

Island Explorer 2010 Onboard Survey - Passenger Comments

Do you have any comments about the Island Explorer, or suggestions for improving the service?

L.L.Bean has pledged two million dollars to Friends of Acadia for the Island Explorer to help protect Acadia National Park. Do you have any comments about L.L.Bean's contribution?

<i>Route</i>	<i>Local Resident</i>	<i>State</i>	<i>Bus Service Comment</i>	<i>L.L.Bean Comment</i>
1	No	England	Evening service for Acadia Park hiking would be very handy (until dark). Drivers being allowed to pick up passengers when deemed safe away from bus stop. Web site good.	Get additional sponsorship to keep costs down. (One side of the bus timetable could be ads, for example. And charge a lot! Better few expensive advertisements than lots of cheap ones. They will pay!)
1	Yes	ME		Thank you!! It's nice to have a business that supports the areas it serves.
1	No	Kazakhstan	Add a first Campground bus from the Village Green at 7:00 a.m. or 8:00 a.m. please.	
1	Yes	ME	This year the stop pull wire was rarely functional.	Thanks!
1	No	ME	Very helpful, nice staff. Best bus service in New England!	It is a huge help to those of us with low income who wouldn't be able to go places without the bus.
1	No	MA		Very nice!
1	No	NY		Keep it going.
1	No	ME	Have bus drivers know more places on their route.	Thank you.
1	No	ME	Wonderful service.	Thank you!
1	No	Denmark	When I get off the ferry from Cranberry Island in Manset I have to wait 35 minutes on the bus. Maybe you could change the bus schedule so it fits the ferry schedule a little better.	
1	No	Ontario	A wonderful convenience for RV's.	
1	No	NY	Buses and roads too bumpy.	Wonderful!
1	No	FL		That's a very good thing to do. Keep it up.
1	No	Jamaica	Keep doing the good job you are doing and it would be nice to have more connecting buses in Ellsworth weekly and also more scheduled service to Bangor.	That is a very wonderful idea.

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1	No	NY	Can see so much more - don't worry about traffic, parking, see more because you sit higher up. Helps the environment. Love your area! I have been 8 times, 3 weeks each. Couldn't do much better. Thank you!!! I have been on all routes except Eden Street and Bike Express.	Great!
1	No			Thanks!
1	No	MA	I work on the island and rely on the buses to get around because I have no car. The same is true of many of the island's foreign workers.	
1	No	NJ	Wish it would go up Cadillac Mountain. Not real clear on how to transfer, based on map. Hope it's easy to grasp as we use the system.	Great! We're riding the bus to help diminish pollution.
1	No	Quebec	Your site is very beautiful.	
1	No	MA		Excellent. More companies should do the same.
1	No	Russia	Your service is excellent. Thank you.	
1	No	MD		Thanks.
1	No	PA		Wonderful gesture.
1	No	NY	Very helpful in getting around. Saves on driving wear and tear.	
1	No	WI	Nice to ride, public parking is scarce and difficult to find! Not car friendly. Nice to have another option for travel on the island. Great job! Thanks.	Great. Wish more companies would contribute to National/State parks to allow services for entire public to use and protect the area for the future generations.
1	No	IL		Yea L.L.Bean. Great service!
1	No	NJ		Thank you.
1	No	MA	Bus to top of Cadillac Mountain for seniors/handicapped people.	
1	No	PA		Loved it!
1	No	NY	Great that dogs are able to board.	Great to see a great company give back.
1	No	MD		Thanks.
1	No	MD	It is a good idea to let dogs on.	
1	No	TX	Better shock absorbers for bumpy roads. Some buses should only go between Visitor Center and Bar Harbor to alleviate crowding.	Great public relations.
1	No	Serbia	My opinion is that buses should be more comfortable. That's my first experience in USA so you are good. P.S. The road is very bad.	I'm new here, sorry!!

