

Island Explorer 2013 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>Comments</i> | <i>L.L.Bean</i> |
|--------------|-----------------------|--------------|---|--|
| 1 | No | FL | Service is good, always on time. | Great job. |
| 1 | No | Russia | Stay cool :) | |
| 1 | No | NY | This is a great service. I am thankful for it. | L.L.Bean is a good company. I will use them/buy more often. |
| 1 | No | Nova Scotia | We're all for it. Even a modest fee for a day pass would be fine. | Fantastic! |
| 1 | No | NJ | More bike room. | Thanks |
| 1 | No | CT | | One of the most beautiful spots I go to in the summer. Thank you L.L.Bean. |
| 1 | No | NJ | More frequent Bicycle Expresses at peak times. | Go Bean! |
| 1 | No | Netherlands | | That's great! |
| 1 | No | Israel | Your drivers are great! | |
| 1 | Yes | ME | | Great friend of Acadia. |
| 1 | No | PA | | Great! |
| 1 | No | Quebec | | Thank you L.L.Bean! |
| 1 | No | MA | Very convenient considering limited parking in town. | |
| 1 | Yes | ME | I wish it ran longer in the fall. | They're doing what they should and I respect them for that! |
| 1 | Yes | ME | A/C in the summer, maybe a late SWH and NEH bus for workers. | Great people for this. |
| 1 | No | CT | | Thanks! |
| 1 | No | PA | Very convenient. | My dad has an L.L.Bean Old Town 16' camper canoe. |
| 1 | No | ME | Your buses are very important to everybody and thanks again. | Thank you. |
| 1 | Yes | ME | Keep up the good work. | Very generous and beneficial. |

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|---|-----|---------------|--|---|
| 1 | Yes | ME | The bus has an incredible opportunity to seriously reduce traffic coming on and off MDI. More parking off island and express buses to Bar and SW Harbors. Even a small fee for express service? Promote parking off island more. | They sold out to China. |
| 1 | No | ME | We love it. | Thank you. Awesome!! |
| 1 | No | Nova Scotia | Excellent service. | |
| 1 | No | MD | | Thanks! |
| 1 | No | New Brunswick | This service is the best thing that happened to the Island for visitors and residents alike. | This is only a fraction of the money for the Explorer. Not sure why this question is being asked.... the donation of course is welcomed. |
| 1 | No | FL | The bus is a great service. We use it all summer. Occasionally when the weather is poor we just get on the bus and go for a ride. | L.L.Bean is spending its money wisely. |
| 1 | No | IN | Better shocks? Sometimes no empty bike racks. | Bravo L.L.Bean – we love them too! |
| 1 | No | OH | This is a wonderful service that is greatly appreciated. I can't thank you enough for all your service. | |
| 1 | No | IN | Glad you allow pets. | |
| 1 | No | CT | Peak summer – peak beach weather, more frequent runs (Sand Beach mobbed today – really ..?.. service). Otherwise great service. Thank you. | Much appreciated- much needed. |
| 1 | No | NY | | We will support L.L.Bean with our business. |
| 1 | No | New Brunswick | Best thing since sliced bread! How about a traffic light at the Visitors Center so buses can get back onto Bar Harbor road easier? | Awesome! |
| 1 | No | | This service is excellent. Sorry I waited until this year to try it. | Thank you! |
| 1 | No | NH | | Great, would consider when shopping for L.L.Bean type products. |
| 1 | No | Quebec | Great idea, great service | |
| 1 | No | Jamaica | | Bravo!!! Very well done. |
| 1 | No | Turkey | Thank you for everything. I always use your bus for going to job. Especially your bus drivers are excellent. SW Hbr 7 driver and all campground drivers. | |
| 1 | No | MA | | I am very happy L.L.Bean contributes money. I just worry what might happen if their funding ceases for unforeseen reasons. Will the state pick up the slack? I hope they could. |

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|---|-----|---------------|---|--|
| 1 | No | NY | | Good show L.L.Bean! Thank you. |
| 1 | No | FL | | Thank you. |
| 1 | Yes | ME | | Thank you very much. |
| 1 | No | CA | Shorter transport back to Visitor Center. Took us an hour and 2 transfers to get back after hike ending at the North Ridge Trailhead. | Thanks!! |
| 1 | No | ME | | Excellent use of L.L.Bean's community support. |
| 1 | No | Quebec | It feels like Walt Disney bus transportation in Orlando! So it is very very excellent! Thank you. | |
| 1 | No | MD | If it weren't for the Island Explorer we wouldn't be able to return to enjoy MDI each summer. | Bravo L.L.Bean!!! |
| 1 | No | NJ | | Awesome! |
| 2 | No | NJ | Service is great. | |
| 2 | No | ME | | Thank you – ½ our gear is from L.L.Bean. |
| 2 | No | MA | | Good. |
| 2 | No | Ontario | | Way to go! |
| 2 | No | VA | Great service, particularly during peak time of year when parking is so difficult | |
| 2 | No | SC | | Great! |
| 2 | No | NJ | Stay free buses for the vacationers, more vacationers will come. | |
| 2 | No | FL | We used the Eden route bus. The driver was friendly and helpful. We are happy with the service and will suggest this to all our family and friends. Keep up with the great service. Our driver is the best! | |
| 2 | No | NY | Friendly staff makes the vacation so much better. We enjoy the people of this community and Maine. | Great to see the company giving back to the Maine community. |
| 2 | No | SC | Great service. | Awesome. |
| 2 | No | New Brunswick | | Commendable, appreciated. |
| 2 | No | IN | | Very generous! |
| 2 | No | NJ | | Wonderful! |
| 2 | No | Holland | Bus schedules could be easier to read and visible in the bus. | |
| 2 | Yes | ME | I wish the senior apartments at Malvern Belmont could be a stop. | Way to go L.L.Bean! Thanks! |

