

Island Explorer Fall 2019 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>State</i>	<i>Comments</i>	<i>L.L.Bean</i>	<i>Cruise Ship</i>
1	FL	Everyone was very helpful and pleasant.		No
1	LA	Excellent service. Great!		No
1	TN	It's very good.	Very kind of them and much needed.	No
1	MN	Keep increasing the awareness of this service. Great tall windows for sightseeing.	Great environmental and tourist vendor.	Yes
1	IL	Love that we get picked up at the campground!	Thank you. We enjoyed our hike around Jordan Pond.	No
1	FL	Love the bus as there is no free place to park in Bar Harbor while I am at work all day.	Thank you. I love L.L.Bean clothes and shop there for my family. One reason is the bus.	No
1	Jamaica	The bus service is great. Staff are knowledgeable and friendly. Easy to access based on the schedule, both printed and online. Timely and convenient.	Wonderful job. It is greatly appreciated. This makes it easier for commuting in and around Bar Harbor. Thank you for your generous contribution.	No
1	NY	Very friendly staff & helpful!!	Thank you.	No
1	Jamaica		It's good to give back to the community, so that's pretty awesome!!!	No
1	PA		Thanks to L.L.Bean for this excellent service!	No
1			Thanks. I will shop there more.	No
2	Nigeria	Buses stop really early in the day. I understand why but... Would it make sense to go later? Not sure. Please keep it free, it's great! I may have a pass as part of COA. From Oceanarium, buses were really a bit spaced out. Eden street great!	Helps keep the bus free! Good job.	No
2	IL	Great service. Keep it going guys.	Thank you.	No
2	KY	I can walk about 30 minutes, but it's nice to ride back to the Hampton Inn.	Thank you!	No
2	India	It is very good service. You should continue this service ahead too.		No
2	KY	It makes the stay at our motel possible. Otherwise the distance would be too great. We would gladly pay \$1 for the trip.	Great thing, especially for seniors. Thanks, LLB.	No

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2	Puerto Rico	It's great.		No
2	Philippines	Keep up the good service. Very hospitable drivers. Very clean buses. Very accommodating.	Your place is beautiful, so help protect Acadia National Park. I hope I will be back here soon.	No
2	Jamaica	More buses need to be on in the fall for persons leaving work at 9:30 pm, 10:00 pm because to wait for the last bus that leaves at 11 pm is not so easy when its cold and raining.	Awesome contribution.	No
2	KY	So far so good. Drivers accommodating.	Great.	No
2	MS	Thank you for providing this service.	Thank you for your contribution.	No
2	KY	Very convenient.		No
2	KY	Very pleasant service.	God bless L.L.Bean.	No
2	FL		Thank you, L.L.Bean.	No
2	NH		Great contribution from L.L.Bean. They should continue.	No
2	SC		We are frequent shoppers at L.L.Bean. Hopefully our continued patronage will allow them to fund the Island Explorer in the future.	No
2	IA		Fantastic	No
2	MI		Wonderful! Thank you!	No
2	AR		I think it is fantastic they are supporting and giving back to the communities that support their business.	No
2	WI		Very grateful. Thanks!	No
3	CA	A must, with the number of tourists. To protect the park.		No
3	MA	Chamber of Commerce told us about this service.	Thank you!	Yes
3	MO	Close the park to private vehicles and only use Island Explorer.	Thank you, L.L.Bean. We appreciate you.	Yes
3	IN	Every staff member we encountered was very friendly and helpful.	Thank you, L.L.Bean!	No
3	NY	Keep up the good work.	Great people.	Yes
3	PA	Love it!	Thank you.	No
3	KY	Love the National Parks! Wonderful that this park is served by bus to reduce pollution and congestion.	Thank you for excellent use for community service money.	No
3	WA	PA system difficult to hear, understand.	Thank you, L.L.Bean!	Yes
3	NJ	Schedule limited downtime between routes.	Good for them.	Yes
3	NY	Super convenient!		No
3	IN	Thank you for providing this service.	Very much appreciate service.	Yes

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3	Australia	The current service is uncrowded and convenient.	I think it is wonderful.	Yes
3	TN	This is a great service!	Thank you, L.L.Bean!!	No
3	NC	Very convenient service. Helpful and friendly staff! Explorer service provides access to all, expanding involvement to some that might otherwise choose not to visit the Park.	Great donor/partner relationship. Thankful they made the commitment to the Explorer!	Yes
3	OR	We also used the Schoodic service. Wonderful. Allowed us to flag them down, gave us info about sights and the area. Seems like the more you can reduce car use the better. The service is very good.	It's a wonderful thing to do - yet another reason to support L.L.Bean! Wearing their clothes right now!	No
3	Holland		Thank you!!	Yes
3	VA		Awesome contribution. We are so grateful!	Yes
3	CA		Awesome.	Yes
3	NY		Buy more L.L.Beans.	Yes
3	PA		Wonderful.	No
3	NJ		Very good.	No
3			Thank you, L.L.Bean.	Yes
3	MN		Thanks to L.L.Bean. We will continue to buy their products.	No
3	FL		Very much appreciated.	No
3	ME Bar Harbor		Praise God for that.	No
3	FL		Thank you, L.L.Bean. By using buses - fewer cars are used (less damage to the environment)!	No
3	IL		Thanks.	No
3	NY		Thanks, L.L.Bean! Thank you!	Yes
3	NM		Great!!	No
3	FL		Thank you! Very worthwhile.	Yes
3	FL		I feel it is great that L.L.Bean supports the local area.	Yes
3	NJ		Super! More companies should do this.	Yes
4	NC	Excellent resource. Narration on bus would be nice.	Thanks.	No
4	VA	Great service & much needed for those with RV's and no car. Good for the environment.	Fantastic!	No
4	NY	Plenty of seating now - early October.	L.L.Bean is amazing.	No
4	PA	Thank you!!	Thank you!!	No
4	MI	Thank you. We are enjoying our trip and the natural beauty of this area. We appreciate that you are taking care of this area.	Thank you!	No

