

Island Explorer 2024 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>Rt.</i>	<i>State</i>	<i>Comments</i>	<i>L.L.Bean</i>
1	Hawaii	The team standing at the bus stop at the Village Green were wonderful.	L.L.Bean blessing us with lives of love, beauty, and adventure.
1	NJ	Thank you!	
1	NJ		Thank you!
1		Just thanks.	Just thanks. Keeping doing same.
1	MA	Great service.	
1	MI	This is wonderful--thank you!	We appreciate it.
1	AR	Very friendly and helpful!	Good for them.
1	NY	You are just exceptional.	Great going.
1	NM	It's a wonderful service. We wouldn't have been able to see so much if it wasn't for this service. Would definitely RV here again because of Island Explorer. Appreciate how you cut down on traffic and air pollution too!	Appreciate them for giving back to the community.
1	VA	This is an amazing service. We would not be able to easily explore Acadia Park, restaurants, and shopping without it.	Amazing service for community and visitors.
1	China	Great services enable us to go anywhere at ANP. Nice drivers and passengers.	L.L.Bean is a great store. L.L.Bean products are wonderful. I bought many items there.
1	New Brunswick	This service was extremely helpful and one of the main reasons we came with our RV to Bar Harbor.	Makes me more likely to support their company.
1		Thank you!	Very civic minded!
1	ME: Bar Harbor	The bus staff and the IE ambassadors are amazing.	What an awesome gift.
1	NY	This is a wonderful service and should serve as a model for communities everywhere.	Thank you!
1	NY	It's very convenient, just very busy.	Thanks. Much appreciated.
1	England	No. 1 Bar Harbor return from the Oceanarium should run later.	Nice.
1	TN		There's a good reason L.L.Bean has an excellent reputation in Maine!
1	MA	Excellent drivers. Very clean buses.	Thanks!
1	NY		Thanks, L.L.Bean.
1	CA		Excellent news!
1			Thank you.
1	NC	Worked well for travel around the Park and community. Friendly ambassadors.	

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1	GA	Some confusion over where the routes are serving--specifically Route 1/2.	Thanks for providing the bus shuttles!
1	PA	Ran smoothly both directions. Happy to have service available.	Glad that L.L.Bean is actively working to assist the park--my L.L.Bean dollars at work!
1		Great service.	Very impressed at L.L.Bean's commitment to National Parks and the outdoors.
1	VA	Our family had a great experience with the Island Explorer. This system helped get us from place to place easily and safely. We happily use it every time we come. It has become part of our trip each year!	Grateful for that gift. Makes all the difference as a seasonal visitor. Traffic would be a mess without the bus.
1	MA		Thank you, L.L.Bean!
1	NY		Great.
1	OH	The web site doesn't have addresses for stops. I wish it did.	
1	PA	Priority.	Thank you!
1	Quebec	Tres bonne idee! Et bon pour nous et bon pour les commerces du village.	
1		Amazing surprise upon arrival.	
1	PA	It does have a learning curve and feels daunting at first. I have had major inconveniences that were stressful because of my own mistakes, but staff are outstanding. I need to do my research first to ensure a good experience. I'm gaining skills and knowledge each year.	What a great cause! I am grateful for the contribution and the commitment it shows.
1	VA	Better advice online about busy seasons and better truths about traveling ease. Better parking spaces and parking lots. Better directions to and from campsites online.	
1	FL	We very much appreciate the convenience. We have a small RV and parking is not readily accessible.	We are grateful that L.L.Bean provides this service. Their contribution is an incentive to buy from them. We support the companies that help our National Parks.
1	FL	More buses are needed. Have a lane for buses to bypass the entrance gate on the Loop Road. Have a stop at the South Ridge trailhead on Route 3.	Fantastic!!
1	New Brunswick		Nice service!! Helpful staff.
1	IN	It's excellent!	Kudos to L.L.Bean--from Indiana.
2	Jamaica	The service is really good.	Hopefully they keep doing that.
2	MI	This is a great service to get tourists to town and helps relive parking stress.	That is a great donation to help visitors see all Acadia has to offer.

