

Island Explorer 2018 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	PA	Love it! Thank you! Much appreciated.	Thank you so very much!
1	No	PA	Thank you.	Thank you.
1	No	WA		We like L.L.Bean.
1	No	MD	Ranger talk at 9 pm to 10 pm at Sand Beach. It would be nice to have bus service coordinate with this Ranger talk. Also, make an Island Explorer App.	L.L.Bean should continue to support.
1	No	NY	This is a great service and has increased opportunities to enjoy park and town activities.	A wonderful gesture, greatly appreciated.
1	No	MA	I'd gladly pay a fare. Especially if it meant A/C on the buses.	
1	Yes	ME Bar Harbor		Nice.
1	No	FL	Great service, makes it easy to visit even with limited parking.	Great.
1	No	TN	This bus service was great. I wouldn't have been able to see Acadia because I didn't rent a car! This has been great!	
1	No	FL	More people should donate.	Thank you, LLB.
1	No	PA	Keep up the good work.	Kudos to them.
1	No	NH		Great contribution. Helps keep cars away from ANP. Great for the campgrounds.
1	No	FL		This is wonderful! It's so convenient with service from the campground to downtown.
1	Yes	ME Bar Harbor	You are doing an amazing job!	Thank you for your commitment to Acadia!
1	No	TX	A/C needed.	Awesome!
1	No	VA	This is great! Just need more buses and more frequency in peak season.	Fantastic. A great company. All my kids' backpacks always come from L.L.Bean! Thank you!
1	No		Love the service, keeps the traffic down on the island. Great for hiking on/off friendly service.	Greatly appreciated, we always support L.L.Bean.

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1	No	ME Lisbon Falls		Very generous. Shows their commitment to introducing people to the outdoors or keeping them connected to the outdoors.
1	No	FL	A/C! People packed in during warm weather is pretty miserable.	Wasn't aware - would need to research before replying.
1	No	TX	Better explanation of catching buses at non-traditional stop points and how to flag.	Thank you! Makes me more likely to consider purchasing from stores.
1	Yes	ME Bar Harbor	Hey, where are the new buses? Either have working A/C or make certain all windows can be opened. Don't need so much upholstery. PS - All Explorer drivers, especially Oceanarium, should get hardship pay this year!	THANK YOU!!
1	Yes	IL		All support is important and excellent.
1	No	Ontario	Very uncomfortable because of the heat - will not use it again.	
1	No	ME Kittery		Good for them. Too bad others wouldn't follow suit.
1	No	MI	Routes 1 and 2 (Oceanarium and Eden Street) overlap and that was confusing.	Great company and thank you for providing this free service; we rented a large 10-person van and it would have been a nightmare trying to find a parking spot.
1	No	AK		Thanks.
1	No	PA	Bus service was fantastic! Very limited parking is available and buses make everything much easier. They are clean and very convenient!	Thank you, L.L.Bean!
1	Yes	ME Lamoine	Keep everything the same! WE LOVE IT!	It's amazing and highly respectable. We hugely appreciate the work they put in.
2	No	PA	I love the Explorer! I take it to work and it is always on time! I also go to SW Harbor a lot and truly appreciate the free ride and friendly service.	Thank you! Your company values help Acadia, people, and the environment. I am more likely to purchase items from you.
2	No	Kazach- stan	All of the people who work here are very good! Thank you!	
2	No	Thailand	Bus schedules are a little bit difficult to find. The website is a bit confusing.	Thanks for the free bus!
2	No	Jamaica	I wish the buses carrying workers could run until November. Taxi fares are very expensive.	
2	No	Jamaica	The only suggestion I have to make about Island Explorer is I wish the buses could operate through the end of October 2018.	

