

October 30, 2009

MEMORANDUM

To: Len Bobinchock, Paul Murphy
From: Tom Crikelair
Subject: Island Explorer Passenger Survey 2009
CC: Island Explorer partners

This memo presents the results of an onboard passenger survey carried out on Island Explorer buses on August 3 and August 4, 2009. The analysis includes a comparison with similar Island Explorer onboard surveys carried out in early August during each of the preceding ten seasons.

A sample copy of the survey form is attached as Appendix A. A full transcription of passenger comments is included as Appendix B.

This report is structured as follows:

Section 1	Methodology and Response
Section 2	Summary of Passenger Comments and Suggestions
Section 3	Group Size and Age of Survey Respondents
Section 4	Residence and Overnight Lodging
Section 5	Trip Purpose
Section 6	Visitor Travel Modes
Section 7	Park Entry Permits
Section 8	Parking Locations
Section 9	Number of Years Utilizing the Island Explorer
Section 10	Service Evaluation
Section 11	Island Explorer Future
Section 12	Acadia National Park Transit Fee
Section 13	Internet Use
Appendix A	Survey Form
Appendix B	Transcription of Passenger Comments

1. Methodology and Response

Island Explorer passengers were surveyed on August 3 and 4, 2009. Surveys were distributed between 7:30 a.m. and 5:00 p.m. on the seven Island Explorer bus routes that operate on Mount Desert Island, plus the Bicycle Express. Passengers on the Schoodic route were not surveyed in 2009. Individuals were asked to participate as they boarded buses at the Bar Harbor Village Green. Island Explorer bus drivers distributed surveys on Loop Road buses.

Passengers were asked to complete one survey per group. Those who agreed to participate were given a blank form and a pencil and were asked to drop their completed survey in a box at the front of the bus as they disembarked. Most groups that were offered a survey form agreed to take one. In 2009, 435 surveys were distributed and 416 were returned, for a response rate of 96%.

It is important to recognize that the survey examines Island Explorer usage (1) during the daytime only and (2) during the peak of the summer season. The distribution of trip purposes and riders by route would have been different if the survey had included evening hours. Surveys were not distributed in the evening in part because it would have been difficult for passengers to fill out survey forms on buses in the dark.

Because the surveys are carried out during the busiest part of the summer, the percentage of usage by visitors (as opposed to local residents) may have been somewhat higher than at other times during the season.

Figure 3.1 shows bus routes utilized by survey groups in 2009. The total is greater than 416 because some respondents used more than one bus route for their trip. This figure also shows the distribution of ridership by route.

FIGURE 3.1 2009 SURVEY AND RIDERSHIP DISTRIBUTION

	<i>Survey Respondents</i>	<i>Survey Distribution</i>	<i>Ridership Distribution</i>
Campground	104	18%	21%
Eden Street	71	13%	20%
Sand Beach	120	21%	16%
Loop road	85	15%	12%
Jordan Pond	61	11%	13%
Brown Mountain	20	4%	2%
Southwest Harbor	76	13%	11%
Schoodic	0	0%	1%
Bike Express	28	5%	4%
Total	565	100%	100%

The survey sample included a lower percentage of Eden Street riders when compared with the actual distribution of ridership by route for the full summer season. This results from the fact that Eden Street buses are particularly busy in the evening. Evening Eden Street riders were not included in the survey sample.

2. Summary of Passenger Comments and Suggestions

Bus riders continue to be very pleased with free Island Explorer bus service.

- One hundred percent feel it is important that the service be continued.
- Ninety-nine percent feel it is important to keep the service free.
- Ninety-nine percent agree that drivers are friendly and helpful.

A visitor from Maryland on the Brown Mountain bus said: “This is an excellent service for all! The entire bus system runs like clockwork. We don’t drive our RV at all while here due to this great service.” A visitor from North Carolina on the Sand Beach bus said: “These shuttles make our visit to ANP wonderful and easy. Our 16 year old son loves the freedom he has with his bike and the shuttle service.”

A visitor from New York on the Jordan pond bus said: “We are a family of five on a tight budget and we camp. Your bus makes it so each member of the family has more freedom for their own destinations.” A visitor from Virginia on the Brown Mountain bus said: “The Island Explorer provides a wonderful service and is a big reason for why we keep coming back to Bar Harbor, MDI, and Acadia.”

A visitor from Nova Scotia on the Jordan Pond bus said: “I love these buses. If they weren’t here, I would have no way to visit your amazing park!” A visitor from Michigan on the Campground bus said: “Last time we visited the area for a week and didn’t move our vehicle from the time we set up camp until we left for home. Love the bus and the bike trails.”

A young Bar Harbor resident on the Campground bus said: “I love using the Island Explorers in the summer because it’s fast and really easy to use.” A Loop Road passenger from Ellsworth, Maine said: “With traffic being so busy, we would not come to Bar Harbor, but now that you have the bus we will do it more often.”

A visitor from Texas on the Brown Mountain bus said: “Outstanding! I love coming to MDI because I do not need a car. It is one of the reasons I choose it for summer vacation.” A visitor from West Virginia on the Jordan Pond bus said: “Drivers are very friendly and helpful.” A Jordan Pond passenger from Pennsylvania said: “Thank you for your hard work in making our vacation special.”

As they have in past years, passengers expressed gratitude to L.L.Bean for the corporation's financial support for the bus system. A visitor from Maryland said: "Thank you L.L.Bean! We commend your corporate vision in preserving the beauty of Acadia. We also enjoy shopping in your fine stores." A visitor from Louisiana said: "We appreciate L.L.Bean's generous contribution and will remember their commitment to the park."

A visitor from California said: "L.L.Bean is an amazing company." A visitor from Washington, D.C. said: "It makes me happy to purchase from L.L.Bean knowing they give back to Maine in such a great way!" Another California visitor said: "I will go out of my way to buy something from L.L.Bean this trip!!!"

A visitor from New Jersey said: "Wonderful corporate sponsorship. Good use of funds." A visitor from West Virginia said: "We are so grateful that we stopped in Freeport and spent \$\$\$ to say thanks (and get good stuff)." A visitor from Massachusetts said: "Thank you for making this service available to families at no charge."

A visitor from Hawaii said: "Thank you – thank you! A wonderful gift of stewardship and wonderful way to see the island." A visitor from Minnesota said: "Way to go L.L.Bean!"

Survey respondents used the comment section to make a variety of suggestions for improving Island Explorer service. Suggestions in the 2009 survey included the following:

- Early morning service so people can ride the bus to morning Ranger programs
- An earlier morning bus from Northeast Harbor to Bar Harbor
- An extra late afternoon Loop Road bus trip
- All-day 15-minute service on the Eden Street route
- More buses to handle crowds at peak times
- More bicycle carrying capacity
- More frequent Brown Mountain service
- An extended operating season
- Pocket-sized schedules in addition to the tabloid publication

A passenger suggested shortening the Sand Beach route, using separate buses to serve Blackwoods Campground. A number of commuters on the Southwest Harbor bus requested that commuter trips to Bar Harbor be offered earlier and later in the season.

3. Group Size and Age of Survey Respondents

Participants were asked to identify the number of individuals in their party. In 2009, the 416 participating groups included 1,061 individuals. The average group size was 2.6. The median group size was 2.0. The average group size has been consistent during many years of Island Explorer surveys, as shown in Figure 3.2.

FIGURE 3.2 AVERAGE GROUP SIZE

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Surveys	461	414	466	412	383	337	354	315	428	416
Average Group	2.5	3.0	2.7	2.7	2.6	2.6	2.7	2.7	2.8	2.6

Figure 3.3 shows the 2009 distribution of respondents by group size.

