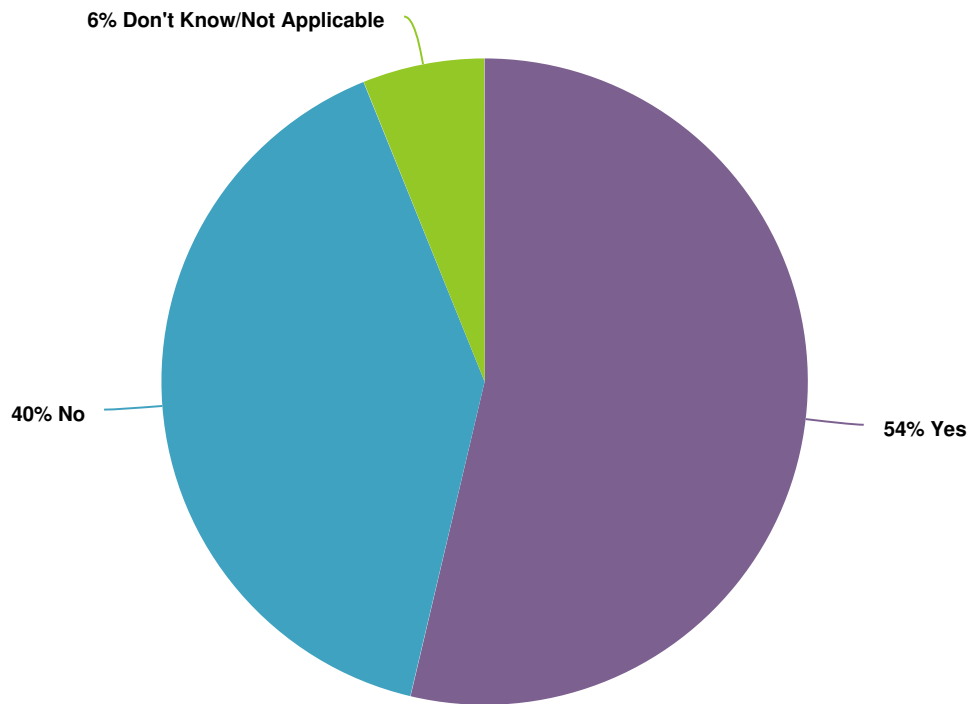
18. What is your ability level now on the equipment you use most frequently?



Value	Percent	Responses
First time out	3.7%	74
Beginner	18.1%	361
Intermediate	39.3%	785
Advanced	28.9%	577
Expert	10.2%	203

Totals: 2,000

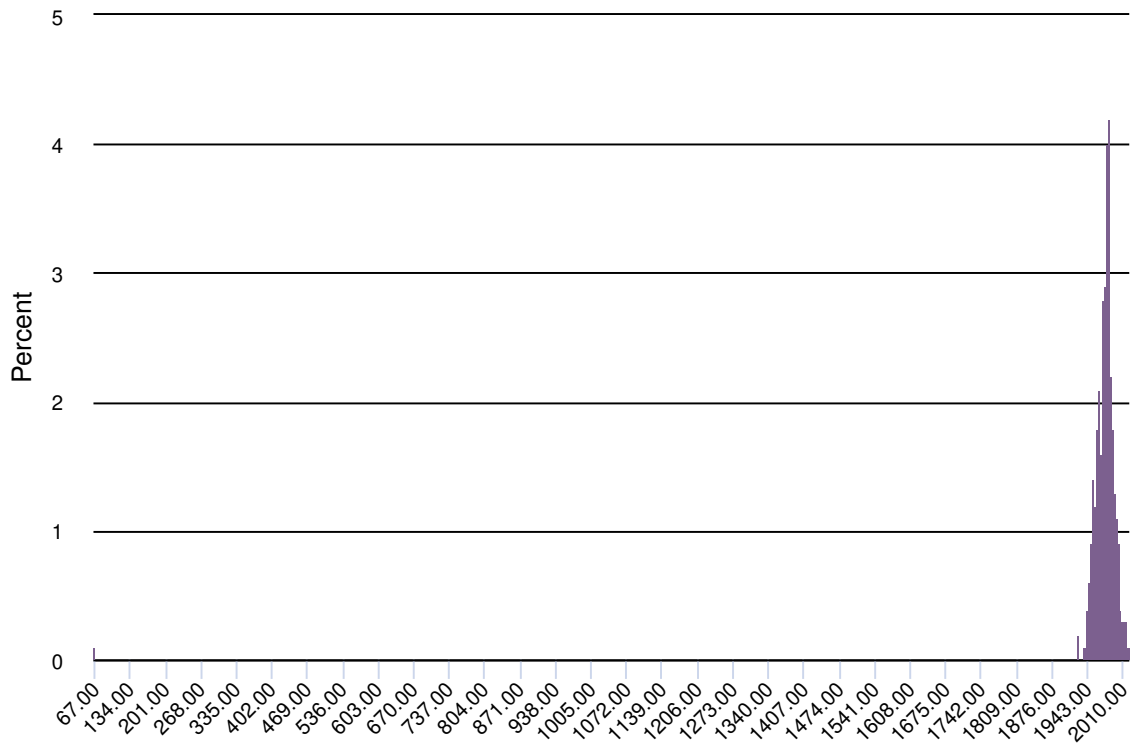
19. In the past 5 winters, has there been a period of a full season or more when you did not participate in downhill skiing or snowboarding?



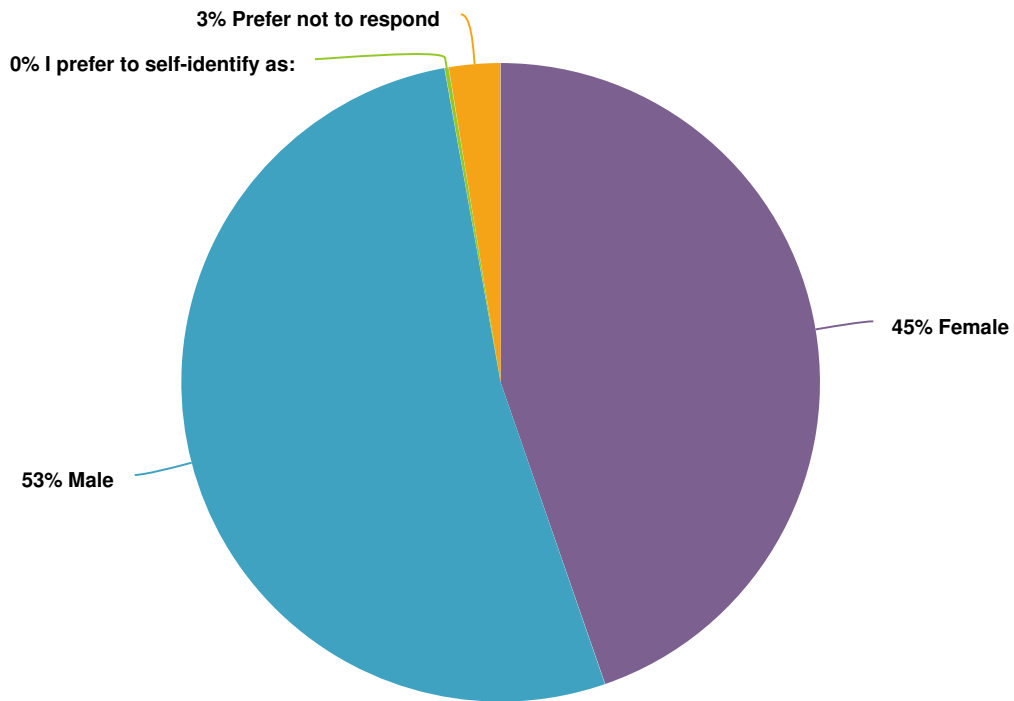
Value	Percent	Responses
Yes	53.7%	1,071
No	40.2%	801
Don't Know/Not Applicable	6.1%	122