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| 2 | No | MI | Didn't like the number of people allowed to stand while on bus; felt crowded at times and people's bags/carry-ons bumping into you. | L.L.Bean is great for donating over how long they have been donating. |
| 2 | Yes | ME | Awesome. | Very nice |
| 2 | No | | Great job. | |
| 2 | No | CT | Run every 15 minutes all day. | |
| 2 | No | VT | | Thank you. |
| 2 | No | WI | | Very generous. |
| 2 | No | NJ | The service was excellent. The buses could easily be ridden all over Acadia National Park. | Great! |
| 2 | No | | The driver who drove the bus on Sundays and Mondays was excellent, wonderful! | |
| 2 | No | | This is a very helpful bus service, but some of the drivers are not friendly and they tend to be disrespectful. | |
| 2 | No | | | Very good. |
| 2 | No | Moldova | It is the best useful thing on the island. | |
| 2 | No | Macedonia | WIFI Internet. | Great job |
| 2 | No | Macedonia | | Great. |
| 2 | No | Macedonia | | Awesome. |
| 2 | Yes | VA | The bus drivers are very welcoming and friendly, especially the 2 Eden St. bus drivers from 7:45-8:45 Monday-Friday. Their enthusiasm to start the day off right is really contagious and always makes me smile. Thank you so much. | Thank you, I really appreciate it. |
| 2 | No | Jamaica | The Sunday-Monday driver is the best, very very nice, wonderful. Its a great service | |
| 2 | No | Croatia | | That's excellent. |
| 2 | No | NJ | Service is great, we could walk to town and take the bus back. Didn't like busing to town from Bar Harbor Motel, too many off road stops. | They should have a local shop. |
| 2 | No | CT | | Love the Bean. |
| 2 | No | IN | Better shocks absorbers? | Excellent reason and generous amount. |
| 2 | No | PA | Great ride! | Thank you. |
| 2 | No | OH | Very Friendly. | |
| 2 | No | NJ | | Good. This should help. |
| 2 | No | PA | Loved the convenience and long hours. Drivers are friendly and helpful. | Wonderful to support such a great cause. |

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|---|----|---------|--|--|
| 3 | No | NY | It was nice to park and move around the park and not have to find parking at each venue. | I thank them and this encourages me to continue to patronize them. |
| 3 | No | CT | The service is amazing! | Thank you! |
| 3 | No | IA | | Impressed. |
| 3 | No | AL | | Fantastic! Evidence of a community-minded company. |
| 3 | No | NJ | | Thank you! It is appreciated! |
| 3 | No | NY | The bus service is an excellent idea! I don't use my car while in Acadia. | I applaud it. |
| 3 | No | MD | Keep offering this service! | Thank you, L.L.Bean! |
| 3 | No | UK | | This is a great gesture and commitment. |
| 3 | No | CT | | Thanks. |
| 3 | No | PA | Wonderful experience, adds to the positive experience of the week. | Thank you, L.L.Bean! |
| 3 | No | NH | | Keep it up! |
| 3 | No | Serbia | Very nice, helpful people work here! :) | Good man! :) |
| 3 | No | NY | Good service! | |
| 3 | No | VA | The air conditioner on the bus is very loud. | |
| 3 | No | NJ | It is a highlight of visiting here. We love being able to not touch the car for the week and just take the shuttle buses. | We love L.L.Bean! |
| 3 | No | UK | An increase in bike capacity would be great. | Think it is a great idea. |
| 3 | No | NY | There should be a line formation to board the buses to avoid confusion and a crowd rush!!! | |
| 3 | No | Japan | Perhaps a bit more explanation (for those of us who happened to discover this bus by chance) would be most helpful. | |
| 3 | No | England | Have signs up identifying the particular route the bus is traveling as a couple of the routes overlap. | |
| 3 | No | CO | | Great service. |
| 3 | No | MA | The Island Explorer gives us the opportunity to explore the Park without the hassle of driving in traffic and wasting gas. | It's great because it ensures the protection and upkeep of one of our beautiful resources. |
| 3 | No | FL | This is a fabulous service. We use it often. We come by boat and take the bus to all different parts of the island to hike. Then we can be picked up wherever we land. | THEY ARE FABULOUS! We will always shop there. |
| 3 | No | OH | | Generous donation – I hope they continue to support Acadia. |