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2	No		I am just kindly asking if you can continue your service until the hotel closes.	
2	No	CT	I love the transportation, but I wish there were more buses when it's busy (evenings).	I will support L.L.Bean by shopping with them because I respect what they are doing.
2	No	NJ	More frequent buses to the park in the morning. It is hard to get to the park early without your car.	Thank you!
2	No	TX	We were turned away and could not get on a bus a couple of times because it was full. Overall, excellent service other than capacity.	
2	No	WI	More frequent trips to and from Blackwoods would be fantastic! But we are grateful for the service!	Thank you!! The bus has made our trip much more enjoyable.
2	No	VA		Thank you, L.L.Bean.
2	No	NJ	It's a great service to use and eliminates the need to drive and worry about finding parking.	A big thank you!!!
2	No	NY	Thank you!	Outstanding.
2	No	NJ		Great company.
2	No	PA	Excellent idea - we take advantage of it often. Great commitment to the area and town.	Thank you!
2	No	VA	Good.	Bless them.
2	No	FL		Thank you, L.L.Bean! We love your products!
2	No	MO		Thanks!
2	No	WI	It's a very convenient service and a good way to see all of the island!	Thanks, L.L.Bean!
2	No	ME Waterville	A/C on buses	Money well spent.
2	No	WI	I was very pleased to have this service. I did not know it was available until we arrived at our hotel.	This is fantastic! I did not know this. This makes me more likely to purchase from them in the future.
2	No	ME Yarmouth	It was very nice to be able to use the bus and leave the car at the hotel.	Thank you!
2	No	MD	Let the windows open more to allow more air / have fans running when bus is stopped.	Thank you, L.L.Bean!
2	No		The bus service is wonderful! Frequent service, dogs have more than enough space, and it's free! What a great first visit to Acadia.	We love L.L.Bean! Happy to hear their love for the environment has such a far reach!
2	No	MD		Thank you.
2	No	WI	Bumpy road - sorry about the printing.	Wow! So great!
2	No	NJ	Thank you. The road work makes it difficult.	Will go to their web site to shop.

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2	No	GA	Mostly good service, but didn't like waiting 30 minutes if the bus is full. Today was our worst experience. We rushed to get to the 2:00 pm Eden Street bus, but when we got to the Village Green, there were four buses sitting there out of service. There was no communication of what was going on. Eventually we discovered one of the buses was going to be Eden Street, but not until 2:30. There were so many people waiting for Eden Street that we had no choice but to sit on a hot stationary bus for half an hour. After a few minutes they told us a different bus was leaving for Eden Street immediately, but there was no way to move my 3-year-old son to that bus before it filled up. Basically, I understand things can go wrong. It's the lack of communication that I take issue with.	
2	No	VA	Thank you!	Thank you. Made trip easier and more enjoyable!
2	No	NJ		Very good and very important.
2	Yes	GA	I have to be at work at 3:30 and every day I am rushed because even if the bus is there it won't go until it is time. Sometimes we sit and sweat waiting to go. More buses.	
2	No	VT		Thanks.
2	No	NY	Loop Road needs more buses.	Thanks for the support!
2	No	MI	Valuable service to the park and area. Provides a service that is greatly needed. Drivers are friendly and helpful.	Thank you, L.L.Bean, for caring enough to help preserve our national gem.
2	No	NY	Overcrowded buses. Broken A/C on multiple buses.	Need to do more given L.L.Bean's name is associated with the (lack of) quality (see previous comment).
2	No	PA	Due to the massive amounts of construction, the bus schedule was "off." Extra buses would be needed at peak times only.	
2	No	CT	It's a great service. We appreciate it greatly.	It's awesome!!
2	No	OH		Awesome!
2	No	NH	Maps and schedule in Bar Harbor were easy to understand. Our hotel wasn't as helpful with directions and info on the bus. Holiday Inn Resort.	Thank you!
2	No	NJ	Thank you for providing this service!	That's amazing! Thank you, L.L.Bean. Such an incredible company!