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1	No	ME	1. State in flyers that bus can pick up only "where it's safe to pull over "off the road" and not just "where it's safe." 2. Put a bus driver on the DOT Route 3 Advisory Committee that just started.	Critical to provide this service. Thanks!
1	No	RI	Always overcrowded, but hey, it's free, right?	
1	No	VT	Grateful for the service. Thanks!!	Thanks!!
1	No	MA	We are very pleased with this service.	They are a great company. Thanks.
1	No	FL	Great way to reduce congestion in Bar Harbor.	Thanks L.L.Bean, we appreciate your contribution!
1	No	NC	It has made it possible to hike up and then down the other side on trails (rather than come down the same way I hiked up). Also able to park at Bar Harbor ball field and bus to Ranger hikes.	
1	No	IL	I live at the Oceanarium and every time I call for a bus they are very good about picking me up!	Wonderful service.
1	No	Russia	I'm satisfied with the service! But I'd like you to extend the time limits for some routes, such as Sand Beach.	Thank you, L.L.Bean!
1	No	NH	Without the service we would not be here. Please keep it in service!!	Fantastic store.
1	No	NH	It is a blessing to have this service. Without it we could not be here. This is the most beautiful national park of all.	Thank you!
1	No	MA	Drivers were nice & courteous.	Awesome.
1	No	NY		Thank you!
1	No	MA		We greatly appreciate their contribution to our environment through this program.
1	No	MA		It's great.
1	No	NY	Enjoyed. Easy.	That is great. Shop at L.L.Bean!!
1	No	NY		Thank you.
1	No	VA	Trip planner based on sights and time at Bar Harbor.	Awesome! Thank you.
1	No	Philip pines	Good job!	You help a lot of people.
1	No	Brazil	Some bus drivers act like God.	You don't pledge if you can't earn at least three times more... So...
1	Yes	ME	Everything is fine.	Excellent.
1	No	FL	Great!	Thanks!

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1	No	Jamaica	Need more buses to increase service to Ellsworth.	
1	No	Nether lands		Commendable.
1	No	VA	You are doing a great job! Thanks for new buses and racks for more bikes. Drivers are very helpful!	We support L.L.Bean, knowing the good they are doing for the park.
1	No	China	The drivers are very kind! Thank you all very much!!	It's very great.
1	No	Quebec		This service is a very wise idea. We adopted it! We felt bad to use our car when there's free bus everywhere.
1	No	CA	Bus with better suspension.	Yes, I don't like it, because they say no commercial publicity in the park.
2	Yes	ME	No eating on bus. Passengers should refrain from using profanity.	Thank you.
2	No	PA	The service is good.	I think that is awesome.
2	No	CT	There have been several of us using this service since Sunday. It is great!	
2	No		Good job! Keep up the good work!	Thank you!
2	No	PA	The bus is great.	That's great. They do awesome stuff.
2	No	MA		Fantastic!
2	No	NY		Makes me view the brand favorably.
2	Yes	ME B	95% of drivers are friendly and helpful and follow designated route. A very few are a bit independent minded about who they should pick up or which route they'll take. Some passengers have been very inconvenienced. Luckily, I have not been.	A great service to the community!
2	No	NH	Drivers are always very friendly and helpful.	Nice to see a company this size giving back to the tourists.
2	No	TX		Thank you very much!
2	No	MA		Great.
2	No	NC		That is an awesome thing.
2	No	NJ		I think it's wonderful the company is helping this park.
2	No	NY		I think it's an important and vital community service. Thank you.

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2	Yes	ME	More service to the backside. One bus is not enough. Maybe one that goes up the backside of the island?	Thank you very much. It saves gas and time almost every day.
2	No	NJ	It is a very good idea! Please continue it. Thank you.	
2	No	Ottawa		Awesome!
2	No	PA	Made our visit much more enjoyable. We will return.	I support it.
2	No	MI		Thank you very much!
2	Yes	ME	Great service, good people, keep it up!!	You would be in tough shape without it. More pledges should be solicited. Does the Jackson Laboratory contribute?? Hard to write while bus is operating, sorry!
2	No	MA	Great service. Relieves traffic and congestion. Very convenient.	
2	No	NY	Excellent!	Spectacular!
2	No	France	Very good idea! Thank you!	
2	No	NJ		Excellent!
2	No	VA		Great!!!
2	No	PA		Wonderful idea!
2	No	VA	This is our first trip.	Impressive.
2	No	NY		Private sponsorship in this case is a good thing. Ad space could help subsidize the cost of running the buses and take the burden off people paying for the park pass.
2	No	Israel	Keep up the great job.	If they'll lower their prices it will be more friendly to society.
2	No	Russia		I don't know them.
2	No	Russia		
2	No	PA	Consider publishing your route schedules in a pocket-sized format to aid in easy carrying while sightseeing. Great service!	Makes me feel differently about them. I knew it was a great company, but this pledge of support will make me pick up my catalogue and purchase!
2	No	MA	Excellent service.	Good idea.
2	No	CT	Add more buses in the evening and extend service until 11 p.m.	I think it's a wonderful program.
2	No	Ontario	More buses on Eden Street route during evening hours: 9 p.m. and 10 p.m. Better suspension on buses.	