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|---|-----|---------|--|--|
| 3 | No | France | I love the ability to take the shuttle! So environmentally friendly and it's nice to sit back and relax. Thanks much! | Good and fantastic, I'll keep on purchasing L.L.Bean for that notion. |
| 3 | No | VT | | Thanks. |
| 3 | No | PA | | Thank you. |
| 3 | No | Quebec | | Excellent public service attitude. |
| 3 | No | NY | On extremely warm days, passengers should be instructed on how to open windows to access fresh air and cooling breeze. | Yes, it's refreshing to see a large nationally known company care about the environment, energy preservation and the public. |
| 3 | No | | | We appreciate their contribution. |
| 3 | No | MA | | L.L.Bean is a large company, they should have donated 4 million. |
| 3 | No | CT | May need a marketing program to increase ridership | Great to see corporate involvement to preserve National Parks |
| 3 | No | VT | This is a great service and I imagine it has helped traffic congestion in BH and the Park. Being a hick from VT and hating to drive in traffic, this service has really enabled me to enjoy MDI without the hassle of driving. | Thank you! |
| 3 | No | NC | The electronic times were confusing. It would be helpful to have all the stops on the paper schedule. I think a few were left off. | Completely agree – protect the park. Very much appreciate what they do and their continued support. |
| 3 | No | CO | We are enjoying and appreciating the service. It is a tremendous benefit to those visiting and to the environment regarding vehicle emissions. | L.L.Bean is very generous. We appreciate their support of the NPS. |
| 3 | No | NH | Window open, no ac, no heat. | Thanks. |
| 3 | No | VA | Would recommend cars not be allowed inside the park to decrease congestion and improve air quality. Add more bike trailers. | |
| 3 | No | England | A great service and staff. We would not have visited the park without it. | Thank you. |
| 3 | No | PA | | Awesome! |
| 3 | No | NY | | Thank you. |
| 3 | No | Germany | Simply continue your good service! | There should be more wealthy people like this serving their community! |
| 3 | No | DE | Thank you! | Thank you! |
| 3 | No | NH | Hope it is maintained! | Thank you! |
| 3 | Yes | ME | Keep it going! | Thank you! |
| 3 | No | ME | Please increase bicycle carrier capacity. | Thank you. |
| 3 | No | NC | List the bus number to take to get to a ranger walk or hike in the Acadia Weekly. | Absolutely awesome! Thanks L.L.Bean! From an Acadia friend and supporter. |
| 3 | No | NJ | | Just to say thank you L.L.Bean! |

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|---|-----|---------|--|---|
| 3 | No | CT | | Thank you! |
| 3 | No | PA | Loud! Good air. Good Driver. | |
| 3 | No | CT | Very pleased with service. | A top notch pledge by a top notch company! Thanks L.L.Bean! |
| 3 | No | Quebec | There seems to be enough buses, very well served. | Good concrete example of how we all care for environment, nice to have a private company contribute to environmentally friendly service. Many thanks for this service; this is great. Maybe other outdoor companies could contribute. |
| 3 | No | England | | Yay! |
| 3 | No | PA | | Wonderful! |
| 3 | No | MD | More service to Echo Lake without the Bar Harbor and maybe SW Harbor loop. Bus up Cadillac. Optional plastic seat covers (for wet bathing suit riders). Bus out of service? - Please indicate on electric signs. | |
| 3 | No | CA | Make the website more reader friendly, especially on mobile phones. Extended hours to Seawall. | Awesome! We'll buy something from L.L.Bean because of their contribution. |
| 3 | No | TX | Eliminate overlapping routes as one way to increase frequency. Have early departure "hiker" bus to certain trailheads from Blackwoods and other locations as appropriate. | It is nice that a company that makes a profit from outdoor supplies etc. supports the National Parks. |
| 3 | No | PA | | Great |
| 3 | No | TX | Open earlier in the season | Wicked sweet. |
| 3 | No | CT | Thank you for being pet-friendly! | Smiles. |
| 3 | No | VA | Would be helpful to better explain stops and what people can do at them and what might be walking distance from stops, i.e., more detailed listing. List time to destinations. | L.L.Bean rocks! Thank you L.L.Bean! |
| 3 | No | PA | We love the service. We park and ride the bus our whole stay. | Great idea, thank you L.L.Bean. |
| 3 | No | MI | | I frequent and support L.L.Bean so I am happy to hear that L.L.Bean is so generous. |
| 3 | No | MA | A great service! | Thanks! |
| 3 | No | CT | | We appreciate it. |
| 3 | No | ME | | Thank you! |
| 3 | No | FL | Increase frequency a bit. Otherwise great! | Great! Hope they continue! |
| 3 | Yes | VT | The Island Explorer is wonderful, thank you! | Thank you! You have made access to the park convenient and environmentally friendly. |
| 3 | No | NJ | | Thanks for such a great donation. |
| 3 | No | Quebec | Maybe the buses can be bigger. | Good job!! |
| 3 | No | NY | | Thank you L.L.Bean! |

