

<i>Route</i>	<i>Resident</i>	<i>State</i>	<i>Comment</i>
1	Yes	ME	The bus service can't get much better!
1	Yes	ME	Make a route through the Crooked Road please.
1	Yes	ME	It's wonderful. Thank you. You have made my working in Bar Harbor easier because of your service! I appreciate it!
1	Yes	ME	It would be helpful if a bus went down the Crooked Road.
1	No	Russia	How about buses to Cadillac Mountain?
1	No	MI	Great service! However, the timing of connections between routes 1 and 7 is a little off at 3:45 p.m.
1	No	FL	Great service. Keep it up.
1	No	NH	If a \$.25 fee per person is needed to help financially, go for it.
1	No	MO	A bus to Cadillac Mountain would be great for sightseeing and for hikers wanting to combine trails. The bus is perfect for couples who want to go in two different directions.
1	No	NC	A small fee, e.g. \$1.00 per round trip, should be charged per person.
1	No	ME	I feel that at night it might be possible to continue to run the Campground bus every half hour, not every hour.
1	No		Buses need to be where they say they are going to be when they are supposed to.
1	No	MA	Since every bus I've been on has been jammed, it seems like you need to have more buses available as needed.
1	No	MA	No drivers over 60. More buses. Larger buses. Air conditioning.
1	No	NY	Bus service is PERFECT!
1	No	NY	This service is wonderful! It really allowed us to see the entire Island without ever getting lost. The bus drivers were friendly and extremely helpful. We would consider this service a value even if there was a required fee, i.e. \$5.00 for an unlimited weekly pass.
1	No	CT	Excellent on-time service. Most drivers were very helpful and courteous. A delightful trip - made getting acquainted with the area a delight.
1	No	ME	We think it's great. Thanks.
1	No	Canada	We found the bus service made getting around the island easier. The traffic levels are bad and parking is difficult.
1	No	ME	That they run longer, through September-October.
1	No	Canada	Excellent service, greatly appreciated.
1	No	ME	We like that we can go into town without parents because we can't drive. Thanks.
1	No	England	On one or two late night (hourly) services the bus left several minutes early.
1	No	NJ	You need to decide if this is a "free" service or not. In our campground there is a sign which says the shuttle now requests a \$2 "donation" per person. If this is true, campgrounds shouldn't advertise a free courtesy shuttle.
1	No	NY	Air conditioning on bus would be a plus. Rack for tandem bike.
1	No	NY	Real nice service for vacationers. Good for my teenagers to use while camping on the island.
1	No	MO	I believe in a small charge, say \$.25 per ride, but keep the buses.
1	No	NY	Thanks for providing this service!
1	No	NY	The service is very convenient.
1	No	NH	I like the service. Should have a cooler full of drinks to buy.
1	No	IL	I strongly feel that the Island Explorer bus services are perfectly fine the way they are.
1	No	CT	Better air conditioning.
1	No	NY	Excellent means of decreasing congestion on MDI. Thank you!
1	No	NY	Excellent!
1	No	WV	Very nice service. We were unaware it existed. Thanks.

1	No	PA	The service has improved each year. You need a 6:30 p.m. Route #1 bus and an earlier morning bus would be good too, at sunrise. Thank you.
1	No	NJ	We love the bus! Best kept secret – we didn't know about it until we got here. Very helpful to see more in less time with bikes.
1	No	TX	Enjoyable service.
1	No	ME	Make the schedules easier to understand.
1	No	France	This is a great idea. No more cars. Preserve your park. Thank you so much for your service.
1	No	NY	Stops should be advertised so that one has a better orientation.
1	No	NJ	Night-time service heading out of town should be more frequent (too crowded).
1	No	TX	Much needed service – THANKS! Could try an early bus – to see the sunrise at Cadillac Mountain.
1	No	MI	I would like to see at least two of the buses run year round. This is my only mode of transportation, and the rest of the year I have none.
