

Island Explorer 2011 Onboard Survey - Passenger Comments

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

L.L.Bean has pledged three million dollars to Friends of Acadia for the Island Explorer to help protect Acadia National Park. Do you have any comments about L.L.Bean's contribution?

<i>Route</i>	<i>Local Resident</i>	<i>State</i>	<i>Bus Service Comment</i>	<i>L.L.Bean Comment</i>
1	No	NC	Keep it & keep it free! Need better shocks - very bouncy currently.	Holy cow!
1	Yes	ME	It's awesome, and helps many around the community.	Very appreciated and generous.
1	No	MD		Thanks!
1	No	NC	Great! So much better than driving! Very easy to get around. We love it!	Thanks!
1	No	NY	Provide food with bus ride.	Great job. Keep up the good work and increase the pledge amount.
1	No	PA	Smaller versions of bus schedules for pockets and purses. Designations for hiking and biking marked more clearly.	Very pleased with their support.
1	No	VA	Great service.	Great company. Will deal with them exclusively.
1	No	SC	I love it. It's safe, clean, and environmentally friendly! It's a perfect system for a perfect location.	Thanks, thanks, thanks for giving back to your customers. A great company working with and for a national jewel. I love this survey. Thanks to the Friends of Acadia too.
1	No	MD		Awesome.
1	No	OH		Yay!! Thank you.
1	No	MN		Thanks L.L.Bean.
1	No	Moldova	You have the best service!	
1	Yes	ME	We are locals and live on the Campground bus route, so we use the bus regularly when it's running, to get to work as well as fun activities in Bar Harbor. I think the buses do a great job keeping extra traffic off the roads. I wish the season were longer.	Thank you L.L.Bean. You guys are doing a great job.
1	No	CA		Yah!
1	No	Jamaica		Very good and very kind and smart thinking.
1	No	TN	Island Explorer is great for tourists - saved us from driving and parking in town. Thank you for helping save the environment!	They are wonderful. I shop there a lot.

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1	No	PA		Awesome!
1	No	ME	More courtesy from some drivers on stop request.	
1	No	MA	Excellent service. Please continue.	Excellent way to support outdoor activity and accessibility.
1	No	NJ	Very convenient, and friendly staff. Very helpful.	Incredibly generous contribution!
1	No	NJ	We have been very pleased.	Congratulations to a private company working to support other businesses and serving the public good!
1	No	MA		A great company providing a wonderful service to visitors and residents of Bar Harbor and Acadia National Park.
1	No	NH		Fantastic to see a corporation funding this.
1	Yes	ME	The best thing since sliced bread.	Awesome!!!
1	No	VA	Excellent service! Love it!	
1	No	PA	It is a great way to visit the island. We really enjoy it.	Great that they can do it.
1	No	KS	Great service!	I applaud them for their concern for the environment. I buy almost all my clothing from them!
1	No	Bosnia		L.L.Bean is so nice.
1	No	Jamaica	When I miss the regular #1 bus I would like the special to pick me up so I am not late for work in the morning.	That is very good of them. They should continue to pledge the funds. It helps the bus.
1	No	Quebec		Thank you.
1	No	IN	I think any attempt to reduce traffic in and around Acadia is a worthwhile endeavor. This is also the reason I support keeping it free, as it encourages people to leave the car. In addition, the service is a great boon to hikers.	This has improved my image of L.L.Bean, and I think very charitably of them due to the contribution. It has also increased my personal awareness of the brand.
1	No	TN	Anything that decreases traffic in the park is very important. Keeping the service free is also important - more people willing to use the system and decrease pollution. Especially helpful to hikers - don't have to carry wallet. Thanks for the service!	Thanks! Great service for tourists and the environment! Impressive!
1	No	NY	Run the #4 Loop bus later than 4:30 p.m.	Very thoughtful and generous.
1	No		You are doing a good job. Continue.	

