

Island Explorer 2012 Onboard Survey - Passenger Comments

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

L.L.Bean has pledged three 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	Australia		It's great. We thank them.
1	Yes	ME	Well, I love the Island Explorer services, but because I live in Ellsworth and work in Bar Harbor it can be hard to catch a bus home, since I work until 5. I have to sleep at peoples' houses just so I can work in this town. I wish the Ellsworth bus ran later so I could get home at night.	I think this is a wonderful contribution.
1	Yes	ME	The early Southwest run at 7:33 a.m. should continue through the season. A lot of workers rely on it.	
1	No	Australia	My first experience of the bus service at the airport was not good. No signage inside or outside the airport / no one to ask. The bus arrived 15 minutes late, and then refused to pick me up. However, he came back 15 minutes later and took me to Entry Gate. Total time to get to Village Green - 2 hours. I did not complain (thinking this is normal), but received strong apologies and very helpful service in the end.	
1	Yes	ME	We are a local family, and have managed to survive with just one car, thanks to the free shuttles in the summer! I use the bus to commute to work (I'm a seasonal park ranger), to my daughter's daycare, for errands, or just for fun. This allows my husband to use the car to commute to work in Ellsworth. Thank you for providing this vital service to cut down on traffic on the island, and help out tourists and locals alike. Love the bus drivers! The Campground bus is often standing-room-only, and sometimes full.	Thanks, L.L.Bean!
1	No	IL	Peak usage more bus frequency.	Yeah for L.L.Bean.

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1	No	Quebec	Pet friendly is very important. Be more careful when driving beside bikes on Route 3.	
1	Yes	ME	A year round service would be great.	
1	Yes	ME		It was a very good idea as ANP is quite a beautiful place.
1	Yes	ME		Excellent.
1	No	PA		Way to go L.L.Bean!
1	No	PA	Make the bus schedule available online to print as pdf or download. Make a smart phone app.	
1	No	NH	Thank you for allowing our 4-legged family members to ride!	Amazing!
1	No	MD		Super! Demonstrates L.L.Bean's commitment to excellence in customer service.
1	No	Quebec		Bravo!
1	No	PA		Thank you for attempting to reduce congestion / parking issues.
1	No	England	Great service, definitely worth continuing with.	Fantastic!!
1	No	FL	Love the bus - we always leave the car. Good service, good drivers.	They are great! Thank goodness for their help.
1	No	OR	Great job.	Generous.
1	No	VA	Great service.	Outstanding contribution / service.
1	No	NJ	It would be good if you told the surrounding hotels to more visibly advertise your services so people wouldn't unknowingly drive up to Acadia National Park to find out there was a much more convenient shuttle system for them here.	Thumbs up to L.L.Bean!
1	No			Very kind and thoughtful. Thank you.
1	No	SC		Very considerate and using profit dollars for public good, that is why we need profitable corporations.
1	No	OR	Better cooling for passengers.	Thank you L.L.Bean.
1	No	NJ		Thank you L.L.Bean.
1	Yes	ME		I am grateful for their pledge and hope they continue their funding.
1	Yes	ME		Great!
1	Yes	ME	More frequent service to Ellsworth and back!	I noticed the ads, but they're nice.
1	No	PA	Thanks for the ride.	Thank you.
1	No	WI	Excellent way to see the park.	Awesome.
1	Yes	ME		Outstanding. Thank you!
1		ME	Everything was great.	

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1	Yes	ME	Could you extend the bus service longer than when you regularly stop in October? Could you go up by the Quietside Campground in Tremont? Please, we need longer hours to Blackwoods and Seawall Campgrounds! (This would be greatly appreciated.) Thanks very much. Any bus to Seal Cove would be nice, if it was possible? (Just an idea from a person who was just hoping that the bus would go there!)	They are doing a tremendous job. I pray that God blesses them!!!!
1	No	NY	Allow buses to idle with air conditioning on to help people with breathing or other health problems. "High season" - too many standing people allowed on.	Awesome! Thank you!
1	No	MA	Better shock absorbers. This ride should not be taken by people with back pain, previous back surgery, or back deformities. You need to list these conditions and advise people that it would be at their own risk. A representative from L.L.Bean should ride this bus to verify my comments. This driver goes too fast, hits speed bumps too fast, and runs off the pavement at every curve. I am a retired nurse - department of public health.	
1	No	MA		I appreciate their contribution and commitment to the park.
1	No	MA	Very nice.	Wonderful to see they are like that.
1	No	ME		Good job. Thank you. Thank you very much.
1	No	IN	We took a taxi from the airport. Our taxi driver told us of your service.	Wahoo!
1	No	VA	Need to prominently display link to bus schedule on Acadia web site.	
1	No	VA		Highly commendable.
1	No	CT	We appreciate this service.	Encourages us to buy from L.L.Bean. Thank them for giving back.
1	No	ME	We've been using the Island Explorer for years and never had a bad experience! Thank you for your service and keep up the good work!	Thank you for helping keep the bus line going! It's greatly appreciated!
1	Yes	ME	Saved considerable expense this summer on fuel to/from Bar Harbor Yacht Club and Northeast Harbor to/from church.	Love their store in Ellsworth.