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2	No	South Africa	Great service. Congratulations.	Well done, LLB!
2	No	OH	All buses every 15 minutes during peak season - all day.	Terrific example set by L.L.Bean. Thank you!
3	No	MO	Awesome, makes a person slow down and reflect and plan. Great to reach all locations of MDI.	Awesome commitment.
3	No	CT	Check that seatbelts are working - sometimes they are jammed and not usable.	Thank you. Very helpful for those without a car.
3	No	SC	Would like to see Bike Express to more locations.	Thank you.
3	No	GA		Love L.L.Bean - I am a customer.
3	No	PA	Ban cars in the park.	
3	Yes	ME	Good - great - super.	THANK YOU!
3	No	NY	Electric buses?? Reduce any other traffic in the Park.	GREAT!!! We want more CEO's like L.L.Bean's!
3	No	MA		It is very generous.
3	No	NJ	The bus drivers have been extremely friendly and amazingly accommodating. Very impressive - always on time also. Suggestions: (1) Bus to Cadillac Mountain. (2) Smoother road surfaces. (3) When buses are full, don't waste time going to each stop.	Thank you very much for your sponsorship. We enjoy many L.L.Bean products at home in New Jersey.
3	No	NJ	The service is very convenient and the drivers are very accommodating and friendly. Possibly add buses to the Campground route.	Excellent!
3	No	NJ	The Campground route gets full and cannot accommodate all the stops.	L.L.Bean does nothing but help make your stay and sightseeing enjoyable!
3	No	ME	Excellent service.	Thank you L.L.Bean.
3	No	GA	It's wonderful.	Great!
3	No	NH	The atmosphere is generally very pleasant and enjoyable. This atmosphere adds to a beautiful trip, rather than a stressful trip.	We are very grateful for their generosity. Free is great, but a small fare would be acceptable.
3	No	NJ	Great work.	Thank you very much.
3	No	FL		We like what L.L.Bean is doing, and we are strong supporters of their business.
3	No	Philip pines	Excellent.	Great.
3	No	VA		Thank you L.L.Bean.

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3	No	ME	Keep the island green.	As usual, L.L.Bean is doing the right thing.
3	No	NC	This is my first time using your service. Very positive experience.	Hooray for L.L.Bean! They convinced me to be a customer for life.
3	No	NY		Awesome.
3	No	ME		Outstanding Maine company committed to the environment.
3	No	CT	(1) Put bus number and final destination on bus stop sign, especially when buses have stops in both directions near each other. (2) Put 'northbound' and 'southbound' on stops for #7 schedule or separate into two distinct schedules, or display vertically like most bus and rail schedules. (3) Have drivers who can make reasonable judgments as to the place the passenger is referring to even if the passenger slightly mispronounces the name! There aren't that many possibilities as to what was meant! (4) Put more info on schedule re flagging down bus. Must be in a place where bus can pull fully off road.	
3	No	NJ	People are very friendly. More verbal interaction / explanation of points of interest.	Thank you.
3	No	MA	Please include the top of Cadillac Mountain in the bus route.	Excellent. Now make that \$5 million.
3	No	NY		I think it's great for L.L.Bean to do so. It really helps people in these hard times.
3	No	NY		Excellent.
3	No	NH	We love this service. We park the car when we arrive and ride all week. Our kids love it. It is a great way to meet people and take your time.	Thank you L.L.Bean.
3	No	NC	Great idea. Well organized. Well run.	Fantastic! L.L.Bean is a great company. Its contribution makes me want to support L.L.Bean even more.
3	No	CA		My opinion of L.L.Bean was improved when I heard about their contribution to Acadia National Park.
3	Yes	ME	Great service, consider more destinations.	Important to protect environment and make parks more pleasant by limiting congestion.
3	No	Germany		Many thanks!