Totals: 1,994

20. In what year were you born? (4 digit year)



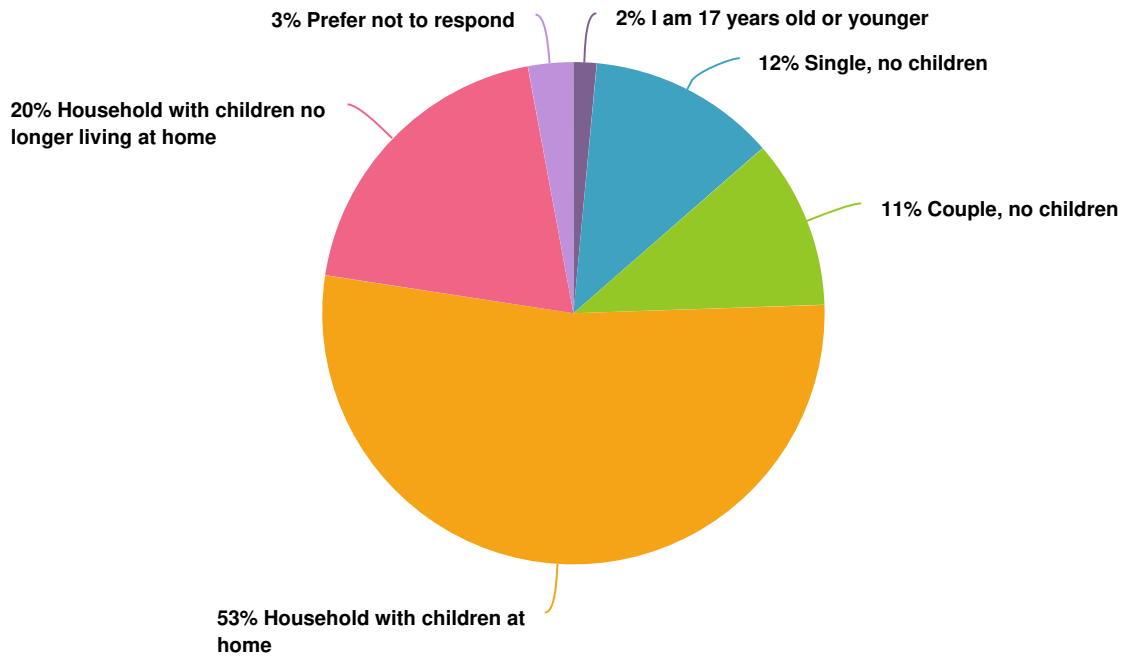
21. Which best describes your gender?



Value	Percent	Responses
Female	44.7%	887
Male	52.5%	1,042
I prefer to self-identify as:	0.2%	4
Prefer not to respond	2.6%	52

Totals: 1,985

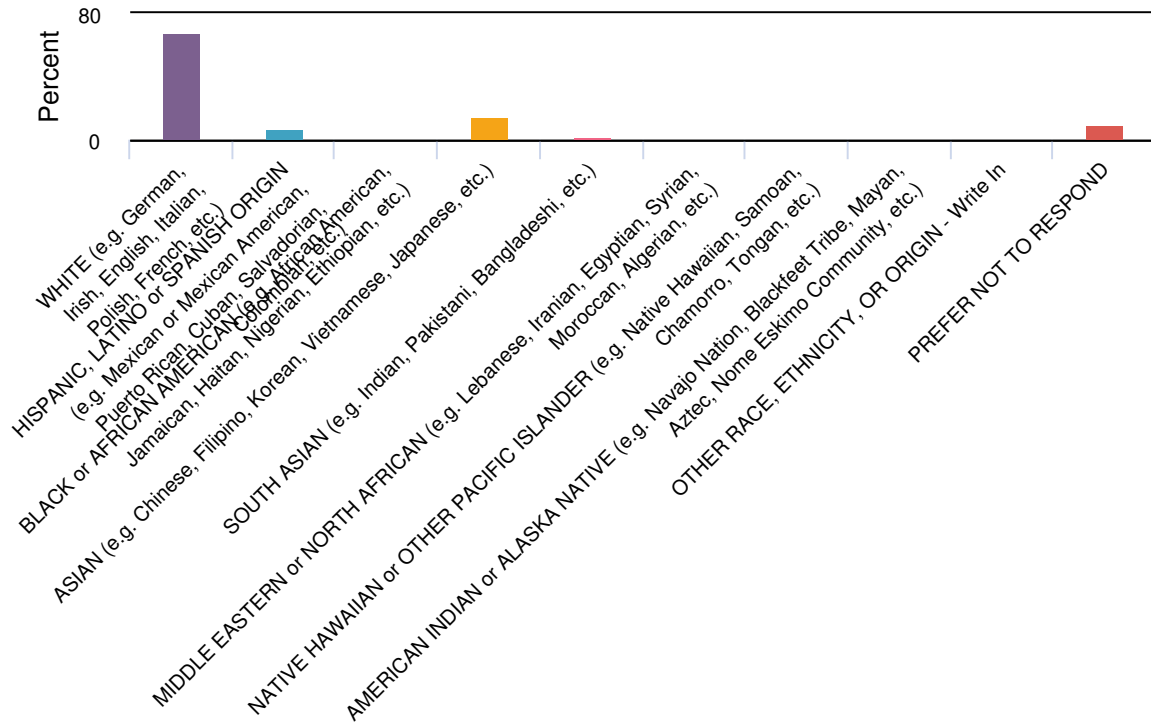
22. Which best describes your household status?













Value	Percent	Responses
I am 17 years old or younger	1.5%	29
Single, no children	12.1%	240
Couple, no children	10.9%	217
Household with children at home	53.0%	1,052
Household with children no longer living at home	19.7%	391
Prefer not to respond	2.9%	57