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1	No	MI	Making the bus schedule more consistent would make it easier for visitors to use reliably.	Thank you! Acadia without the Island Explorer would be gridlock.
2	No	IL	This is an outstanding service and should continue to exist.	What a wonderful philanthropic contribution.
2	No	Romania	I'm happy that I don't need to walk to work. You're doing a great job!	
2	No		Excellent service.	Great.
2	No	PA	It has been a wonderful service for us, as we can leave our motorcycle at the hotel and easily get to the Village Green.	Wonderful!
2	No	OH	Thank you - most appreciated!	Thank you L.L.Bean! U.S. citizens are very loyal to L.L.Bean, and it is nice to see a company which profits from U.S. citizens give back to their country.
2	No	NY	More group singing.	Thank you L.L.Bean.
2	No	ME	Another stop in downtown, maybe on Cottage Street or West Street.	Thank you!
2	No	MA	Friendly, convenient service.	
2	No	PA		Love L.L.Bean!
2	No		Continue to do what you are doing.	Thanks L.L.Bean for your kind contribution. It has moved mountains.
2	No	OH	This is our fourth trip to Acadia in the last 20 years. Love the bus service, please continue it. If you need to charge a fare, please make it small, i.e. 10 cents or 25 cents.	Thank you L.L.Bean.
2	No	PA	Your service is well run and well organized.	It's great.
2	No	NJ	Increase frequency of service - Every 20 minutes?	I guess that's fine. But then why charge a \$10 increase at Acadia for a week long pass?
2	No	PA	It enabled us to enjoy more of downtown Bar Harbor than we could have without it.	
2	No	NY	Run the Eden Street shuttle every 15 minutes starting at 2:15 instead of 3:15. Many hotels shift change at 3:00 and it would be nice if the hotels who have paid to be a stop can get their employees on time when the earlier connecting shuttle was late getting them to the Village Green.	Thank you.
2	No	PA	Provide service later in the evening.	It is great that L.L.Bean supports this!
2	No	Bulgaria	Very nice! It's a pleasure to ride your buses! Thank you so much.	

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2	No	CA	As a worker, I am scheduled to work at 6:00 a.m. and wish the buses ran earlier in the morning.	
2	No			Very good.
2	No	Jamaica	Very good service.	This is very considerate and noble.
2	No	Jamaica		Good deed.
2	No		More days during the week for Bangor and Ellsworth.	
2	Yes	ME	Try and offer longer hours on all services.	
2	No	FL		Very nice of them.
2	Yes	ME	Thank you Island Explorer.	Thank you L.L.Bean.
2	No	ME	I am very impressed with the service and will definitely be using the Island Explorer on future visits!	One more thing to love about Bean's!
2	No	VA	Doing a great job.	Good job. Great place to shop.
2	No		Like that it's free.	
2	No	MD	Keep up the good work!	Great! A good reason to shop there.
2	No	PA		Very nice of them.
2	No	Nova Scotia	Nice not to have to drive into town because not enough parking and it's very congested.	It was very nice of L.L.Bean.
2	No	MA	Always on time.	Yay. Whoopdeedoodaa.
2	No	NY		It's nice to see a large company that cares.
2	No	WA	My personal vehicle pass should be adequate for bus admission for my group too!!	Good for them.
3	No	ME	Awesome ride.	Awesome.
3	No	WV	Very friendly and helpful drivers. You guys rock!	Awesome!
3	No		More service in French.	
3	No	CT	We now spend 9-10 days hiking at MDI because of the buses. Before that we spent a few days here and then headed Downeast on our boat.	Thank you L.L.Bean.
3	No	Serbia	I love this bus. I don't even have to go anywhere, I'd just be happy riding in this bus! The road is beautiful.	Very awesome. I am grateful to them!
3	No	IN	Web site was not very detailed.	Excellent PR for them.
3	No	MA	Just keep it. We feel it adds to trip because we can take the bus to one stop, hike to another stop, no backtracking to the car, no fighting for parking, and we get to see much more of the park.	Thank them.
3	No	NJ	It should be better promoted that the park and buses are dog friendly.	Good job.
3	No	TX	We love the service!	We will shop at L.L.Bean as a "thank you" for their contribution.

