

Island Explorer 2022 Onboard Survey – Passenger Comments

Do you have any comments or suggestions for improving the Island Explorer?
 L.L.Bean has pledged over \$4 million 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>
1	VA	Great service. We used it previously to take our bikes to the carriage roads.	Thank you! Money well spent.
1	FL		Keep up the great pledge! Thank you.
1	PA		Thanks.
1	MA		Thank you!
1	NC		Thanks!
1	NJ	Love the frequency! Love that you can request stops along the route. An invaluable resource for visitors and locals. Great hearing the drivers communicating on the radio doing their best to coordinate and accommodate riders.	Thank you, L.L.Bean for investing in the future of Acadia, MDI, and the community!
1	AL	Very impressive. Surprised (positively) to find a free service.	Hats off to L.L.Bean, a noble task.
1	NC		Great corporate citizen.
1	NY	This is a great service to have.	Awesome!!
1	VT	Island Explorer is the best in Maine.	
1	NJ	Great service, appreciate the convenience and the sustainability aspect. So nice not to have to worry about driving or parking in the park.	We do appreciate their commitment to this, and we make it a point to stop in Freeport each time we come and support them.
1	VA	Great in every way - a huge plus for getting around and avoiding the parking nightmare. A+++	Not a huge L.L.Bean fan (No Trump!) but it's a great thing to do.
1	MI	Excellent service!!	We shop there (on line) and will continue to do so.
1	SC	Excellent reliable option to reduce cars in the park. Seems to be well used and trusted.	Thank you - partnerships like this are important.
1	VA		We are pleased to be frequent purchasers of L.L.Bean products. We hope that L.L.Bean will continue to contribute to Island Explorer annually.
1		Great!	Great!
1	OK	Bus driver was friendly!	It is great. Thank you, L.L.Bean!
1	Quebec	Perfect.	Perfect.
1	NY	Great job, great service.	Thanks, L.L.Bean.
1	CT		Thank you.
1	VA	Pull off's for the bus on Bar Harbor Road out of traffic.	Bravo! Thank you, L.L.Bean.

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1	NY	Everything is good.	Very kind.
1	Ontario		This is an amazing service. Roads are very busy. Thank you!
1	CT	Great online service with the app.	
1	ME Bar Harbor	Seems you cut back on buses between Visitor Center and Village Green, which makes it less convenient to park at the Visitor Center. Also, you should have more service to the high school since it's the best parking.	Great!
1	NY		Very nice. Very appreciated.
1	ME: Fort Kent		Thank you.
1	ME: Fort Kent	You are the best. Thank you.	Thank you. We appreciate it so much.
1	FL	I would like to thank Island Explorer for doing this.	
1	ME: Scarborough	Greatest service, awesome employees.	
1	Switzerland	Very good service. Thank you!	
1	PA	I think this bus has made our trip so much easier. It was so convenient. We love this.	Thank you!
1	PA	Thanks for picking us up between established stops! We loved and appreciated the service.	
1	VA	More people should take these buses. It is a disgrace how many cars are in the park. Buses should visit the top of the mountain too and then that could be closed to cars.	Excellent and really important. Makes me go to their website and store more often.
1	ME: Bar Harbor	THANK YOU ALL!!	THANK YOU.
1	Ontario	Bass Harbor Head Lighthouse.	
1	Netherlands	Bus up to Cadillac Mountain. We have an RV greater than 21 feet, so it is not possible for us to enter.	
1	PA	A wonderful service!	It is great!
1	CA		Good job.
1	VA	We love the new app -- but some of the routes on the app show a bus route going somewhere the bus does not stop. Example! Jordan Pond route is shown stopping at the Village Green.	Love L.L.Bean for running the buses with Friends of Acadia.
1	ME: Bar Harbor		Very nice! Thank you.
1	MA	This bus service is a blessing!!!	Thank you, L.L.Bean!!!
1	NJ	Thank you. We are enjoying our stay!	