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3	No	MD	We last visited Bar Harbor in 1991. This Island Explorer service is a tremendous improvement.	Thank you, L.L.Bean. We will remain loyal customers and choose to purchase from L.L.Bean whenever possible.
3	No	NC		It is very good of them.
3	Yes	ME Bar Harbor	I like the new Sand Beach express bus. Please consider an additional Jordan Pond Express bus between JP and the Village Green.	I only wear their clothing.
3	Yes	ME Bar Harbor	Drivers are really helpful and answer so many questions. Sue is my favorite.	Thank you!
3	No	FL	The taxi service in Bar Harbor is lacking. It would be great if there was a jump on, jump off Island Explorer that went between Eden Street, the YMCA, and other in-town or close to town spots.	Thank you, L.L.Bean! We don't need a car because the Island Explorer takes us everywhere!
3	No	CA		Very generous. Should set up matching gift, encourage others to do the same.
3	No	NY		Thank you!
3	No	CA		Thank you.
3	No	DE	Continue this wonderful service and perhaps close some areas to private vehicles entirely.	In this era of unbridled corporate greed and excess, I'm refreshed to see these funds used for such a noble cause. Slash the CEO's salary and contribute even more!
3	No	AZ		Thanks!
3	No	TX		Great!!
3	No	CA		Yea Leon!
3	No	England	More number 7's in the evening.	Thank goodness for such a benefactor. Such generosity from philanthropists like Bean and Rockefeller helps to preserve heritage and beauty in an ever changing world.
3	No	MA	It's a great service! But over crowded. Expansion, if possible, would improve transit (and more frequent shuttles).	Go L.L.Bean! We'll visit the store on our drive home. Thanks!
3	No	PA	An app would be great.	I would be more likely to shop here.
3	No	Belgium	Everything is perfect, thank you!	
3	No	NM		Wonderful.
3	No	Ontario		Good thing to do.
3	No	NJ		It is a very good company. I bought their products.
3	No	MA		Good job!
3	No	Spain	There are routes that should finish later. Congratulations! It is a very helpful and sustainable service.	
3	No	NC	Great.	Way to go, L.L.Bean!
3	No	Ontario		Awesome! We will be stopping at L.L.Bean on our way home to Canada!!
3	No	NY		Awesome!!!

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3	No	PA	Split hotel route. Waited for 60 minutes, all shuttles full. Walked from Hampton to town.	Excellent giving back.
3	No		Great service!	
3	No	IL	Very helpful. Easy to use. Frequent buses.	Keep it up! Well worth the investment.
3	No	Israel	We found the RV parks expensive, so we tried to find a place at the National Park RV camp. It was impossible to get a site. To come at noon instead of early in the morning was hard and cut our visits and hiking.	
3	No	OK		Thanks!!
3	No	CT	Very nice initiative.	
3	No	MA		Good!!
3	No	NC	I think cars should be excluded from national parks, with only bus service within the parks.	Great - let big business give back to the community.
3	No	Quebec		It's really nice!
3	No	Quebec	Good.	Good.
3	No	MN		Wonderful effort by the company.
3	No	NC		Good.
3	No	WA	It would be convenient if future buses had outlets for electronic charging and/or Wi-Fi.	
3	No	NY	Later evening options.	You go L.L.Bean!
3	No	MI	A/C?	Thank you?
3	No	MA		Thank you, L.L.Bean! We buy L.L.Bean because of this service!
3	No	ME South Portland	You help make our visits stress free! Thank you!	Thank you, L.L.Bean!
3	No	MA	Thank you - great service!!	Thank you!
3	No	IA		Thank you!
3	No	FL	Friendly, helpful. Sell trail maps at the village green bus stop.	Thank you.
3	No	WI		That's wonderful! I've loved L.L.Bean for over 40 years (now 61 years); I love them even more because of their commitment!
3	No	VA	Due to road construction, the trip from the Holiday Inn took too long. All the stops at hotels should be reduced per bus.	Fantastic.
3	No	PA	Clean fuel buses and more free park maps.	Makes me consider buying from them.
3	No	NJ		They rock!
3	No	Macedonia	Bigger buses.	
3	No	PA	Driver Nancy very friendly and informative.	This is awesome!