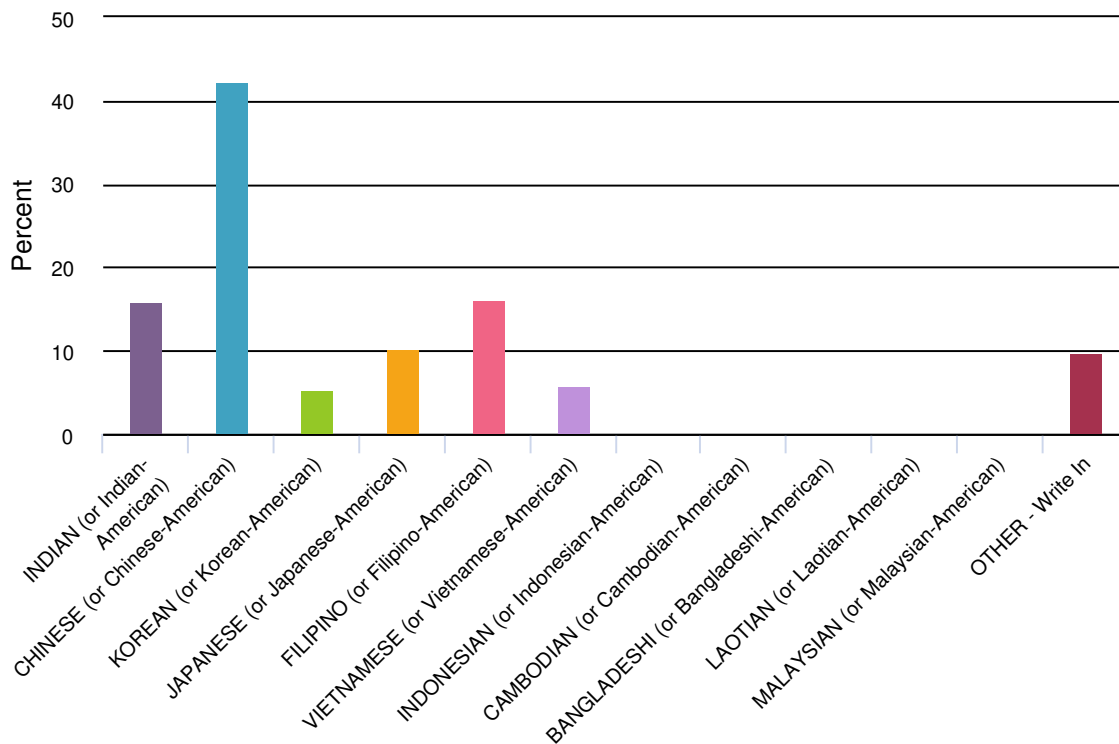
Totals: 1,986

23. Which categories best describe you? (select all that apply, you may select more than one)



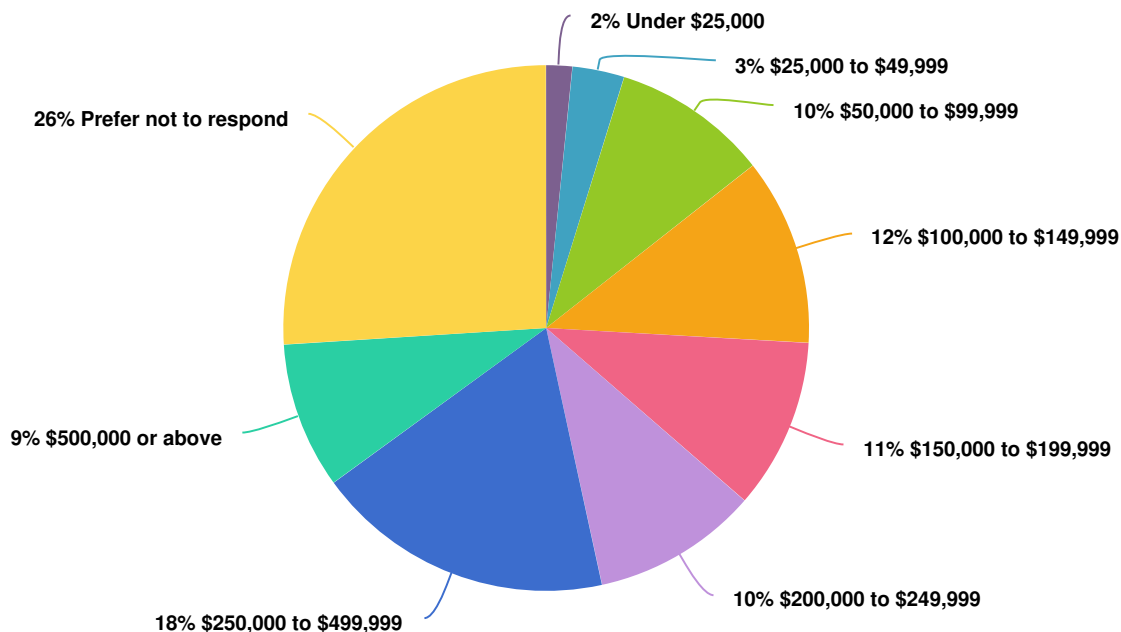
Value		Percent	Responses
WHITE (e.g. German, Irish, English, Italian, Polish, French, etc.)		67.7%	1,320
HISPANIC, LATINO or SPANISH ORIGIN (e.g. Mexican or Mexican American, Puerto Rican, Cuban, Salvadorian, Colombian, etc.)		7.0%	137
BLACK or AFRICAN AMERICAN (e.g. African American, Jamaican, Haitian, Nigerian, Ethiopian, etc.)		1.7%	34
ASIAN (e.g. Chinese, Filipino, Korean, Vietnamese, Japanese, etc.)		14.4%	280
SOUTH ASIAN (e.g. Indian, Pakistani, Bangladeshi, etc.)		2.8%	55
MIDDLE EASTERN or NORTH AFRICAN (e.g. Lebanese, Iranian, Egyptian, Syrian, Moroccan, Algerian, etc.)		1.0%	20
NATIVE HAWAIIAN or OTHER PACIFIC ISLANDER (e.g. Native Hawaiian, Samoan, Chamorro, Tongan, etc.)		1.0%	20
AMERICAN INDIAN or ALASKA NATIVE (e.g. Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Nome Eskimo Community, etc.)		0.7%	13
OTHER RACE, ETHNICITY, OR ORIGIN - Write In		1.2%	23
PREFER NOT TO RESPOND		9.7%	190

24. More specifically, which category best describes you? (select all that apply)



Value	Percent	Responses
INDIAN (or Indian-American)	15.8%	51
CHINESE (or Chinese-American)	42.2%	136
KOREAN (or Korean-American)	5.3%	17
JAPANESE (or Japanese-American)	10.2%	33
FILIPINO (or Filipino-American)	16.1%	52
VIETNAMESE (or Vietnamese-American)	5.9%	19
INDONESIAN (or Indonesian-American)	0.3%	1
CAMBODIAN (or Cambodian-American)	0.3%	1
BANGLADESHI (or Bangladeshi-American)	0.3%	1
LAOTIAN (or Laotian-American)	0.3%	1
MALAYSIAN (or Malaysian-American)	0.3%	1
OTHER - Write In	9.9%	32

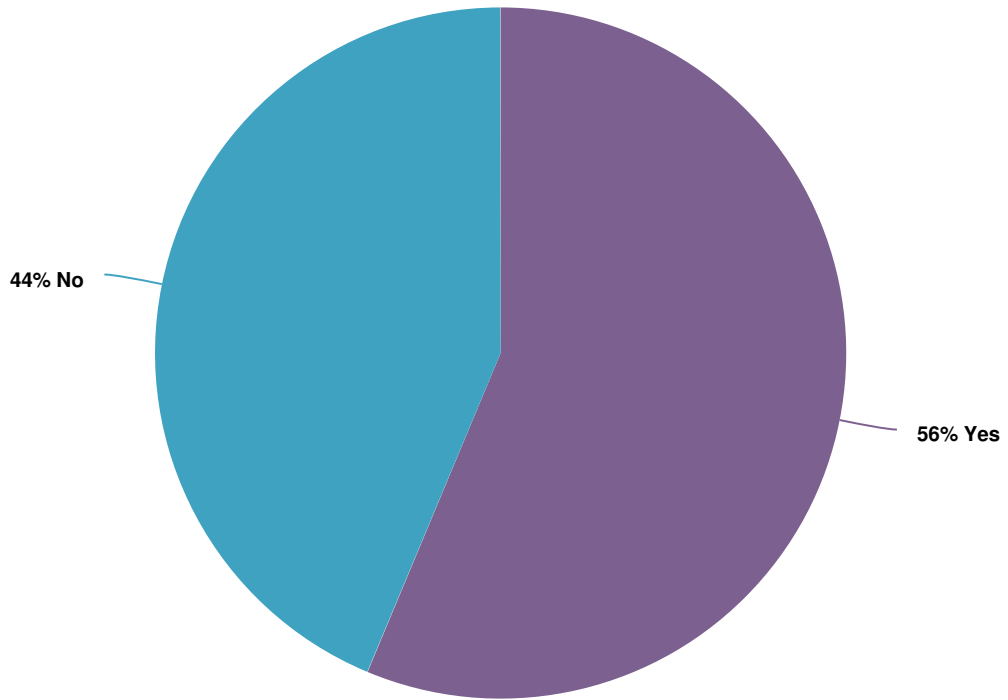
25. Which category contains your annual household pre-tax income?



Value	Percent	Responses
Under \$25,000	1.6%	32
\$25,000 to \$49,999	3.2%	62
\$50,000 to \$99,999	9.6%	186
\$100,000 to \$149,999	11.5%	224
\$150,000 to \$199,999	10.5%	204
\$200,000 to \$249,999	10.2%	198
\$250,000 to \$499,999	18.4%	358
\$500,000 or above	9.0%	174
Prefer not to respond	26.0%	505

Totals: 1,943

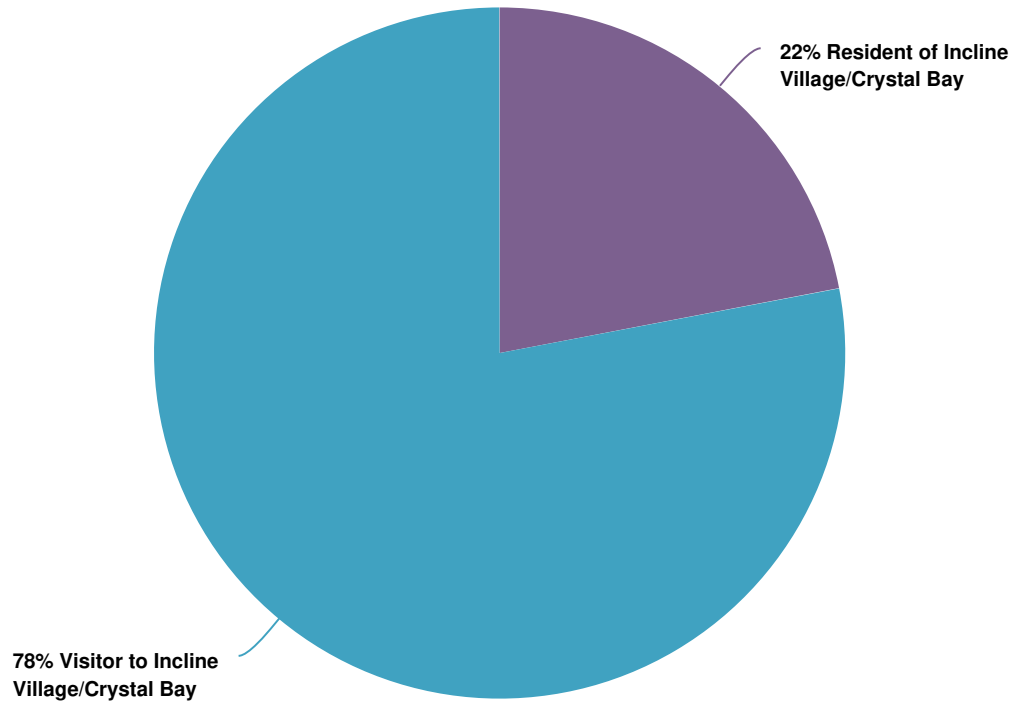
26. Did you bring children under 18 to ski/snowboard with you?