FIGURE 3.3 SIZE OF PARTICIPATING GROUPS

Group sizes	Number of Groups	2009 Percent
One	117	28%
Two	158	38%
Three	41	10%
Four	51	12%
Five	27	6%
Six	13	3%
Seven	4	1%
Eight or more	5	1%
	416	100%

In 2009, 14% percent of group members were retired adults, 59% were non-retired adults, and 27% were children. Thirty-three percent of participating groups included at least one child. Children traveling without an adult made up 5% of all groups. These distributions have been consistent within a few percentage points over the course of past years.

4. Residence and Overnight Lodging

In 2009, 22% of participating groups said that they are year-round or summer residents of Mount Desert Island. This includes 11% who said they were year-round residents and 11% who said that they were summer residents. The distribution of local residents and visitors for the ten years of Island Explorer operations is presented in Figure 3.4.

FIGURE 3.4 LOCAL RESIDENTS AND VISITORS

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Year-round	11%	10%	12%	10%	10%	9%	6%	8%	11%	11%
Summer residents	11%	12%	9%	9%	10%	11%	12%	14%	11%	11%
Visitors	78%	78%	79%	81%	80%	80%	82%	78%	78%	78%

Participants were asked to identify their hometown and state. The results are presented in Figure 3.5. In 2009, 37% of survey groups said they lived year-round in New England, while 19% came from Mid-Atlantic States. Three percent lived in Eastern Europe, and 4% lived in Western Europe. The percentage of groups from Canada increased from 4% in 2005 to 8% in 2006. This dropped to 7% in 2007, to 6% in 2008, and to 4% in 2009. The combined percentage of international usage in 2009, including Canada, was 15%.

FIGURE 3.5 YEAR-ROUND RESIDENCE BY REGION

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Mid Atlantic	29%	29%	29%	31%	29%	26%	25%	25%	24%	19%
Maine	16%	15%	20%	17%	18%	13%	14%	13%	17%	19%
Other New England	18%	19%	18%	21%	19%	24%	19%	18%	18%	18%
Midwest	10%	13%	10%	10%	11%	10%	9%	9%	6%	12%
Southeast	11%	8%	8%	10%	9%	10%	10%	7%	13%	10%
West	5%	7%	8%	7%	3%	6%	6%	6%	6%	6%
Canada	4%	2%	1%	1%	5%	4%	8%	7%	6%	4%
Other international	7%	6%	6%	4%	6%	9%	8%	15%	9%	10%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Combined New England	34%	34%	39%	38%	37%	37%	34%	31%	35%	37%
Eastern Europe					3%	4%	4%	7%	4%	3%

Survey participants were asked: “What town will you stay in tonight?” In 2009, 93% of bus riders said they planned to stay overnight on Mount Desert Island or in Trenton. Two percent was staying in the Schoodic region. Three percent were day visitors staying elsewhere in Hancock County. Two percent were day visitors staying elsewhere in Maine. Town-by-town results for 2002 through 2009 are presented in Figure 3.6.

FIGURE 3.6 LOCATION OF OVERNIGHT LODGING

Town	2002	2003	2004	2005	2006	2007	2008	2009
Bar Harbor	68%	65%	65%	62%	59%	64%	73%	69%
Mount Desert	13%	13%	11%	13%	16%	14%	8%	10%
SW Harbor	7%	7%	7%	10%	9%	6%	5%	8%
Other Hancock County	4%	5%	5%	5%	2%	4%	3%	3%
Other Maine	4%	2%	2%	2%	4%	3%	1%	2%
Tremont	2%	4%	2%	3%	2%	0%	4%	2%
Trenton	2%	3%	3%	2%	4%	9%	4%	4%
Schoodic area	0%	1%	4%	3%	3%	1%	1%	2%
Nova Scotia	0%	0.5%	0.3%	1%	0.3%	0%	0%	0%
Local Islands	1%	0.5%	0.3%	1%	0%	0%	1%	1%
	100%	101%	100%	100%	100%	100%	100%	100%
MDI Region	93%	93%	93%	92%	93%	94%	96%	93%

Figure 3.7 shows distribution of overnight lodging by type of accommodation. Most groups that listed “Other” as their overnight accommodations stayed at the MDI Youth Hostel. Cruise ship passengers are shown separately in 2008, because a large cruise ship was in Bar Harbor on the second day of the 2008 survey.

FIGURE 3.7 TYPE OF OVERNIGHT LODGING

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Campground	35%	36%	29%	27%	31%	30%	37%	30%	25%	26%
Motel, Inn, B&B	35%	31%	36%	41%	36%	32%	31%	32%	29%	34%
Year-round residence	14%	13%	14%	12%	14%	11%	10%	9%	14%	14%
Summer residence	5%	7%	7%	7%	5%	14%	10%	9%	7%	10%
Short-term rental	6%	6%	5%	6%	8%	6%	7%	6%	12%	10%
Sailboat or Yacht	4%	4%	4%	6%	4%	5%	4%	5%	4%	3%
Cruise Ship									7%	
Other	1%	4%	5%	2%	2%	3%	2%	4%	1%	2%
	100%	100%	100%	101%	100%	100%	100%	100%	100%	100%

Surveys included the question: “Is your overnight lodging within easy walking distance of the Bar Harbor Village Green?” In 2009, 33% of participating groups said they were staying overnight in a hotel, B&B, or residence located within easy walking distance of the Bar Harbor transit hub.

5. Trip Purpose

Survey respondents were asked to identify the primary purpose of their bus trip. The largest category was “sightseeing,” with 27% of total responses. Hiking was the next most popular trip purpose with 24%, followed by bicycling with 14%, and work with 13%. Four percent were using the bus to go shopping. The combined total for various recreational purposes (hiking, biking, swimming, and boating) was 45%.

FIGURE 3.8 TRIP PURPOSE

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Work	7%	6%	8%	9%	9%	9%	5%	11%	13%	13%
Hiking	17%	15%	17%	20%	25%	20%	15%	21%	22%	24%
Biking	4%	7%	7%	5%	5%	11%	10%	13%	11%	14%
Swimming	4%	7%	3%	1%	6%	4%	7%	7%	1%	6%
Boating	3%	5%	3%	2%	2%	3%	2%	2%	2%	2%
Shopping	11%	15%	15%	10%	11%	10%	14%	10%	9%	4%
Dining	11%	5%	8%	6%	6%	6%	5%	4%	4%	4%
Sightseeing	35%	33%	32%	38%	33%	29%	38%	27%	29%	27%
Other	8%	8%	9%	9%	4%	10%	5%	5%	9%	7%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

6. Visitor Travel Modes

Fifty-six percent of Island Explorer visitors in 2009 said they traveled to the region in an automobile without an attached trailer. Fifteen percent arrived in a recreational vehicle or in a car towing a trailer. Nineteen percent arrived in the region by airplane. Four percent arrived by private boat, 3% arrived by intercity bus, and 1% arrived on a tour bus. One percent of participating groups traveled to the region on a cruise ship. Other travel modes (bicycle and motorcycle) accounted for 1% of visitor travel.