1	No	MD	The buses are very important because of not enough parking.
1		NJ	More bicycle room.
1	No	Germany	You need more buses on Route #1 in the early morning. Early a.m. buses are full when they stop at Bar Harbor Campground (going intown). It seems that 9-9:30 a.m. is a popular time!! A modest charge added to park entry fee would be appropriate – then show receipt for all.
2	Yes	ME	How about an Island Explorer bus to Ellsworth? Keep up the great work. These buses are a Godsend. It is nice to have a free service to take you to your destinations.
2	No	MI	The campgrounds are charging a premium fee for VERY marginal sites/services. They can provide funding for the bus service.
2	No	NY	The bus driver Carol is very friendly and nice.
2	No	PA	Good service and the price is right!!
2	No	CA	Add a bus that starts at Bernard at 8:00.
2	No	MA	Marvelous service!!!
2	No	NY	Carol is friendly and knowledgeable.
2	No	OH	Good for keeping car traffic to a minimum. Very convenient. All Parks should consider this type of service.
2	No	RI	Excellent service.
2	No	MD	Great trip. Clean buses.
2	No	NC	More quiet side routes. Route to Winter Harbor area.
2	No	MI	We found this to be an excellent service. We thank you for providing it!
2	No	OH	Excellent solution to accessing Bar Harbor and Park areas.
2	No	NY	Bigger buses if possible.
2	No	MD	Have an onboard bathroom.
2	No	CT	Need air conditioning on bus.
2	No	FL	Hotel made us aware of bus – tried it and liked it. Needed an extra bus on Sand Beach route in p.m.
2	No	PA	It's great. I would pay a minimal fee to avoid the hassle of parking. We usually only ride one-way.
2	No	RI	Fantastic service. Eliminates trouble of looking for a parking space.
2	No	OH	It's great that this even exists for us car-less travelers.
2	No	OH	It worked great for us!
2	No	NJ	Courteous drivers. Convenient service to downtown. We've enjoyed using it!
2	No		Thanks for using propane and for the frequency of stops and for NO CHARGE! I'll come back, partly because of Island Explorer.

2	No	IA	In four days we only drove when the routes weren't early or late enough. What an improvement from previous Acadia vacations! GREAT SERVICE! Outbound campgrounds should start earlier. Jordan Pond should go later (restaurant hours). Ask passengers to inform driver ahead of time for special stops – much easier than the not-infrequent frantic bell-ringing and shouting, "Stop, stop!" Park Service could increase entry fees to help support buses.
3	Yes	ME	A timepiece by the schedule would help. Run the bus longer – until Columbus Day, maybe.
3	Yes	ME	Buses are really helpful, thanks a bunch. You should go down the Oak Point Road in Trenton.
3	Yes	ME	Provide more buses for overflow passengers. Hire kind and helpful, consistent drivers. Provide better air conditioning! Too hot! Keep the seating clean. Clean the bus. Provide snacks and beverages.
3	Yes	Hungary	I'm very happy that I can use these buses for free and I can see everything on this island with Island Explorer.
3	Yes	ME	Thank you. Have a nice day.
3	No	NY	I will have to experience it first and then I will be able to offer objective suggestions.
3	No	CO	It's great. Don't improve. It will give it the overkill.
3	No	PA	Thanks! It is a very enjoyable ride!
3	No	ME	Try to get bigger buses and more seats.
3	No	NY	It is great as it is.
3	No	MD	It's excellent and make our vacation more enjoyable. It's great to park our car at the inn and leave it there!
3	No	Switzerland	Big compliment. Go ahead! Thank you. Higher taxes for private cars.
3	No	MA	Different color buses for different routes.
3	No	OH	Thank you.
3	No	Germany	Service is perfect.
3	No	MA	Allow drivers to receive tips.
3	No	MD	I wouldn't mind purchasing a bus pass if necessary.
3	No	CT	We are very impressed with the service and we hope it continues free of charge.
3	No	Australia	Excellent service which has prompted us to stay longer and we will come back next year.
3	No	England	Anything that keeps some of those cars off the road is vital for the Park. Motorized scooters should not be allowed on the carriage roads!