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|---|-----|--------|---|--|
| 3 | No | MA | Good job! | Nice job! |
| 3 | No | NH | | Appreciate it! |
| 3 | No | PA | We love the free buses but found navigating the site to plan our trip somewhat confusing. | As long as it's without strings attached. |
| 3 | No | NE | | Bean, bean the musical fruit, the more you give the more we scoot |
| 3 | No | NM | | Wonderful!! Tell REI to do same! |
| 3 | No | NJ | We are not fans of the new route for bus 5. It takes too long to get to Jordan Pond from Village Green. And bike express to Jordan Pond would be awesome! | We shop at L.L.Bean more because of their commitment to the IE. We love the buses and ride all summer! |
| 3 | No | IL | More shuttles and restrict cars. | Thank you! Wish more businesses shared that vision. |
| 3 | No | OH | The website is difficult to navigate. | Very grateful for their donation. |
| 3 | No | PA | We liked the informational posters on the bus. | |
| 3 | No | ME | Love it. Rely on it. Don't change it. | I buy all my gear at L.L.Bean. |
| 3 | No | CT | It is awesome! So helpful to have! Friendly, great drivers! Awesome to be able to leave our car at B&B! | Great, glad to hear! |
| 3 | No | ME | We love riding the bus! | |
| 3 | No | Quebec | Great service! Excellent idea that next stop is announced. Driver very helpful and friendly. | |
| 3 | No | WI | | Makes all our purchases from L.L.Bean even more worthwhile! |
| 3 | No | ME | | Good job dear! L.L.Bean contributed quite a lot. |
| 3 | No | MA | More frequent trips on popular routes. Later buses on some routes (#4?) | Thank you! |
| 3 | No | PA | Thank you for your service! | Awesome! |
| 3 | Yes | ME | Route expansion may be useful. | Very good. Will show them loyalty. |
| 3 | Yes | ME | | Thank you. |
| 3 | No | ME | | Fabulous - we love L.L.Bean. |
| 3 | No | GA | | Thank you!! More companies need to do the same. |
| 3 | No | ME | They are terrific. | They are wonderful. |
| 3 | Yes | ME | | Thanks bro. |
| 3 | No | NY | | Thanks a bunch. |
| 3 | No | MA | | Thank you L.L.Bean...Bravo! |
| 3 | Yes | ME | Public transportation helps the environment and creates community and makes the park more accessible for many. Bravo! | I'm exceedingly grateful. |
| 3 | No | Quebec | | Wow! |
| 4 | No | Quebec | | It is a strong commitment for Maine, for Environment, for future generations. |

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|---|-----|----|--|---|
| 4 | Yes | ME | I'm surprised standing room is allowed on the buses and yet there are safety belts in the seats. The schedule board at the Visitor's Center did not indicate current timing of scheduled bus that was late. | I think it is wonderful that L.L.Bean contributes and thank everyone who contributes and makes this service possible. |
| 4 | No | FL | | Thank you! |
| 4 | No | PA | Loved using the Explorer every day. | We are grateful for L.L. Bean's Generosity. You rock! |
| 4 | No | WI | Wish all/most of the windows opened! Would like to see this service at other national parks. Charging is OK for this great product. Another revenue idea: lockers at the Village Green | Nice! |
| 4 | No | SC | Great and informative (helpful) drivers. | God bless them for caring and giving back. |
| 4 | No | MA | Awesome. | Awesome. |
| 4 | No | NY | My only suggestion is to increase seating capacity – we had to stand two out of three times thus far. Otherwise, the service is excellent. | Excellent public service and most worthwhile use of their funds. |
| 4 | No | ME | We came to Bar Harbor years ago before the buses; the traffic was terrible; the buses make the trip so much nicer. | Thanks to L.L.Bean! Excellent service to the park and all who visit. |
| 4 | No | TX | I want to say your drivers are very pleasant and helpful. | We have used L.L.Bean for years. |
| 4 | No | MI | Wonderful public service. | They are to be commended. |
| 4 | No | NC | | Excellent! |
| 4 | No | NJ | | Praise the Lord. |
| 4 | No | NJ | | Very nice of them to contribute. Other Maine companies should follow their lead. |
| 4 | No | MA | I was unaware of the service until we reached Bar Harbor. This service has enabled us to do more on our vacation than we had anticipated. The routes available took care of our needs. We would not have been able to park in the village to shop and dine. This service is great! | Unbelievable!!! Thank you. |
| 4 | No | IN | This is a wonderful service and the park fee is extremely reasonable. | It is wonderful that Acadia National Park has the support of a fantastic company like L.L.Bean. |
| 4 | No | DC | More frequent buses. Buses should leave on time. | Good Job. |
| 4 | No | DC | Better enforcement of paying park fees. They seem optional. This would lead to more money for buses and fewer cars in Acadia. Buses should run every 5-10 minutes max. | Very grateful. Thank you L.L.Bean. You're a good corporate citizen of Maine and the national parks. |