FIGURE 3.9 VISITOR TRAVEL MODES

	2002	2003	2004	2005	2006	2007	2008	2009
Car	57%	55%	60%	49%	52%	48%	50%	56%
RV or trailer	20%	20%	20%	21%	25%	23%	19%	15%
Airplane	9%	12%	9%	16%	13%	17%	13%	19%
Sailboat or yacht	5%	6%	4%	6%	4%	5%	5%	4%
Intercity bus	3%	4%	5%	5%	2%	4%	3%	3%
Tour bus	3%	0%	0%	0%	2%	1%	1%	1%
Cruise Ship							8%	1%
Other	4%	3%	2%	2%	2%	2%	1%	1%
	100%	100%	100%	99%	100%	100%	100%	100%

7. Park Entry Permits

Between 2000 and 2005, there was a significant and steady increase in the percentage of bus riders who said that they purchased an Acadia National Park entry permit. Since 2005, the percentage of bus riders with entry permits appears to have leveled off. The percentage of permit holders was 72% in 2007, 61% in 2008, and 66% in 2009.

FIGURE 3.10 DID YOU PURCHASE A PARK ENTRY PERMIT?

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
YES	37%	42%	51%	52%	62%	69%	68%	72%	61%	66%
NO	63%	58%	49%	48%	38%	31%	32%	28%	39%	34%

Figure 3.11 shows entry permit purchases for various user groups. In 2009, Park permits were held by 36% percent of bus riders who are year-round residents, compared with 42% of year-round residents with permits in 2007. In 1999, the first year of Island Explorer operations, 15% of year-round residents had entry permits.

Sixty-four percent of participating groups in 2008 said they were using the bus to visit Acadia National Park. Seventy-seven percent of those traveling to the Park had a permit, compared with 86% in 2007. Thirty-six percent of groups using the shuttle service said they were not going into the national park. Thirty-two percent of these groups had a Park permit.

Groups that traveled to the region in a recreational vehicle included a relatively higher percentage of pass holders. Eighty percent of RV travelers had a permit in 2009, compared with 74% of all out-of-town visitors. The percentage of private boaters with entry permits in 2009 was 57%.

FIGURE 3.11 PERCENT OF USER GROUPS WITH PARK ENTRY PERMITS

	2001	2002	2003	2004	2005	2006	2007	2008	2009
Year-round residents	15%	25%	14%	30%	46%	40%	42%	36%	35%
Summer residents	38%	30%	29%	42%	41%	54%	56%	43%	41%
Visitors	45%	56%	59%	68%	75%	72%	78%	64%	74%

	2005	2006	2007	2008	2009
Groups visiting ANP on this trip	78%	82%	86%	77%	81%
Groups not visiting ANP on this trip	53%	55%	46%	32%	37%
Groups that arrived in a RV	75%	89%	86%	72%	80%
Groups that arrived by sailboat	56%	50%	67%	41%	57%
Groups that arrived by cruise ship				47%	

Figure 3.12 shows permit ownership by type of lodging. It shows that those least likely to have a permit are people staying in summer and year-round residences.

FIGURE 3.12 PERCENT WITH PARK PERMITS BY LODGING TYPE

	2002	2003	2004	2005	2006	2007	2008	2009
Campgrounds	66%	62%	73%	81%	81%	88%	83%	81%
Hotels	56%	59%	66%	81%	64%	71%	63%	70%
B & B			83%	84%	75%	87%	71%	71%
Short-term rental	37%	65%	62%	70%	78%	60%	65%	76%
Summer residence	23%	35%	47%	38%	40%	63%	32%	34%
Year-round residence	27%	17%	27%	41%	40%	40%	41%	39%

Figures 3.13 shows where bus riders purchased their Park entry permits. Figure 3.14 shows a breakdown of permit types for Island Explorer bus riders.

FIGURE 3.13 WHERE DID YOU PURCHASE YOUR PARK ENTRY PERMIT?

	2002	2003	2004	2005	2006	2007	2008	2009
Village Green	32%	45%	44%	37%	32%	39%	41%	34%
Loop Road	20%	16%	18%	15%	12%	11%	10%	13%
Visitor Center	30%	22%	21%	26%	24%	25%	27%	35%
ANP Campground	10%	5%	7%	7%	12%	6%	9%	8%
Thompson Island					7%			1%
Other	8%	12%	11%	16%	14%	13%	12%	10%

FIGURE 3.14 TYPES OF ENTRY PERMITS

	2004	2005	2006	2007	2008	2009
One-week	62%	56%	63%	57%	66%	57%
Full Season	7%	9%	12%	11%	10%	9%
National Parks Pass	9%	9%	11%	13%	11%	8%
Golden Age / Senior	19%	21%	20%	16%	12%	20%
Golden Access	1%	2%	1%	0%	1%	0%
Golden Eagle / Access	2%	2%	3%	3%	1%	5%

8. Parking Locations

Participants were asked where they parked their cars or recreational vehicles. In 2009, 60% said that their vehicle was parked at their hotel, campground, or private residence, and 3% said that someone else was using it. Twenty-one percent said they did not have a car or RV available locally. A combined total of 83% Island Explorer riders reached an Island Explorer bus stop without a private vehicle.

Seventeen percent of surveyed groups indicated that they drove a private vehicle and parked near a bus stop. The Hulls Cove Visitor Center parking lot was used by 6.6% of Island Explorer groups in 2009. Most of the people who parked at the Visitor Center boarded the Loop Road bus. People who said they parked their cars in public parking spaces in Bar Harbor accounted for 5.5% of groups surveyed in 2009. The Trenton IGA accounted for 0.8%. Three percent parked in “other” locations. This included two groups at the Somesville Fire Station (0.5%), one group in downtown Northeast Harbor (0.3%), one in Winter Harbor, one on Swans Island, one at Sand Beach, and one at Jordan Pond.

Forty-five percent of groups on the Loop Road bus said they parked their cars at the Hulls Cove Visitor Center. This was true of 23% of Loop Road riders in 2008. Thirty-six percent of Loop Road riders left their cars at their campground, hotel, or residence. Fourteen percent of Loop Road riders had no local car.

FIGURE 3.15 WHERE IS YOUR CAR NOW?

	2002	2003	2004	2005	2006	2007	2008	2009
Lodging	58%	60%	58%	53%	55%	50%	48%	48%
Residence	12%	8%	13%	13%	8%	12%	12%	12%
Someone else is using it	2%	2%	2%	2%	3%	2%	2%	3%
No car	20%	19%	15%	21%	19%	18%	24%	21%
Hulls Cove Visitor Center	3%	3%	2%	4%	3%	6%	5%	7%
Other ANP	1%	1%	3%	1%	1%	0.3%	0.5%	0.5%
Trenton IGA	2%	0%	1%	0%	2%	2%	1.4%	0.8%
Bar Harbor	3%	4%	4%	5%	7%	5%	4%	5.5%
Northeast Harbor	0%	1%	1%	0%	0%	0%	0.5%	0.3%
Southwest Harbor	1%	1%	0%	0%	0%	0%	0.5%	0%
Tremont	0%	1%	0%	0%	0%	0%	0%	0%
Repair shop	0%	1%	0%	0%	0.3%	0.3%	0.3%	0%
Winter Harbor ferry	0%	0%	1%	1%	2%	1%	0%	0.3%
Other	1%	1%	1%	1%	1%	3%	0.3%	1.4%
	102%	100%	100%	100%	100%	100%	100%	100%

9. Number of Years Utilizing the Island Explorer

Groups were asked how many years they have used the Island Explorer. In 2009, 61% were first-year users. Thirteen percent of bus riders said they have used the system for five or more years.

FIGURE 3.16 HOW MANY YEARS HAVE YOU USED THE ISLAND EXPLORER?