3	No	WI	Keep it going! I use it to get to work and everywhere else on the island. Without it, I'd be stranded on the backside. Your drivers have made my summer a lot easier by going out of your way for me a lot. I love you guys for it. Please continue this service. The fact that it's free is also wonderful, since I use it multiple times every day. The only suggestion I have is to add more buses to the Southwest Harbor run to make trips more often than every hour and a half. It adds a lot more flexibility to the passengers' days. But I do understand that it is a long route and you have several buses on it at once already. Overall, keep up the good work!
3	No	NJ	It's a wonderful idea that should be copied everywhere. Perfect for a resort/recreation area!
3	No	CA	Great service! It's comfortable and already a very good service, I have no further suggestions.
3	No	PA	The service is greatly appreciated. The downtown area as well as some attractions are very congested. The bus service eliminates the frustration of trying to find parking and therefore means a better vacation experience. Also appreciate the effect on preserving this rich environment!!
3	No	MI	Please continue this great service!

3	No	PA	This is our first visit using these buses. We are quite impressed. It is so easy to get everywhere. We are staying a a location between two stops. The drivers are great at picking us up and leaving us off at our motel.
3	No	CA	Thanks!
3	No	Guam	This is a wonderful and much-needed service. The Park should continue its effort to reduce the number of cars in the Park.
3	No	NC	Might leave a donation box for those who want to contribute to expense of running bus.
3	No	MI	We rave about it all year!
3	No	MA	Add another hub – say at Mt. Desert Campground – to go on other bus routes.
3	No	IL	Definite need for additional and more frequent service to campgrounds in the morning and evening. People were unable to get on because the bus was full!
4	Yes	ME	You are providing a very helpful service to visitors to the island.
4	Yes	ME	There should be more places that the bus stops.
4	Yes	ME	I like most of the bus drivers but only one I have disliked! This is awesome what you guys are doing.
4	No	ME	Staying at the Somes Sound Campground. Please cut through red tape and get bus there. I should be able to leave my car there rather than the visitor center.
4	No	MA	You should add a run up to the top of Cadillac for families with young children that can't make it back down.
4	No	NY	Interconnecting shuttle.
4	No	FL	Driver very personable; witty and welcoming.
4	No	VT	Keep up the great service. Bus drivers are very nice.
4	No	MA	We appreciate that the buses will stop for passengers along the road (not just at the bus stops).
4	No	Canada	In the information, explain that "hail & ride" is possible if you are not at a designated stop. Great service!!
4	No	MD	Buses start too late for morning bird watching tour.
4	No	IA	Wonderful feature.
4	No	MD	Excellent job for a much needed solution to the traffic problem. What a great example you're setting!!
4	No	TN	Another time I rode, I didn't know how to use the bike rack (Bubble Pond) and the driver wouldn't help – very frustrating! Other than that – great system!
4	No	PA	Please make the schedule easier to understand. Thanks! The bus is very clean and the driver is very friendly!
4	No	CT	An essential service to keep cars off the road. Keeps cars away from town causing a reduction in the parking dilemma. Convenient to tourist attractions.
4	No	NY	Keep up the excellent service.
4	No	CT	Installation of time machine in bus would be useful.
4	No	VT	Great. Keep it up!
4	No	CT	Nice.
4	No	OH	Great idea, especially with bike racks.
4	No	NY	Well done!
4	No	NY	1) Possibly adding additional capacity for bicycles on each bus. 2) More interchanges between bus routes.
4	No	CT	Have more time slots (later and earlier). More locations (Long Pond),
4	No	NY	I feel this is an excellent solution to the vehicle congestion and pollution emitted by the vehicles. It is also a positive solution.
4	No	NY	Very important service. We know retired people who will be visiting Acadia only because there is a shuttle service.
5	Yes	ME	Super service – Keep it up!

5	No	PA	Thank you very much for this excellent service. It has made traveling with a large group incredible easy and it makes all parts of the park easily accessible, with less wear and tear on the park. No stress with parking. It's fantastic! Plus it saves our park! We would take it anyway, but free service is probably key to attract and retain passengers.