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3	No	CT	Increased bus frequency would be a great advantage. Otherwise a great service!	Generous and terrific. If only more organizations were as giving! Makes us want to patronize L.L.Bean more frequently.
3	No	VT	Keep it running.	Thank you!
3	No	MA		Very welcome.
3	Yes	ME	Would like later bus service to/from Trenton Market, Southwest Harbor.	Very much appreciated.
3	No	NH	Not sure if I can get picked up along the road if I am hiking.	Thank you!
3	No	ME	Thank you!	Thank you!
3	No	MA	Very good experience.	Good corporation.
3	No	NY	I had read that there would be a shuttle from Ellsworth - it never showed.	Great business support!
3	No	England	Very good service to minimize vehicle density.	Well done L.L.Bean!
3	No	NY	Add a few more minutes wait @ pick up point.	We support L.L.Bean by shopping at their stores.
3	No	Quebec	Thank you for the good free service. Permit us to discover Mount Desert Island and enjoy the trip without driving a car! (We are French people!)	Great!
3	No	VT	Wonderful service! Later runs to Blackwoods.	Go Leon!
3	No	DE	I have lived and died by the bus because my friends have the car. Although some positive experiences, the standing by the road, delays changing buses, late morning outbound times have somewhat spoiled my trip. I will bring a car next time, and will NEVER come in August again.	
3	No	OH	The bus service has been extremely helpful to me this summer. I use it every day and 90% of the time everything runs smoothly. Many thanks for your service!	Much appreciated!
3	No	NY		A great help. Reduces cars in towns and in Acadia National Park.
3	No	NY	Keep up the good work!	
3	No	NJ		Way to go L.L.Bean!!!
3	Yes	ME	I love you!	Thank you.

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3	No	NY		Yay!!!
3	No	PA		Very positive impression of L.L.Bean's contribution.
3	No	WA		Great - thanks! I bought from the flagship store... Guess I've paid my way around.
3	No	NY	Very helpful bus drivers, very helpful IE people at bus stop at Village Green - eager to answer questions, buses were very prompt. (Campgrounds signs on buses a little deceiving, since it doesn't mean ANP campground.)	It is greatly appreciated and gives them a positive image in my eyes since mass transit helps environmentally. I hope they continue to contribute.
3	No	Quebec	Thank you.	Very appreciated.
3	No	IL	Great service. Every national park should have something similar. Acadia should consider trying to limit cars. Charge more for cars and less for bikes and buses.	Thank you L.L.Bean. We really appreciate your being a great corporate citizen and will support your products.
3	No	MN	This is only my second time riding the bus, but it has been great thus far.	GREAT JOB for the environment and car congestion in park!
3	No	MD	There were five dogs on the first shuttle we rode which was not great for my allergies. Otherwise the service Rocks!! Shuttle service was a very convenient, pleasant surprise!	We were commenting as we saw the sponsorship that it made us feel even happier about outdoor gear we have bought there.
3	No	Quebec	Not yet (first day here)	Excellent initiative!
3	No	NY		God bless L.L.Bean.
3	No	NY	Love it. Will recommend it to my friends.	
3	No	MA	Gentleman at bus stop VERY helpful and friendly. Woman in Village Green building not at all friendly - seemed rather bothered by my questions. Driver very nice and willing to help. Bus on time! Clearly marked parking would be helpful.	Love to see that a corporate donation benefits so many people! Nice job!
3	No	IL	You should implement a bus tracker system that you can text a stop I.D. and it will text you back the ETA at that stop (similar system used in Chicago).	Way to go L.L.Bean!!!
3	No	MA	I like the seats. They're comfy.	Go L.L.Bean! That's very considerate.
3	No	NJ		Excellent!!! My favorite store.

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3	No	CT	Great service Kind service.	Thank you L.L.Bean.
4	No	NY		I think it's wonderful.
4	No	PA		I think this is a great philanthropic pursuit and makes me even more inclined to make purchases.
4	No	PA		I always liked L.L.Bean. Now I like even more and will definitely purchase merchandise from them.
4	No	CA		Very worthy cause that they have contributed to & I appreciate it!
4	No	IL		Very good, important.
4	No	NC		We love L.L.Bean!
4	No	SC	I just arrived. So far, all is fine!	I think it's GREAT! We all should make contributions to this worthy cause.
4	No	AZ	The bus driver was very friendly and extremely helpful. He really made the bus experience fabulous.	I think it's very nice of them.
4	No	PA	Great ride! We really enjoyed it.	Glad they help support the local community!
4	No	NJ	Should have loudspeaker, p.a. system.	Good job!
4	No	MA	We tried to catch the bus at Hall Quarry Road but couldn't fit our four bikes. We had to drive instead.	Fantastic.
4	No	MA	It is a great idea. We have barely used our car on this trip as a result. Thank you!	I gained much more respect for the company. Thank you, L.L.Bean.
4	No	NY		Great. Thank you, L.L.Bean.
4	No	OH		Thank you!
4	No	Germany		Great!
4	No	MA		Thank you, L.L.Bean.
4	No	MA		Thank you, L.L.Bean.
4	No	NY	Thanks! It's great!	
4	No	NH	Recommend stronger inducements to use the buses (and bicycles). Yosemite Valley has effectively made it very convenient to use buses and very inconvenient to use our cars (which stayed parked almost our entire week's visit). Also, post all routes inside buses.	Thank you. Continue to educate, encourage us to make active green choices and to alter the built environment to shape those choices.
4	No	NY		Thank you!
4	No	ME		Yay!
4	No	MI	Great service! We hiked 2 trails and ended up 3 miles from our car. Service should run later than 7:00.	L.L.Bean rocks!!
4	No	CT		Thank you, keep it up!