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3	No	NJ	It is awesome that dogs are allowed. Our dog thanks you!!	Great to see such a significant investment to Acadia!
3	No	CT	Drivers are very friendly and helpful!	It's been a great help.
3	No	NY	Very good.	
3	No	FL		Thank you.
3	No	MA	No need to detour into Smuggler's Den Campground, it's a 3-minute walk to Rt. 102! Need buses with better suspension!	Excellent and generous - another reason to buy L.L.Bean stuff, despite its steady decline in quality.
3	No	CT	Put "fair" in frequency - need more frequent (1/2 hour at some times?) service to Southwest Harbor. The Explorer is a prime reason we come each year. We don't have to drive. Increase the number of bike racks per bus if possible. Add ferry service between Northeast Harbor and Southwest Harbor.	Bravo.
3	No	MN	Start running much earlier in the morning - 7:00 a.m. instead of 9:30 a.m.	Thanks!
3	No	CT	Great.	Excellent - I'll need to shop at L.L.Bean more to support this great cause. What a nice company!!!
3	No	CT		Awesome way to give back.
3	No	NH		Love L.L.Bean! Our favorite place to shop.
3	No	Quebec	A sign saying bikes accepted - load your own bike.	Wow, it will make me visit L.L.Bean and buy from them.
3	No	MA	Drivers are friendly. I am glad that I can bring my dog. Free is way important. We travel with three kids and life in general is so expensive. This helps us vacation on a budget.	Glad to know that. It's very important.
3	No	PA		Hooray!!
3	No	MI		Good.
3	No	NY		Excellent example of corporate responsibility.
3	No	NY		Great job!
3	No	PA	Loved it!	Thank you L.L.Bean! Great service and environmentally friendly.
3	No	Quebec		Marvelous.
3	No	NY		You rock L.L.Bean.
3	No	FL		Great.
3	No	PA	Continue to improve bike option.	Great.

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3	No	NJ	Need to add buses for Sand Beach. It takes too long to get back to the Village Green. Very efficient service to and from Jordan Pond. Max time to the Village Green is 30 minutes.	Great P.R. We use the buses and love that they do this. People who use the bus should pay something toward the bus service. Ninety percent have no park pass. The people who pay to get into the park are paying for the freeloaders.
3	No	NH		Awesome!
3	No	NY		I'm grateful.
3	No	MA	Keep up the good work.	Thanks and thank you for my dome tent I just bought for this trip. It's great.
3	No	PA	Add a stop at the harbor / dock area.	
3	No	NY	I think some routes might run a little later at night. I am thinking of the Blackwoods route and Jordan Pond route to take advantage of dining opportunities at the Burning Tree and Jordan Pond restaurants.	Bravo for L.L.Bean. Without these free buses, Acadia would be inaccessible unless you have a car. I wouldn't come to Bar Harbor and Acadia if these buses didn't exist.
3	No	CT	A thoughtful and appropriate effort to reduce traffic and pollution. More publicity to further reduce auto traffic (as roads and parking are very crowded / congested).	Terrific! Just like the LLB products we like so much!
3	No	ME		Awesome job.
3	No	IL	Having the buses makes the park so accessible. It also allows our group the ability to split up and meet back, etc. The buses are a favorite past time of my 91-year-old grandfather, as well. The buses are so wonderful! Please keep it up!	Yay! Thank you, thank you. Your contributions have meant so much to my whole family since we've been coming to Acadia - 9 years now!
3	No	FL		Very nice.
3	No	MA		Nice! Thank you!
3	No	MI		They are a fine, fine company. I've been above Portland several times.
3	No	MO	Don't wait so long. Have air conditioning or fan if it's hot while we wait.	I think it's great.
3	No	NJ	Could run more often for peak routes and times?	Wonderful, it might influence my future purchases.
3	No	NY	My husband and I started using your wonderful bus service when you started 13 years ago. We both used it until September 2010, almost daily. (Shopping, band concerts, etc.) You have saved our environment, congesting cars, parking, car pollution. Your drivers and supervisors are excellent caring and have courtesy towards all riders.	L.L.Bean - 3/4 of the contents of my home have been purchased from your store. Please continue to help fund Island Explorer for many years to come.
3	No	CT	Thanks!!!	Thank you.