Value	Percent	Responses
Yes	56.3%	1,119
No	43.7%	868

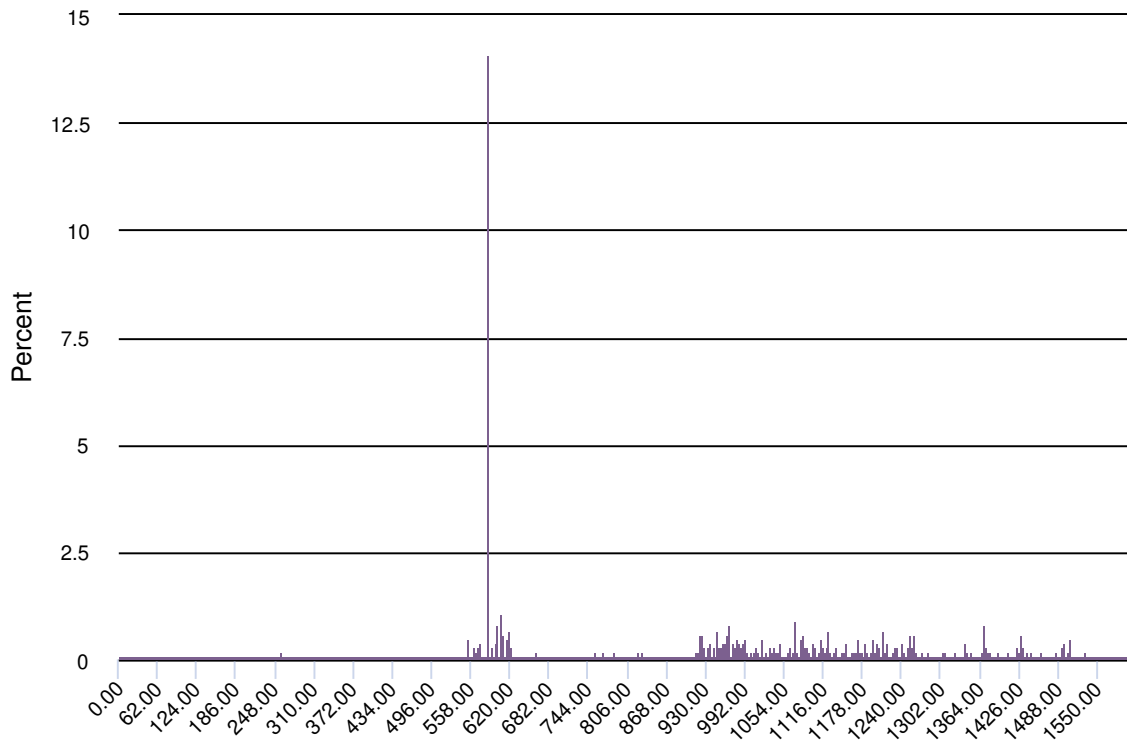
Totals: 1,987

27. Do you live in Incline Village/Crystal Bay or were you visiting?

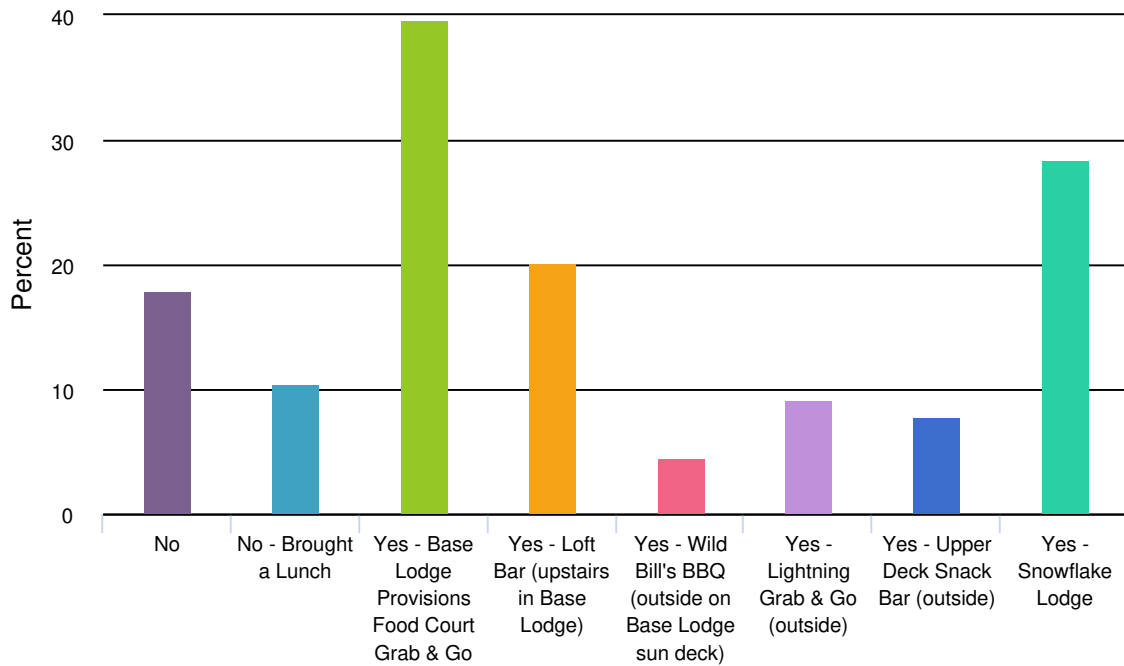


Value		Percent	Responses
Resident of Incline Village/Crystal Bay		22.0%	433
Visitor to Incline Village/Crystal Bay		78.0%	1,538
Totals:			1,971

28. What is your home ZIP Code (U.S. addresses only):



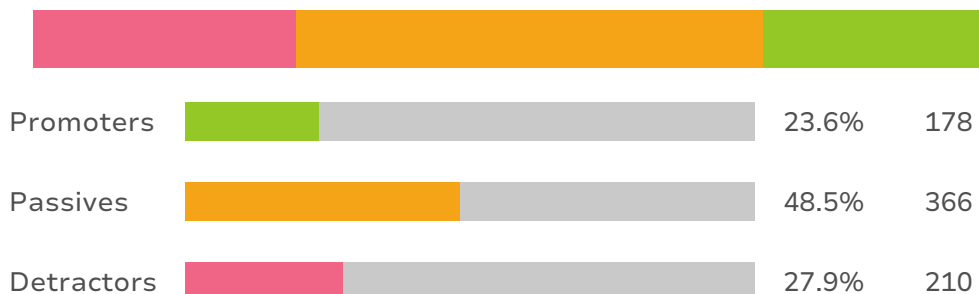
29. Did you eat/drink at any of our Food & Beverage outlets when you visited us?



Value	Percent	Responses
No	18.0%	348
No - Brought a Lunch	10.4%	200
Yes - Base Lodge Provisions Food Court Grab & Go	39.7%	767
Yes - Loft Bar (upstairs in Base Lodge)	20.2%	390
Yes - Wild Bill's BBQ (outside on Base Lodge sun deck)	4.5%	87
Yes - Lightning Grab & Go (outside)	9.2%	178
Yes - Upper Deck Snack Bar (outside)	7.8%	150
Yes - Snowflake Lodge	28.5%	550