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1	ME: Bar Harbor	I have used the buses to commute to work for 20 years now. I cannot think of a better way to be able to bike in the morning to work and then get my bike and ride home safely when traffic makes it unsafe in the p.m.	Thank you!!!!
1	OH		What a great fit! Good for tourists, residents, and the environment.
1	FL	Very helpful staff.	Great use of funds.
1	ME: North Berwick	Thank you! The driver and attendant were so kind, friendly, and helpful. We miss the direct service to Jordan Pond. Is there a way to validate park passes for bus riders?	That is incredible. Thank you!
1	VA		Thank you, L.L.Bean.
1	MO	Friendly staff.	Thank you.
1	GA	Bus routes in the park later in the evening (past sunset).	Big thanks.
1	IL		I think it's great.
1	MI	Thanks for this partnership with L.L.Bean to keep Acadia beautiful and accessible.	Thanks, L.L.Bean. Keep up the good work.
1	VT	Everything and everyone was fantastic.	THANK YOU L.L.BEAN! We are super grateful for this service!
1	NY	We wish we didn't have to transfer and ride three buses to get to Jordan Pond from Echo Lake Camp -- but if we do, these are nice buses!	Thank you, L.L.Bean!
1	NY	Staff is very friendly and helpful and accommodating. This trip simply wouldn't have been as amazing as it's been without Island Explorer. This is the best public service you could possibly ask for. THANK YOU!!	Thank you, L.L.Bean, for making this possible. We will 100% choose L.L.Bean for our next stock-up on gear!
1	CA		Thanks, Leon.
1	Ontario	*Update frequency of routes (from campground to Visitor Center) *WIFI on buses? Out of country, no cell data. *Good air-conditioning is nice! (positive feedback)	Does L.L.Bean have a transparent way of showing how their contribution is distributed -- in a way that the public can easily access and understand?
1	IL	Thank you for a reliable free service.	
1	MA	Very convenient.	Very generous!!
1	France	Direct service from the Village Green to Jordan Pond would be nice.	Thanks, L.L.Bean. Now stop supporting rightwing political candidates.
1	WA	This service is fantastic. We came to Bar Harbor and Acadia on our 36-day RV trip because of this service allowing us to explore and get around so easily. Thank you so much!	Wow! We love L.L.Bean.
1	MD		Thanks!

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1	PA	It would have been nice to be aware of limited parking in the park and the availability of the bus as a free alternative right as we entered the Visitor Center. It would also be nice to have more casual stops in between posted/official stops.	Very appreciated and well worth the investment.
1	NJ	Fantastic customer service. Love the drivers.	Thank you.
1	Quebec	Love this service. Perfect air-conditioning. Clean seats. Baby carrier friendly.	I am a proud L.L.Bean customer.
1	MO		Wonderful! Thank you!
1	AZ	Excellent for area.	Excellent.
2		Keep up the good work.	
2		Keep up the good work.	
2	Jamaica		This is awesome.
2	Jamaica	Keep up the good work.	
2	Mexico	The service is excellent, just it could be more buses.	Nice! I think that's perfect to improve the tourist place.
2	IN	There was difficulty leaving Acadia trying to get back to the Village Green. We went to the Visitor Center, then took a "special" bus to the Village Green. Lots of people waiting. Not a big deal, but a little inconvenient.	The bus system is a great contribution to Bar Harbor. I appreciate the eco-friendly alternate mode of sightseeing this beautiful area. Thank you!
2	Jamaica	Keep up the wonderful job.	
2	NV	We enjoyed being able to ride the bus. It made it easier to go downtown than driving. The flyer on the bus helped us navigate. All the operators were helpful and friendly, especially to a disabled rider and his family.	Thank you!!!
2	PA	Very helpful. Friendly.	Great service.
2	New Brunswick		Keep on doing.
2	Peru		Thank you, L.L.Bean.
2	WI	This is a fabulous service. We could walk to town if necessary from our hotel, but the bus is very convenient, especially with children and packages.	Thank you, L.L.Bean!
2	Romania	Some of the drivers seem to be more open minded and to find solutions when we can't go through a certain way. Not to wait 20 minutes because a truck had to put something inside.	I really appreciate this area and people here are doing a great job.
2	FL	Good service.	Great.