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3	Yes	ME		Thanks!
3	No	FL	Great service We did not rent a car knowing this service was available.	Thank you L.L.Bean.
3	No	NJ	Start earlier in the day. Designate bus only routes to speed service.	Nice!
3	Yes	ME		Thanks.
3	No	Ukraine	Thank you for your wonderful service.	
3	No	NJ	Very good environmental service. Keep doing the good work.	We appreciate this donation!!!
3	No	CT		Great! I always shop there.
3	No	NH	Bicycle Express crowds very well managed. While waiting in line we were kept informed about (1) how long the wait would be and (2) which van in the caravan of vans would be ours.	One of the reasons I have and use my L.L.Bean VISA card.
3	No	PA		Thank you!
3	No	NJ	More bus.	
3	No	NY		Thank you. Makes me more likely to shop there.
3	Yes	ME		That is a great thing for L.L.Bean.
3	No	CA	We find it very convenient as we bring our boat to the public dock and then get on the bus. No need for a car!	We always shop at L.L.Bean!
3	No	MD	One of the best aspects of Acadia. Please continue to use car fees to subsidize buses! We have used the bus in the past for hikes, bikes, etc. We have also purchased an annual pass in the past and may again. The Island needs year-round public trans!	Appreciate it and hope it increases commensurate with L.L.'s revenues.
3	No	MD	The only difficulty of taking the bus is having access to enough drinking water for a hike and the beach. Being free provides the incentive for people not to drive.	A wonderful service!
3	No	NJ	Great service. Love the motel pick-up.	Awesome.
3	No	Quebec	Shuttle service is very much appreciated. It helps plan amazing hiking rides. Thanks.	
3	No	MI		Great public service.
3	Yes	ME	I like the back seat.	It is very nice of Mr. Bean to do this!
3	No	FL	Please add a stop at the summit of Cadillac Mountain. Please add later scheduled service stops, especially for the campgrounds.	Thank you!
3	No	NY		It's a great idea. We commend them and say "Thank you" to them.
3	No	TN	Very convenient.	Great!

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3	No	Spain	Start the service earlier or/and finish later.	
3	No	FL	Excellent. Bus service helps make ANP a true joy to visit.	Thank you!!
3	No	Germany		A great move. Thank you!
3	No	Italy		Awesome.
3	No	Quebec	The Island Explorer could be supported financially by the commercial Chambers of the different cities around Acadia Park.	
3	No	NJ	Only suggestion is to have an option for long term (all day) parking. Even at a fee it would be worth it.	Good move. We first thought L.L.Bean ran the service.
3	No	IL		Thank you to L.L.Bean for helping support this wonderful National Park!
3	No	KY	ETA of bus arrival at kiosk.	
3	No	NY	Mass transit for the park is crucial.	Good for you, L.L.Bean. A good corporate citizen.
3	No	ME		Keep up the good work.
3	No	TX		Very generous. Good company.
3	No	MA	Excellent service. Riding the bus, we feel we are making some contribution to reduce pollution / congestion.	Well appreciated. I try to buy from L.L.Bean first.
3	No	MA	Wonderful service. Thank you! It has been a great trip and the kids love figuring out buses, schedule, etc.	
4	No	DE	Start bus earlier please. Wish bus started at 8:15. Make it easier to get on other loops (5,6,7) from Visitor Center. Narrate the bus ride!	Wonderful! Makes me want to visit the store even more.
4	No	MA		Thanks.
4	No	VA	The buses are too hot! Three days now - all hot! Appreciate the service! We plan our schedule according to route. Appreciate the ability to hop on and off.	Makes me want to shop at their store! Planning an L.L.Bean visit next week.
4	No	FL		Thank you.
4	No	FL	I had to stand a couple of times and it's harder for older folks. Excellent service and very much appreciated! Drivers are particularly personable and helpful.	Thank you!!
4	No	NH		Yea!
4	No	MI		Hurray!
4	No	MI	Add another bus to Loop Road route to decrease the wait time between buses.	Wonderful! Way to go L.L.Bean!
4	No	WI	Audio tape while traveling the Loop would help to locate sites of interest. Describe points of interest.	Thank you and fantastic!