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|---|----|----|---|--|
| 4 | No | NY | Buses should have rear exits to facilitate flow of passengers. Buses seem very crowded, should increase frequency. | This service should not depend on sole corporate sponsors. |
| 4 | No | AR | Excellent service. Essential to reach main sites and trail heads. | Excellent. |
| 4 | No | ME | | Thank you L.L.Bean for your contribution! |
| 4 | No | ME | Bus is great, good driver and friendly. Bus well kept, maybe less waiting time. | Thank you. |
| 4 | No | NY | This is a great service and we're happy to utilize it. We would be willing to pay a fee for the service or increased Acadia fee to keep the service. | That's awesome. |
| 4 | No | OH | A role model for the country! | We need nationwide corporate sponsors to promote the national parks. |
| 4 | No | WV | Great idea! Reduces amount of cars in park!!!! | Awesome!!! |
| 4 | No | IN | Love the fact that the buses are helping to decrease pollution. If no cars allowed in park, increasing the number of buses would be very important. If possible, cars should be more limited. | More companies should do this. Smiles to L.L.Bean! |
| 4 | No | WI | Increase frequency from 10 AM to 2 PM. | Great! |
| 4 | No | CA | More frequent buses on the loop would be better. | Great! |
| 4 | No | NC | Really like it for environmental impact reasons. It also relieves driving stress. | Thanks L.L.Bean. |
| 4 | No | NM | Check passes bought – some enter bus without paying fee. | Thank you L.L.Bean. |
| 4 | No | AZ | | I will buy more products from L.L.Bean because of their commitment to Island Explorer. |
| 4 | No | IL | Wonderful service. No suggestions for improving – drivers are friendly and helpful and very personable. They go out of their way to serve the riders | Awesome. Good to know there are companies that will help keep America strong. I will be more aware of the L.L.Bean brand when making a purchase. |
| 4 | No | IL | A route to Cadillac Mt. Sunrise viewing as I brought no transportation in order to preserve the impact of humans in the area. | Great! Keep it up. It encourages me to support your products. |
| 4 | No | NH | | Thank you. |
| 4 | No | DE | Add buses at peak hours. Buses are crowded. | Love it! We buy a lot of L.L.Bean products and now we'll be even more loyal. |

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|---|----|-------------|--|---|
| 4 | No | ME | Island Explorer makes it convenient to get across the island! | It is good to see a Maine company put money back into the state, esp. for recreational purposes! |
| 4 | No | CT | | Wonderful! |
| 4 | No | ME | | Good investment for them as many folks also frequent L.L.Bean's for outdoor camping, fishing etc. gear. |
| 4 | No | NH | Try and have better time manager. | Go L.L.Bean! |
| 4 | No | NY | | Thanks to L.L.Bean. |
| 4 | No | MA | Please have Loop Route start at 8 AM and 8:30 AM (or 7:30 AM). 9:15 AM is too late for hiking. | LOVE L.L.Bean!! And after experiencing the park, now we REALLY love L.L.Bean! |
| 4 | No | IL | | Thanks! |
| 4 | No | PA | Bus driver was great!! Handsome, too!! | Thank you and will continue to buy L.L.Bean goods and products. |
| 5 | No | New Zealand | Excellent! Maybe a few more return buses at end of day in August, so no-one gets "stuck." Maybe co-ordinate better with Ranger Program, e.g., missed program because bus was not early enough. | That is amazing! Wow. |
| 5 | No | MA | We stayed 7 nights at Bar Harbor accommodations and ate at many establishments. In other words, spending and helping the economy at the same time. | Thank you and we appreciate the generosity associated with this service. |
| 5 | No | MA | I wish the Jordan Pond bus and/or Bicycle Express routes started earlier (8 AM). I wish the Sand Beach bus ran later to Park Loop Road (to dusk?). We had one very friendly and one very crabby driver and several in between. | It makes me happy to be an L.L.Bean customer. |
| 5 | No | MD | This is our first use of IE | Makes me happy I'm a long time L.L.Bean customer. |
| 5 | No | NY | Excellent service!! Made our trip to Acadia a smooth adventure. | Important to give back and preserve all the nat'l parks. |
| 5 | No | NC | Excellent public transportation and free w/ Acadia Park Pass is great. | Thank you!! |
| 5 | No | NJ | We love the Island Explorer! | Thank you! This is such an important service. We appreciate being able to travel in and around the park without having to deal with traffic and parking. Significantly improves the national park experience. |
| 5 | No | MN | Add more stops. | Awesome! It makes me appreciate this company even more. |
| 5 | No | VA | Fabulous! | Great! |