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2	OH	Love the free bus service. Thank you!	Thank you, L.L.Bean! We love the Cincinnati, OH store also.
2	MA	I'm a big fan! This bus has made our trip a lot easier.	
2	FL	Make it easier to understand the schedule.	Just a wonderful thing they've done.
2	Jamaica	Inside the bus is a little warm at times.	They are doing an awesome job. Thank you.
2	Jamaica	The bus drivers are awesome and courteous.	
2	Jamaica	Great job.	
2	KS	Fantastic. Thank you.	I am so thankful. Thank you, L.L.Bean.
2	FL	I wish there was better service between the Village Green and Jordan Pond since Jordan Pond is the worst parking. I am not willing to take two buses, traveling by way of the Visitor Center. No benches, etc.	Wonderful. Thanks.
2	OH		I think it is a fantastic service and will be stopping to shop at L.L.Bean.
2	MA	More AC on hot days.	Awesome!
2	NY		Thank you, L.L.Bean!
2	Quebec		Great!
2	TX	Great service!! Not much to fix!	We didn't know that. We will do more now to support L.L.Bean!
2	MI	All works well.	
2	NY	It's great!	Valuable.
2	Ontario	Wonderful service, friendly drivers. Love the idea of reducing Acadia Park car traffic.	
2	Switzerland	Thank you for your service, it's excellent.	
2	ME: Bar Harbor	The "Where's My Bus" section of the site seems convenient, but is not since it does not remove a stop once it has been passed, nor reset every round. I see a stop on there, the bus 70 ft away, but thinking it will stop there, it actually passes me on the other side of the road because it left earlier than the schedule stated, and was coming back rather than away. The tracker does not take direction into account.	Love it. I hear many people calling it "the Bean Bus" because of that.
2	OH		Great!
2	FL		Thank you.
2	CA		Thank you.
2	CT		Thanks.
2	NY		We love L.L.Bean.
2	OH		That is amazing. Thanks.

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2	CT		We shop L.L.Bean and hope they continue their contributions!
2	CT	More buses that go to the park from the Village Green.	Cool. Thankful.
2	MN	Very helpful and convenient.	Thank you.
2	PA	Offer refreshments for guests.	Thanks, L.L.Bean!
2	PA	Great service.	
2	MN	Great way to get around. Thank you!	Awesome.
2	VT	I am grateful for your fabulous service.	Thank you!!!
2	MA	Good system.	
2	Mexico		Thanks.
2	NJ	Thank you for what you do!	We applaud them! We try to give back as well. We will be stopping by Freeport on our way home.
2	WI	Cold.	Great work, thank you.
2	Albania	Best drivers ever. Very friendly.	
2	MN	Very convenient.	How generous!
2	NH	We were so happy this service could bring us to town!	Thank you, L.L.Bean!
2	PA		Thank you.
3	WI	Earlier than 9 a.m. departure times would be helpful. (From Visitor Center.)	Thank you!
3	FL	Run more often to Southwest Harbor.	Thanks!
3	IN		That is very cash money of them.
3	MN	Great Ambassadors with sooooo much knowledge.	That's awesome.
3	MN	The bus drivers are very friendly. Bar Harbor buses need air conditioning.	
3	FL		Thank you.
3	NY		That is very generous of L.L.Bean. So nice to hear they are supporting our National Park Service.
3	ME: East Boothbay		Man, L.L.Bean has been the real O.G. since the beginning. My initials have never felt more important.
3	MD	Excellent service.	We love L.L.Bean. Please keep up the good work. We will stop in Freeport at the store this week.
3	Israel	It would be nice if the Village Green would have a route to the Loop Road. Also, we've had to wait a half an hour for a bus. That was too long.	Thank you, L.L.Bean!
3	MA	This is a great convenience, a great idea. We appreciate that we can hike all over without having to back track to parking. The Sand Beach driver is the best! He drives great, has answers, and engages the passengers' kids. Love the bus.	Needs to continue the service.