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4	No	IL	Very grateful for the service. Focus on Acadia National Park seems more important than the other routes. Most funding would seem to be spent outside Acadia National Park.	Thanks, L.L.Bean!
4	No	OH		Great idea, L.L.Bean!
4	No	FL		Thank you.
4	No	ME		Thank you.
4	No	NY	Have buses to handle loads of people.	Thanks! Awesome!
4	No	MI	What a great service for people from out of town to get to know and utilize the greater Bar Harbor area.	L.L.Bean is forward thinking!
4	No	TX	A very valuable service!!	Much appreciation!!!
4	No	VT	We love using the buses but it is somewhat less convenient from SW Harbor! We have been using them for twelve years! We love it! It is very nice to be able to request stops as well!	Thanks, L.L.Bean! We think that this system is a great cause, and we think it really helps!
4	No	CA	More buses.	Thank you.
4	No	VT	I like having the buses propane fueled.	Good job! Thanks!
4	No	CT	The drivers have been friendly and informative.	THANK YOU!
4	No	RI		Great.
5	No	NY	We love this bus service. It makes our trip much more enjoyable. It's so easy to get around and folks are helpful with information.	Good deal! Thanks for giving.
5	No	MN	Great! Because it is free, many people use the service. Charging a fee may reduce ridership.	Great! Thanks, L.L.Bean.
5	No	NY		Fantastic!
5	Yes	ME	The bus service is important - the ability for tourists and residents to get around the island.	Two thanks.
5	No	CA	I love it!! Makes it very easy. I love all public transportation in National Parks. And it's good this goes to outlying areas.	Great, they make their profits from a lot of outdoor activity. Very nice they are supporting easy access to the outdoors.
5	No	ME		Thank you!
5	No	PA		Thanks, L.L.Bean.
5	No	VT		Very generous! Thanks, L.L.Bean! It makes hiking etc. much easier and public transportation is more environmentally friendly.
5	No	NY	Keep bungee cords on every bus for broken bike racks.	AWESOME!!

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5	No	MD	Southwest Harbor to Seawall needs an extra bus at busy times. At times it is standing room only like this morning. Visiting over 20 years and service has not changed for Southwest Harbor bus.	Wonderful!
5	No	CT		Absolutely wonderful that L.L.Bean supports the Island Explorer!
5	No	MA	We come here every year mainly because of the bus service. We have a van camper and a cab that we need to leave in a shaded place.	I think it is a wonderful service. Please continue!
5	No	MA		Continue.
5	No	NH	Really appreciate the bike attachments on the buses!	I will continue to support L.L.Bean because of their contribution!
5	No	NY	Airport shuttle service would benefit passengers if there could be luggage compartments. Some folks are unaware of the bus service.	L.L.Bean should get every award there is for its contributions to <u>all</u> who love nature.
5	No	FL	Is this bus handicap accessible? If not, should handicap Acadia visitors pay a lower entrance fee?	Thank you very much for your interest in healthy tourism, L.L.Bean.
5	Yes	ME	Maybe you could make double decker buses for busy routes and times.	Thank you L.L.Bean!
5	No	PEI	It's great to have a free bus service on Mt. Desert Island.	It's a great contribution Thank you L.L.Bean!
5	No	OH	A bus route to Cadillac Mt. summit (preferable down).	We love it! It's unbelievable that a corporation would do this.
5	No	IL		We love L.L.Bean and will shop there more often because of this contribution.
5	No	TX	At campgrounds - advance signal when buses are coming.	Thank you! We buy a lot from L.L.Bean.
5	No	ME	Route 7 should stop at the high school (like it did before) so one doesn't have to go to Bar Harbor to get to Southwest Harbor!	Above & beyond the call of duty!
5	No	CO		Thank you!
5	Yes	ME	Put the bike trailer back at Jordan Pond as well as Eagle Lake.	Thank you L.L.Bean.
5	No	MA	Boaters need to go to SW Harbor from NE Harbor. This year and most years the schedule is set up specifically to not do this without going to Bar Harbor. It takes all day to go to West Marine or the hardware store in SWH.	We spend lots of \$ there every year!