	2002	2003	2004	2005	2006	2007	2008	2009
1st year	70%	71%	66%	62%	66%	63%	61%	67%
2nd year	14%	13%	13%	14%	10%	14%	10%	10%
3rd year	7%	7%	8%	11%	9%	7%	5%	6%
4th year	9%	3%	3%	4%	5%	3%	7%	5%
5 or more		6%	10%	9%	10%	13%	17%	13%

Sixteen percent of year-round residents said they were first-year Island Explorer users, compared with 73% of non-residents. Seventy-three percent of year-round residents have used the service for three or more years, compared with 17% of non-residents. Thirty-six percent of year-round residents said they have used the service for five or more years, compared with 10% of non-residents.

10. Service Evaluation

Passengers were asked to evaluate the quality of service provided by the Island Explorer. They were asked to rate the cleanliness of buses and the friendliness and helpfulness of drivers. They were asked whether seats were readily available, whether buses ran on time, if bus schedules were easy to find, and if schedules were easy to understand. Riders were also asked to comment on the frequency of service and whether the right destinations are served.

The results for 2009 are presented in Figures 3.17.

FIGURE 3.17 EVALUATION OF SERVICE QUALITY FOR 2009

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
Buses are clean	80%	19%	1%	0%
Drivers are friendly and helpful	81%	17%	2%	0%
It is easy to find a seat	71%	25%	5%	0%
Buses are on time	73%	22%	4%	1%
Bus schedules are easy to find	75%	25%	3%	1%
Bus schedules are easy to understand	67%	28%	5%	1%
The frequency of service is convenient	66%	30%	4%	1%
The right destinations are served	71%	28%	1%	0%

In recent years, a decreasing number of passengers have raised concerns about the availability of seats. In 2005, 9% gave this a “fair” rating and 2% said “poor.” Since 2005, no groups have said that seat availability was “poor.” The percentage of groups who rated this as “fair” was 8% in 2006, 7% in 2007, 7% in 2008, and 5% in 2009.

11. Island Explorer Future

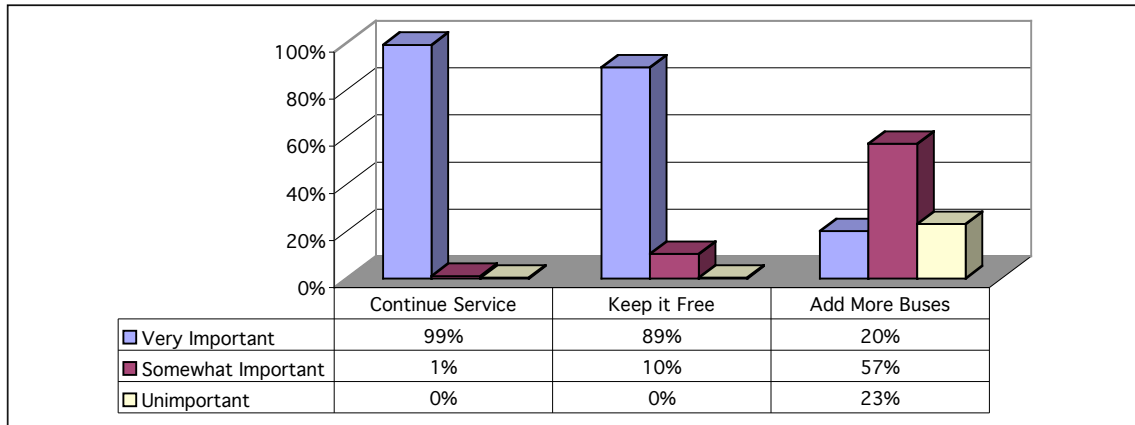
The survey included three questions about the future of Island Explorer service. Groups were asked to rate each item as “very important,” “somewhat important,” or “unimportant.”

Passengers were asked:

- Should we continue to provide this service?
- Should we continue to offer free service?
- Should we add more buses to increase seating capacity and service frequency?

Responses to the three questions are summarized in Figure 3.18.

FIGURE 3.18 ISLAND EXPLORER FUTURE - 2009 ONBOARD SURVEY



There continues to be very strong support for continuing the Island Explorer, with 99% of survey respondents agreeing that this is very important, and the remaining 1% saying “important.” No respondents suggested that continuing the service was “unimportant.”

Eighty-nine percent of participating groups agreed that it is “very important” to keep the service free, while an additional 10% said free service is “somewhat important.” Only one individual (0.3%) said that keeping the Island Explorer free is “unimportant.”

Twenty percent said it is “very important” to add buses to increase seating capacity and service frequency. Fifty-seven percent said this is “somewhat important” and 23% said it is “unimportant.”

12. Acadia National Park Transit Fee

Passengers were asked how they feel about including a transit fee in the cost of an Acadia National Park entry permit to help pay for Island Explorer bus service. In 2009, 82% of bus users said they agree with the transit fee, 14% said they were neutral, and 3% said they disagree.

FIGURE 3.22 SUPPORT FOR ACADIA NATIONAL PARK TRANSIT FEE

	2003	2004	2005	2006	2007	2008	2009
Strongly agree	30%	44%	51%	46%	58%	51%	48%
Agree	37%	31%	31%	37%	30%	30%	34%
Neutral	25%	21%	16%	15%	10%	16%	14%
Disagree	6%	2%	1%	1%	1%	2%	2%
Strongly disagree	3%	1%	1%	1%	1%	1%	1%

Disagreement with the transit fee decreased from 9% in 2003 to 3% in 2009.

In 2009, 88% of year-round residents said they either “strongly agree” or “agree” with the transit fee, an increase from 70% in 2008. This compares with 48% of year-round residents who supported the transit fee in 2003. Five percent of MDI residents who participated in the survey in 2009 said they “disagree” with the transit fee. No year-round residents said they “strongly disagree.” Seven percent of year-round residents said they were neutral.

Eighty-eight percent of bus riders who purchased a park entry permit expressed agreement with the transit fee. Seventy-one percent of bus riders without entry permits said they agreed with the fee.

13. Use of Internet Web Sites

Island Explorer riders were asked two questions about their use of the Internet.

- Did you use the Internet to plan your trip?
- Have you visited the Island Explorer web site?

Sixty-two percent of Island Explorer riders said that they used the Internet to plan their trip. Only 22% of survey groups said they visited the Island Explorer web site.

Seventy-five percent of first-year Island Explorer users said they used the Internet to plan their trip, up from 67% in 2008. Nineteen percent of first-year bus riders said they visited the Island Explorer site.

These results show that the majority of groups who used the Internet to plan their trip did not visit the Island Explorer site. Low usage of the Island Explorer web site appears to be due in part to the continued absence of Island Explorer links on web sites for campgrounds and lodging establishments in the Acadia region.

Island Explorer Passenger Survey 2009

PLEASE FILL OUT ONE SURVEY PER FAMILY OR GROUP

1. DATE _____

2. TIME _____

Number in your party _____

3. Retired adults _____

4. Other adults _____

5. Children (under 18) _____

6. WHAT ROUTE ARE YOU ON NOW? (Please check only one) (1) Campground
 (2) Eden Street (3) Sand Beach (4) Loop Road (5) Jordan Pond
 (6) Brown Mountain (7) Southwest Harbor (8) Schoodic (9) Bike Express

7. WILL YOUR RIDE INVOLVE MORE THAN ONE ROUTE? YES No

8. IF yes, please check the other route used for this ride. (1) Campground
 (2) Eden Street (3) Sand Beach (4) Loop Road (5) Jordan Pond
 (6) Brown Mountain (7) Southwest Harbor (8) Schoodic (9) Bike Express

9. What is the PRIMARY purpose of this bus trip? (Please check only one) To or from

(1) Work (2) Hiking (3) Biking (4) Swimming
 (5) Boating (6) Shopping (7) Dining (8) Sightseeing
 (9) Other _____