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3	MD	More people should use this service. It's a major reason we visit the area and the NPS here.	We applaud them and thank them tremendously for their dedication and contributions. It's helping our parks and our environment. We wish other National Parks had such a wonderful contributor.
3	RI	Should serve beer (KIDDING!)	
3	MA	Everything is FANTASTIC! I wish Cape Cod would do this! If you wanted to go above and beyond, the buses would run until 11pm, but that is not absolutely necessary. We are a group of 6 teens and 2 moms. The bus has been a savior--everyone can get around town--back and forth to hotel for free! We used the bus to ride back from a day of biking carriage roads. It saved us a huge uphill ride!	This service is invaluable and will surely encourage me to purchase L.L.Bean over any other outdoor outfitter.
3	MI	A more frequent bus schedule and bus-only lanes would solve the issues of crowding and efficiency.	Their generous donation should be used to construct bus lanes.
3	WI	Earlier and later service to areas outside of Bar Harbor.	Nice to have a corporation actually do something for public benefit.
3	KS	I had a hard time finding directions from the website for specifically where to go to pick up the bus.	
3	NC	First day using but takes worry of parking small RV out of the equation.	Only \$4 million?
3	NJ		Thank you!
3	NJ	Everything is good.	
3	PA		
3	PA		This is great!
3	PA	The lady who drove the number 3 bus was such a delight. She gets 5 stars.	
3	TX	Fantastic service and great friendly drivers.	Great organization.
3	NC		Corporate / private investment is critical for public progress toward carbon neutrality. Way to go!
3	CT	Dedicated bus travel lane at the Park fee station to avoid buses stuck in traffic and encourage riders.	Keep up the good work.
3	CA	Has made the trip delightful and easy.	Very grateful to them. I'm wearing their sweatshirt today. It's good to buy from them now knowing they support this.
3	NC	App's great. (MyStop)	Wonderful contribution.
3	MD		Very helpful.
3	NY		Thank you.

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3	OK	A way to get from bus route 9 (KOA) to the Park (Acadia) without having to transfer at the Village Green. Absolutely love Island Explorer!	So happy they are supporting public access to the outdoors!
3	NH	We love riding the Island Explorer every year while we are here!	Thank you!
3	NC		This is amazing!
3	VT	Wonderful service.	Thank you.
3	NY	Up-to-date schedules more easily available.	
3	TX	Great.	Love L.L.Bean.
3	OH	The driver and lady I spoke to on the phone helped get us to where we needed to be. So nice and friendly.	Awesome!
3	CT	Can a bus lane be worked out with NPS for quicker entry into the park?	Than you, L.L.Bean! It's a great service.
3	PA	Long wait at entrance station.	Thank you.
3	VT	Excellent service and drivers--very good experience.	Thank you!
3	NC		Generous and appreciated.
3	IL	Thank you--great service.	
3	PA	Great service!	Thank you!
3	NY	Buses are awesome!	Thank you, L.L.Bean!
3	OH		Well done, and many thanks.
3	NH		Thank you!
3	ME: Wells		Terrific.
3	DC	Great service, keep it up!	
3	NJ	The website is hard to use.	
3	CA	Let buses through the Ranger station without waiting in this very long line!	I think it's great that corporations support National Parks and nearby communities. I'm surprised their competitors are not on a list of supporters. L.L.Bean could feature their support in ads... "Proud sponsors of..."
3	Quebec	Excellent service.	
3	CO		Good company.
3	MA		Fantastic!
3	SC		EV buses.
3	ME: Gardiner	We are 100% satisfied having this service available to us.	We are very thankful for their contributions.
3	VA	Advertise the service schedule and service better.	Thank you for your interest in preserving a national treasure.
3	NY	It's a great service.	We approve! The fewer cars in National Parks, the better!
4	NY	Last year, I found it confusing ... went the wrong direction, had to change buses...	Yay! Thank you, L.L.Bean! Acadia!! I tried to use the bus app, but it is the same app I use for buses at home