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1	No	New Brunswick	This is an excellent service that helps to sell Acadia. We had a very unhelpful driver the first time we used the bike racks, but afterwards no problem. The Bike Explorer service should serve more than Eagle Lake.	First class corporate responsibility. L.L.Bean's image is enhanced by this.
1	Yes	ME	Bus service to Lamoine, Ellsworth, and Hancock would be nice, maybe every hour or two. And buses every 15 minutes for the Eden Street bus would be better than every 30 minutes.	It has helped me get to work from Trenton and back for years and I am deeply thankful for that.
1	No	ME	It's already busy in Bar Harbor. I can't imagine what it would be like without this service. Thank you. P.S. Help the people in Yosemite with bus service. It was a nightmare there a few years ago.	Thank you L.L.Bean!
1	No	ME		Very generous and welcomed.
1	No	AL		Very good. I will make sure to buy something from them.
1	No	OH	The service would be greatly improved if Bar Harbor repaired their streets.	
1	Yes	ME		That's good.
1	No	PA	Working well.	
1	No	NH		Thanks.
1	No	NY	Good job. It's a pleasure not to have to park and drive in Bar Harbor!	Good idea!
1	Yes	ME	This is great service. I wish it could extend to other seasons (at least one bus) so as to help residents.	
1	No	Jamaica	Great bus services.	
1	No	MD	Bus stop symbols on Acadia Park map. Add a route from the Village Green to Cadillac Mountain.	Keep it up!
1	No	MD	Nice service to have.	Very generous.
1	No	ME	It's great! We can park the car and ride.	
1	No	CA	A stop at Cadillac Mountain, easier access. We took 3 buses to get there = 1:45 minutes from Seawall.	
1	No	PA	One Campground route driver wasn't very friendly.	My father and I often go shopping in the Ellsworth L.L.Bean, and we both love the service and their contribution.

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1	No	VA	Shock absorbers would help.	Left very strong positive impression on us!
1	No	New Brunswick	Having used this service since day one, I can honestly say it is one of the best things that has happened on the Island in the 30 years we have been coming to MDI!!! Look forward to June 23rd every year.	Always have been impressed with Bean's contribution to the Explorer. Many thanks to them for their continued support.
1	No	FL	Bus service necessary for seasonal workers in Bar Harbor. Thanks for the service.	Wonderful. Makes me shop at L.L.Bean!!
1	No	ME	Free transportation between MDI and Schoodic would be nice, otherwise you are doing an amazing job. Keep up the good work. A stop at COA would be helpful.	
1	No	NY		National Park Service should contract with L.L.Bean for all uniforms. Give back to L.L.Bean this way.
1	No	China	Excellent! Perfect! Very convenient! We appreciate the service! Thank you so much!	Strongly supportive!
2	Yes	ME	More direct routes.	
2	No	Belize	Great service.	Good to partner with private sector.
2	Yes	ME	Keep running. Convenient. We like the service.	
2	Yes	ME	Buses need a little work, breaking down, catching fire. Constant rattling. But mostly everything's great!	Awesome!!!!And thanks. Helps me everyday and I am very thankful!
2	No	England		More please.
2	No	MA	A tremendous assistance in touring the island with a bicycle only. The majority of drivers are very friendly and helpful. A very significant improvement to MDI tourism. An excellent service as is, with no real improvements needed.	Praiseworthy.
2	No	NY	Great service!	
2	No	CT	Great service!	Thank you!
2	No	TX		That's awesome.
2	No	RI	Great idea. Great service. Friendly people.	
2	No	Quebec	Free buses is a great idea. Never saw that before. I didn't use my car at all Good idea for the tourist economy of Bar Harbor. It doesn't feel like a tourist trap! So at the end we spend more money here.	Thanks.

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2	No	NH	Great service - has made our trip to Bar Harbor easily navigate4d.	Wonderful!
2	Yes	ME	I think it's perfect!	
2	No	CA		Thank you.
2	No	NY		Great!!
2	No	CT	Island Explorer is a great idea! Keep up the good work.	L.L.Bean is always contributing to the health of the park. No cars! More buses!
2	No	MA	The Eden Street bus makes many stops within 1,000 feet of one another. Consider combining stops. Buses are a great asset and made our trip much more enjoyable!	Thank you! We will certainly be stopping by on the way home.
2	No	MI	This is a wonderful service that is very important to the ecology of the island, as well as traffic. I wish it were done everywhere.	THANK YOU, L.L.Bean! You are awesome!
2	No	MA	Great service. Friendly staff. Clean buses.	Thank you for the support of this worthy cause.
2	No	TX		Excellent!
2	No	WI	Great service, friendly staff, clean, well-maintained buses. Really enjoyed the convenience.	Three cheers for L.L.Bean. Thanks.
2	No	Spain	Keep it going on in September.	Just great!!
2	No	WI		Good idea.
2	Yes	ME	The drivers are wonderfully friendly and capable. I use the bus almost daily. I have used all the routes. Since I have no vehicle, this service gives me mobility. THANK YOU!	The contribution is welcome. However, I highly object to the L.L.Bean name all over the schedules and buses and drivers' shirts. It appears that L.L.Bean has purchased advertising. Other sources of bus funding are not advertised. Please keep profit-making activity (advertising) separate from the common good (the bus service).
2	No	NJ	We appreciate the service!	I think it's worthwhile. After all, people who hike usually stop in Freeport prior to Bar Harbor for gear!
2	No	England	Wonderful service.	Thank you L.L.Bean.
2	No	IL		Excellent, Keeps cars out of downtown area. Less pollution, noise, etc. Great service. Allowed us to stay a little outside the downtown area.
2	No	NY	More frequent service in mornings.	Very good.
2	No	MA	Post schedules at each bus stop, as well as on each bus.	It is fantastic. It encourages me to shop there in the future.