10. Are you a year-round MDI or Schoodic resident? Yes No

11. Are you a summer resident of MDI or Schoodic? Yes No

12. What town will you stay in tonight? _____

13. Are you staying at (1) Campground -----
 (2) Motel or Inn-----
 (3) B & B-----
 (4) Year-round residence-----
 (5) Summer residence-----
 (6) Short-term rental -----
 (7) Sailboat-----
 (8) Other _____

14. Can you easily walk from your lodging to the Bar Harbor Village Green?.. Yes No

15. What is your home town and state? _____

16. If you are not an MDI or Schoodic resident, how did you travel to the region?

(1) Car or truck without trailer----- (7) Commercial airplane-----
 (2) Car or truck with trailer----- (8) Private airplane -----
 (3) Recreational vehicle ----- (9) Tour bus -----
 (4) CAT ferry with car----- (10) Sailboat or yacht -----
 (5) CAT ferry without car----- (11) Cruise Ship-----
 (6) Intercity bus or van ----- (12) Other _____

17. On this bus ride will you visit Acadia National Park? Yes No

18. Have you purchased a National Park entry permit for your group? Yes No

19. If yes, where did you purchase your entry permit? Village Green Loop Road
 Hulls Cove Visitor Center ANP Campground Other _____

20. What type of entry permit do you have? One-week Full season
 National Parks Pass Senior Pass Access Pass

Thank you for completing both sides!

Island Explorer Passenger Survey 2009

21. How many years have you used the Island Explorer?

- This year only 2 years 3 years 4 years 5 - 11 years

22. If you have a car or RV available locally, where is this vehicle parked now?

- No local car or RV Hotel, campground, B&B Someone else is using it
 Private residence Other (where?) _____

THIS IS THE ELEVENTH YEAR FOR THE ISLAND EXPLORER. HOW ARE WE DOING?

	Excellent	Good	Fair	Poor
23. Buses are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Drivers are friendly and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. It is easy to find a seat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Buses are on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Bus schedules are easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Bus schedules are easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. The frequency of service is convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. The right destinations are served	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31. Should we continue to provide this service?

- Very important Somewhat important Unimportant

32. Should we continue to offer free service?

- Very important Somewhat important Unimportant

33. Should we add more buses to increase seating capacity and service frequency?

- Very important Somewhat important Unimportant

34. In 2003 Acadia National Park increased the park 7-day entrance fee from \$10 to \$20 (per group) to help pay for Island Explorer bus service. The \$10 increase can only be used for public transportation. How do you feel about this transportation fee?

- Strongly agree Agree Neutral Disagree Strongly disagree

35. Did you use the Internet to plan your trip?

- Yes No

36. Have you visited the Island Explorer web site?

- Yes No

37. Do you have any comments about the Island Explorer, or suggestions for improving the service? Comments and suggestions will be posted at www.exploreacadia.com

38. L.L.Bean has pledged two 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?

Thank you for completing both sides!

Island Explorer 2009 Onboard Survey - Passenger Comments

Do you have any comments about the Island Explorer, or suggestions for improving the service?

L.L.Bean has pledged two 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?

Route	Local Resident	State	Bus Service Comment	L.L.Bean Comment
1	No	IN	Some buses are scheduled to arrive at some destinations after programs start - even if you take the first available bus.	It's wonderful!
1	Yes	ME		That was very nice of them.
1	No	PA	One of the reasons we come here from PA is that we don't have to drive once we arrive. We can catch a boat or go to Acadia by walking or catching a bus. Thanks for this service.	We love Bean!
1	No	Turkey	So far so good.	Great.
1	Yes	ME		Thanks.
1	No	FL	We use the bus about four times a week to shop or go to various hiking trails. As seniors, it is a treat to not have to drive.	Thank you to L.L.Bean! This park is a treasure.
1	No	SC	Initially there were some loop holes. Almost all of them have been closed. The system is very efficient. Coordinate with park programs to a greater extent.	Thank you, thank you, thank you. You have great products. You are helping to care for the park.
1	Yes	ME		Thank you!
1	No	NJ		Yeah!
1	No	NY	The bus was very warm. Other than that it was great.	I think the pledge is a wonderful gift to help preserve Acadia.
1	No	TX	Cut out the airport stop on the #1 route.	They are a multi-million dollar corporation that makes its money by selling outdoor equipment. They should chip in if they can.
1	Yes	ME	I love using the Island Explorers in the summer because it's fast and really easy to use.	That's really cool! It's really awesome that they help out the Island Explorers.
1	No			Thank you L.L.Bean.
1	No	NH	Continue to allow pets on buses. Have someone on the village Green handing out bus schedules.	We appreciate it! It's a great service.
1	Yes	ME	Continue the good work.	Great company. Just wish more products were made in USA!!!
1	No	MO	Excellent feature for the area. Very friendly staff. Glad that it is not mandatory.	We appreciate L.L.Bean's contribution. Excellent company. We are customers.
1	No	CT	A convenient and ecological service to visitors. After a long drive to this area it was a relaxing mode of transportation.	As an L.L.Bean customer, I feel the money is being well spent.

Island Explorer 2009 Onboard Survey - Passenger Comments

1	No	ME	It would be nice to have a stop at the Beech Mountain parking area. Earlier pickup at Blackwoods would allow campers to make it to the earlier ranger programs without driving.	Yay!
1	No	NH		That's awesome.
1	No	OK	Very nice service.	Wonderful.
1	No	Nova Scotia		Exemplary corporate action.
1	No	CA	Thanks!	Thanks!
1	No	OH		I'll make an effort to purchase stuff at L.L.Bean. This is a nice service.
1	No	Ontario		Amazing!
1	No	ME		Excellent!
1	No	PA	Wonderful service. More areas should provide this kind of service. It's great not to have to use personal vehicle.	Good use of their philanthropic funds. Makes me think more highly of the company.
1	No	TX		Good idea.
1	No	VT	The air conditioner drips on the back of passengers.	
1	No	PA	Perhaps everyone should show a pass to board the bus.	
1	No	MA		Thank you for making this service available to families at no charge.
1	No	NJ	Great service! Increase buses during peak time of day.	
1	No	VA	I'm sorry we waited so long to use it. We will definitely use it again.	Thank you LL. I have always been a fan - love you even more now.
1	No	NC		Thank you! Did not know this. It will make me buy even more from them. I am impressed!
1	No	FL	We thank you! Great service and convenient.	
1	No	NH	We had one driver yesterday on the Loop Road bus who was like a tour guide - pointing out places of interest. Made the trip very enjoyable. The buses are very rattley! It would take very little for someone to identify and fix the rattles. Sounds like they are falling apart even though they are in nice shape. The bus signs are confusing. Where is the bus going to? The bus's ride is very hard!	
1	No	NJ		Very generous (could be more). What about other corporate donations?
1	No	NC		Marvelous.