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4	No		Doing a great job!!	Fantastic, very generous! We will stop there more frequently as a result!! Thank you L.L.Bean.
4	No	CA	Give the survey out at the end of the day after using bus more times. Have audio on bus with info about park like Zion NP.	Thank you!
4	No	NC		Awesome - definitely influences my shopping choices!
4	No	IL		Great!
4	No	CA	Interpretive narrated tour guides on Loop trip.	Please double it, they can afford it because labor in Malaysia and China is cheap. Thank you.
4	No	PA	Improve air-conditioning on hot days. Could definitely add more buses.	Think it's wonderful. Will purchase more from L.L.Bean.
4	No	NJ	Great job, very courteous.	Thank you L.L.Bean! We love your products too.
4	No	DE	We have RV - This is great!!! (People standing in aisle limit view.)	Wonderful. We will continue to patronize them.
4	No	FL		We support L.L.Bean through purchases.
4	No	IN	Wonderful service for the park.	
4	No	Nova Scotia	One of the pleasures of coming to MDI.	Wonderful undertaking by L.L.Bean.
4	No	NC	Great idea. Cuts down on pollution and traffic.	
4	No	WI	Only positive things! I was here in 2009 and used it as my sole form of transportation. It makes the park accessible to all and I think is a huge plus to the park.	Just that it is wonderful that the company cares about the park, the community, and keeping the park accessible to all!
4	No		More food services.	Great.
4	No	MA	Excellent.	
4	No	Australia		Thank you.
4	No	Quebec	Need to increase seating capacity in late afternoon.	
4	No	NJ	Hulls Cove Visitor Center and Visitor Center in Bar Harbor was very helpful in planning bus transportation.	Very grateful for this pledge which helps ease congestion and pollution!
4	No	RI	Excellent drivers!	Yay! They're great!
4	No	NY	I could not have taken my hike without the bus service. I tried driving yesterday and parking was extremely difficult. The bus helps save pollution, adds convenience, takes cars off the road. Excellent!	I'm not a fan of commercialism, but L.L.Bean is a trusted company. This was tastefully done.
4	No	PA	I love using it to get to hiking trails and Jordan Pond.	Much appreciated.
4	No	OH	We should be enjoying the view - not filling out this form.	

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4	No	OH	Great service. Maybe have scheduled stops posted inside the bus.	We like L.L.Bean.
4	No	MA		Very generous.
4	No	UT	The Loop Road driver we had was very informative. Wish he would have used the PA system.	Very nice gesture. Wonder what % of the increased sales for this?
4	No	Quebec		Great!
4	No	Australia	Windows hard to open when A/C not operating or when parked waiting to go.	
4	No	NJ	The first bus was full. We had to wait. Some buses seem to let you stand and others say full and don't (?).	Go L.L.Bean! Wonderful contribution.
4	No	ME		That's fantastic!!
4	No	PA		I love their backpacks. Keep contributing.
4	No	LA		Great.
4	No			I buy L.L.Bean stuff.
4	No	DE	Professional friendly drivers - very nice.	
4	No	IL	Great service. Probably the future of all parks with the increased public usage of parks.	Thanks to L.L.Bean. It is great private enterprise is giving back to the Parks.
4	No	MI		YAY!! We're so thankful!
4	No	NJ		Thank you L.L.Bean.
4	No	NJ	Higher volumes of people each year. More frequent buses or vans needed.	That's great!
4	No	Italy		It's good and important, continue in this way!
5	No	WY	Cadillac Mountain add would be nice. Bus route posted on bus.	
5	No	CT		Very much appreciated.
5	No	NC	It's fantastic.	We are impressed they value this park and hope they continue to support it.
5	No	United Kingdom	Could be a great cycling destination if fewer private cars on the road - so buses are good!	
5	No	NY		Great!
5	No	UT	Need for bike shuttle service. Going to Jordan Pond because other bike transportation was 30-40 minute wait.	Awesome! Thanks L.L.Bean!
5	No	FL	This service is fantastic. We come to Bar Harbor by boat and because of this service we can enjoy this wonderful park. It is a 25 minute ride to Bar Harbor by boat and an hour by car. We can start and stop our runs or hikes in different locations in the park. It is wonderful.	Thank you L.L.Bean. They have our business.