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4	AR	Too early to tell, just starting.		No
4	TN	Very friendly drivers willing to stop at trail heads along the bus routes, even if no official stop. This has been great to expand hiking options, starting and finishing at different locations around the park.	Thank you!	No
4	IN		Kudos to them. Hope more companies will follow suit. Protection for Acadia is so important.	No
5	FL	Awesome service.	Fantastic.	No
5	NJ	Bus stop attendants very helpful and friendly. Excellent!!	Thank you, L.L.Bean!!	No
5	MD	Continue Route #6 in the fall.		No
5	IL	Excellent service!	Thank you to L.L.Bean!	No
5	AL	Excellent service! Your bus gets us everywhere we need and want to go. THANK YOU.	We appreciate them sharing their earnings. We will keep them in mind for our hiking needs/supplies.	No
5	NY	Good service. Convenient and very friendly.	Thank you, L.L.Bean.	Yes
5	VA	It is difficult to get FROM Blackwoods CG, but fairly easy to get back. Consider a pickup location on the Park Loop Road. I suggest making the "request only" drop off location a pickup location too.	Happy to continue spending money with them.	No
5	ME Lisbon Falls	Keep doing what you are doing.	Thanks.	No
5	NY	Keep up the good work.	Great.	Yes
5	OH	Keeps cars off Mt. Desert. Publicize parking at Gateway; increase buses from there.	Thank you!	No
5	NC	Love Island Explorer.	Appreciate L.L.Bean!	No
5	Australia	Love the service. Really convenient to get an overview. Windows could have been cleaner, but what can you do.	Thank you, L.L.Bean! Appreciate the corporate assistance!	Yes
5	NY	Make buses go from town to different locations without changing. Design all routes to start/stop in Bar Harbor.	Thoughtful of L.L.Bean to think about our national resources.	Yes
5	ME Surry	Makes a wonderful service for this area.	Wonderful.	No
5	PA	Please consider running an evening route in the fall for Eden Street to Village Green and back so that hotel/motel guests can enjoy dinner and drinks without driving. Maybe run until 10 pm since most restaurants serve food until 9:30 pm.	We are very grateful!!! And we buy from L.L.Bean to support the company because of it.	No

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5	FL	Please continue to ban E-bikes on the Islander bus and Eagle Lake bike service.	We support L.L.Bean and Friends of Acadia.	No
5	CO	Really important service! Great way to cut down on traffic congestion in parks and allow for a better, more environmentally friendly experience.	We appreciate the contribution! It is important for the outdoor rec/retail industry to support public lands. Makes us want to support them as consumers.	No
5	WA	Roads are rough.	Great!	No
5	FL	Service is fantastic - Great replacement for cars. Friendly greeters and drivers. Timely - great for hiking logistics. How about a pick-up at the top of Cadillac Mountain??	Great for them - so important - thank you!!	No
5	IL	Service is GREAT! Excellent.	Thank you so very much. I enjoy shopping at L.L.Bean.	No
5	CA	Thank you so much for offering this service!!!	Thank you.	Yes
5	NY	The bus assistants were very friendly and informative.	I thank them for their generosity.	Yes
5	MI	We chose KOA based on shuttle service.	Thank you. That's why I spend so much at L.L.Bean.	No
5	VA	We enjoyed this service, Very scenic and comfortable, when we had seats!	Thank you! (We love your boats.)	Yes
5	FL		It's great!	Yes
5	IA		Thank you so much for your contribution!!!	Yes
5	CA		Well spent money!	Yes
5	Australia		Good job.	No
5	WI		Great job.	No
5	NH		Thank you!	No
5	NY		Very generous!	No
7	NY	Great service, especially to us not staying in Bar Harbor.		No
7	NY	More buses and less wait time between buses.	I love L.L. Good for them.	Yes
7	ME Bucksp t	More promotion of park & ride at Gateway Center, but I think buses between Gateway and Village Green should be every half-hour, not hourly. Perhaps an "express" between these two points in addition to/supplement the regular route.	Grateful!	No
7	AL	Very nice and much appreciated. Thank you!	Marvelous!!	No
7	ID	We loved visiting here and the bus system has been fantastic. Very helpful for us and we have enjoyed the scenic drives.	Wonderful!	No
7	NJ		Very commendable and generous.	No

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7	NY		This is a very important service to the National Park. As a frequent visitor to this area, I am very grateful for their contribution!	No
9	ME Bar Harbor	AC & heat on new buses not easily controlled.	Yeah!	No
9	ME Bar Harbor	I use the service to go into the park early to hike. However, sometimes on the way back mid-afternoon, the buses are full of cruise passengers using it for a tour and they do not get off. I've had to wait 30-60 minutes to get back from the park.	It's fantastic, but should it be used for cruise passengers to get free tours? At the inconvenience of hikers who leave their cars at home and rely on the Explorer? P.S. You didn't ask, but I always put money in the donation box.	No
9	Ontario		Thank you! Wonderful to have corporate donations that help the environment.	No
9	TX		Good, quality product. Thank you, L.L.Bean.	No
10	ME Lamoine	Love the buses.	Yay L.L.Bean!	No

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