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5	No	NJ	Love the service! It's difficult to get on the Loop Route from the Bar Harbor Village Green. At Jordan Pond the sign board is not always working properly (time was wrong). Better to turn it off and avoid confusion. Add signs with route schedules at more busy stops. Dog friendly is a big plus.	Makes me like L.L.Bean!
5	No	PA		We love L.L.Bean and this is icing on the cake!
5	No	IN	Without the bus, there could be up to 4,000 vehicles per day in the park!	I doubt the bus could remain free without L.L.Bean!
5	No	MA		Thank you.
5	No	Switzerland		Great! Great company!
5	No	NJ	You have everything we can think of covered. You are a big reason we vacation @ MDI each year.	Will favor L.L.Bean henceforward re purchasing products.
5	No	FL	Some of the buses seem to have maintenance issues (very noisy, rattles a lot).	We buy a lot from Bean. I'm glad they support the buses.
5	No	CT	Please improve coordination of buses between NE Harbor and SW Harbor at MDI High School to make transfer more convenient. Why not save time and fuel by NOT going all through Smugglers Den Campground.	It's great!!
5	No			Thank you.
5	No	ME	Ventilation could be better. Otherwise, excellent.	Sincere thanks to L.L.Bean!
5	No	FL		Very generous.
5	No	MD	Buses prevent congestion. Wonderful to get on and off the buses, less commotion. The bus service is a plus for tourism in Bar Harbor. Bus drivers are always friendly.	
5	No	MD	Excellent in every way.	Very grateful!!
5	No	FL	The bus service makes it so easy to hike and bike in Acadia National Park. Without a car, we've never been able to explore the park like we have this time. Thank you!	Thank you L.L.Bean. We will patronize your business because of your support of the Island Explorer bus system.
5	No	MA	I like when the drivers provide some narration: sites, history, local lore. I haven't heard any this year. Split Route 7 into two routes so that it isn't prohibitively long.	Thank you! This does impact my decision when choosing between L.L.Bean and Lands End.

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5	No	NJ	Any way to get closer to Cadillac Mountain? For a few major trailheads it would be nice to learn more easily where best to get off the bus. Ask inns, etc. to put a notice on their website (with a hyperlink) that a free bus service exists, and that a private car is probably not needed.	I will support L.L.Bean more!! Thank you.
5	No	NH		Job well done.
5	No	PA		Thank you!
5	No	Quebec	Great service!	Outstanding!
5	No	OH	Made trip enjoyable and easy. Thirteen total in party. Let everyone go where and when they wanted.	Worthwhile cause - win/win for L.L.Bean and park.
5	No	OH	Would like service to go to top of Cadillac Mountain.	Very good. Please continue.
5	Yes	ME		Greatly appreciated!
5	No	VA	Very convenient for getting around, plan on using for years to come.	Excellent, money well spent.
5	No	WV	It's great and very convenient.	Sounds good, and great idea!
5	No	ME	It's great!	Great - Thanks!
5	No	Quebec	This is excellent. Continue this system.	I wish that ex-presidents USA give a large contribution.
5	No	NJ	We planned our trip so that we could use this fine, free transit system and leave our car at the motel. Thanks, it's great.	We will support L.L.Bean through purchases.
5	No	ME	Make park or Loop Road Explorer only - No cars! Charge some fee to ride bus.	Thank you!
5	No	ME	Bikes should be allowed to board bus if there is space and if no space is available, the bikers wait for next available bus.	We appreciate this and find it is an invaluable resource for visitors. (Less traffic on the road.) The propane power is a wonderful alternative fuel.
5	No	NY	I wish there was a kayak shuttle bus similar to the bike ones. I love riding my bike to the Village Green and getting on the shuttle. I feel bad that I need to drive, adding congestion and parking safety issues to the island when I want to paddle.	My kayaks came from L.L.Bean and I'd like it to be better to use them in Acadia.
5	Yes	ME	Have the buses run later. I love the Island Explorer. It helps me get home. Maybe headrests for the seats. My neck hurts sometimes.	I would love to give L.L.Bean a big hug.