5	No	England	This service is a wonderful idea. Convenient, simple to use and saves pollution, traffic hassle and time. You are light years ahead of us Brits!
5	No	NY	Special Blackwoods buses with extra space for carrying gear. Parking area for daytrips in Bar Harbor (in the vicinity of the Village Green).
5	No	CA	Curtail cars and add buses.
5	No	OH	First time user. Most impressed with the service.
5	No	MA	Keep up the great work – even if it means imposing a fee!
5	No	NJ	I hope the buses will continue to run. There are too many cars on the island. Thank you.
5	No	NY	Great – I didn't want to rent a car. Although less convenient than having a car, this is much easier on the environment – very important to me.
5	No	MN	We enjoyed the convenience of using the Island Explorer. Without it, it would have been much harder to get around and we would not have seen the area so well.
5	No	MA	A stop at Pond's End, Long Pond would be excellent. I have had drivers go by bus stops without even slowing down to look for passengers (me) to pick up.
5	No	NY	Always on time!! Very reliable.
5	No	NY	It's been six years since I've been here. I think this is wonderful. Now, if we can only get a shuttle (for cost, OK) from Bangor to Bar Harbor I won't need a car at all!
5	No	VA	Good idea! Keep it going!!
5	No	VA	Route to top of Cadillac Mountain?
5	No	NJ	It's excellent.
5	No	NH	Increase frequency of Brown Mountain bus. Encourage drivers to talk – point out sights. Your drivers are just excellent. I'm amazed that you can consistently find such patient, good-natured folks. Good job!
5	No	Poland	Excellent idea.
5	No	OH	It is the best way to travel and view the park.
5	No	FL	Thanks.
5	No	Canada	Bicycle racks and wheelchair ramps are great. A small "Island Explorer" sign pointing direction and distance where Cadillac Mountain South Ridge Trail enters campground. By going the wrong direction we almost missed the bus but happily caught it.
5	No	IL	Great idea. Haven't started car for two days. So far have not found a destination I wanted to go to that you did not go to.
5	No	ME	This is a great service! Thank you.
5	No	CA	1) It is a huge benefit – wish more people learned to use it. 2) Would like an earlier run for down hikers, bikers. 3) Would like Cadillac Mountain run.
5	No	CA	Seat belts are excellent.
5	No	MD	Very, very convenient! Thank you much for the free rides!
5	No	CT	Do not allow cars on Park roads and increase frequency and destinations of buses.
5	No	FL	It's great!
5	No	ME	Keep it up!!
5	No	IN	Have Wildwood Stables post a full sign outside so people will not get off the bus if they are not able to get a carriage ride for several hours.
5	No	NJ	We were happy to see the buses. Have not been here for a few years and this was a nice addition.
5	No	OH	All parks should do this.
5	No	WI	Wonderful service!
5	No	CT	First time – may have comments later.
5	No	MA	Great idea. Please keep it.
5	No	England	It's a great way of decreasing car traffic – please keep it!

5	No	Canada	You should have a bus that goes straight from Northeast Harbor to Bar Harbor.
6	Yes	ME	I ride a lot because I have a suspended license. I think that the buses are awesome. Thank you.
6	Yes	ME	Thanks for picking me up.
6	Yes	ME	Southwest Harbor run should be more convenient – more frequent and should skip Manset and Clark Point. Also, no more 10-minute layover at the ferry terminal! Turns a 25 minute drive into an hour and a half ride.
6	No	NY	Thank you, thank you. The drivers are so friendly and helpful.
6	No	MA	We found that most of your drivers are nice, but there are 2 or 3 that are bad apples.
6	No		The Island Explorer is a fantastic service that helps residents, tourists, and the environment. I applaud your efforts.
6	No	IL	It is an excellent service as is!
6	No	ME	Keep up the good work.
6	No	CA	Broader schedules. Perhaps another route to the far side. No complaints. This service has served me very well. Thank you.