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			and wasn't sure how to switch to this location.
4	NY	2X a year survey? Once a month?	Excellent. We visited Freeport and purchased at L.L.Bean. Hope this sponsorship continues. Thanks for adding to an enjoyed vacation in Maine!
4	IA	Pleasant experience. Definitely a great asset to the National Park system--the shuttles.	Make it all shuttles--no cars! Thank you, L.L.Bean.
4	MO		Thanks, L.L.Bean.
4	VA		Love L.L.Bean! Great job!
4	PA	Thanks for the service!	Thank you!
4	DC		Thanks, L.L.Bean.
4	OH	Need a route to Cadillac Mountain. Line jumping always. Drivers didn't announce stop location. Not everyone likes dogs! More parking needed. Need later times from Village Green to visitors park.	This service is great, never have experienced free service in our travels.
4	NY	Use digital display to announce stops.	It inclines me to support L.L.Bean when I shop.
4	NY	Needs to be more organized for loading. The loading zone start and end needs to be marked on the ground. At the fee station, buses should have a priority lane.	Great!
4	TX	I love buses. Thank you.	Yay. Thanks for your corporate sponsorship.
4	MA		Glad to see they are contributing to NPS. They should stay out of politics.
4	MI	45 minute wait to get into Sandy Beach.	
4		Sign on bus should display "UNAVAILABLE" if driver is taking a break. Smooth ride. Not smelly like diesel.	Very generous and appreciated gesture by L.L.Bean.
4	DE		Awesome and amazing!
4	MO		Fantastic. Love L.L.Bean.
4	VA		Many thanks to L.L.Bean.
4	NY	A little commentary by drivers would be great!	BRAVO!
4	TN	The parking lot at the Visitor Center is congested. Buses need right of way.	Money well spent. Excellent amenity.
4	CT		Thank you!
4	VA	The staff were friendly and helpful!	It's wonderful!
4	DE		Good for L.L.Bean. I will buy their products now!
4	OH	Thank God we found the service. We almost left Bar Harbor due to a lack of parking options. Now we also know how to get to Acadia.	L.L.Bean is one of our favorite retailers. Knowing they help with this type of service will make us buy more.

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4	MN	Seems good.	Thank you, L.L.Bean.
4	CA		Long live the Bean.
4	NH	Great option versus driving and parking. We weren't aware of Island Explorer until we checked into our hotel--maybe an increase in advertising when you purchase your park ticket.	We frequent the store in Freeport. Great company and sponsorship.
4	Ontario	The bus service is wonderful. It is crazy to try and drive into Bar Harbor. These buses are the best. We didn't realize that we could take our bikes on the bus. Perhaps this information could be more visible.	I am very impressed with L.L.Bean. Less cars on these roads is helping the environment. Are these buses natural gas or electric?? This would also be good.
4	NY	Hard to get map.	Great job!
4	NY		Fabulous!
4	PA	Please add a stop close to the Bubble trail.	Thanks!
4	VA	More frequency, please.	
4	PA		Love L.L.Bean.
4	TX	Great service.	Thank you!
4	VA		Yeah!
4	CT	Thank you for dog friendly!!!	Yay! Wonderful.
4	OH	Great service, friendly staff.	
4	FL	The village of Bar Harbor was impossible with a car (traffic, no parking). It would be nice if the buses ran to and from Village Green / Visitor Center later in the evening than already scheduled (10:30 / 11:00 p)	
4	VA		We love L.L.Bean.
4	FL	One later bus run to Manset please.	That's great!
5	New Gloucester, ME		Love L.L.Bean.
5	VA		I love L.L.Bean more for supporting Friends of Acadia.
5	NC	Love it! Very grateful for the buses.	They're a successful corporation--they should give back! Glad to hear they are.
5	CA		Everyone should support the NPS system.
5	DE	We have loved this service. We didn't know about it until we arrived. Very convenient, especially on busy days. It was also very helpful having Island Explorer workers at the stops to answer navigation questions.	Thank you, L.L.Bean!
5	WA	Our driver was friendly and entertaining. Please provide a bus lane at the park entrance to expedite shuttles.	Love that L.L.Bean is supporting the shuttles.