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5	Yes	ME	Add monorail service around park from Trenton parking.	It's nice to have \$, isn't it?
5	No	Netherlands	It's perfect.	Very good.
5	No	GA	Great.	Great service. Thanks.
5	No	OR	Add earlier trips. Provide arrival times by phone. Simplify routes where possible (fewer deviations)	Thank you L.L.Bean.
5	No	NH	Great job!	Thank you.
5	No	NJ	We would love a bike express to Jordan Pond. We ride the buses all summer and love it!	Thank you L.L.Bean! We buy a lot from Bean because of their support of the Island Explorer.
5	No			I did not know the monetary gift was so high. I am very pleased with the contribution.
5	No	MD	Thank you for the bus.	
5	No	MA	Possibly consider increasing the frequency of buses on the Sand Beach run and the bike bus to Eagle Lake - both of which seem to be very full when we visit (typically in July and August).	The donation is in keeping with L.L.Bean's outdoor brand and makes us more likely to continue to purchase their products (I'm wearing an L.L.Bean hat right now!).
5	No	CA		Thanks
5	No	CA	Put web address on Village Green lighted bus schedule. I realize I could get schedules on my iPhone! Have it downloadable for riders - less paper for printed schedules.	FANTASTIC. Go L.L.Bean. You are an excellent company thinking and acting philanthropically.
5	No	KY		Thanks! We will continue to show appreciation through customer support.
5	No	PA		It's very important. Support of park = support of business.
5	No	ME		Worth every penny.
5	No	FL		We live in FL, but still shop L.L.Bean because of their support for the bus.
5	No	TX		Fab!
5	No	MA		Thank you very much for protecting our environment.
5	No	MI		Fantastic.
5	No	NY	Simplify the schedules. Individual route schedules (card size)	Thank you L.L.Bean.
5	No	NY		Admirable!
5	No	WI	It would be nice if #5 had a 5:15 from the Village Green. Wonderful service that makes Acadia special. We also spend more \$\$ at local businesses in the area.	Thank you L.L.Bean! Why not an outlet in Bar Harbor so we can reward you!

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5	No	OH	It would be wonderful if drivers had a snippet info card about the stops on their route in order to better / more easily share info with travelers.	Excellent!
5	Yes	ME	I love the Island Explorer. It's the only way I have to get to Bar Harbor to hang out with friends. It helps me enjoy my childhood.	Thank you!
5	No	WI		Thanks.
5	No	PA	Begin departures earlier - especially Bike Express. And more bike destinations, please.	Wonderful. Each year we shop L.L.Bean knowing that they subsidize the Island Explorer!
5	No	CT		Awesome - Way to go Bean!
5	No	NY	When the bus is running off schedule, please leave the door open for more than a few seconds! A bus I was planning on taking arrived 10 minutes early and drove off before I could get to the stop from 30 feet away, leaving me stranded for one hour. Earlier service to Northeast would be lovely!	L.L.Bean is wonderful! Their generosity is greatly appreciated.
5	No	OK	Love it as it is! Very nice, clean buses. (Bit too cold with ac on - not that hot outside - save \$!) Brrrr...	Thank you! Love it!
5	Yes	ME	Service is great.	It is awesome they help so much.
5	No	Kyr-gyzstan	IE is the best idea to run buses free on Mount Desert, as for me I'm satisfied with the schedule and with everything else.	
5	No	NM	Fantastic way to reduce traffic and pollution in the area.	Thank you!
5	Yes	ME	Run longer seasons.	Thanks.
5	No	NY		Thank you. We are loyal L.L.Bean shoppers.
5	No	PA	Good. Keep good works!	
5	No	NJ	Love the Island Explorer. Going into Bubble Pond parking lot is a nuisance. The bus should stop on the road. Really like the L.L.Bean "discover something" fun facts.	We are grateful for their contribution. I think a small L.L.Bean shop would do well in the summer.
5	No	ME	Thanks so much for the service. You've made paradise so accessible.	I will send a check at the end of the summer in thanks to L.L.Bean.
5	No	NH	Great service.	Will use L.L.Bean as a result.
5	No	MA		Awesome.
5	No	CA		Thanks!
5	No	PA	Very nice service. Thanks!	
5	No	NY	Great service. Parking is tough in the park.	Keep up the good work! From a loyal customer. Thanks!
5	No	FL	Great convenience and eliminated unnecessary congestion.	Thank you!