Island Explorer 2009 Onboard Survey - Passenger Comments

1	No	SC	As far as attending national park interpretive programs, it is much better now. Perhaps in the future the national park will reschedule the other programs to fit the bus schedule.	Wonderful! A boon to Maine's economy!!
1	No	MD		Atta boy, L.L.Bean!
1	No	MA	I waited one hour for service today due to full buses. Woman driver would not allow us on the bus. No one standing, 12:30 on Campground bus.	They are extremely generous.
1	No	NJ	Extra Loop circuit a little later in the day - one hour.	Thank you L.L.Bean for protecting your local resources.
1	No	OH	We feel it is a great service. Thank you!	Great of them. Thanks L.L.Bean.
1	No	ME	This is a wonderful service - Let's go "green."	Yeah for L.L.Bean. They are a ME business. Let the contributions keep coming!
1	No	FL	If the bus service was not available, we would not vacation here.	Atta boy, atta boy, atta boy!
1	Yes	ME		Thank you.
1	Yes	ME	Nice that drivers will drop off / pick up anywhere, not just at marked stops. Free is fabulous. More buses always a good idea. Very valuable service. Thank you for including Town Hill.	Very much appreciated.
1	No	CT	Extremely happy with service. Have used it every year.	I sincerely thank them.
1	No	MI	Bus drivers are excellent - friendly, even when things are busy and the areas they are driving through are congested.	Awesome.
1	Yes	ME	Please ban pets. Other than service dogs. The last time I was here, there was dirty dog fur on practically most seats.	It's a beauty.
1	No	MI	I make donations when using. Last time we visited the area for a week and didn't move our vehicle from the time we set up camp until we left for home. Love the bus and the bike trails.	Thank you!
2	No	NY	I suggest that pocket size schedule be also be made available with just timetables.	Thank you. Thank you. Thank you.
2	No	NJ		They can donate more.
2	No	RI	A.m. SW Harbor bus driver RULES!!!	
2	No	Philippines	Keep up the good work!	God bless them all! Thank you!
2	No	GA	So far, so good! Very friendly and helpful folks.	Great!!
2	No	IL		I appreciate these contributions. The bus has allowed me to see the island safely.
2	Yes	ME	I enjoy the service and the conversations. Especially the friendship.	God bless them!! And thank you very much!

Island Explorer 2009 Onboard Survey - Passenger Comments

2	No	NY	Very helpful service.	Wonderful. Reduces congestion and carbon emissions.
2		MD	Great service.	Great!
2	No	PA	More seatbelts. Cell phone chargers/outlets. TV.	Thanks L.L.Bean!
2	No	Philippines	Make the service every 15 minutes the whole day.	
2	No	MD	I came into Bar Harbor six times to shop, eat, take a boat tour. Otherwise I might have stayed at the hotel. Loved the bus. If I had more time, I'd have gone to Acadia.	I'm an L.L.Bean customer now, but I'm SO PLEASED at their contribution.
2	Yes	ME	I work at a motel. This is such a great ride for our guests. Thank you.	
2	No	CA		Thank you!
2	No	CA		Excellent. Very much appreciated.
2	Yes	ME	Keep up the good work.	Thank you.
2	No	CT	The bus is wonderful, but the Village Park area is littered a bit and especially at the Gazebo. The park is really lovely and people should respect the beauty and nature of it. Everyone needs to do their part in maintaining a clean environment! Public bathrooms need to be checked for cleanness more frequently.	Thank you.
2	No	ME		Extremely important and appreciated! Their support is reciprocated by our supporting their business. \$\$
2	No	LA	I would willingly pay to use the bus. It's a great service!	I'll be sure to buy more things from them. What a wonderful company!!
2	No	MI		Wonderful - especially in tough economic times.
2	No		Service is great. Keep it up.	
2	No	Afghanistan	Very good!	Keep it up, L.L.Bean! And thank you.
2	No	Costa Rica		They're great!
2	Yes	ME	Keep the 7:25 a.m. SWH bus. There are several people without cars who use it to get to work.	Thank you.
2	No	Russia	Thank you.	
2	Yes	ME	Year round service would be great.	Yay!
2	No	WI	Very valuable service.	Thank you!
2	No	NY	This is a great service.	
2	No	TX		Thank you!
2	No	ME	I love it. Go to the beach for free.	Whatever it takes.
2	No	NY	Great service in this time of charge for everything.	Those who benefit should give back.

Island Explorer 2009 Onboard Survey - Passenger Comments

2	No	NY		Great!
2	No	TX	Very clean and accessible.	It keeps me supporting L.L.Bean.
2	No	ME		Very generous!
2	No	NY	Love it! Thanks.	Much appreciated.
2	No	MA		Good job.
2	No	OH	It's nice.	Good idea! We are frequent L.L.Bean customers!
2	No	Slovakia	Everything is OK.	
2	No	NH	We had no problem with schedule.	Great.
3	No	NJ		Thanks!
3	No	VT	Increase bus service to allow "end to end" hiking.	Wonderful.
3	No	CT	Good job.	Thank you.
3	No	NH	Services are excellent. It makes our trip easy and enjoyable.	
3	No	MA		I patronize them highly.
3	No	MA		Way to go!
3	No		Don't drive into campgrounds. Make people meet at the road edge, buses would save lots of time.	Good job. Great system. Thank you very much.
3	No	MA	It is a great system.	I think that is wonderful. Why aren't other businesses helping?
3	No	CT		Thank you!
3	No	DC		It makes me happy to purchase from L.L.Bean knowing they give back to Maine in such a great way!
3	No	England	This service is excellent and essential as an environmentally friendly form of transportation.	
3	No	NJ	Have the Loop Road bus - Route #4 stop at the Village Green!	
3	No	CT		Thank you!
3	No	ME	Love it.	Thank you.
3	No	MA	Love you guys, Thanks!	Muchas gracias!
3	No	Germany	Maybe newer buses would be even better for the environment (because of the exhausts) and would maybe need less gas. But I'm sure there are enough contras to that. Well, just my thoughts at the moment. Oh, and it would be great if there was more information about volunteer work available in the buses. I'd be very interested in that!	
3	No	NC	These shuttles make our visit to ANP wonderful and easy. Our 16 year old son loves the freedom he has with his bike and the shuttle service.	Yes, they should double it!!

Island Explorer 2009 Onboard Survey - Passenger Comments

3	No	FL		Think it's wonderful - it's a great service.
3	No	England	So far so good.	Good to see supported by major national business.
3	No	FL		Excellent!
3	No	ME	Great job.	Bean = GREAT community partner.
3	No	WI		They are a great company and I purchase from the company frequently.
3	No	FL	Go into Ellsworth.	Good job.
3	Yes	ME	If a driver is early, wait at the stop at least till the scheduled time.	It is great!
3	No	MA		Thank you L.L.Bean!
3	No	CT		Wonderful, generous service!!
3	No	Quebec		Good.
3	No	Quebec		Superb!
3	No	CT	One of more buses needed mechanical repair of some kind based on the very rough ride and vibration in the seats.	Excellent use of funds. I will continue my support of L.L.Bean.
3	No	AR	We really appreciated it. It made scheduling much easier. We appreciate less traffic in the park. It helped with bike shuttles this morning. Thank you.	That's very nice. I'll remember that when my shopping choice is L.L.Bean and another comparable "store."
3	No	MD		It is greatly appreciated.
3	No	England	Excellent service providing excellent alternatives to using the car! Saves on parking problems. Facilitates "one way" walking routes.	Fantastic - keep it up!
3	Yes	ME	I wish the service extended longer into the season and serviced more areas more frequently, but whatever we can do to preserve this service, we should do!	This is a wonderful contribution to help the park. The less car traffic the better.
3	No	IL		We purchase from L.L.Bean - always.
3	No	MI		Thanks.
3	No	FL	It is really a good and important service.	It is great that some people can help to keep buses going.
3	No	NH	First time rider.	Excellent!
3	No	IL	One reason we keep coming here is because of the bus. Our party of six can split up and meet easily. It helps keep number of cars out. Very important. Too bad we cannot outlaw cars and just have everyone use the buses or bikes into the park.	Thank you L.L.Bean. We love the store in Skokie, IL.
3	No	IL	Excellent in every way.	A magnificent gift. We always purchase L.L.Bean from our catalogue.
3	No	Scotland		Thanks!
3	No	NH		Go for it!
3	No	VT		Thanks.