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3	No	GA	We did not realize in previous years that we were supposed to purchase a park pass. So you might suggest signage, verbal reminders, and other ways to let people know they need to buy a pass. We are happy to buy the pass, we just didn't know previously.	That's wonderful corporate generosity!
3	No	PA	Very happy we did not have to drive to the park as parking is very limited.	Thank you!
3	No	PA	The Island Explorer is a wonderful way to get to see the beautiful sights of Maine! It has made our trip hassle free, relaxing, and very much worth it! Thank you!!	That was a very remarkable thing to do!
3	No	OH	Very friendly drivers; very nice service. Shuttle is convenient and helps tourists see the sites without having to worry about parking.	Thank you for your commitment to serving and protecting ANP.
3	No	OH	It's good.	Thank you for the huge contribution and for making transportation very easy and convenient!
3	No	NY		A big thank you!
3	No	MI		A great thing to do! Thanks.
4	No	NJ		Very grateful, and support whenever possible.
4	No	TX	Great service!!	Great!!
4	No	CO	It's my first visit here. I'm in love with it!	Excellent and outstanding of L.L.Bean to do this. I will shop there this week!
4	No	IL		Thank you!
4	No	PA	Fantastic service that has enhanced our trip! We love using the Island Explorer because of the convenience & conservation.	Way to go, L.L.Bean! This encourages us to consider and support L.L.Bean more frequently.
4	No	VA	Provide description of what is at each stop.	Thank you.
4	No	MA	Air conditioner did not work.	
4	No	PA	Peak season - add more Park Loop Road buses. Fabulous idea - moving people (45 at a time) around the park with minimal environmental impact.	Wonderful; good PR and encourages me to visit Freeport and to order online from them.
4	No	OH		Thank you!
4	No	WI	A great service.	Best thing for any national park.
4	No	PA	Bus guides on the ground are very helpful. We had not used bike racks and they showed us how. Thanks.	Thank you!!
4	No	Quebec	Thank you very much! It's an awesome service.	Thank you for the contribution.
4	No	SC		Thank you, L.L.Bean!
4	No	ME York	This piece of paper kills trees. Make this survey online. This bus is also a little confusing.	

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4	Yes	PA	Thank you so much! Island Explorer is so important to Acadia and visitors.	
4	No	NY	Excellent service. Very convenient - goes right to campsites.	
4	No	PA	It's fun doing pull ups on the bus. No really, wonderful service. So thankful to L.L.Bean.	Appreciate bus upgrades from last year. Would love for you to continue to provide service.
4	No	Spain	It's important to consider environmental issues before increasing the number or frequency of buses. It would be very interesting to plan a kind of language facility (guide or pamphlet or so) for those who don't speak English.	Excellent and precious contribution!
4	No	NY	More buses for Park Loop, especially when tour buses arrive. There should be additional park buses to compensate.	
4	No	OH	Need to publicize bridge height limit better; have more options to explore the park: car rental, bike rental, etc.	Thanks, but need more frequent buses.
4	No	OH		Wonderful!
4	No	FL	To be able to get all around Acadia and Bar Harbor from our campground in Trenton has been awesome. Job well done!!	Thank you, L.L.Bean. Your contribution is greatly appreciated.
4	No	TX	It is a wonderful service. I appreciate your attempts to send Specials during busy times. Drivers are wonderful and very helpful to visitors. As a volunteer VIP, I do get lots of questions about the bus routes. I think the newspaper is very clear, but visitors are often confused. I don't think they take the time to study it.	Thank you, thank you!
4	No	NY		Wonderful!
4	No	ME		Outstanding, great stewards.
4	No	VA	So convenient and stress free. Continue the service.	Wonderful that they are committed to preserve this beautiful area.
4	No	OH		What a wonderful gift from L.L.Bean! We will try to buy more products from L.L.Bean.
4	No	ME Belgrade	Could use more leg room on the bus!	We think L.L.Bean is doing a wonderful service and should definitely continue! It is convenient and very good for the environment!
4	No	VA	Free service is important. Schedule easy to read.	That's cool; good for them! Large factors.
4	No	PA		Thanks, L.L.Bean!
4	No	PA	It's wonderful. Love L.L.Bean.	
4	No	MA	A great service for accessing the park!	Thank you!
4	No	NY		We love L.L.Bean.