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5	No	MD	We miss the 9:0 p.m. Campground bus, as we can no longer stay to hear the entire Monday and Thursday town band concerts. The 9:30 bus is full and that's late for us. Overall, we LOVE the Island Explorer! How about an occasional Jordan Pond Bike Express?	Thank you L.L.Bean for your corporate sponsorship and protecting this national gem. We never drive to Bar Harbor or park attractions. We always stop at L.L.Bean enroute home. Thanks.
5	No	MA		Keep up the good job. We shop with them.
5	No	NY	It's great.	Great!!
5	No	CA		L.L. has always supported outdoor activities and maintaining the outdoors. They are to be admired and lauded!
5	No	OH	This is an excellent and convenient service!	We will continue to buy L.L.Bean goods to support this service!
6	Yes	ME	It is great. Please try to serve Tremont and Seal Cove better though. Consider year-round transportation?	I think it is great. Thank you!
6	Yes	ME	More service on the Southwest Harbor / Tremont side of the island.	Lovely!
6	No	NY	Thank you! Excellent bus service! And comfort.	Thank you L.L.Bean!!!
6	No	MD		Good idea.
6	No	RI	Just that the Campground bus is busy.	We will shop there more often.
6	No	CA		L.L.Bean is an example of responsible corporate support of the world we all share. Thanks to L.L.Bean.
6	No	ME		Good job.
6	No	NY	Smugglers Den Campground bus should not have to drive in. Campers can walk out to the road. Improved connections between NE Harbor and SW Harbor. Timing at High School transfer could be smoother.	Very generous, helpful, and necessary - wonderful investment. Thank you!
6	No	NJ		Thank you.
6	No	MA	We use it often and love it. Only thing we see is too many bikes trying to get out of Jordan Pond House.	Money well spent and very generous from L.L.Bean. We have frequently bought from L.L.Bean because of it - to support their company.
6	No	MD		Thanks.
6	No	NJ	We love Island Explorer! In Bar Harbor for two weeks and have only had to get in the car once!	L.L.Bean is awesome.
7	Yes	ME	Make the buses not smell as much. Also maybe have a bus go straight from Bar Harbor to Bass Harbor.	It was very nice of them.
7	No	NY		Hats off to them. Fantastic!

Island Explorer 2010 Onboard Survey - Passenger Comments

7	No	MI	I think a lot of people, including myself, would pay for use of the bus. I actually would prefer paying. Thanks for the survey!	
7	No	Quebec		Thank you. That useful bus service will be publicized to my friends in Quebec.
7	Yes	ME	Would like one bus to leave the Green later in the evening to Southwest Harbor.	L.L.Bean rules. I purchase hunting/hiking clothes, boots, etc. from L.L.Bean.
7	No	Nova Scotia	They should sell ostrich burgers.	
7	Yes	ME	Southwest Harbor is too long. Make a loop route in SW.	I think it's great. Thanks L.L.Bean.
7	Yes	ME	I ride the bus year round. Get the new Downeast year-round schedules in print so it is correct.	I love them.
7	No	ME		Great business. We are shopping at L.L.Bean.
7	No	ME	Need more direct from Northeast Harbor to Southwest Harbor.	Excellent and good PR/advertising.
7	No	PA		Very generous and environmentally friendly gesture. It's also good public relations on L.L.Bean's part to do so.
7	No	MI		Thanks!
7	No	FL	Please do not eliminate "Quietside Campground" (Tremont) from the route.	They are doing a wonderful thing.
7	No	FL	Keep up the friendly service.	Go! L.L.Bean.
7	No	NY	Thank you for having this service. It is my only mode of transportation to various parts of the island. It would be great to double the frequency of the bus.	Thank you so much. Great investment.
7	No	VT	Great service. I hope most passengers leave a donation to help keep the service going!	GREAT!
7	No	IL	Great service. All national parks should have this type of service.	I will buy their products now because of this.
7	No	ME	Keep up the good work.	Nice! Fabulous!
7	No	Israel	1. Service to SWH would be used by more vacationers if it ran more frequently and earlier & later. 2. It would be nice to have service through the Quietside (Pretty Marsh), and to connect SWH with NE Harbor directly.	Great cause. Contribution highly appreciated!