Island Explorer 2009 Onboard Survey - Passenger Comments

3	No	VT	What about certain mandatory areas public transportation use to reduce cars in park?	Thank you!!
3	No	VT		Thanks.
3	No	NJ		Wonderful corporate sponsorship. Good use of funds.
3	No	Netherlands	We like the service. Thanks!	
3	No	ME		Very strong.
3	No	NY	Great idea!	I will buy stuff from them in return. Keep it up!
3	No	VA		Yes. We appreciate their support and may shop LLB more often.
3	No	GA		Fantastic!!! Yeah L.L.Bean.
3	No	MI	We really appreciate the ability to leave our cars parked when we get here.	Thank you so much for this philanthropy!
3	No	Netherlands	Excellent idea to provide free shuttle!	Fantastic use of funds!
3	No	NJ	Your service is invaluable.	Thanks a lot!!
3	No	IL	Good job.	He is thoughtful.
3	No	KY		
3	No	GA	The Island Explorer is a great service for Acadia visitors. Without this service the traffic in and around the park would be awful.	
3	No	Quebec		Thank you. It's well spent.
3	Yes	ME	I'd love to see a longer season.	
3	No	DC		That's nice of them.
3	No	Alberta		Awesome!!
3	No	ME	Shorter rides.	Good job! I love L.L.Bean.
3	No	MI	Love it. Very convenient.	Awesome. Way to go!
3	No	MI		Thanks.
3	No	MI	This is a very important service and I believe that it is helping keep congestion low. But maybe adding more buses during the busy times would be helpful.	
4	No	NH	Great to have. Good for the environment.	Yeah, L.L.Bean!!
4	No	NH	Very useful & environmentally friendly. (The drivers were great but their commentary could not be heard.)	Very grateful. Makes me more likely to shop there.
4	No	England	I am a first time user.	Wonderful.
4	No	MN	Thank you.	Thanks.
4	No	NH		Thank you!!!
4	Yes	ME	Great service.	Wonderful - great company. Thank you so much.
4	No	NY	Driver was delightful - ride terrific! Thank you for the service.	Extremely generous - and appreciated.
4	No	MO		Well done, how about Walmart?

Island Explorer 2009 Onboard Survey - Passenger Comments

4	No	NY	Roads should be better paved!	The commerciality is off-putting, but you gotta do what you gotta do.
4	No	NH	Great. Thank you.	Thank you.
4	No	ME		Wonderful.
4	No	NH	Very clean. Excellent driver.	Thank you!!! Way to give back to the community!!!!
4	No	NY		We're big fans of L.L.Bean!
4	No	PA	Great service. I am a strong believer in public transportation. Love the idea of cutting down traffic in the park.	I will think of them first in my outdoor purchases.
4	No	NJ	We are very grateful for this service! "I think it's great and I love the view," says my ten year old.	Wonderful.
4	No	MD		We'll continue to buy from L.L.Bean.
4	No	VT	All the people have been very friendly and helpful.	
4	No	ME		Thanks, L.L.Bean.
4	No	DC	The Sand Beach bus should not go to Blackwoods. It's too time consuming and there is already another Blackwoods bus.	
4	No	OH	Thanks for the service.	We just spent a good chunk of \$ at L.L.Bean in Freeport and will support them more now.
4	No	PA		Awesome! Thanks L.L.Bean.
4	No	OK	Greatest idea. Ensures we will be back. Greatest convenience for seniors but even more, young families. Makes everything more affordable and very pleasant.	Fabulous! I will be sure and shop with them since we value companies that give back!
4	No	TX	We would hope that the Loop Road hours might be extended.	Knowing this, we will shop here more frequently.
4	No	FL		Excellent investment!
4	No	CT		Thanks L.L.Bean.
4	No	RI	Thanks for being efficient with your schedules and service. You've made our visit so much easier and more fun! Island Explorer you are super-mega-foxy-awesome-hot!	Rock on L.L.Bean, you're totally awesome. I think I'll buy a sweatshirt now.
4	No	PA	To and from Bar Harbor at night the Explorers have been overfilled and people at stops had to wait for 30 minutes to take the next Explorer. During the day, usually a few people have had to stand.	Great - this is a great way to reduce traffic.
4	No	RI		Thank you L.L.Bean.
4	No	NH	Terrific service - keep up the good work and friendly attitude!	Thank you, sponsor.
4	No	England	Good service. Very welcoming.	Wish more people would do similar.
4	No	IL		Thank you!
4	No	OH	Excellent for seniors who do not want to drive.	I support L.L.Bean as a business and applaud their contribution.

Island Explorer 2009 Onboard Survey - Passenger Comments

4	No	ME	With traffic being so busy, we would not come to Bar Harbor, but now that you have the bus we will do it more often.	It is a very generous thing for L.L.Bean to do for our area.
4	No	WA		Excellent! We commend them for their dedication and environment protection.
5	No	PA		Yeah!
5	Yes	ME		Thank you!
5	No	MA		Thank you! What an awesome gift!
5	No	CA		L.L.Bean is an amazing company. Very philanthropic. I will buy their products to support them.
5	No	NY	My family and I love the National Parks. We are a family of five on a tight budget and we camp. Your bus makes it so each member of the family has more freedom for their own destinations. Saves gas. Keeps the park less crowded with vehicles. We come here as opposed to other Atlantic coast towns just because of the buses. Thank you.	Keep up the good work L.L.Bean!
5	No	ME	Love the buses! Increase cost for vehicle use in park even more and as ridership increases, ramp up bus frequency, especially to easy tourist spots and trailheads.	Excellent use of generous funds to enact a real positive change for the environment. Kudos!
5	No	Nova Scotia	I love these buses. If they weren't here, I would have no way to visit your amazing park! THANK YOU!	Wonderful contribution. Very ecologically responsible!
5	No	OH	Our first time on the Explorer, great service, terrific for the environment.	Terrific!
5	No	ME	Thank you for not having to find a parking space.	Very thankful for L.L.Bean.
5	No	NC	Run 8:30 bus from SW Harbor.	Thanks to them.
5	No	LA		We appreciate L.L.Bean's generous contribution and will remember their commitment to the park.
5	No	ME	Good job guys.	Thanks Bub!
5	No	CA	Great experience first time. Don't know enough about other times and seasons.	Kudos!!! It will make a difference where I shop. I will go out of my way to buy something from L.L.Bean this trip!!!!
5	No	CT		Great!
5	No	OH	Great service.	Thanks.
5	No	WV	Drivers are very friendly and helpful.	Yes! We are so grateful that we stopped in Freeport and spent \$\$\$ to say thanks (and get good stuff).
5	No	TX	Good idea and service.	Love their products.