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2	No	CT	We travel with children and riding the bus makes our trip extremely easy and the kids love it.	Very appreciative of L.L.Bean's contribution - Keep up the great work!
2	No	CT	Well done.	Well done.
2	Yes	ME		Very helpful and needed.
2	No	Vietnam	Great place!!!	
2	No	Vietnam	I think all of you are doing a great job.	
2	No	Philippines	Staff & crew, you did a great job! God bless you!	
2	No	Bulgaria	Excellent work!	
2	No	Bulgaria	Everything is good.	
2	No	NI		Thank you.
2	No	MA	Great service, very convenient.	Great! Very commendable!
2	No	Ontario	Great service to reduce drinking and driving and traffic in downtown area. Love the interaction with drivers and passengers. Very friendly service.	
2	No	TX	It's good.	Nice!
3	No	England	Possibly more routes and more frequency to the west side of MDI.	They do a great job!
3	No	CT	Internet access at the Village Green could save paper - could check routes online.	Awesome! Makes park accessible for one disabled member of our group!
3	No	OR		Whoo Hoo! It only makes me love them more.
3	No	GA	Wonderful service. Can't imagine the traffic without it.	Worth our support, too. Will definitely consider when spending my money.
3	No	GA		Thumbs up!
3	No	MT		Thank you!
3	No	NC		Great job!
3	No	NJ	Include a stop at Bass Harbor Lighthouse.	We love L.L.Bean!! Thank you!!
3	No	NY		Better to have more donations from various companies, rather than all coming from one.
3	No	NY	Keep up the good work!	Thank you!
3	No	England		Excellent decision.
3	No	NJ		L.L.Bean is a great company.
3	No	WI	Thank you!	Awesome!
3	No	IL	Thank you for the service and for being dog friendly!	Thank you!
3	No	OH		Thanks!
3	No	PA		Thanks L.L.Bean!
3	No	NJ	Drivers are very helpful.	Very generous and helpful.

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3	No	NJ	It's fantastic. Our driver was so accommodating and informative.	That's wonderful. I'm pleased to know that when I make L.L.Bean purchases some of the money is going to this cause.
3	No	MD	I love Island Explorer.	Muchas gracias!
3	No	CT	Very clean, very friendly, great service. "We love it."	Great gift and use of the money.
3	No	MA		We appreciate L.L.Bean's commitment to the park and all residents and visitors.
3	No	CT	Great service.	Love L.L.Bean, will shop at L.L.Bean more.
3	No	NJ		Hooray for L.L.Bean.
3	No	FL	It's great.	I am aware of L.L.Bean's generosity and it is partly why I shop there.
3	No	ME	There are too many stops per bus. It takes two hours to get somewhere that should take 20 minutes.	Awesome.
3	No	NY	More frequent service on Ellsworth Express line.	
3	No	NH	One or two drivers need better people skills.	Keep it going.
3	Yes	ME	Get rid of two parking spots on Main Street where the buses turn right out of Firefly Lane.	
3	No	CT	Excellent. Convenient.	Excellent. Generous. We love L.L.Bean.
3	No	NC	Very excellent, very nice bus driver.	Makes me happy.
3	No	FL		Thank you.
3	Yes	ME		Great!
3	No	OH		Good company, good stuff.
3	No	GA		Thank you!
3	No	IA	Has anyone ever proposed no autos on the island?	Thank you L.L.Bean for your commitment to public transportation to reduce driving.
3	No	NH		Great job.
3	Yes	ME		Thank you!
3	No	Ontario		I love L.L.Bean stuff. And it's great that they support the bus system.
3	No	OH		Excellent. I will purchase something from L.L.Bean to support their contribution.