30. Please rate the quality of the food at the Base Lodge Provisions Food Court Grab & Go (10 = best)

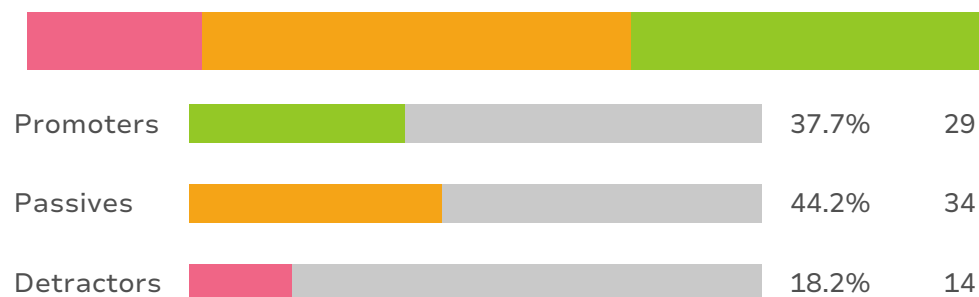
NPS® Score: -4.3



Totals: 754

32. Please rate the quality of the food at Wild Bills BBQ (outside on Base Lodge sun deck) (10 = best)

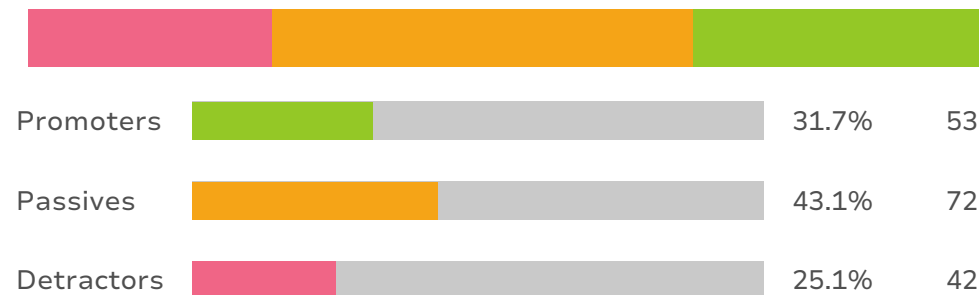
NPS® Score: 19.5



Totals: 77

34. Please rate the quality of the food at the Lightning Grab & Go window (10 = best)

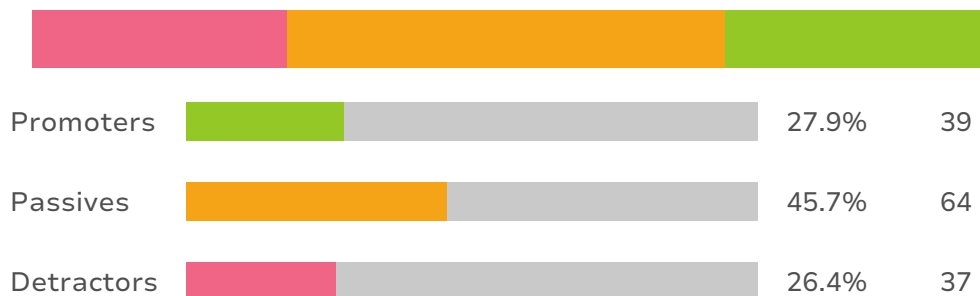
NPS® Score: 6.6



Totals: 167

36. Please rate the quality of the food at the Upper Deck Snack Bar (10 = best)

NPS® Score: 1.5



Totals: 140

38. Please rate the quality of the food at Snowflake Lodge (10 = best)

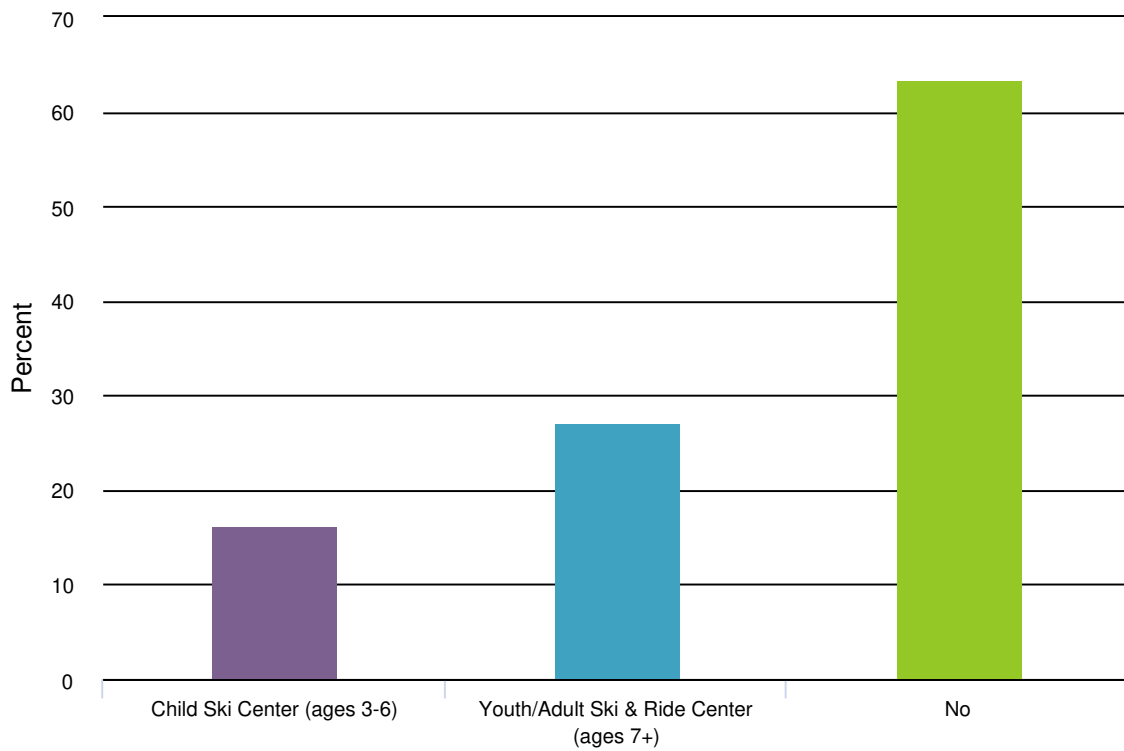
NPS® Score: 0.4






Promoters		29.8%	156
Passives		40.8%	214
Detractors		29.4%	154

Totals: 524

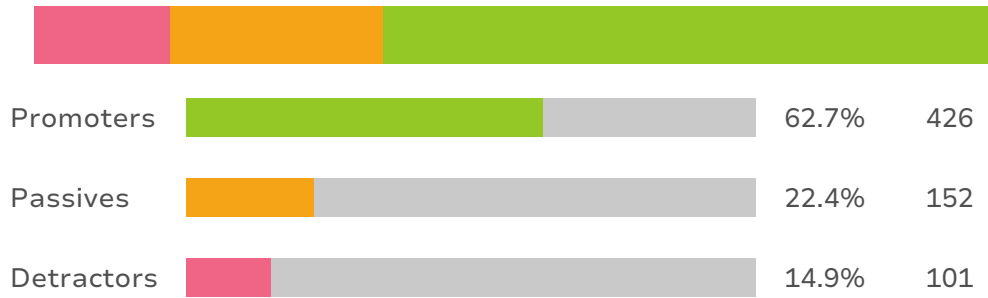
40. Did anyone in your party take a lesson?



Value		Percent	Responses
Child Ski Center (ages 3-6)		16.3%	311
Youth/Adult Ski & Ride Center (ages 7+)		27.1%	516
No		63.5%	1,209

41. Please rate your ski or snowboard instructor on a 0 to 10 scale (10 = best)

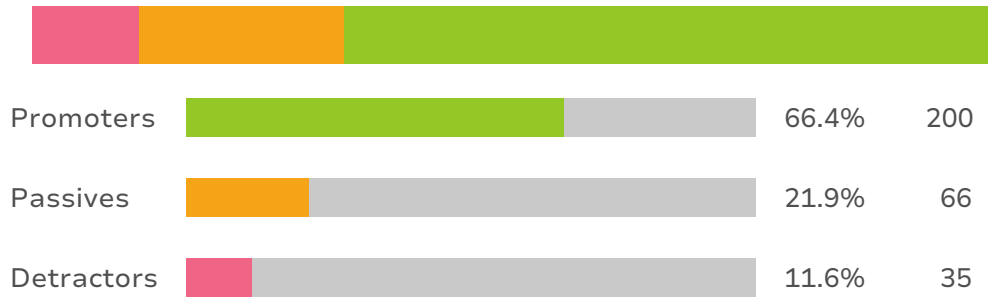
NPS® Score: 47.8



Totals: 679

43. Please rate your Child Ski Center experience on a 0 to 10 scale (10 = best)

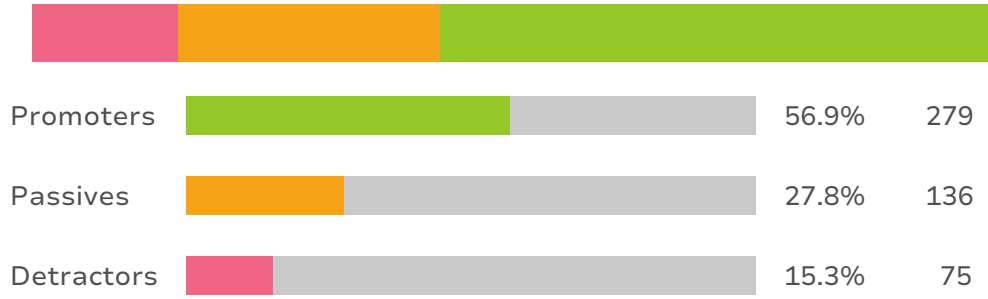
NPS® Score: 54.8



Totals: 301

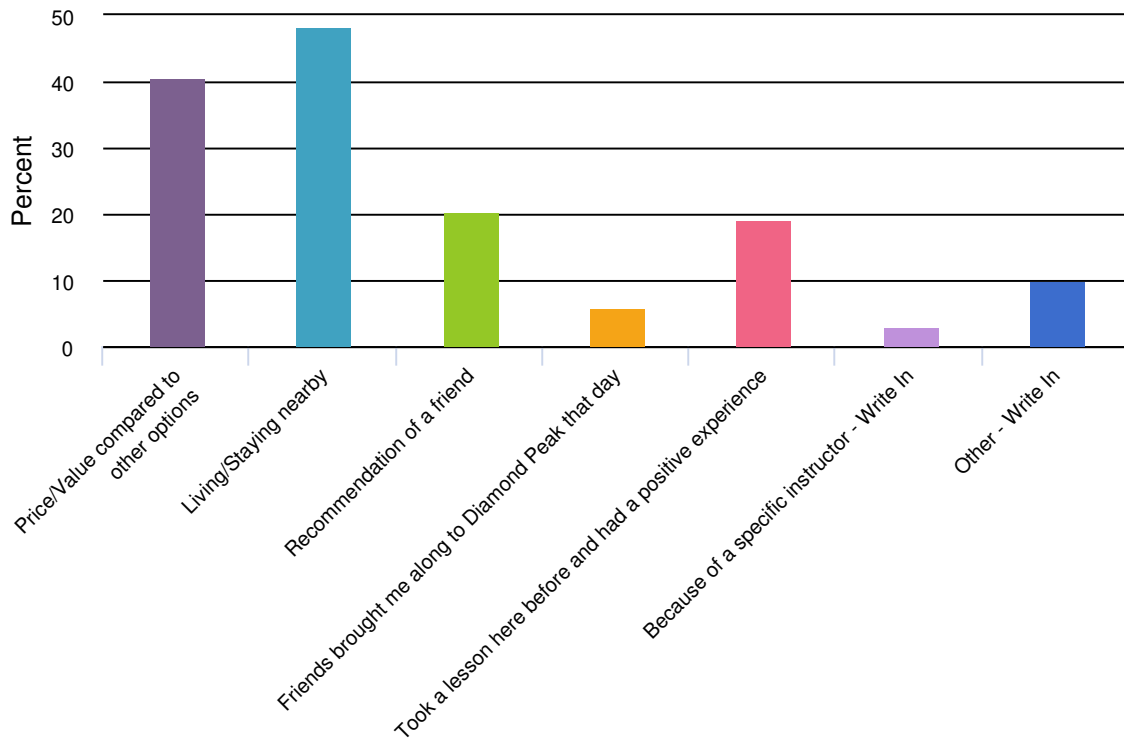
45. Please rate your Ski & Ride Center experience on a 0 to 10 scale (10 = best)