Island Explorer 2010 Onboard Survey - Passenger Comments

7	No	NY	Service is great, buses are often crowded though. Keep up the good work, your clean, free, convenient service is noble. Bus suspension is VERY rough!!!	Outstanding!
7	Yes	ME	I think the Island Explorer is a brilliant concept and much needed here on MDI.	Thank you L.L.Bean! I've been shopping at your store for 40 years now.
7	Yes	ME	Some of the bus drivers this year appeared to be lacking patience, etc. while other drivers were totally the opposite.	
7	No	CT	Well advertised on Island. Need express service. Keep trying to get people out of their cars. Promote a more leisurely park experience. Zion, Grand Canyon shuttles work well.	Very cool. \$ well spent.
7	No	OH		Hooray!
7	No	Quebec		
7	No	NJ	We think that the bike racks were a brilliant idea, but there could be more spaces for bikes.	L.L.Bean is very generous!
7	No	CO		Very Maine!
7	No	Russia	Most of the drivers are really, really friendly and very helpful, I'm never afraid to ask anything.	Thank you!
7	Yes	ME	Deb is the best! #7 a.m.	They are a great charity to Maine.
7	No	Russia		It is good.
7	Yes	ME	Great service. Very helpful.	Good company.
7	No	CT		GREAT!
7	No	NY	Excellent service.	Very generous contribution. We shopped at the outlet!
7	No		I love the Island Explorer, thank you so much for the service. It allows me a car-free vacation every year.	Thank you L.L.Bean. I love your catalogue and will always buy L.L.Bean. Your merchandise is superior.
7	No		Doin' great!	
7	No	VA	Really like the easiness and convenience of using the Island Explorer.	Good for L.L.Bean!
7	No	TX	Could be more friendly.	
7	Yes	ME	Make some buses express only so it's faster to get to Southwest Harbor from Bar Harbor. I.e., skip campgrounds and Echo Lake.	Thanks!
7	No	NJ		It shows L.L.Bean's commitment to the environment and I will be more inclined to purchase their products.
9	No	NJ	Great service - Bike Express.	Thanks, L.L.Bean!!
9	No	FL		Awesome!

Island Explorer 2010 Onboard Survey - Passenger Comments

9	No	NJ		Great!
9	No	PA	Very nice service.	
9	No	TX		Thank you.
9	No	CT	More bicycle carrying capability would be nice, i.e., a Bike Express to Jordan Pond in addition to Eagle Lake would be great! The drivers are wonderful! Knowledgeable!	Super!
9	No	WI		Great idea / great cause.
9	No	MO	Very friendly and informative driver.	
9	No	NH		It's more than generous.
9	No	CO		Thanks. Good example of corporate stewardship and a reason to give them our business.
9	No	MD		Money well spent.
9	No	TN		Thank you.
9	No	MA		Money well spent. Thank you.
9	No	Quebec	Wonderful. We don't have to drive. Good for the environment. Contacts with other travelers.	Very generous.
9	No	MA	A wonderful service - and great for tourists first time or many times!	Great! L.L.Bean, thank you!
9	No	MA	Excellent.	Excellent! It makes me want to buy at Bean.
9	No	VA		
9	No	Nether lands	Very good service. We rented a big RV so this transport is the only way we can reach out. For us Dutch the Bike Express is great!	
9	No	Quebec	This is my first day's use. My first ride was full so I waited 20 minutes for back up. This is OK. I cannot comment more on this point. I strongly support the concept.	ATTABOY! Excellent corporate citizen!
9	No	KS	Thanks. Friendly service!	Thanks L.L.Bean!
9	No	TN		I appreciate L.L.Bean's support.
9	No	TN		Great company.
9	No	PA	Nora is fantastic at her job.	Makes us happy we purchase items from them.
9	No	NJ		Thank you.
9	No	NJ	Great service and a great way to streamline park traffic.	They are a wonderful company.

Island Explorer 2010 Onboard Survey - Passenger Comments

9	No	IL	Wonderful. Somewhat hesitant to have kids ride to park via road, so this is great!	Keep it up.
9	No	NC	Very pleased. Convenient, pleasant and comfortable. Happy to save gas and reduce congestion in the park and surrounding areas.	Thank you!! We appreciate it!
9	No	CT	Great service. Thanks!	Thank you!
9	No	MA		Keep it up! Thanks.
9	No	NY	Convenient to rent bikes and reach carriage trails.	Very generous. L.L.Bean is a great company.
9	No	NC		Excellent.
9	No	MI		Love it! Will shop there more.
9	No	TN	Friendly and safe service.	Excellent. Should not be government funded. Private with advertising rights is the way to go.
9	No	DC	This is a wonderful service with incredibly helpful and friendly operators! Grateful for this unique service.	A wonderful contribution. Companies that support the community create and keep customers eager to invest in their products and company ideals.
9	No	PA	One of the best features of coming to Bar Harbor and Acadia.	Wish more companies would follow their lead.
9	No	IL	Southwest Harbor route map letters did not match timetable.	Sounds great. Thanks, L.L.Bean!
9	No	IL	We have had different responses to bringing a folding bike trailer. Policy should allow transport of a folding trailer on all buses.	We applaud the contribution to this great service.