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4	No	ME Sanford	We like the service. It makes our vacation so much easier!	We love shopping at L.L.Bean and are happy to hear about their contribution.
5	No	MA		Awesome!
5	No	TX	Job well done. Terrific customer service. Drivers stopped to allow passengers on at unmarked/unscheduled areas.	Wonderful community service; priceless!
5	No	MD	The staff is very friendly, helpful, and knowledgeable which is so helpful to any visitor.	That is fantastic to hear and will go to great use by many.
5	No	ME Brunswick	That you start the buses earlier.	Thank you, L.L.Bean. I do lots of shopping because you are a patron of so many good services!
5	No	DE		It is wonderful.
5	No	NY	Have a stop at cruise tenders.	
5	Yes	ME Bar Harbor	Close park to cars, particularly Sand Beach. More shuttles.	They benefit from Acadia. They could give more!
5	No	NH		Way to go, L.L.Bean! I love your company!
5	No	CA		L.L.Be Great! Thank you!
5	No	VA	(1) We believe you should invest in AC for the buses.(2) Add carriage road stops to your bus routes. Also expand bike transport options. (3) Please keep the bus free.	That's great.
5	No	MA	First year we used it. So convenient.	Amazing.
5	No	NJ	Increasing time frequency of buses during peak season to prevent seat shortage on buses.	This is a good eco-friendly service offered.
5	No	NY		Go L.L.Bean! We love you!
5	No	NJ	AC needs to work -- 90 degrees.	Great!
5	No	MD		Thank you, L.L.Bean!
5	No	Ottawa	Make the app more discoverable. Also please add service to the Cadillac Mountain top!!!	Please keep up the good work.
5	No	VA	I enjoy this service, I just wish it was more frequent and with more seats.	We thank L.L.Bean. We are pleased they have contributed.
5	No	MA	Great, wonderful service. Buses should seat more.	
5	No	TX	Great service -- used on two previous trips.	Great!!
5	No	RI		Very pleased with the corporate stewardship and moral priority to the park and nature.

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5	No	NC	Great service; we are at Holiday Inn Express, so we're one of the first stops and it's easy to find a seat. However, at all other stops before the village, people trying to board are turned away due to capacity. They often indicate that one or two full buses have already turned them away.	Fantastic!
5	No	GA	We love this town, park, and service (Island Explorer).	Thank you!
5	No	NY	Need better shock absorbers. Our bus had to turn people away it was so over-crowded.	Very generous.
5	No	MI		Thanks. Very useful. Saves frustration.
5	No	NY		Nice.
5	No	NJ		Excellent!
5	No	MD	Can the buses be larger please. And more aircon for summer times.	"We believe nature has all the answers." "We believe life is an adventure." "We believe that Maine is a way of life." Ditto. Nice.
5	No	ME Pittsfield		Thank you.
5	No	MA	We use the bus all the time and really appreciate its availability. One suggestions: Can the #10 bus stop at the entrance of Blackwoods (on Route 3) for easier access to/from Cadillac South Ridge, or could there be a clear sign showing the way to the bus stop?	Thank you for supporting the environment and ANP! We are loyal L.L.Bean customers, in part because of your support of the Island Explorer.
5	No	MA	Without this free bus, it would be impossible to drive around... We would not come to the area anymore!	Awesome! Model company!
5	Yes	ME Mount Desert	We are local residents and enjoy riding the Island Explorer to the Village Green. Great service every time. My 4-month old loves riding the bus! Thanks, L.L.Bean!	Awesome job, L.L.Bean! Keep it up, as this serves a great purpose!
5	No	MA		Keep it up!
5	No	CT	Coordinate stops at high school between routes.	Wonderful. Please do not stop this wonderful service.
5	No	NH	Fix air conditioning.	Thank you to L.L.Bean!!!
5	No	NJ	Thank you for promoting public transportation. It's crucial to ensure the safety of visitors and the bus.	I support L.L.Bean and Acadia National Park. I will refer more friends to visit, using Island Explorer.
5	No	PA		Thank you!
5	No	NJ	If you open the window, the breeze will feel good if you just took a hike and are very sweaty and hot. Also always pack snacks and water in the summer because the park is very hot.	They are doing good.
5	No	VA		Excellent.