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3	No	CO	We picked up the bus at Blackwoods Campground at 8:50 a.m. We expected to arrive at Sand Beach at 9:25 a.m. We thought we would stay on the same bus the whole time. It was not clear that we had to transfer to a different bus at the Village Green in order to arrive at Sand Beach at 9:25.	It is good. I will continue to buy L.L.Bean products for this reason.
3	No	NY	This service is wonderful. With 7 on vacation, it allows us to all go our own direction each day. Thank you!	We love L.L.Bean - wonderful outreach they have done with the buses.
3	No	MA		Good!
3	No	Germany	Excellent program - should be kept! Thanks.	Fantastic use of funds. Shows L.L.Bean's support for nature.
3	No	NM		Thank you L.L.Bean.
3	No	NY		Very nice of them.
3	No	FL	Some Ranger activities can't be reached by bus. Can they coordinate? May not be possible.	Great. Good corporate citizenship. We are customers.
3	Yes	ME		Thank you.
3	No	KY	Great public service. Keep it up. A definite draw for visitors to Bar Harbor and Acadia National Park.	Very generous. More likely to purchase their products knowing a portion goes to support Acadia.
3	No	NJ	You should design a route to the top of Cadillac Mountain. Very desirable location for drop off.	It's great!
3	No	Russia	Buses are excellent!!	Wise decision to protect beautiful nature of Acadia National Park.
3	No	Ottawa	Wonderful to have the option. Kids love the bus. Great to get out of our car for a change.	
3	Yes	ME		Thanks.
3	No	NY	Very convenient! It allows each of us an opportunity to go different directions. Keep it up!	Thank you! I love to come here and enjoy the environment.
3	No	NY	This is an invaluable, ecologically-minded service that is well used. I think charging \$5/week for the service would be a great, accessible price point if needed.	L.L.Bean is awesome for doing this, and I make purchases at L.L.Bean with the specific thought that this will continue to help fund the Island Explorer service. Direct connection between sponsorship and buying behavior.
3	No	CT	Last bus around Loop too early. We got stranded at 5:15 p.m.	Thank you.
3	No	MI	Better map.	I will buy more @ LLBean.com.

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3	No	PA	Love it! We drive to Bar Harbor, park the car and try not to move it all week. We have some trouble getting seats (and even on the bus) toward the end of the day.	Thank you L.L.Bean!
3	No	PA	Easy to find seats in the morning/early afternoon, but early evening buses are often full, if not standing room only. Very good service, though!	Yay!
3	No	Australia	Fantastic! I could not experience anything near as much of the Park without it. It was a main reason for my deciding to come to Bar Harbor in my two weeks in North America.	The U.S. tradition of corporate philanthropy is admirable. This is a great example with multiple benefits - reduced traffic and congestion, reduced emissions, and increased access for non-drivers like me.
3	No	CA	Can't improve on perfection!	Any contribution must be appreciated.
3	No	ME	It's a great service, buses are clean and drivers are friendly.	L.L.Bean is a great company with quality merchandise. I buy many products from them. I think it's great they have contributed so much.
3	No	ME		It is awesome! Thanks to L.L.Bean!
3	No	Switzerland	More information at hotels.	Great! We stopped and shopped on the way!
3	No	CT		An excellent, visible use for their contribution, consistent with their business.
3	No	CT	Later Brown Mountain bus - 5 pm would be great! More frequent late day Jordan Pond service. Currently 2 hour intervals near the end of their day.	Thank you! We've been coming to MDI for 25 years by boat and never ventured beyond Northeast Harbor until your buses. Now we hike all over Acadia and shop for ten days every summer! We shop from the L.L.Bean catalogue.
3	No	ME	Less stops per bus. Takes a long time to get somewhere.	Great!
3	No	NH	The service was very helpful and we feel that it's actually necessary to keep vehicle traffic to a minimum. Only complaint - bumpy ride - roads.	Greatly appreciated. I will keep it in mind next time I/we shop.
3	No	NH	We were very satisfied with the service. The buses are very clean and well maintained. The convenience is excellent.	We are very happy about L.L.Bean's contribution Because of their contribution we think very highly of their company and others should follow their lead.
3	No	ME	Public/private is better than just public!	Thank you L.L.Bean. It's great when generous private industry goes to find things that provide great service. Cooper says thanks. (dog print)