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5	NJ	The yellow "request to stop" doesn't seem to work.	It is a fantastic program and needed.
5	NC		Very generous of L.L.Bean.
5	IL	The woman at the Hulls Cove Visitor Center stop for Jordan Pond was exceptionally nice and helpful.	Thank you, L.L.Bean!
5	NY		Excellent!
5	PA	Love it! Great, especially for doing point-to-point hikes versus out-and-back.	Great ambassadors for the park.
5	NJ		That's a wonderful thing to do.
5	MA	More frequent and direct service. Less stops to get to Jordan Pond. Etc.	Love.
5	NY	What a great idea. I love it. Stress free. I was here during covid. No buses. I missed them.	It makes me want to buy your products. You are providing a great service.
5	SD	Great.	Are they paying any corporate taxes?
5	MA	Drivers have been EXCELLENT! Very friendly, and very informative.	Awesome! I wish more major corporations donated to NPS.
5	MA		Well worth it. Using the bus to cut down on car traffic and ease parking is great.
5	MD	Great experience!	Thank you, L.L.Bean!
5	NJ		Thank you!
5	WI	Great service. Ambassadors are helpful and knowledgeable.	
5	NC		Thanks so much.
5	Quebec	Have buses come more frequently to Blackwoods campground. One bus an hour is not enough. Otherwise, great work, great staff.	
5	PA		LLB is my husband's favorite brand--head to toe!
6	CT		It's pretty cool.
6	VA	Keep up the great work!	
6	OH		Very nice.
6			It's excellent. We just say thank you so much.
6	ME: Blue Hill	Run buses to NE Harbor and SW Harbor every 30 or 45 minutes instead of every hour.	Thank you, L.L.Bean!
6	FL	Village Green to Jordan Pond--direct without bus change.	Excellent.
6	CA		Great. Appreciated.
6	NH	The Island Explorer was extremely convenient. We parked our car and did not use it during our stay. The schedule was easy to follow and the drivers were very helpful.	We love L.L.Bean and we have been customers for years.
6	CT	Excellent service.	

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6	NC	We love everything about Island Explorer!	We're very pleased to see a large company giving back to the local community in such a positive and useful way.
6	ME: Woolwich		Thank you, L.L.Bean!!
6	MD	Excellent in all respects.	Grateful.
6	MA	An incredibly valuable service to enjoy the park without a car.	Thank you. Thank you. Thank you. We love L.L.Bean--for supporting the Island Explorer and sponsoring Mount Abrams!
7	NY	We used a car to get around, but when our car broke down--we had to rely on Island Explorer.	We heard about it and went to the flagship store in Maine to support L.L. in return! Love the commitment!
7	ME: Camden	Love the service. I always make a donation--wish everyone did. Appreciate drivers willingness to stop along route when it's safe.	Thank you, L.L.Bean. (We helped you earn that money--I've been shopping there since the original store.)
7	ME: Bar Harbor	I want to make a video for the world to see how convenient the buses are. On the video I'm working on, I will go into detail what stops should be added to certain routes and how often. These stops will greatly cut down on vehicles on the roadways around the island.	L.L.Bean is awesome, they are a leader of Maine companies. I wish others cared as much about the environment as L.L.Bean does. My YouTube channel is AEW Maine Treasure Adventures.
7	MA	Wish Route 7 ran more often.	
7	NC	Great service. Great drivers. We are thrilled to have this service and enjoy the comfort and friendliness of the drivers, service, drop off areas--convenience.	Excellent! Thank you, L.L.Bean.
7	CT	I find Island Explorer an amazing service. Buses are clean, drivers very friendly, and the Island coverage is pretty good. On top of that, one can flag a bus on any part of the route (as long as it's safe to stop) and all buses are electric, and rides are free of charge. A great way of getting around the island!	This is one of the best causes to contribute money to. The service is excellent, it makes moving around the island very convenient, while saving the environment. It's free of charge on top of that! Thank you, L.L.Bean!
7	ME: Southwest Harbor	To have more coordinated transfer times at the high school.	L.L.Bean's logo could be smaller. Some times people think it's operated by LLB. Smaller logos would help avoid that confusion.
7	NJ	Great service.	Amazing.
7		Later stops @ Tremont and Northeast Harbor.	Love the buses. Love L.L.Bean.
7	TX	I really appreciate your great service! Thank you.	
7	CT	Our driver is the best driver we've ever had. He's awesome and did his best to pick someone up even after he'd left the stop. He deserves a raise. Also he's so funny and super nice.	Nice job! Keep doing it. Amazing. Jesus loves you! John 3:16 Love.