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5	No	WI	Ability to view entire bus schedule with a PDF download online - for off-line viewing on a mobile device. Similar to the pamphlet and big posters at the Visitor Center.	
5	No	CT	My first time riding -- so far, so good.	That's awesome!
5	No	MD	Make the application easier to find!	
5	No	NH	Great!	Awesome - fantastic. Will make me more likely to purchase from L.L.Bean.
5	No	TX		Thanks!
5	No	NJ	You are awesome.	Thank you! Protect the parks!
5	Yes	ME SW Harbor	Please consider a schedule iPhone app.	Cheers for L.L.Bean!!
5	No	PA	Love it! Makes everything so much easier and stress free.	Simply amazing.
5	No	CT	People do not tip (contribute) enough.	Thank you!! Better for environment.
5	No	Italy		Great.
5	No	MI	I appreciate having a shuttle employee at the Jordan Pond House bus stop. It's very helpful. The hours the number 5 runs are also extremely appreciated.	THANK YOU! As someone staying on the island without a car, these buses are extremely useful!
6	No		Bus needs A/C. Some buses are noisy; need repair.	Wonderful!
6	No	NJ	Running the bike service later in the evening. Prefer to ride evenings in the summer when it is cooler. And also alternative drop off & pick up sites.	Awesome! I would support a company that does this.
6	No	NH		It is nice to see this corporate sponsorship. Thank you very much!
6	No	TX	It's fine just like it is. No problem to put in \$.25, \$.50, or a dollar to ride.	Never met him!
6	No	NH	Better air-conditioning on buses.	We appreciate the pledge!!
6	No	PA		Way to go, brother!! Right on!!
6	No	Kyrgyzstan	I enjoyed traveling with these buses! Thank you a lot! I hope to come and visit you next year for vacation, not for work!	I appreciate it! If I had money, I definitely would contribute.
6	No	England		Thank you!
7	No	ME Portland	Just keep the Island Explorer free! This makes my yearly vacation easier and better each year. I love how the bus comes to my hotel at the Wonderview. I am more likely to visit because the bus is here.	Thank you, L.L.Bean.
7	No	MA		That's awesome! Kudos to L.L.Bean.
7	No	NH		Bravo L.L.Bean!!
7	No	NY		Excellent.
7	No	IN	More A/C.	Amazing!
7	No		Village Green schedule on screen is helpful.	It's a generous contribution.

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7	No	NY	We enjoyed not driving our personal car and trying to fight traffic and find parking. Excellent service.	Wonderful idea - very impressive! Very organized schedule with many routes and times.
7	No	FL	Our driver Ron on the Blackwoods bus is great! Very helpful!	It is wonderful. We couldn't imagine the area with all the vehicles the buses replace. It is the best!
7	No	FL	This is an important service for the environment and crowd control within the park. Thanks!	
7	No	ME Portland		We think this is wonderful.
7	No	PA	Excellent service. Keep it up.	Very worthwhile and noteworthy. A good deed by a good company.
7	No	Lithuania	It's a really good idea and please do not stop!	
7	No	VA	Had to wait for three buses, but the driver called for an extra bus. Very advantageous in avoiding crowded streets and parking situations.	Awesome.
7	No	MO	Just keep up the good work.	Thank you, L.L.Bean!
7	No	Ontario		Thank you!
7	No	VA	Maybe a later run from Bernard.	That is great!
7	No	NH		
7	No	NC	It's definitely been a benefit for our vacation!	
7	No	NH	The Bike Express could be more often early on and the Jordan Pond bus more often mid day.	This is a wonderful contribution very much appreciated. Helps keep too many cars off the roads as there is limited parking!
7	No	PA		Thank you!
7	No	VT	Bus service could start earlier in the day further out (by Bass Harbor) for people wanting to get to hiking before it is really busy. 9 am Bass Harbor gets to the best hiking close to 11 am. Also, it should be clearer to passengers where we are going next and what attractions and trails are accessible at each stop.	
7	No	Israel	I think it would be helpful to add more buses that can carry bikes to Eagle Lake. There is usually a waiting line.	
7	No	NC	Only general park suggestion: place bike/walking path on side of roads - unsafe.	Thank you, L.L.Bean. Great for touring island from boat.
7	No	OH		Very grateful to see a company supporting the protection of this beautiful area!
7	No	OH		Love it!
7	No	CT	Maybe make the buses a little more stroller friendly. Really tight squeeze for strollers/dogs sometimes.	