NPS® Score: 41.6



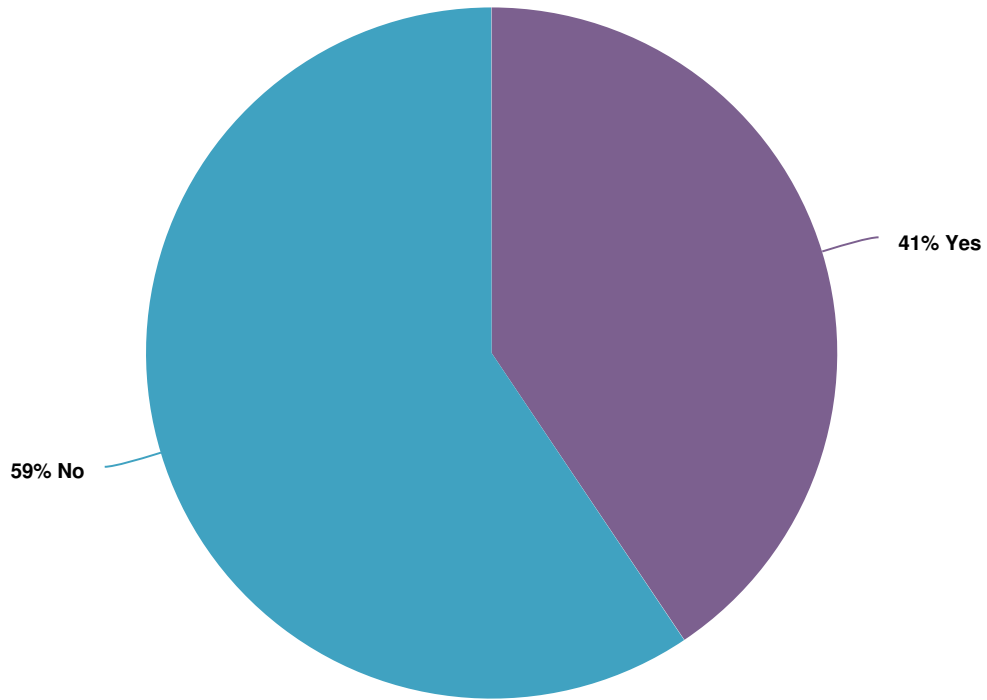
Totals: 490

47. Why did you choose to take a lesson at Diamond Peak vs. other resorts? (choose all that apply)



Value	Percent	Responses
Price/Value compared to other options	40.6%	272
Living/Staying nearby	48.1%	322
Recommendation of a friend	20.4%	137
Friends brought me along to Diamond Peak that day	5.8%	39
Took a lesson here before and had a positive experience	19.1%	128
Because of a specific instructor - Write In	3.0%	20
Other - Write In	10.0%	67

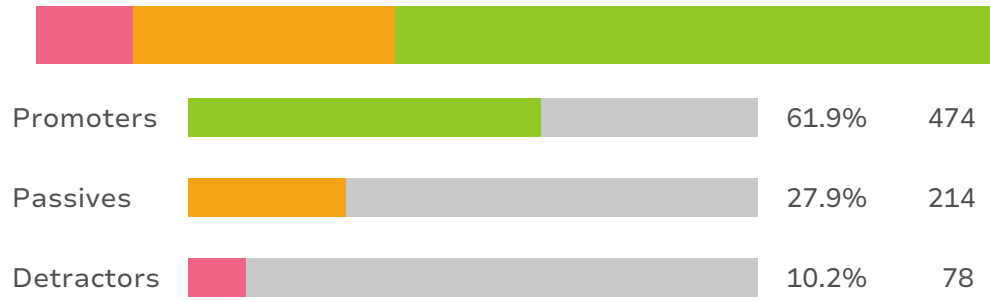
48. Did you use our Rental Equipment on your visit(s)?



Value	Percent	Responses
Yes	40.6%	775
No	59.4%	1,135
Totals: 1,910		

49. Please rate the quality of your rental equipment on a 0 to 10 scale (10 = best)

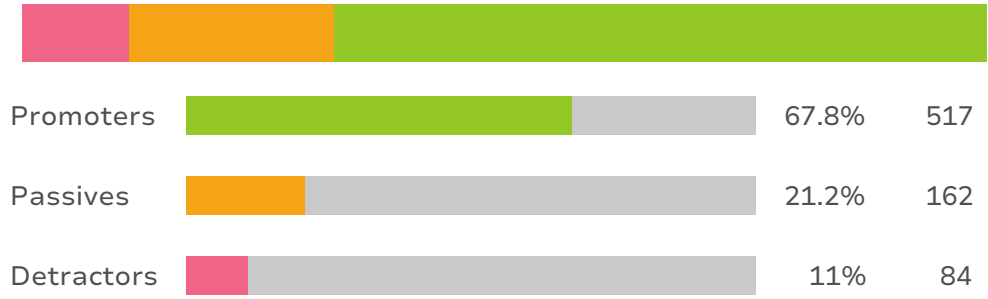
NPS® Score: 51.7



Totals: 766

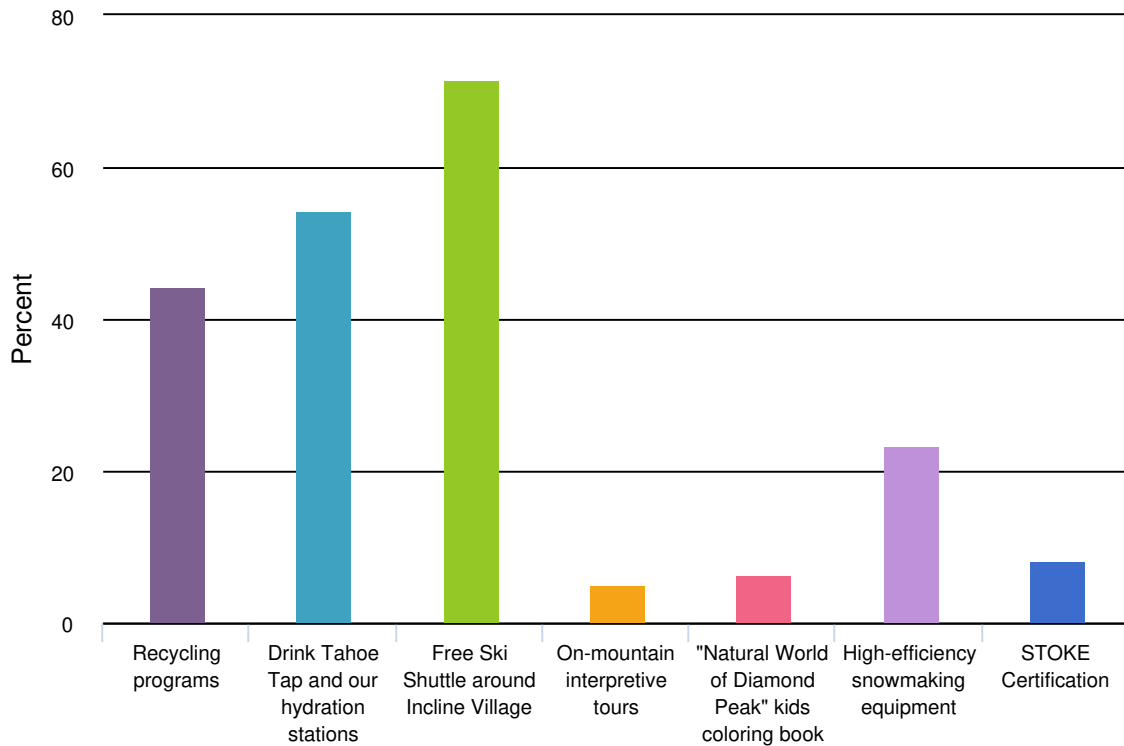
51. Please rate the service provided by our Rental Shop staff on a 0 to 10 scale (10 = best)