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9	ME: Trenton	Start the season sooner like March or April and go till November.	
9	NH		Thank you!
9	NJ	Love the service! Our truck is too big for public street parking and this service is very helpful and relaxing.	Thank you, L.L.Bean!!
9	MD	Excellent service and way to visit the park. We were very impressed and convinced that the bus is better than renting a car locally.	
9	SC	You got it right.	Thank you.
9	MI	Large gap between 12 and 3 for [the Tremont] route. Otherwise service was excellent!	Thank you, L.L.Bean, We will keep this in mind when purchasing outdoor equipment in the future.
9	NJ	This is a wonderful service. We will visit again since it was so easy.	Thank you, L.L.Bean.
10	VT		Happy to have such an amazing resource!
10	FL	More frequent service to Southwest Harbor. Service to Cadillac summit. Better schedule watching at Village Green so buses don't leave just before the one I'm on gets in a minute or two late.	Fantastic!!!!
10	ME: Bar Harbor	Since I live in Bar Harbor without a car, the Island Explorer provides the only means I have to get around MDI readily (during the season o, of course!)--I greatly value Island Explorer!	Every year I say the same thing. L.L.Bean's contribution is appreciated, but the ever-increasing posting of the L.L.Bean name on and inside the buses, on bus stop signs, on the schedules with a long advertising blurb, etc. gives the appearance that L.L.Bean has purchased advertising. Very obnoxious. Get the L.L.Bean name OFF Island Explorer!
10	NJ		Thank you!
10	CT	It all seems to work good. My first trip alone to Acadia, park in Bar Harbor, bus to Sieur de Monts, hike trails, get back to town. Solved my problem!	Awesome and perfectly in support of their image. L.L.Bean is always one of my first stops driving up to Acadia (my 52nd consecutive year!).
10		Awesome service, wish more would use it!	This is fantastic of them, will shop more with them because of this!
10	NY	How wonderful that you offer this!	You go!! L.L.Bean!
10	MA	This is a great service. We have used it for many years. We have no complaints. The drivers are always pleasant, knowledgeable, and drive well. When family joins us, everyone appreciates. The Village Green group is great as well.	We hope they continue. We appreciate this service. It serves many purposes. We say thank you.
10	ME Bar Harbor	Great service.	Thanks.
10	ME Mt Desert	More year-round services elsewhere on the island, please!	

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10	MA	Was hard to find Loop Road. We lost WIFI in that area. Could it be more clear on website / Google maps?	I am pleased with the contribution. L.L.Bean is a fine and reputable company.
10	DE		Thank you, L.L.Bean.
10	MA	More routes from Village Green.	Thank you! Best park experience ever!
10	MI	Served our needs well during a family trip to Acadia. We have a class C motorhome, so use of the Island Explorer was integral to our visit.	Fully support the contribution!
10	NY	Have had great experiences so far--really appreciate the flexibility, communication, and responsiveness of staff. It has saved us a lot of time. Would be nice if there were shorter transfers between Route 10 [Blackwoods] and the Loop Road in terms of bus times, otherwise no complaints.	It's great that they support this service.
10	PA	More frequent Blackwoods service.	Thank you!!!
10	Quebec		Thank you, L.L.Bean!
10	England	Great service. We only wish they were more frequent. We believe more people will be persuaded to use the bus if they are every 10 minutes. It would be great to see the park with less cars!	Thank you!