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2	IN	Very convenient. I was worried about finishing dinner by 9:30 pm, the last bus from the Village Green.	Amazing. Thank you, L.L.Bean.
2	Nova Scotia	It's wonderful!	This is also wonderful!
2	PA	Awesome P.T.!!!	Makes me want to buy more stuff from them.
2	VA		I love L.L.Bean. Thank you, L.L.Bean.
2	FL		Fantastic!
2	NY	Post times in a more public place. Run every 15 minutes all day long.	Thank you!!
2	NY	This is an awesome service.	Thank you!
2	PA	They did an excellent job and made this visit to Bar Harbor possible and easy. Parking was very difficult. Island Explorer saved the vacation for us.	
2	MA	Love the convenience and no-wait time.	
2	NY	The Island Explorer is a great service for visitors. The drivers are all super nice and friendly.	L.L.Bean provides a great service for the Park and all its visitors that use the service. Thank you and we are L.L.Bean customers for life!
2	NY	Very convenient, pleasure not looking for parking.	Thank you. Love L.L.Bean products.
2	Philippines	Need stronger AC.	Very good!
2	OH		I love it! Kudos to L.L.Bean. We need more companies doing this.
2	PA	Thank you for having this service. It was very helpful. Better than driving into town trying to find a parking space.	
2	NJ	I think it's great.	I like L.L.Bean.
2	Jamaica	This is an excellent service. Go to Walmart in the evening, or throughout the day.	
2	MA	Keep doing what you are doing.	It is a wonderful service. Thank you, L.L.Bean!
2	Hungary	The latest buses go too early. For instance, from Jordan Pond or Sand Beach.	
2	NC		Great!
2	NY	Island Explorer made visiting Bar Harbor very easy.	L.L.Bean's contribution is very admirable. I will support L.L.Bean in the future.
2	NY	More buses at peak hours!	Thank you!
2		More Walmart, Bangor routes for summer residents would be appreciated.	Thank you. Well appreciated.
2	NJ	Making it easier to get from hotels to national parks.	
2	Jamaica		Good job!!

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2	PA		Excellent!
2	NY	The bus schedule is confusing this first time. But the ride is wonderful.	Wonderful. Makes me want to support L.L.Bean because of this.
2	OH		These buses made our trip much less stressful! What a great service to provide!!
2	VA	The map / bus schedule seems to contradict itself. For instance, at Mount Desert High School (bus 7), the map / schedule says it goes to Bass Harbor, but the driver said it didn't, so we ended up driving. Everything else has been amazing.	Good job. It is important for companies to care about conservation and they are leading by example.
3	NY		Wonderful! We will be sure to buy from L.L.Bean more often because of this fact.
3	NV		Great thing for them to do.
3	IL	Driver was extremely helpful when we missed our connection.	
3	TN		Great.
3	NC	Many passengers are not purchasing passes due to not having to show for entry on bus.	
3	VA	Aligning bus stops with hiking trailheads.	Tip top!
3	MI	When they sell you the pass at the visitor center they should strongly encourage the Island Explorer.	That's awesome and even more reason to shop there.
3	NY	Thank you!	Thank you!
3	CT	Great service!	
3	IA	Thank you for allowing dogs on buses.	Thank you! I have tried to drive and park previously but it was so difficult I didn't want to come back.
3	MD		Thanks!
3	PA	Drives are so friendly and helpful. We are grateful for this service so that we don't have to bike.	Thank you!
3	NY	#5 and #7 to stop at North Ridge to get more options to reach Cadillac trail from Bar Harbor.	Good! Thank you for this wonderful option to explore the area without using a car!
3	NH		Thanks.
3	MI	IE staff has been so pleasant and helpful, just stepping on and asking the driver two quick questions and you find out if you are on the right bus. So convenient and efficient.	Wonderful service -- so worth it. We are grateful! Please keep it going. Other national parks can learn from this!
3	PA	It is very good. We are thankful to not have to struggle driving and pay for parking.	It is good. Thank you, L.L.Bean.