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4	No	MA		Community oriented. Responsible. Excellent!
4	No	NY	Love it!	They are a great company.
4	No	MI		Good.
4	No	PA	Avail Technology is very reliable, highly recommended.	Thank you!
4	No	PA	Beautiful.	L.L.Bean is so legit!!
4	No	PA	LCD monitors for viewing schedules and park videos. The more technology, the better. Avail Technologies was a great partner!	Great job.
4	No	CO	I would like to see more info on the "times" monitor, i.e. short videos explaining the different areas on the loop.	I love L.L.Bean and Avail Technologies.
4	No	PA	LCD monitors with news and weather feeds at bus stops.	Beau geste, L.L.Bean. (beau geste = a noble or gracious act or gesture)
4	No	KY	Very good for ecosystem.	Excellent choice of sharing profits.
4	No	FL	This bus system was a big deciding factor in coming to this park. We would pay a small fee, but the fact that it is free is AWESOME!	L.L.Bean rocks!
4	No	GA	We think it's great - have donated to defray some cost of our rides. The bike racks are a great feature also.	Thank you, L.L.Bean.
4	No	VT		Wonderful!!
4	No	CT		Very wonderful.
4	No	CT	A wonderful experience.	Hurrah for L.L.Bean! A fabulous service.
4	No	CO	What a great way to help the environment & provide transportation at the same time.	Excellent use of corporate sponsorship. Keep it up. Other corporations should follow your lead.
4	No	MD	Excellent service with friendly, informative drivers. A great selling point for the area.	Makes me more likely to shop L.L.Bean!
4	No	MA		Thanks!
4	No	Ontario		Thanks!
4	No	VA		This is a great service. Thank you L.L.Bean!
4	No	NY		Thanks.
4	No	OH		Go Beano!
4	No	PA		Thank you for your support for this appreciated service.
4	No	PA		Three cheers, we always shop L.L.Bean.
4	No	PA		Very appreciated.
4	No	VA	Pick-ups at some of the motels on US 3 further up toward Ellsworth.	Pretty charitable - if no strings attached!!

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4	No	TN	Fantastic service you have! Love it. Very convenient and green. Supports idea of National Parks. Idea: Charge \$40 for those who enter with a car. Then people would use the buses. Use the \$20 surplus per car for bus services. Charge \$60 for RV's!	Thank you, thank you, thank you! Protect our National Parks! Public land is important.
4	No	NY	The service is excellent.	I am grateful for the contribution.
4	No	MA		Thank you so much for all your support!
4	No	KY		Thank you L.L.Bean. Will try to purchase more L.L.Bean products to help them do more eco-friendly services!
4	No	LA		Very generous.
4	No	TX		Great effort by business to keep our nation's heritage.
4	No	Quebec		Thank you for the free bus. We will come back here because it's easy to bike and hike using the bus.
4	No	NJ		Great. Will encourage us to buy more products from them.
4	No	CT	Too soon to tell.	Outstanding - wish all companies gave back so much.
4	No	NJ	It's great!	They're great and very helpful!
4	No	WI	What a benefit to both visitors and the environment!	Way to go, L.L.Bean!
4	No	CT	Great.	Amazing.
4	No	PA		Super!
4	No	CA		It is greatly appreciated!
4	No	NH		Thanks!
4	No	OK	The only comment is frequency. Every 30 minutes makes things a bit inconvenient.	Thank you!
4	No	MA	Excellent service. Because we came here by boat, this bus service enabled us to see the park. Thank you.	Very generous of L.L.Bean - a great socially-minded company. We will continue to shop at Bean so they can continue to good work they do for Maine and her visitors.
4	No	MA	Keep up the good work!	Thank you!
4	No	RI	We love it after a long hike!	Awesome! Go L.L.Bean. Great PR!
4	No	MD	Bus riders get great service! Friendly drivers.	Fantastic.
4	No	Quebec	We fell in love with Acadia Park!!	
4	No	MA	Bathrooms at every bus stop if they don't have them. Speakers so we can hear the bus driver when you are in the back of the bus. Not enough information on each place so you can decide what you want to see.	Thank you L.L.Bean.