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5	No	England		Good on them.
5	No	PA	I think it is very important to reduce the number of cars in the national park, hence very important to increase Island Explorer buses accordingly.	Well done. Thank you LLB.
5	No	CT	Doing a great job.	
5	No	MA	Seats should better accommodate tall people (greater than 6'3"). My knees were jammed into the seat in front of me for 40 minutes.	It is very good of them to do so.
5	Yes	ME	More stronger advertising to encourage increased ridership. To prevent and reduce vehicles and their illegal parking all over the park and MDI.	Keep it coming!
5	No	FL	Love the convenience. Keep more vehicles off the roads.	Bravo to L.L.Bean!
5	No	RI	More late night shuttles. List of what bus to take for which hike.	Great backpacks!
5	No	MN	Bicycle Express trailer had capacity for 16 bikes, but only 12 on the van. Could more public parking spots be added? Long walk to park car, rent bike, walk to Green.	It is a good idea.
5	No	CT	One of the buses last year had the wrong destination showing on the front and we spent an hour on the wrong bus at night with our two little kids - not fun! Otherwise, we love the free buses and have had good experience.	Thank you L.L.Bean! We love shopping at L.L.Bean and appreciate the free buses and donations to Acadia. Acadia is one of our favorite places!!
5	No	MA	Excellent customer service.	Because L.L.Bean gives so much back to the Maine community, I will continue to shop there more.
5	No	TX		L.L.Bean rocks. Great job.
5	No	OH	Excellent!!! Drivers and buses.	Excellent!!!
5	No	NY	If you fancy yourself a friend of the earth, use the bus. Thank you! If you don't love the earth, still use the bus! It's cost effective! (And fun!!)	GREAT. Thank you. How about more money?!
5	No	WA	More frequent departures from Sieur de Monts to the Village Green would make day hikes much easier. The one hour trip back to Bar Harbor takes longer than most hikes.	Thanks!
5	No	PA		I think it is money well used.
5	No	MA	Your drivers are the best!	It's great!
5	No	ME		Thank you.

Island Explorer 2012 Onboard Survey - Passenger Comments

5	No	Portugal	Having a service like this decreases air pollution which in this area is a great thing! Also, reduces traffic and allows a pleasant visit for everyone to enjoy Acadia.	Good.
6	No	NY	I didn't know you had the service, but it is SO convenient and the price is right. I would even pay \$25/week to keep buses free. Good for preventing congestion and is accessible to all.	It's exemplary - very commendable. Should have L.L.Bean store here!
6	Yes	ME	This is great, incredibly convenient for hiking. I would want to see more rapid service off the island. Right now it's much faster to hitch-hike to Trenton than to take the bus.	Much gratitude! Keep the island more relaxed, less congestion, less crowding of the roads. Riding the bus together is important for fostering community.
6	Yes	ME	Great service!	Bravo!!
6	No	ME		Keep it up.
6	No	OR		We are very grateful for the support.
6	No	ME	Very convenient for boaters!	
6	No	ME	Great service. All of Maine needs a system like this.	Beau geste.
6	No	NC	Install road signs at Gateway Center and airport. Pickup point sign at airport.	Thank you.
6	No	MD	This service is wonderful. Please keep it up. Please post signs for AGC.	Thank you L.L.Bean.
6	No	PA	Service is wonderful, glad to not have to drive. We like the early and late schedule times.	We regularly shop L.L.Bean and think their support is wonderful.
6	No	CT	We love it!	I would buy from L.L.Bean because of this!
6	No	CA	This is really a great service. It eliminates the need for a car.	Thank you L.L.Bean!
6	No	Quebec	Nobody told us that we should have bought the pass (information center or staff) and when we read about it, we understood that it was for the people using their car and driving to Acadia Park. There was no control for the pass on the buses... So we really didn't know.	Well, congratulations to L.L.Bean!!!
6	Yes	ME	Make the #3 not green on a green map.	
6	No	NY	The service is already great!	Money well spent.
7	No	MA	Excellent!!	They are the best!!
7	No	Germany	Great service. Please go on!	It's important to protect parks like Acadia and to keep it like this for the future!
7	No	TN	This bus is awesome! Thanks!	It makes me likely to buy from L.L.Bean.