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3	ME: Boothbay Harbor	Thank you for what you do.	
3	MD	Great service.	Thank you.
3	Quebec	Thanks for the dog friendly bus.	
3	ME: Bar Harbor	I love the Island Explorer. It enables me to get around MDI so easily! (I live in Bar Harbor year-round with no vehicle.) I especially value the Brown Mtn-NE Harbor route (#6 this year) and am a bit sorry that route will be reduced after August 22. I suggest starting the season in May or early June.	It appears to me that L.L.Bean purchased ADVERTISING - it is distasteful to see the L.L.Bean name (and on the schedules a long advertising statement) visually everywhere associated with the buses -- inside, outside, on drivers' shirts, now on bus stop signs, etc., etc. -- TOO MUCH! They made a business deal! What percentage of the yearly Island Explorer cost of operation does LLB provide? Make this clear. More explicit credit should be given to all Explorer funding sources.
3	PA		A thank you to L.L.Bean. Without this service, the Park would be impossible to enjoy. With it, we can see the attractions more easily, safely, and fully.
3	MA		Thanks, L.L.Bean.
3	CT	Need routes to facilitate sunset times.	
3	ME: Bar Harbor	They are great!	That is so kind!
3	CT		We've always shopped at L.L.Bean, but my impression of the company has improved more because of this commitment.
3	PA	Easier to get to/from Bass Harbor. More frequent Sand Beach.	It makes me want to shop there because at least there's a good reason why they're so expensive.
3		Village Green staff very friendly and helpful.	I commend L.L.Bean for being concerned about Acadia and transporting visitors!
3		Keep this service, please. It's so helpful.	We love L.L.Bean. Advertise this more.
3	MI	Make the app easier to know about.	Thanks, L.L.Bean.!
3	ME: South Berwick	We thought the Island Explorer was easy to use and very convenient.	Love L.L.Bean for that! Makes me want to support that company even more.
3	FL	Excellent service. Love that it's free.	Thank you!
3	CT	We love it! Possible more buses during peak weeks (so we don't have to wait). We also love the Bike Express to Eagle Lake. One suggestion: Add an early bus to Acadia National Park, such as 7:00 a.m. or so for early hikers.	Thank you! Wonderful use of their money. I will consider shopping at L.L.Bean more often. L.L.Bean is providing a wonderful service to help preserve our national parks.
3	MO	Great. Thank you.	Appreciate L.L.Bean.
3	NJ	We love it! Easy & helpful.	

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3	Spain	Staff very friendly and informative.	
3	Quebec	Buses are very nice and clean. It's the best.	
4	MN	Drivers are friendly and knowledgeable. Drivers made the trip fun. Bus service is invaluable and enhances the trip to Mount Desert Island. It's wonderful to have free shuttles around the Island and key points of interest.	It's a wonderful legacy to have Bean support this service!
4	NH	Clearer map with connections. Better app -- cell service would help. Earlier service.	Yay!
4	NY		Cool!
4	ME: Grey	A map inside the bus showing route and schedule.	
4	Germany		Nice!
4	IL		Thank you!
4	MN		Nicely done, L.L.Bean!
4	NC	More funding for additional buses would help the Park in peak seasons. Staff and drivers are excellent.	
4	MD	More frequent shuttles.	
4	OH	The driver was very nice.	Thank you, L.L.Bean.
4	RI		Yeah!
4	TX	Our bus driver was great, friendly, informative.	
4	IA		Someone needs to do this at Yellowstone National Park.
4	TX		Thank you, L.L.Bean, for your contribution.
4	NY		Thanks! Good job!
4	PA		Thank you. This is wonderful.
4	MI	Very helpful service! Made our experience much more enjoyable!	
4	OH	Very happy with how easily and often you can find a bus. And that buses have phone chargers. Very clean and everyone is very friendly. Suggestion: Run a little later on some of the routes. Display next stop on overhead LED screen where the time is shown.	Thank you.
4	NJ	Makes for a stress-free day. Have you ever considered a Jordan Pond Express from the Village Green?	Thank you.
4	Brasil	Subtitles for signs in Portuguese.	
4	FL	Excellent service!	It's awesome. Thank you!