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4	No	MA	Terrific.	Thanks.
4	No	Switzer-land		Thank you.
4	No	PA	Service is excellent!	Thank you!
4	No	NY	It is quite helpful and convenient to have this bus service.	
5	No	MD	Great service - love it.	Yay L.L.Bean! We will think even MORE highly of them now.
5	No	MD	Super service. Many thanks.	Thank you L.L.Bean. P.S. We shopped at your flagship store.
5	No	VA	Make it easier to understand.	
5	No	PA	More Campground buses needed early morning and late evening.	Thank you L.L.Bean!
5	No	NJ	This is a great service! Thanks!	Way to go L.L.Bean!
5	No	CT	Island Explorer is a great idea - helps tourists, park visitors, and environment.	Wonderful and generous.
5	No	VA	Start at 7:00 a.m.	Thank you L.L.Bean.
5	No	NY	We love it, and have avoided driving our vehicle this whole trip. Suggestions: (1) More Bicycle Express routes, specifically to Jordan Pond. (2) Earlier departure from Blackwoods.	
5	No	VT	I use and am willing to pay for a bus service that takes us all over the island.	Two thumbs up.
5	No	NJ		The best thing they ever did.
5	No	PA		Very generous contribution to a worthwhile cause.
5	No	MA	I love it. But I wish the Loop Road (and all buses) ran later. Sunset hikes!	Thank you! So many amazing one-way hikes and adventures are now possible!!
5	No	PA	A great thing to have.	A wonderful organization, my first choice in purchasing clothing or outdoor gear.
5	No	FL	Great service, helpful to hold traffic down in park and town.	Great job!
5	No	OH	I have come to Acadia many times over the last 40 years. The Island Explorer is one of the best improvements to the park experience. We can point to point hike.	Thanks.
5	No	MD		Awesome!
5	No	MD		Wonderful.
5	No	MA	Excellent service. Friendly staff. Very accessible.	
5	No	ME	Great job!	Great!
5	No	MA	Wonderful service.	Thank you.
5	No	PA	Love it here.	Thank you! Will visit the store and buy something!!!

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5	No	Belarus	Thank you very, very much for your hard work and for being friendly and helpful.	
5	No	NH		I'm very grateful.
5	No	NH		Great. Thank you L.L.Bean.
5	No	PA	It is a great service!	
5	No	Israel	There should be some buses to the west side.	
5	No	NH		Keep it up L.L.Bean. I'll keep wearing your clothes.
5	No	NJ	A courteous bus driver saw my family and me standing in the rain waiting for our bus. He was on a route that did not need to stop, but did anyway. Thank you.	Companies like L.L.Bean have earned my loyalty and dollar.
5	No	TX	Something in the window on the right side rattled very loudly much of the time - metal clanking. It would be nice to have that fixed - bus #7114, Route 5.	Super! Very impressed!
5	No	DC		Would like the Loop Road route to start / stop at the Village Green.
5	No	ME	Thank you very much.	Way to go Beans.
5	No	CA		I will shop there more often!
5	No	MN		Good for them.
5	No	OH	Doing great! Thanks.	Thanks!
5	No	ME		Great!
5	No	Quebec		Very good approach from the company. Bravo.
5	No	MA	This service is fantastic.	Keep it up!
5	No	OH		Very generous.
5	No	MA	Run Sand Beach bus through Loop Road until dusk/dark (8 p.m.). The early evening is a nice time to walk or hike or visit the beach.	Thank you! I think about this when deciding to purchase clothes from L.L.Bean.
5	No	VT		Great!
5	No	NY	It is great that this service is available. We have been coming here for 20+ years!	Noteworthy & generous.
5	No	NY	We are so happy to have this service available. It keeps the park traffic flowing.	Wow! How great. Very nice of them.
5	No	NY	How about once a day trip to Ellsworth.	We appreciate L.L.Bean. The buses cut pollution and make use of the park and other destinations less crowded with cars.
5	Yes	ME		Thank you very much!
5	No	MO	Signs to mark pick-up locations in the park (i.e. Bubble Pond).	Awesome!

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5	No	MA	Minor: Buses rattle a lot. Major: ride bumpy - better shock absorbers. Very friendly / helpful drivers. This bus service (free) makes Bar Harbor worth it!	Thank you! Love your shirts.
5	No	Serbia	The bus drivers are too slow. If you could increase the buses and set them to go to one destination only so it would take them less time to get to their destination.	Good for them!
5	No	New Brunswick	When my children thank the driver on the way out, I expect a response! Also, no pets please! We rode with two large dogs and my child was afraid!	They should give more!
5	No	ME	People very nice.	Thank you.
5	No	New Brunswick	Please make the schedule more user friendly.	Awesome!
5	No	MD		Very nice.
5	No	MA	Best thing to happen! We never use our car once we arrive.	We love you, L.L.Bean!! We have also been giving regularly to Friends of Acadia.
5	No	PA	The reason we come here is so we can park the car, hike, and not drive for a week. We are <u>very</u> grateful for this service.	We are grateful to Beans, and are loyal customers.
5	No	NC	Very good service. Would not have stayed as long if there was no bus service. Windows on bus rattle (are noisy).	Very pleased - good advert for the company.
5	Yes	ME	Extend spring and fall season.	Thanks. Also, good advertising.
5	No	NJ	It's great and organized. The people and service are tops.	
5	No	NC	Excellent service, very convenient. I wouldn't change it. We plan to come back and use again. Thank you. *Had not auto, used bus service only.	I plan to do my purchasing at L.L.Bean. It is a great corporate decision, shows vision and responsibility. Major kudos to L.L.Bean. I plan to spread the word!
5	No	IN		Keep contributing.
5	No	OH		Thank you!
5	No	VT		Outstanding!
5	No	NY	Have the bus schedule more easy to read and follow.	I think it's wonderful. Our family has always shopped L.L.Bean and will be more inclined to do so now.
5	No	ME	We got stranded at the Visitor Center as the buses were already full and it took us over two hours to get back to our campground from Sand Beach. Recommend adding buses at peak times.	I think it is great of L.L.Bean to do this and I will shop there more often as a result.