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|---|-----|---------------|--|--|
| 5 | Yes | ME | In a perfect world, there would be no cars in the park and a more frequent shuttle service. | Good advertising for them. \$5 million would be better. |
| 5 | No | | | Good Job. |
| 5 | No | HI | 8/6/13, 9:30 AM at SW Hbr. 8 folks waiting at marker bus stop, all wanting to go to Village Green. About 9:30 AM a bus stopped across the street. We started walking to the bus and it left before we could get to it. Female bus driver just took off!! | Great! We shop at L.L.Bean. |
| 5 | No | CT | | It's a great service that's being offered. I wish Cape Cod, MA offered shuttle buses. |
| 5 | No | MA | Keep the loop running later (we missed the last bus yesterday). | I support L.L.Bean's decision. Cars are ruining Acadia. We will shop at L.L.Bean (seriously). |
| 5 | No | NY | We really like the service, made traveling the island so easy. \$20 is well worth it. | They should contribute more. |
| 5 | No | ME | Very surprised it is free. | Very generous for a great company. |
| 5 | No | New Brunswick | Good service. | Appreciate the contribution. |
| 5 | No | NJ | | We shop at L.L.Bean in part because of their contributions to the Park. |
| 5 | No | MI | | Awesome! |
| 5 | No | PA | Great service, loved the experience. | Makes me want to buy more L.L.Bean products! |
| 5 | No | MD | A treat to be able to use these buses with the bikes. Bigger bike racks on certain routes would be welcome. | Both my tents are L.L.Bean and all the backpacks. I will only buy tents from L.L.Bean because of quality and guarantee. Thank you L.L.Bean for the Island Explorer. I love your logo and pledge. |
| 5 | No | FL | | A wonderful gift! |
| 5 | No | PA | Develop a smartphone app with the schedules and ability to track the buses. | That is awesome! |
| 5 | No | NY | I enjoy when the driver shares historical facts and is friendly. | L.L.Bean is the best for protecting Acadia and providing such wonderful service. Very grateful. |
| 5 | No | DE | This is a great bus service. We really enjoy using it.Thank you for offering this wonderful service. Love reading the facts on the bus. | Wonderful. |
| 5 | Yes | ME | Start the bus service two weeks earlier and extend it two weeks later! | Thank you. |
| 5 | No | TX | So very convenient – thank you! | We shop at L.L.Bean – thank you L.L.Bean! |
| 5 | No | PA | Drops at schools seem to be a waste. | Thank you for being a great example for corporate America. |

Island Explorer 2013 Onboard Survey – Passenger Comments

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|---|-----|--------|---|---|
| 5 | No | FL | I wish you started service a week earlier in June. | Great!! They show great civic responsibility. |
| 5 | No | MD | Great service – mass transportation, low pollution – protects the national park – more people less traffic congestion, also! | Thank you. Much appreciation. We always visit/shop at the flagship store en route to Bar Harbor. |
| 5 | No | MA | Great job!! | Great job!! L.L.Bean keep supporting the park! |
| 5 | No | NJ | The bus schedule makes the ferry to Schoodic Peninsula look like it's free and part of the IE service. This wasted two hours of our time to figure this out. | Great! |
| 5 | No | Serbia | Everything is great! | Very nice from them. |
| 5 | No | NJ | Glad we can bring our bikes. | Sweet! |
| 5 | No | AL | Excellent service. You are a great blessing especially to those of us who do not have a car. God bless you. | I hope they will continue. Thank you! |
| 5 | No | OH | Thank you! | Thank you! |
| 5 | No | NY | I love the bus! Couldn't get to work without it. Thank you! | |
| 5 | No | MN | A route to the BH airport other than the long Campground run or a route that runs just directly from town to town – Bass Harbor to SW Harbor and NE Harbor to Bar Harbor. | |
| 5 | No | VA | Remove Visitor Center stop from # 5. | |
| 5 | No | NY | | Great! |
| 5 | No | MD | | It is wonderful that they contribute to this. |
| 5 | No | FL | | Thank you |
| 5 | No | ME | The Island Explorer is a main reason for me visiting the Island every year. It made getting around the Island easy and car free. We come via boat to NE Harbor so could not otherwise get around. | We think it's fantastic. Hooray to L.L.Bean for doing so much to save this beautiful place from more traffic and pollution. L.L.Bean and Maine are a real team. |
| 5 | No | IL | Very nice. | Thank you. |
| 5 | No | CT | Bus service is wonderful idea! Could improve ease of understanding bus schedules. Frustrating to go to Jordan Pond! | Thank you L.L.Bean! That makes me so happy! |
| 5 | No | NE | This is a tremendous service!! Thank you for having it. We would not have been able to visit Acadia as much without the bus service. | I really appreciate and thank them. They have a special place in our hearts for helping Acadia and I shop with them more frequently because of their kindness. |
| 5 | No | | | Thank you. |
| 5 | Yes | ME | I've enjoyed riding the bus all 14 years. Keep up the excellent service! | Impressive. |
| 5 | No | NY | Excellent friendly service. | Thank you L.L.Bean. |