6	No	ME	Publish mailing address for donation. (Travelers like to keep their cash.)
6	No	NY	More frequent service.
6		ME	It would be nice to have later service (to return from Bar Harbor after dinner) and it would be nice to extend Route #1 to Ellsworth's Mall. And maybe to make Route #1 cross Route #7, but this last is less important. Also, a \$.25 fee would be very easy to pay and still very affordable, but not more.
7	Yes	ME	Bar Harbor to Southwest Harbor needs a few more runs at strategic times. Sometimes there is not sitting or standing room. The air conditioning is an overkill. It's often too cold.
7	Yes	ME	Year round service. All cars park off island in the summer.
7	Yes	ME	I just moved here. The bus is a real help until I get my car! Drivers are very friendly. As a regular passenger I have become friends with many of them!
7	Yes	ME	More buses on the Southwest Harbor route.
7	Yes	ME	I think that they should have a bus go around the backside, because I like Long Pond, but can't get there.
7	Yes	ME	Have a route from Trenton that goes to Southwest Harbor, or something else that goes through Town Hill.
7	Yes	ME	Snack shack at Village Green.
7	Yes	ME	I think a quarter should be charged to ride, most everyone can spare a quarter and it would definitely add up.
7	Yes	ME	More frequent service on the Southwest Harbor/Tremont run. Maybe an evening commuter run? Need day use parking. Maybe advertise the high school (instead of Mt. Desert Campground transfer) and ANP Headquarters next year.
7	Yes	ME	You could have a seasonal residents pass at the same cost as the park entry fee.
7	No	NY	Thank you for providing this service.
7	No	NC	Times the bus comes to Bass Harbor Ferry Terminal do not really coincide with the ferry schedule. We had to wait an hour for the bus after the ferry arrived, then the driver went back to the terminal after a couple of other stops. We were supposed to be in Bar Harbor by 10:30 a.m. but were back at the ferry terminal then.
7	No	VT	Share the cost between rider (fee for service) and National Park Service. Possible charge parking fees for autos in town, at NPS parking sites. We'd like more bike racks. Especially at bus stops.
7	No	NJ	More promotion by locals. Most locals are not very knowledgeable about bus service and do not seem enthusiastic about supporting the service.
7	No	NY	Encourage bus service by promoting use to locals. Discourage or ban vehicles in and/or around park. Too much vehicle traffic and pollution.
7	No		More buses at this time of year.
7	No	MA	Too much time driving into driveways. Can't people be out closer to the road?

7	No	PA	I think the buses are a wonderful idea and keep congestion out of the park. I wouldn't object to a weekly park admission fee to ride the bus.
7	No	NY	We would like to have a bus which can bring us to the mall (so we can go to the supermarket and Chinese restaurant).
7	No	VA	Tipping should be permitted, considering the excellent drivers on the Island Explorer.
7	No	PA	Give more info about stops.
7	No	FL	Service to Summit House will be appreciated. Encourage donations on bus.
7	No	CA	Tell about each stop for tourists, points of interest.
7	No	AZ	We would have been willing to pay for a weekly bus ticket (\$10-\$20) whilst here.
7	No	UT	A bus to Ellsworth would be a great addition.
7	No	CT	More bike capacity.
7	No	IN	More parking restrictions and fees would get more people on the buses, making everyone's quality of vacation higher. No free parking in the park!
7	No		I wouldn't mind paying a fare for more frequent and later service. Later service would be convenient for employees of restaurants.
7	No	NY	Nice job!
7	No	England	Very enjoyable tours/routes! Using the buses really helped us to see and visit a lot more of the island! We got to see the natural beauty of the island for free.
7	No	MA	It would be great if the service continued later on into the season - October.
7	No	VA	Consider running Route #5 through 10:00 p.m.
7	No	Brazil	I'm from Brazil and I like everything. Thank you very much. I enjoy a lot. (I am so sorry about my English!!)
7		ME	Buses and staff are wonderful.