Island Explorer 2011 Onboard Survey - Passenger Comments

5	No	CT	This is an excellent service. Important to keep car traffic lower in the park.	Thank you!
5	No	MA		Yeah!
5	No	VA	This service opened up many more opportunities for my family to visit Acadia. Thanks!	Has reinforced my desire to do business with L.L.Bean.
5	No	NY	Airport shuttle bus could be equipped to handle luggage. For example: under carriage compartment. Buses to Southwest Harbor could be more often - 30 minutes apart.	L.L.Bean contributes to the health and well being of those who love the outdoors. Kudos and I would award them a medal.
5	No	NY	I think having the Island Explorer buses is very helpful for everyone. Helps us stay on the Island without a car.	A great example of corporate responsibility and great for the environment.
5	Yes	ME	I would like to have bus service in Hull Quarry (bus in morning).	I think it is very generous and money well spent.
5	Yes	ME		L.L.Bean's generous donation is very much appreciated by residents of MDI to help protect Acadia National Park.
5	No	PA	Most every experience on the bus has been fantastic. Living in Bar Harbor sometimes forces the use of vehicles to get into Acadia National Park. The bus is a fantastic alternative option. Park Loop bus should run a bit later though. Lots of trails end on Park Loop Road and it would be nice to get in the evening.	However they get the money and for whatever they do it for, regardless, it's helpful and I'm thankful. I think L.L.Bean is an honest company and they have done a truly great thing.
5	No	VT	Great service. Keep up the good work!	Thank you for the contribution! L.L.Bean is a great company!
5	No	MD		Thanks!
6	No	ME		Thank you! L.L.Bean is a great company to pledge for this service.
6	No	GA		Great public service. Thank you L.L.Bean!!
6	No	NY	Wonderful service, the most convenient way around Bar Harbor and Acadia National Park. Although it was free, we always made a donation.	Very generous, great partnership.
6	No	NY	Service is excellent.	Bless their good heart!
7	No	England	Excellent system - the greeters and drivers were very knowledgeable and helpful. We really enjoyed our day riding the buses.	Excellent initiative to cut down on car usage but still allow visitors to explore the park.

Island Explorer 2011 Onboard Survey - Passenger Comments

7	No	NJ		They are to be commended, as protecting our parks and the animals and forests takes everyone working together. Thank you L.L.Bean!
7	No	NJ	Excellent service - keeps traffic down - good for the environment! A great way to see Acadia National Park and all of the surrounding areas.	Great use of their money! We will support them by continuing to buy their products!
7	No	Ontario		Thank you.
7	No	NH		Great.
7	No	ME	Love the service. This is our first year and will continue to do so.	Thanks!!
7	No	ME	More frequent buses to Southwest would be convenient.	
7	No	RI	Thanks!	You're the bombdiggity, making my life easier and more comfortable.
7	No	NH	First time taking the free bus service. It is fantastic!!!	Go L.L.Bean.
7	No	FL	Ban motor vehicles from the Village Green area or make streets around the village one way.	We love the L.L.Bean buses. We love to vacation in Bar Harbor. Main reason - Island Explorer bus. We recommend it to everyone we meet. Thank you L.L. Bean.
7	No	Quebec		
7	No	CT	Better coordination of schedules at MDI High School to allow transferring more easy, without going to Bar Harbor.	Wonderful of L.L.Bean and makes me more loyal to L.L.Bean.
7	No	MI	We've ridden Island Explorer many times on our visit and love it. We like the donation box to be able to help with costs. It saved us a great deal of money. It's great that it relieves congestion and reduces pollution. Sorry that we did not catch the driver's names, but you have some great ones.	We will be making a conscious effort to shop more at L.L.Bean through their catalogue because of their support for the Island Explorer service. Thank you L.L.Bean!
7	Yes	ME	I'm a 14 year old local who works in Bar Harbor and lives in Tremont. I would love for the route to be extended into Tremont. P.S., keep it free.	Thanks. This bus is so helpful.
7	No	MN		
7	No	MN	Very nice, and helpful.	
7	No	NJ	Add buses at peak hours (e.g.: 4 pm return to B.H-Loop). Earlier buses would be very nice (7 am, 8 am). We could not start our hike until 9:1- bus!	Way to go L.L.Bean!!