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7	No	MA		Nice.
7	No	NY		Commendable. We shop at L.L.Bean.
7	No	MA	So thrilled that this exists, I'm so glad for the environment as well as for our convenience.	Thank you! What a powerful, wonderful gift. This continues my positive impression of L.L.Bean.
7	No	VA	We love it! Easier way to navigate Bar Harbor/Acadia than by car.	Yay! Thank you, L.L.Bean. We stopped at the store in Freeport to prepare for our trip.
7	No	VT		Thank you!
7	No	NJ	Best way to visit Bar Harbor and avoid the traffic and parking. Very convenient.	We support our National Parks and recognize L.L.Bean's important contribution in keeping our National Parks available to all.
7	No	MD		Thank you!
7	No	CT	Need to get to western side of Southwest Harbor to connect to Western Mountain hikes. We love the Island Explorer.	Wonderful! Thank you!!
7	No	AL	Great service!! Greatly appreciated! Great drivers!	
7	No	MA	My only suggestion is that you go to Tremont earlier.	
7	No	GA	Keep minimal fee per group for 7 days like \$1 - \$5.	Good!!
7	No	SC		Thanks.
7	No	TX	Air conditioning or fans.	Thanks!
7	Yes	ME Mount Desert	Buses should visit the Village Green every half hour.	
7	No	CT		More companies should be like L.L.Bean. I think it's wonderful that such a prominent company is helping to keep national parks around and running.
9	No	NJ		Thank you.
9	No	NY		That's great. These days conservation is of the utmost importance.
9	No	NY	A/C.	Thank you. What a great example of generosity and charity for our three teenagers and the next generation.
9	Yes	ME Bar Harbor		Thanks.
9	No			Amazing. My mom and dad camped there every year.
9	No	FL	More frequent trips to / from campgrounds. Need air-conditioning.	

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9	No	DE	Riding the #9 in and out has been good. Yesterday the #4 was packed from Thunder Hole to Jordan Pond & not everyone could get on the bus, plus it was very delayed. Leaving Jordan Pond the terminal was packed and chaotic. There were no lines, buses were filled and couldn't take everyone. There should be set lines in crowded areas and more buses.	This is an amazing contribution and very helpful to us since we are traveling in an RV.
9	No	PA		Great for helping the environment.
9	No	NC	Love this, please continue!	Thank you. Wonderful service.
9	No	MN	The Island Explorer has been extremely helpful in aiding our family's park experience. I was happily surprised to find that such a service would be offered for free - continue your commitment to environmentally friendly and great service!	Thanks to L.L.Bean for their contribution. I hope the company will continue to provide sturdy gear sustainably and keep supporting our national parks.
9	No			Great job. Great people. You are the best!
9	No	FL	Driver too old.	
10	No	WI		Shows L.L.Bean's commitment to outdoor recreation and the local economy. I'm a lifelong patron of L.L.Bean because of this commitment.
10	No	Quebec	No showers at Blackwoods Campground.	Very good for tourism because the bus is free.
10	No	MA	Too many people with cars. Need to increase bus frequency to reduce the number of private vehicles.	Awesome!
10	No	GA	Best deal in Bar Harbor.	Thank you.
10	Yes	ME Mount Desert	There should be additional routes so more people can access the buses.	Best company in Maine. I'm happy a corporation is using its money to help support local wildlife.
10	No	PA	Great free amenity. More people should use it.	Thanks!!
10	No	NY		We believe nature has all the answers... #L.L.Bean
10	No	ME Charlotte	Great.	
10	No	MA		Thank you.
10	No	ME Raymond	Nice and relaxing between stops.	Thank you.
10	No	GA	Thank you! This was a pleasant surprise that I did not have to drive around the park and it was free!	Acadia is lucky to have such a generous sponsor! I wish more national parks were as fortunate.
11	No	PA		That's awesome!
11	No	NY		Nicely done!

Island Explorer 2018 Onboard Survey – Passenger Comments

11	No	MD	Both drivers were wonderful! They even engaged with my talkative, inquisitive eight year old, explained the park, and made a great impression. We couldn't be more impressed by Island Explorer!	That is great. This makes the trip more accessible for more people. They are still on my list of great companies!
11	No	IL		You should develop a matching program to encourage other donations as well.
11	No	PA		Love it.
11	No	NC	Very well organized and great amenity to Bar Harbor!	Great corporate support!
11	No	VA	Great customer service at the Village Green.	Great program!
11	No	PA	More stops along routes would help. I'm not sure if buses will stop when my route lands me between published stops. Drivers have always been friendly! I'm a FOA member and I always recommend the bus.	I come here every year and stop at L.L.Bean almost every trip. I love everything you are doing to help the park.
11	No	England		Thank you!
				Thank you!

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