NPS® Score: 56.8



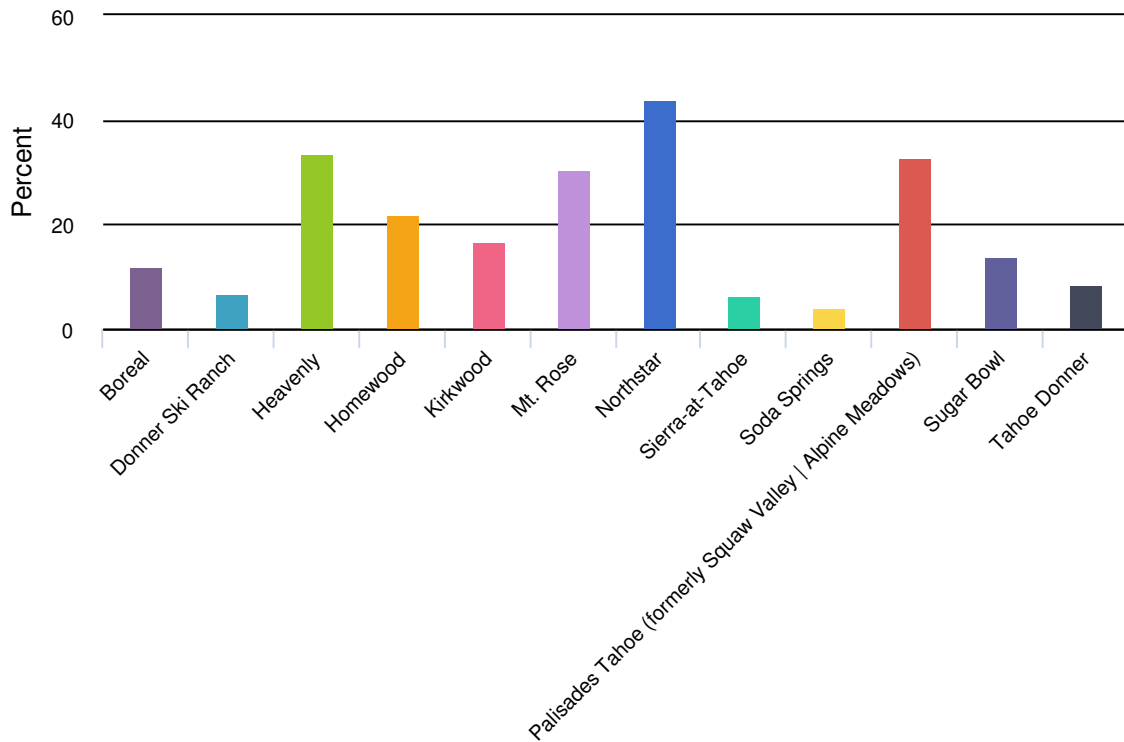
Totals: 763

53. Were you aware of or informed of the following sustainability initiatives? (select multiple - all that apply)



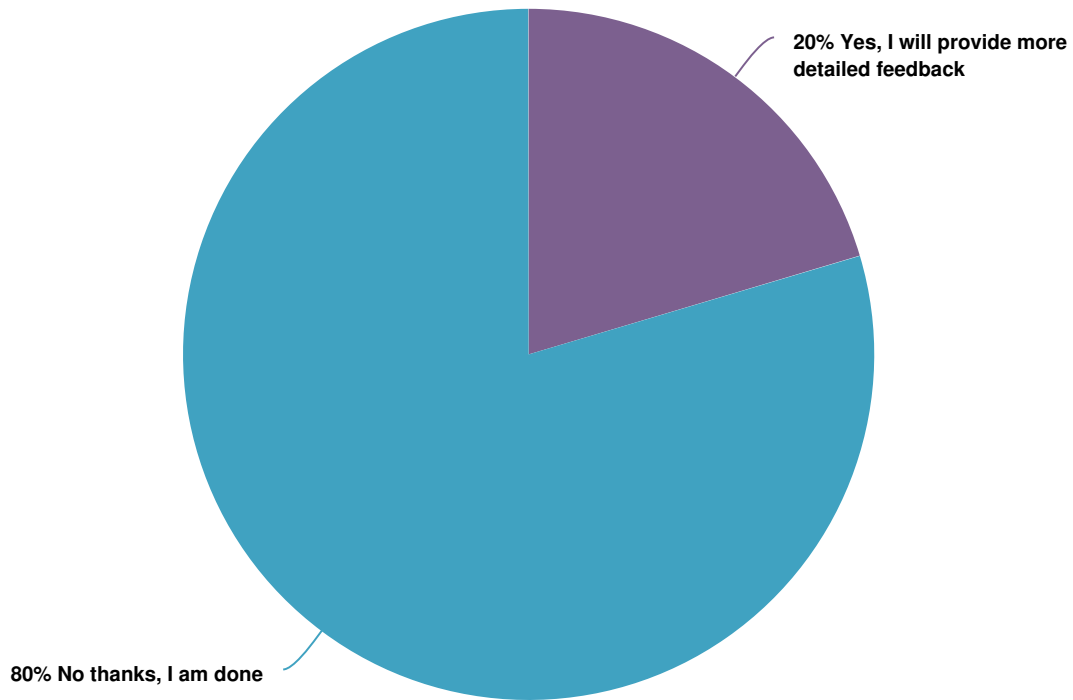
Value	Percent	Responses
Recycling programs	44.4%	530
Drink Tahoe Tap and our hydration stations	54.4%	650
Free Ski Shuttle around Incline Village	71.5%	854
On-mountain interpretive tours	5.1%	61
"Natural World of Diamond Peak" kids coloring book	6.5%	78
High-efficiency snowmaking equipment	23.3%	279
STOKE Certification	8.3%	99



55. What other Tahoe ski resorts have you or will you visit this season?
(choose all that apply)



Value	Percent	Responses
Boreal	11.9%	153
Donner Ski Ranch	6.6%	85
Heavenly	33.5%	430
Homewood	22.1%	284
Kirkwood	16.7%	214
Mt. Rose	30.4%	391
Northstar	44.1%	567
Sierra-at-Tahoe	6.3%	81
Soda Springs	4.0%	52
Palisades Tahoe (formerly Squaw Valley Alpine Meadows)	32.8%	422
Sugar Bowl	13.9%	178
Tahoe Donner	8.6%	111

58. Thank you for taking our survey. If you would care to provide more in-depth details about your experience at Diamond Peak, please click "yes" below. Otherwise, just select "No thanks" below.

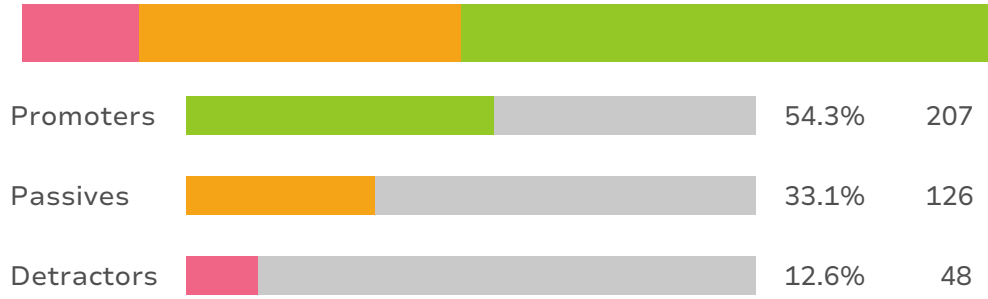


Value		Percent	Responses
Yes, I will provide more detailed feedback		20.4%	370
No thanks, I am done		79.6%	1,441