Island Explorer 2009 Onboard Survey - Passenger Comments

5	No	MA	Very helpful. Needs to be pushed more to increase usage (which would probably involve a need for more buses at some hours) and cut down on air pollution in general and traffic in Bar Harbor. Windows need washing more frequently.	Wonderful. Keep it up.
5	No	PA	Thank you for your hard work in making our vacation special.	Thank you for your generosity!
5	No	VA	Continue to do a great job and thank you!	
5	No	NJ	The service is great but I feel that if there were more transfer points, visitors could utilize the bus system more efficiently.	I think it is great that a major corporation is helping to get involved and keeping Acadia a beautiful national park.
5	No	CT	Love the bus! Friendly staff.	Wonderful.
5	No	Ontario	Wonderful service.	Wonderful of them to help!!
5	No	MN	Too bad more people do not use it.	Great!
5	No	ME	Drivers could comment on points of interest. Our bus did not announce the stops. He was helpful when asked directly.	Thank you. Where parking is so limited in Bar Harbor, we always ride the bus. Cruise ships use the service for their passengers. Without the cruise ships, the merchants would be hurting financially.
5	Yes	ME	I wish the buses ran both earlier and later. Later would lower the risk of OUI. People would know they had the free ride instead of paying \$20 for a taxi. Also, more direct routes. This service caters to tourists. Having routes for locals that were quicker and more direct would be nice.	Thanks. You are helping more than just the park.
5	No	WA		Thank you L.L.Bean.
6	No	ME	Run an earlier bus from NE Harbor. 8:00 a.m. would be great.	Thank you!
6	No	MD	This is an excellent service for all! The bike trailer is terrific - we used it frequently. The entire bus system runs like clockwork. We don't drive our RV at all while here due to this great service.	Thank you L.L.Bean! We commend your corporate vision in preserving the beauty of Acadia. We also enjoy shopping in your fine stores.
6	No	TX	Outstanding! I love coming to MDI because I do not need a car. It is one of the reasons I choose it for summer vacation. I am strongly considering buying a summer residence here.	I will support the L.L.Bean products.
6	No	TX	I love the new bus that carried bikes! You can invest in solar energy buses.	I will support L.L.Bean business.
6	No	VA		I will be sure to visit their store in Freeport!

Island Explorer 2009 Onboard Survey - Passenger Comments

6	No	VA	The Island Explorer provides a wonderful service and is a big reason for why we keep coming back to Bar Harbor, MDI, and Acadia. We would like it if the buses started earlier in the morning and ran later in the evening.	We are very appreciative of their donation.
6	No	NH	More frequent Brown Mountain runs.	
6	No	VA		I think that's great.
6	Yes		Doing great!!	Great!!
6	No	Quebec	Long wait to go from Blackwoods to Sand Beach (Village Green). Driver should have told us. Alternative would be to drop us at Sieur de Mont and take next bus.	Great!! Thanks.
6	Yes	ME		Commendable support, L.L.Bean.
7	No	TN	Great service! More frequent would be nice.	Thanks for your stewardship. We shop your catalogue regularly.
7	No	ME	I'm very grateful there's a way for people like me (that is: people who don't have a car) to still see the park.	I think that's great. Personally I wish they would keep cars out of the park altogether - to protect it.
7	Yes	ME	Make it year round. Go around Tremont.	Cool. Thanks.
7	No	Hawaii	Please continue this service. It's much appreciated.	Thank you - thank you! A wonderful gift of stewardship and wonderful way to see the island.
7	No			This is very good. Many of the visitors visit L.L.Bean and they should encourage and advertise.
7	No	CT	Great service - very "Green."	They are my favorite outdoor supplier.
7		ME	Great Service.	
7	Yes	ME	More buses on Quightside #7.	Thank you I guess.
7	No	PA		Thank you.
7	No	NC		Go Bean!
7	No	ME		Thank you.
7	No	TX	Great that Loop Road route will continue into October! Thanks.	Super. We buy as often as possible from Bean.
7	Yes	ME	Excellent. Everything is good.	
7	No	NJ	More capacity to carry bikes.	Good job!
7	Yes	ME	It's great for MDI to have the Explorer. Locals like me very much appreciate this service. I would pay for a summer bus pass if it helped keep the bus going.	Good for them, they have it. Other businesses should do the same.
7	Yes	ME	Excellent service!	Thank you! I support you with my money, so please continue to support them.
7	Yes	ME	I wish the "working hours" buses were available for a longer time span - i.e. earlier and later in the year.	

Island Explorer 2009 Onboard Survey - Passenger Comments

7	No	AR	Most drivers are very congenial. I'm sure they could lose their patience easily, but don't. Tuesday through Thursday, the 7:30 SW Harbor driver from Smugglers Den is great.	You are providing some help to all in this tough economic time. I commend L.L.Bean.
7	No	MA	Sometimes only favored to tourists, but overall this is very helpful and I couldn't live without it this summer!	
7	No	Vietnam	Well, I think it's doing very well now.	
7	Yes	ME	Continuing the first early bus from SWH to Bar Harbor, for those of us who use it to get to work, through Columbus Day would be a very welcome extension of service.	Yes. The company's support provides a wonderful and well-used service to the MDI community and visitors to the park. Thank you, LLB!
7	Yes	ME		Very generous!
7	No	CA	Milt is great!	This is a great service and I am a customer of L.L.Bean partially due to their commitment to community.
7	No	WA	More bike racks. (With better shoulders on the road, we would have biked. Please work on this too.)	Thanks, L.L.Bean. Please continue your support.
7	Yes	ME	I think these buses are great!!	Thank you L.L.Bean.
7	No	VA	Can't think of anything. Love the idea of bikes on the front and back. We urge all businesses to tell visitors about this service. With us it was a lucky "Oh by the way, you could use the bus!" Thanks. The Echo Lake Beach turn around is too small for your buses. You might want to enlarge it for them.	We bought our tent to camp here from them and are impressed with L.L.Bean's help with this area's environment and health.
7	No	PA		It is very charitable.
7	No	New Zealand	Make the turn arounds larger to make it easier for drivers to maneuver the vehicle.	I think it's great and thank them and support them with our business.
7	No	CT		Very supportive.
7	Yes	ME	Too bad the morning "commuter" bus ends in August versus continuing through October.	Is this over how many years? Should they be only advertising?
7	Yes	ME		Wonderful! Thank you L.L.Bean.
7	Yes	ME		They're awesome.
7	No			Thank you L.L.Bean.
7	Yes	ME		Thank you.
7	No	NJ	This service can help reduce the carbon footprint and impact that so many vehicles have on our precious parks. It also eliminates the impact on parking etc.	It is fabulous and should be a benchmark for other large companies across this great nation to follow. Every company should give back and L.L.Bean is a great leader for leading the way. I will shop at their store first because of their generosity.
9	No	MD	Love it.	Outstanding!!

Island Explorer 2009 Onboard Survey - Passenger Comments

9	No	TX		Yay!
9	No	MN	Love the bike shuttle!	Yay!
9	No	NH		Great!
9	No	MA		Fantastic!
9	No	MD		Thanks.
9	No	OH		I greatly appreciate private sponsorships and funding. I see it as responsible.
9	No	England		A jolly good thing.
9	No	WI		Good job L.L.Bean!
9	No	VA		Excellent to see a business committed to something other than profit and greed.
9	No	MA		Very appreciative. Makes me want to purchase and contribute to L.L.Bean.
9	No	NJ	Great service. Keep it up.	Great contribution. Thanks.
9	No	MN	Love the frequency! Love that it's free! Friendly people!	Way to go L.L.Bean!
9	No	CT	Small bicycles need to be accommodated on the regular bus. Shuttle service is great. Please make provisions for children's 2-wheelers (16 inch) on the bus. We try not to drive our car when here. Also, would be nice if shuttle ran after 5 pm.	Great! L.L.Bean is a good company. Great service and goods. Glad they are involved.
9	No	MD		L.L.Bean is the best!
			More bike racks.	Cool.
			The service is very helpful and convenient, especially because it is free.	Thank you.
			Great!!	Great!!
	No	CA	Great service and very helpful to visitors. We used this a lot and love it! Great job. Keep it as is!	Great work. Impressive park preservation and public commitment, volunteer commitment.
			The drivers are good - helpful. Tuesday through Thursday, June - August we had the best gentleman on our ride from Smugglers Den - 7:30 a.m. With glasses and hair.	I think they are wonderful to share their wealth!
	No	NC		Thanks!
	Yes	ME	I love that they use propane.	