Island Explorer 2013 Onboard Survey – Passenger Comments

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|---|-----|----|--|---|
| 5 | No | DE | 1 st ride at this time. | I think it's great! |
| 5 | No | PA | On return from Jordan Pond hard to find seat, had to wait for another bus which went to visitor center then had to wait for another bus to return to village green. Waited a while as all buses were full for home ride. | We are very grateful for L.L.Bean's generosity and environmental spirit. They are setting a wonderful corporate example! |
| 5 | No | IN | Suspension in bus was too hard! | Very generous! |
| 5 | No | NH | | Bravo! |
| 5 | No | MA | | Wonderful. We are a customer of L.L.Bean. |
| 5 | No | NY | | Thank you L.L.Bean! |
| 5 | No | FL | We really appreciate the convenience of not relying on a car to get around and to find parking. | Love L.L.Bean! Thank you! |
| 5 | No | NJ | More frequent service. | Great! Hope they keep it up. |
| 5 | No | ME | Later running buses would make night life in Bar Harbor easier on "quietside" vacationers. Advertise Schoodic possibilities more. | Thank you. It's why I buy L.L.Bean and not Cabella or others. |
| 5 | No | MA | | It's great to see L.L.Bean doing so much to help Acadia. |
| 5 | No | CA | Seems like a good method to reduce car/vehicle congestion in the park. | Way to go, corporate America! We need to provide more encouragement for successful businesses, not business strangling Obama/fed regulations and taxes. |
| 5 | No | MA | Great idea to provide service from Bar Harbor to park, cutting down on traffic. | |
| 5 | No | WA | Free is the best fee!! I tip though. | You guys rock, no pun intended. |
| 5 | No | PA | The bus drivers are very friendly and very helpful. I like how you can get picked up anywhere just by waving your hand to the bus! I also like the bike racks. | They are very nice people! |
| 5 | No | CA | | That's awesome. |
| 5 | No | NC | | It is a generous contribution and also gives them very good public relations. |
| 5 | No | IL | Don't stop service. Not enough parking. | Great! |
| 5 | Yes | ME | I think when inbound and outbound buses are leaving from Visitor Center, drivers should be explicit or sign should say inboard or outboard. | I appreciate it. |

Island Explorer 2013 Onboard Survey – Passenger Comments

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|---|-----|----|---|--|
| 5 | No | NJ | | We are impressed with L.L.Bean's commitment to the Maine communities. It will encourage us to continue purchasing at L.L.Bean. |
| 5 | No | MD | | Excellent corporate citizenship. Good going L.L.Bean. |
| 5 | No | CT | | Great idea. |
| 5 | No | | Great services. | Most generous. |
| 5 | No | FL | | Great. |
| 5 | No | FL | Great service. Great transportation. | Good investment. |
| 5 | No | NY | Poor suspension, noisy buses. Not a pleasant ride but an excellent service. | Good job LL |
| 6 | No | IL | We found information about using the shuttles with bikes fairly easily, but we encountered many people unfamiliar with bike rack availability (or etiquette!) when using the shuttles with bikes. | Love it ! Way to go! |
| 6 | No | VA | Wonderful service! Thank you for providing an easy way to get around the area. | Very generous. Thanks! Greatly appreciated. |
| 6 | No | CT | | Very good |
| 6 | No | NY | It's a fantastic service that makes it possible for us to more fully explore the park. | Thank you. |
| 6 | No | MO | I use the bus system almost everyday and am so thankful for it. Such an amazing service. | Makes L.L.Bean one of the best outdoor companies in my opinion! Please continue helping to keep Acadia clean! |
| 6 | No | MD | | They rock! |
| 6 | No | CT | Just love it!! Very convenient. | Way to go L.L.Bean! |
| 6 | No | CT | | Great. |
| 6 | No | NC | Because of bus we have become Friends of Acadia members. | Greatly appreciated. |
| 6 | Yes | ME | It's awesome! | It's awesome! |
| 6 | No | TX | Let the riders pay for a day pass to share costs. | |
| 6 | No | NJ | | Great work!! |
| 6 | No | NY | Great job. | Great job – I shop at Bean's for most things. |
| 7 | No | OH | Very nice service, especially given limited parking in the park. Helps to preserve natural areas with smaller areas needed for parking and less traffic jams. | Thanks! Raised my impression of L.L.Bean from neutral to positive. |
| 7 | No | NY | Excellent! | A great gift. Thank you! |
| 7 | No | NJ | It is great. | |
| 7 | No | MA | Just awesome! It takes you where you want to go! It would be great to make it mandatory – rather than voluntary. | Great! It's awesome support!! |
| 7 | No | | | Thank you. |