Totals: 1,811

59. Please rate the quality of the grooming on the day you visited (10 = best)

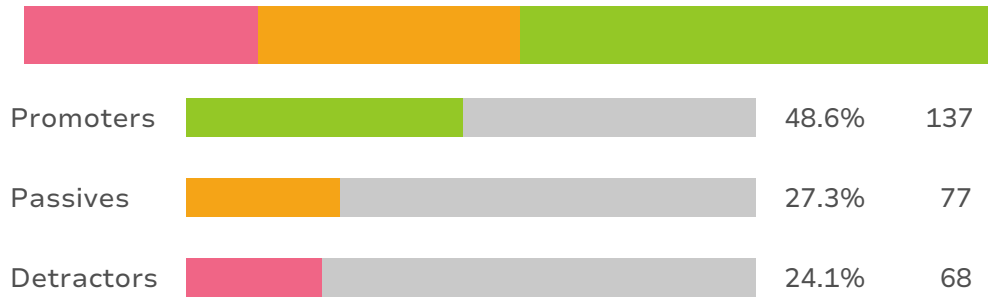
NPS® Score: 41.7



Totals: 381

61. Please rate the quality of the terrain park on the day you visited (10 = best)

NPS® Score: 24.5



Totals: 282

63. Please rate your experience with our Lift Operators (10 = best)

NPS® Score: 65.8

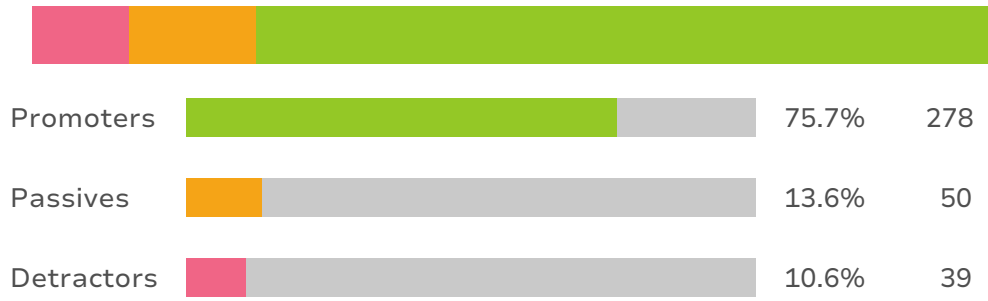


Promoters		72.3%	276
Passives		21.2%	81
Detractors		6.5%	25

Totals: 382

65. Please rate your experience with our Guest Services/Ticketing employees and Hosts (10 = best)

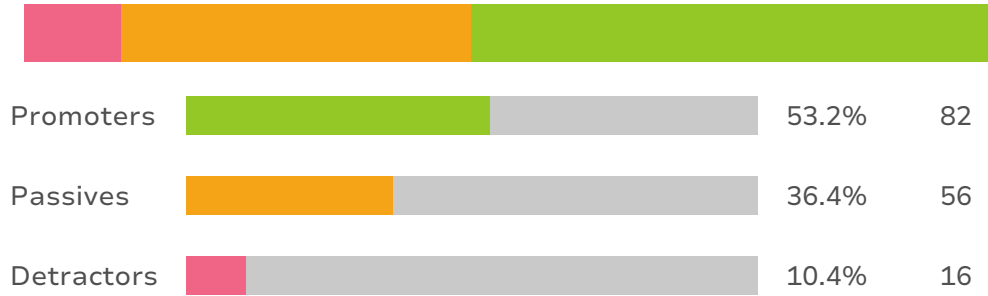
NPS® Score: 65.1



Totals: 367

67. Please rate the quality of the service at the Base Lodge Provisions Food Court (10 = best)

NPS® Score: 42.8



Totals: 154

69. Please rate the quality of the service at Wild Bills BBQ (outside on Base Lodge sun deck) (10 = best)

NPS® Score: 66.7

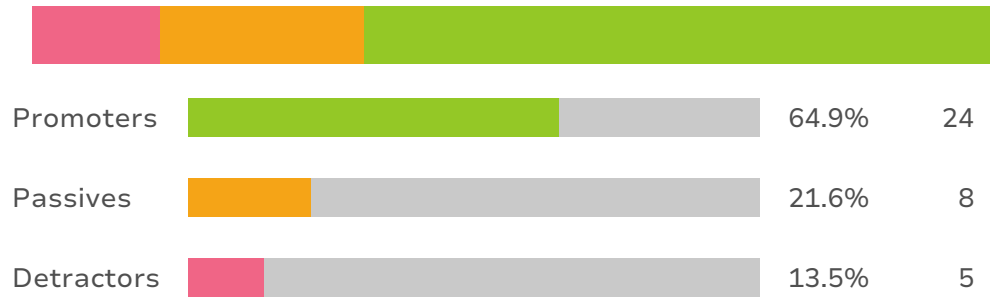


Promoters		77.8%	14
Passives		11.1%	2
Detractors		11.1%	2

Totals: 18

71. Please rate the quality of the service at the Lightning Grab & Go window (10 = best)

NPS® Score: 51.4



Totals: 37

73. Please rate the quality of the service at the Loft Bar (10 = best)

NPS® Score: 70.5

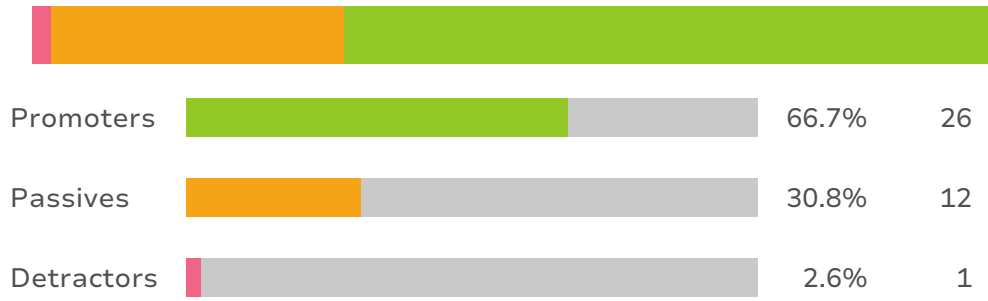


Promoters		79.5%	62
Passives		11.5%	9
Detractors		9%	7

Totals: 78

75. Please rate the quality of the service at the Upper Deck Snack Bar
(10 = best)

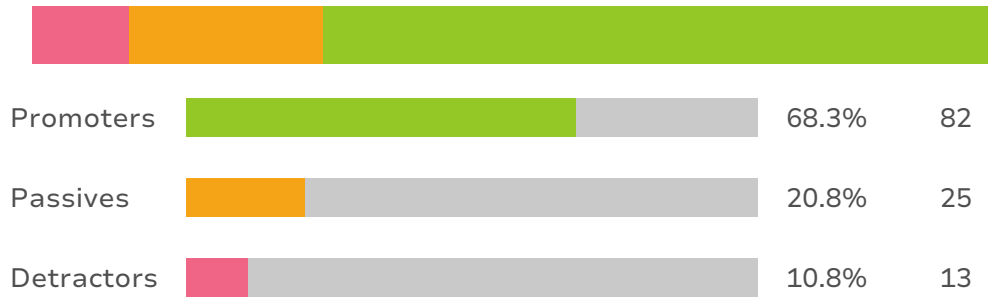
NPS® Score: 64.1



Totals: 39

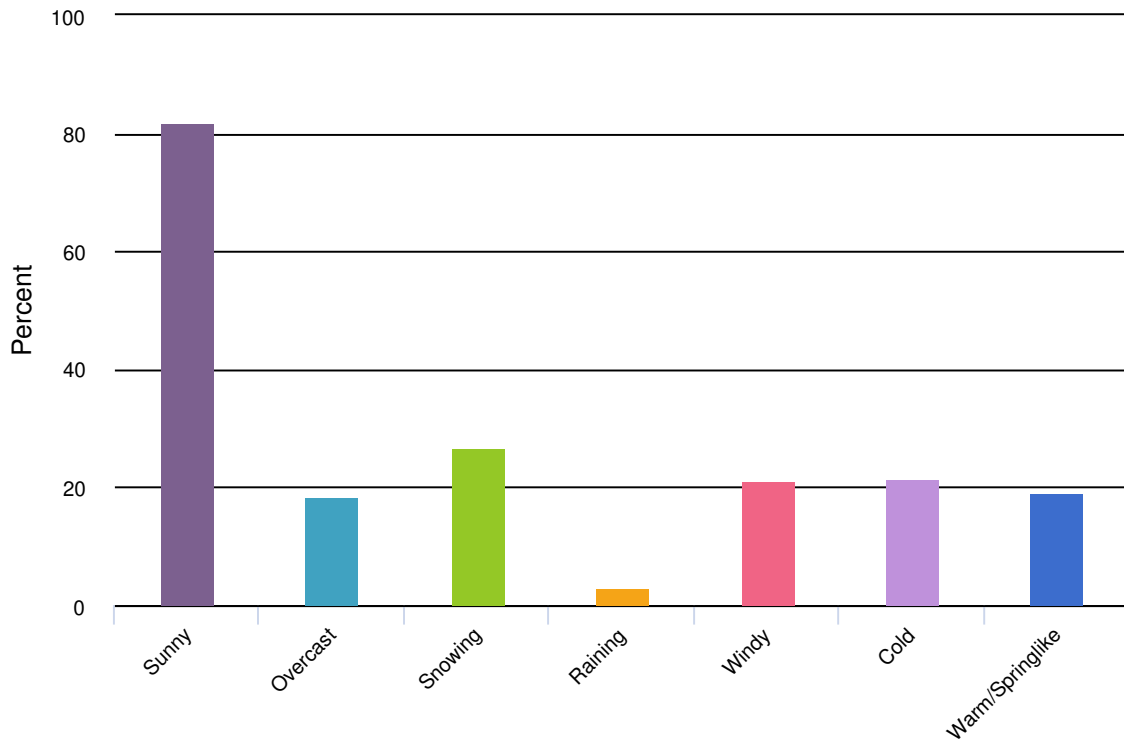
77. Please rate the quality of the service at Snowflake Lodge (10 = best)

NPS® Score: 57.5



Totals: 120

79. What were the primary weather conditions on the day you visited?
(choose all that apply)



Value	Percent	Responses
Sunny	81.8%	324
Overcast	18.4%	73
Snowing	26.8%	106
Raining	3.0%	12
Windy	21.2%	84
Cold	21.5%	85
Warm/Springlike	19.2%	76