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4	WI	Why does it not drop off at Cadillac Mountain? I was understanding the reason vehicles there are limited is due to lack of parking. If correct, then buses don't park there -- should drop off people.	Thank you, L.L.Bean. I purchased my first Timberline tent mail order in 1979.
4	OH		Awesome!
4	TX		It's a very good company.
4	TX		Fabulous corporation!
4	MA	Mr. Dan & John are both great.	Awesome of them.
4	MA	The driver we had was very helpful and informative.	
4	FL	It is great! The driver who helped us was very kind and informative.	
4	MD		Wonderful.
4	MA	One bus was old, noisy, no AC.	Thanks.
4	NY		Thank you, L.L.Bean. I will shop there to support.
4	MI		Thank you!
4	New Brunswick	This is a convenient way to get to/from campground and explore Acadia National Park and Bar Harbor.	Thank you!
4	MA	Great service.	
4	GA		I love their products and service.
5	ME: Topsham	Don't make buses loop back to Visitor Center, e.g. Jordan Pond route. Visitor Center is HELL.	
5	VA	Wonderful service and staffed by really nice people. Thank you.	It is a great thing for the environment and guests to the area.
5			Wonderful!
5	MA	Keep up the good work.	Excellent.
5	NC		Thank you!
5	FL		That's a lot of money. Thanks for helping the earth be OK!
5	NC		Nice donation.
5	PA	Thanks.	Good job.
5	England	Stop at more car parks / trailheads.	Thank you very much!!
5	NY	It rules.	L.L.Bean is better than Patagonia.
5	PA		It is great to help public transportation and support local community.
5	CA		THANK YOU FOR YOUR CONTRIBUTION. P.S. Your store is awesome.
5	PA		Great!
5	TX	Free drinks.	Great coats and bags.
5	CT	Stop at Bubble Rock.	Great! Love this contribution / service.
5	MN		Awesome!

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5	NJ	Ride was very smooth & scenic! Very informative about the destinations / hiking trails.	It's great that L.L.Bean's contribution has kept so many cars out of the parks.
5	CT	I love the bus, great service and much fun!	Not questions, just thanks.
5	IA		Thank you for your service! It is very important!
5	MD	Great so far!	Great. Thank you.
5	DE	We loved it. Avoid parking issues & save gas. Comfortable & convenient. Leave more time for exchange of drivers.	Great use of funds! Many people get to enjoy this. Thank you!
5	WI	Have printed schedules near the shuttles.	
5	NY	More Rangers at Thunder Rock! People putting themselves in danger! More buses - less cars!	
5	OH		Wonderful.
5	DE		Good for them!
5	NJ	The web site is not easy for planning if you are not already familiar with MDI destinations. An app (or integration with Google Maps transit feature) that shows what stops are nearest and what routes are available would help.	Two thumbs up!
5	IN		I think that's great that L.L.Bean does this. I wish more companies would join in to contribute to conservation.
6	NJ	Thank you so much.	Thank you so much for your service.
6		Just thankful!!	Thank you!
6	NY	Benches needed at Visitor Center bus stop. Better access to Visitor Center for handicaps who take bus to Visitor Center to transfer.	Yeah, L.L.Bean.
6	SC		Great idea, makes visiting special.
6	NC		Love L.L.Bean!
6	PA	More frequent buses and more direct routes would be nice, but it's understandable why they are how they are.	
6	Ireland	More stops. Later evening service to Blackwoods.	
6	England	Good service, much appreciated by those who don't want to or can't drive everywhere.	
6	MA	The buses are always super clean and comfortable. Drivers are very helpful and professional.	

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6	NJ	There needs to be an easy way to get from Jordan Pond to the Village Green. This year's plan does not work. Also, please figure out a way to get the buses to stop at Bubble Rock. It is not easy to park and we love to hike multiple trails from that stop.	Thank you, L.L.Bean.
6		To have later routes, until 10-11 pm.	
6	NH		Keep it up!
6	CT	Routes could be fine-tuned to permit going from NE Harbor to SW Harbor without a long wait in Bar Harbor. Please resume route from NE Harbor to Bar Harbor via Jordan Pond.	Bless L.L.Bean! Without Island Explorer WE WOULD NOT BE HERE!!
6		Allow small dogs on lap.	Thank you.
7	IL		Excellent. Maybe companies all over the country can do similar? Nike?
7	WI	Add a route to go from SWH to NEH. There is no marked transfer point or scheduled one at MDI High School.	Keep it up.
7	FL	Love this bus service and L.L.Bean.	1. Fabulous organization. 2. Without buses, the park would be impossible to visit. 3. Thanx, L.L.Bean!
7	ME: SWH	Love it!!	Thank you!
7	TX	Improve the website - the routes are confusing. And maybe have the buses overlap routes to make wait times shorter.	
7	DC		Much appreciated!
7	NC		Thanks.
7	CT	Keep up the good work and friendly service!	
7	VT	We can't say enough about this service. It makes our vacation time here even more awesome! Please keep this going!	
7	MA	It is a great resource. It's a necessary resource. Keep it going!	A great idea. Well appreciated.
7	ME: Ellsworth	Great service!	Thanks for their ongoing support.
7	TX	Awesome service. It is incredibly helpful to get around the park. We are able to explore parts that we might not have without the bus!	
7	TX	Need a bus to Bangor Airport after 6 or 7 pm.	Great job. I look for their products.
7	TX	A bus route from Bangor Airport to Bar Harbor.	