Island Explorer 2013 Onboard Survey – Passenger Comments

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|---|-----|---------|--|--|
| 7 | | CA | The 9:17-9:23 bus #7 driver (woman driver) SW Hbr was rude and did not stop to pick up us with our bike. We were at the bus sign across the street. All the other drivers have been great! | Many thanks to L.L.Bean |
| 7 | No | FL | Great service – thank you, thank you. | Thank you L.L.Bean! |
| 7 | No | MA | The SW Harbor bus stop could be more clearly marked to indicate which side of the street to pick up the bus going to Acadia. | |
| 7 | No | NC | Thank you so much for providing this service. Otherwise, I would rarely be able to go hiking since my mom is always using the car. | Thank you. |
| 7 | No | CT | Very useful! | That's why I buy from L.L.Bean. |
| 7 | No | CT | Bus schedules available at the library? | Thank you! |
| 7 | No | England | We used a bus where the driver sang to the passengers once, and it was a fun, entertaining and somewhat moving experience. More of this please! | Thank you very much for helping the delightfully quaint bus carry on their fabulous service. |
| 7 | No | IL | Excellent reliable service! Used it 7 years ago when I was a student working at JAX, glad to see the service is still here now that I'm back visiting family. | Thank you! We appreciate all you do for nature conservation and visitors to Acadia. |
| 7 | No | VT | | Amazing! Thank you L.L.Bean! |
| 7 | No | NY | | Two thumbs up for L.L.Bean! |
| 7 | No | Italy | | Great! |
| 7 | Yes | ME | The drivers of the bus 3 route are kind and sweet, very friendly and have gotten to know me so well they know my stop well. Buses are usually on time but are often early/late by a few minutes. | Very, very generous. Thank you L.L.Bean! |
| 7 | Yes | ME | You should go year round, because locals use the buses too and need to get places in the other seasons. You should go over night, too. | |
| 7 | No | Quebec | | Keep up with it! Please. |
| 7 | No | ME | Thank you! You brightened my day immensely and made my heart glow like gold. | Thank you! |
| 7 | No | NV | It'd be nice if we could get to the top of Cadillac Mt. on a bus. | Awesome! |
| 9 | No | MA | | Love L.L.Bean and will continue to shop there especially since they sponsor Acadia! |
| 9 | No | NY | Very helpful. Appreciate it is free. Love friendly, knowledgeable drivers. | I love L.L.Bean, shop there frequently (online) and am likely to increase purchase now. |
| 9 | No | Ontario | Thank you for a great time. | Thank you for this service. |

Island Explorer 2013 Onboard Survey – Passenger Comments

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|---|-----|----------------|---|--|
| 9 | No | fl | This is a vital service to the enjoyment of Acadia NP and the preservation of the environment | Great and they should support the local community. |
| 9 | No | GA | Great idea – reduce traffic and pollution. | Will support L.L.Bean. |
| 9 | Yes | ME | Start earlier in season | End later in season. |
| 9 | No | | Great service! Thanks. | That's the reason we buy L.L.Bean! Thanks! |
| 9 | No | United Kingdom | | Brilliant! |
| 9 | No | TN | | Thanks. Nice to see corporate contributions. |
| 9 | No | MD | Great service! | Thanks! |
| 9 | No | PA | | We are long-standing L.L.Bean customers and appreciate Bean's contributions to our National Park. |
| 9 | No | PA | We were glad for the service as we did not want to load bikes on car and drive to Park. Very convenient and useful. Helps to lessen cars in the park. | Good use of money - we shop at L.L.Bean's. |
| 9 | No | GA | Good service, makes visit much easier. | |
| 9 | No | Netherlands | Bus schedule idea is perfect. Island is crowded already with cars. | Great help! |
| 9 | No | MA | It would be helpful to have more than one terminus but it is still a fantastic service. I wouldn't have an issue with even paying a small fee for a weekly fare. | Generous and smart! |
| 9 | No | NJ | Excellent service. Please keep it up! | Great company! We will always shop there. |
| 9 | No | NJ | Encourage more use of buses – very easy to do point to point. Bike from Eagle Lake to Brown Mtn. Lunch in NE Harbor and bus home. People need the ideas written out for them. | Nice work. |
| 9 | No | NC | | Yay! |
| 9 | No | Quebec | Very good service. | |
| 9 | No | NV | | Fantastic! |
| 9 | No | NY | Very helpful and informative. | |
| 9 | No | PA | | Extremely admirable, wish more corporations would follow suit to protect national parks and public transportation. |
| 9 | No | TX | Add another stop for the carriage roads. | Yay L.L.Bean. |
| 9 | No | Switzerland | Private traffic should be banned. | |
| 9 | No | MA | Start service earlier for Eagle Lake Express. | Greatly appreciated. Good job, L.L.Bean. |

Island Explorer 2013 Onboard Survey – Passenger Comments

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|---|----|----------------|---|--|
| 9 | No | SC | Great service, makes visit more pleasant! | Thank you! |
| 9 | No | TX | Great and friendly service. | |
| 9 | No | MN | Very nice people! | I am a customer and credit card (L.L.Bean) holder. I am glad they contribute! Thank you! |
| 9 | No | MA | This is our first time using IE and it was easy... thank you. The drivers and helpers were super friendly, helping make our experience to Acadia great! | Way to go L.L.Bean! |
| 9 | No | CA | | Thank you L.L.Bean. |
| 9 | No | LA | | Terrific! |
| 9 | No | NY | Great service! We appreciate it!! | That is generous of them! |
| 9 | No | FL | Very timely, excellent service. | Thank you – I will support their business. |
| 9 | No | CT | We appreciate the service. | Thank you! |
| 9 | No | MD | You are doing a great job! Love the free service. | Excellent. I will continue to shop L.L.Bean. |
| 9 | No | KY | Very nice, thank you! | Thank you. We shop with them online. Going to your store. |
| 9 | No | United Kingdom | Good service, staff excellent. | |
| 9 | No | FL | Excellent idea, service. Don't mind paying thru permit to not have to pay per bus ride. More convenient. | Great partnership! |
| 9 | No | PA | Great service. | Outstanding! |
| | No | NY | | Thumbs up! |
| | No | NE | | What an exemplary corporation – an example for all others. Bravo! |

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