Island Explorer 2012 Onboard Survey - Passenger Comments

7	No	SC	This has been a great service. The only time we had to wait was when trying to take bikes into the park. Maybe another van/bike trailer at certain times.	Wonderful!
7	No	Quebec	The service is excellent as is. Anything can be improved as long as somebody pays for it. I hope it will stay free.	
7	No	ME	Increase the bike transit. Keep discouraging vehicles in the park.	Terrific!
7	Yes	ME	Please add a 9:00 p.m. Campground (#1) departure from the Village Green. Also, back-up evening buses at 8:30 and 9:30 for full buses.	The contribution is welcome, but the advertising of L.L.Bean on the bus schedules, buses inside and out, drivers' shirts etc. is overdone. It appears that L.L.Bean's contribution has purchased advertising. Let's keep the private profit-making sector separate from services for the public good.
7	No	FL	Riding the bus allows us (husband / wife) to enjoy the wonderful site and beautiful scenery. We also meet others on the bus and that makes for good conversation.	Thank you L.L.Bean. We brag about this bus service to friends and family in FL.
7	No	PA	The bus service was very helpful. Parking is sometimes very limited and the bus can bring in more people.	It was a wonderful contribution, considering the pollution decrease.
7	No	NY	I am very pleased with the result on this beautiful day.	Wonderful!! We like the signage in the bus too.
7	Yes	ME	Should switch route back to every half hour at Tremont. And lengthen the ride to go to Long Pond.	That was nice.
7	Yes	ME		Thank you.
7	No	NC	Cleaner buses. Stricter rules.	Awesome. That is really nice.
7	Yes	ME	More stops.	
7	Yes	ME	Some of the bus drivers are very rude and non-helpful.	Good job.
7	Yes	ME	It would be nice to see the Tremont run extended to the Seal Cove Auto Museum.	My family shops at L.L.Bean in Ellsworth every month, largely to return a little of what they've done for us.
7	No	NJ	Good job. Bus needs shocks, #7386?	Commendable.
7	No	CT	Buses need better suspension!!!	Wonderful.
7	No	TN	#7 should stop at Eagle Lake for bikers. Having to go to Village Green to ride back to Eagle Lake is too time consuming!	It is awesome. I mail order from them a lot and will continue to do so knowing about their contribution! We stopped in Freeport on our way up here and spent money there.
7	No	FL	It's a great service, just wish you had a bus that went to Cadillac Mountain.	
7	No	NH		Worthy cause. Good job.

Island Explorer 2012 Onboard Survey - Passenger Comments

7	No	ME		Super.
7	No	CA		What a wonderful thing for L.L.Bean to do!
7	No	CT	The service is excellent. Good schedule. Flexible for drop off and pick up. Important to hikers. Friendly staff. A+++ We'll highly recommend to others.	Go L.L.Bean! Giving back to the community is important.
7	No	China	It's an excellent service.	
7	No	Quebec	We believe this system works very well and is very convenient! Keep up the good work!!	
7	No	Russia	Thank you so much for free bus! Buses are very clean, drivers are very friendly and so helpful!	
7	Yes	ME	I know it would be harder, but it truly would be amazing if the bus service ran all year. I can't tell you how incredible that would be for so many people	YAY! I think that's truly inspiring. Acadia is a beautiful place and should be protected and respected always.
7	No	GA	I like being able to park my car, walk to the bus, and leave driving in traffic to you.	Thank you L.L.Bean. I will support your company by placing an order in the future.
7	No	CT	We appreciate the service, especially since it was free. Wonderful, relaxing, and a great way to spend a couple of hours!	Thank you L.L.Bean! You are a testament to giving back to your community.
7	No	Ontario		Very good idea.
7	No	AR	Wouldn't object to a small fee for the bus convenience.	Love it! I get the catalogue and have shopped at the outlet in Ellsworth.
7	No	AR		Great gesture on their part.
7	No	Italy	Free bills make it for everyone. Everyone must to know Acadia National Park.	Great!
7	No	FL	Keep up the wonderful job. We love the service.	Appreciate it.
9	No	MD		L.L.Bean rocks! Thanks for supporting our National Parks and keeping tourism affordable.
9	No	TX		Thank you!
9	No			Good.
9	No	CA		Great!
9	No	CT	More buses please.	Keep doing what you're doing.
9	No	MD		Thank you L.L.Bean!
9	No	FL		Great.
9	No	MD		Thank you.
9	No	NJ		What a great thing for L.L.Bean to be donating its money to Acadia National Park recreation.

Island Explorer 2012 Onboard Survey - Passenger Comments

9	No	MI	Great service but need more bike capacity based on today's experience.	Awesome!!
9	No	NY	Thanks!	
9	No	NJ		Thank you!
9	No	NH	I have four kids, so having the van was great. We could not have biked otherwise.	Very nice of them. Good that local businesses support local places.
9	No	NY	It's a vital service, makes it easy to bike, and means less cars, traffic, and driving.	We very much appreciate it!
9	No	NY		
9	No	ME	This is the best! Would not come to Bar Harbor without it.	Thank you L.L.Bean.
9	No	CT	Start at 8:30 a.m.?	Big fan of L.L.Bean!!
9	No	NY		L.L.Bean has done amazing stuff for Maine.
9	No	NV	Last Bike Express leaving later than 5:00 p.m. would be appreciated.	Awesome! It is much appreciated.
9	No	MD		Thank you L.L.
9	No	NY		Unbelievable!
11	Yes	ME	Friendly helpful drivers.	Excellent.
	No	VA	Great service. Professional. Courteous staff. Helpful.	Awesome! National parks are our treasures!
			It's very good.	