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7	CT		Seems like a perfect partnership. I feel better about stopping at L.L.Bean on our way back to CT!
7	ME: Mount Desert	Always stopping at all stops - regardless if no one has gotten on/off yet. Start the fall service in September or later, not in August (but I understand the lack of employees).	Thank you. It's greatly appreciated.
7	NY		L.L.Bean rocks!
9	Germany	Great service.	Everything is perfect.
9		Continue doing the awesome work that they are doing. I do hope this great service continues.	
9	SD	Service is great! Staff is great.	
9	UK	Superb service. We've been very impressed!	
9	MD	Very convenient.	
9	ME: Ellsworth	The Acadia Gateway Center is not nearly as popular as it should be. It needs better signage and "advertising" so tourists with lodging off-island will use it instead of driving their cars.	Love 'em. Not worrying about parking/traffic is a massive "plus" for all my summer visits here.
9	IN	Driver very friendly & informative. Made trip fun.	A big thank you to L.L.Bean.
9	NC		Thank you for this superb support in keeping down the environmental impact and auto traffic in this beautiful place!
9	NC		Good for them. We love L.L.Bean!!
9	NH		Keep up the support.
10	PA	Less confusing schedule, longer routes that stop less often, so less difficult routes overall.	It's a good cause.
10	MD		Thanks, L.L.Bean! This is a great way for them to give to their communities.
10	ME: Mount Desert	Routes and schedules need review with input from drivers.	Tell Linda I love her!!!
10	PA	These buses are extremely useful and the most convenient way to explore the park. The staff is amazing and extremely helpful.	A generous contribution which is preserving and protecting the nature for future generations.
10	ME: Bar Harbor	More routes later in the day / evening would be nice, especially between Bar Harbor and SWH and NE Harbor!	
10	ME: Bar Harbor	I so much appreciate this service. As someone who can't drive, it helps me be so much freer. I only wish it was year-round!	Sounds like a good investment to me!

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10	NY	No improvements needed. You are amazing.	The best contribution L.L.Bean has ever made.
10	NJ	This was our first year using the app to track the bus -- helpful, but it would be nice to see a timetable layout. Also it would be good to include more specific/optional stops for planning hikes in advance.	Island Explorer changes the experience and makes everything more enjoyable!
10	MA	A Visitor Center to Village Green direct to Jordan Pond.	Thanks, L.L.Bean.
12	FL	Routes 2 and 12 are combined in the morning, but this is not posted.	
12	MI	Too soon to tell. Maybe larger electronic signage outside the bus. Maybe inside sign saying/identifying stops. Never mind, the audio works.	Thank you, L.L.Bean. This service helps to solve a parking/traffic headache.
12	FL		Yeah. Thank you!
12	FL	It's great. Keep it free!	Fantastic!
12	England	The bus was very convenient and useful for our family.	
12	NJ	Timetable should specify arrival time and departure time from Village Green.	
12	NY		Thank you!
12	NH	Have been super helpful getting from motel to downtown and to park.	Thank you!
12	NY	Have it noted somewhere that after 7:30 p.m. you have to take the Eden Street bus to get to inns on the Highbrook route.	
12	MA		Wonderful surprise.
12	NY		It is awesome.
12	ME: Bar Harbor	Get someone's kid to develop an app and sell it to Downeast.	Tell Linda thank you, nice job on the new buses.
		Great resource!	We love L.L.Bean for providing this resource.
		Once every 30 minutes is a long wait if you miss one. Colors on the map are confusing. 5 & 6 too much alike and 10 & 7.	Great! Fantastic free service.
		Nature dichotomous key.	
	NJ		It is inspiring! Makes me want to shop there more!!