Island Explorer 2011 Onboard Survey - Passenger Comments

7	No	TN	As far as stops on request, it's hard to tell whether they will stop or not. Some bus drivers do, some don't. Apparently, it's their choice if they'll pick someone up on the side of the road.	Thanks!
7	No	SC	Bus drivers are continually cordial in stopping "anywhere it's safe." Propane use saves so much pollution from our vehicles.	I just wish more businesses and millionaires nationwide would unline their pockets this way.
7	No	Quebec	Excellent service, good for environment. Congratulations.	Thank you.
7	No	NY	Some information about what is at the different stops would be helpful.	
7	No	ME	We moved here in 2010 because of this bus service. We did not own a car and it served all our needs. Remove Smugglers Den stop, or move to street. No Echo Lake at night. Have more mini hubs such as MDI High School, this would help link Northeast Harbor and Southwest Harbor. Have a few buses that connect the SWH bus with the Campground bus or airport bus near Somesville One Stop. A SWH express bus for commuters at night. Later and earlier morning service. Start the service June 1st. Increase the entrance fee.	Do what you need to keep it free! Make sure the cruise ships are contributing support.
7	No	ME	Perfect for us.	Very nice of L.L.Bean. It's our store for outdoor shopping.
9	No	MO		Thank you L.L.Bean.
9	No	CT	We love the Island Explorer service and use it so frequently when we are here each year. We seldom use our car once we arrive.	THANK YOU! Actually, this is a major reason why I am a loyal L.L.Bean customer!
9	No	CT	I love it!	Thank you!
9	No	NY	We love the bus! We haven't used our car the entire trip!	Wonderful!! Great company.
9	No	PA		Keep it up L.L.Bean.
9	No	British Columbia		Great community spirit and support! Fantastic!
9	No	TX		Yay L.L.Bean!
9	No	PA		Great! Builds their brand.
9	No	NY	Excellent driver!	Excellent job!
9	No	KY		I love L.L.Bean.

Island Explorer 2011 Onboard Survey - Passenger Comments

9	No	NY	Very grateful for this service!! Great that it's free, but would have been happy to pay.	Excellent!!
9	No	MA	We love Acadia National Park and Bar Harbor.	Give more, they can afford it.
9	No	TX	Good website. Need to fix for easy printing.	
9	No	IL	Friendly, courteous service.	Thank you L.L.Bean.
9	No	NY		Go Bean!
9	No	OH		That's great! I will shop at L.L.Bean.
9	No	PA	This service was one of the most pleasant surprises of this vacation!	The generosity of L.L.Bean to help protect the Park and surrounding area is very generous!
9	No	NY		Thank you! We love you Bean!
9	No	NY	Excellent service.	Wonderful.
9	No	NH		Thank you!
9	No	NJ		Thanks!!
9	No	GA	Great way to cut down on auto emissions on the island. Convenient to use. Repaving of some roads would help to provide a smoother ride. Very bumpy ride on some routes.	Awesome!!
9	No	NJ	Love Bar Harbor and the wonderful bus system.	Wonderful, makes me more appreciative of the company.
9	No	MD	One of us thinks you should accept tips. I disagree.	Please continue. This is a great service.
9	No	GA		Great.
9	No	British Columbia	Wonderful service. Friendly driver and people.	Very responsible as a member of the community.
9	No	NY		
9	No	MA	Service is excellent.	Thank you L.L.Bean.
9	No	MD	Acadia Bike Rental gave us incorrect information about the bus schedule. Apparently this happens frequently.	Thank you L.L.Bean.
9	No	PA		Thanks!
			Some buses had rattily windows. Informational videos on the bus while you're waiting (historical & tourism).	We thank them!
	No	GA	This is a wonderful service! Thank you!	
	No	IN		Think it's great - keep it up!