

Island Explorer 2014 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>Comments</i>	<i>L.L.Bean</i>
1	No	NY	The service was very nice.	That was very nice of them.
1	Yes	ME	All good! Love it!	Good PR for them. Love my L.L.Bean.
1	Yes	ME		I'm glad they provide this service.
1	No	CO	The Island Explorer is great! We bicycled to Acadia from Annapolis, MD so have no car. We've relied on the IE for everything. Thanks so much for this service.	Thanks!
1	No	Belarus		L.L.Bean is the best!!! Thank you!
1	No	ME	More buses at the end of the day would help.	THANK YOU!!!
1	No	TN	Thank you.	
1	Yes	ME	We just moved to Bar Harbor, partly because we love the Island Explorer in the summer! More frequency and earlier / later in the season.	Thank you and please continue to support it!
1	No	Jamaica		Wonderful. Great, blessings.
1	No	PA	Everyone has been kind and helpful.	Wow! We will patronize them. Thank you!
1	No	NH	This is so convenient with my two children, the shuttle would be a reason I would return to Bar Harbor.	That is wonderful.
1	Yes	ME	Me and my brothers use this bus every day and I am very thankful for it.	Thank you very much L.L.Bean.
1	No	MA	Excellent service!	Thank you!!
1	No	RI	Run half hour till 8 o'clock.	Thank you very much.
1	No	PA	Need to educate drivers better on their routes. Had a driver not pick us up and was told another would be arriving shortly. Same driver picked us up an hour later.	That's great.
1	No	Macedonia	I think that you guys need to add one bus in 8 a.m. from Campground.	
1	No	England	Air conditioning maybe?	
1	No	ME	Keep up the good work. Excellent service.	Very good!
1	Yes	ME		Thanks L.L.Bean.

Island Explorer 2014 Onboard Survey – Passenger Comments

1	Yes	ME	I moved here because I haven't driven since 2008. I use the year round Downeast service all year too. I think it is super to have a free bus to help locals defray driving costs too. Super to have the bike racks!!!	Thank you! This system represents a model for other major companies to follow. If L.L.Bean has the funding then they can give such kindness that America needs - especially how the price of gas has risen in the last 15 years!
1	Yes	ME	The new sign at Hulls Cove Visitor Center must be helping to increase ridership - I've never seen the V.C. parking lot so full in past seasons.	Thank you! Thank you!
1	No	SD		Thank you L.L.Bean.
1	No	MD	We have been coming to Acadia for ten years now. We do not tow a car behind our RV so depend upon the buses to get around. They are our lifeline! Thank you, thank you!	Thank you for your ongoing commitment to Acadia, our favorite national park!
1	No	Ontario		Great. We will shop there.
1	No	SC	Great Job - would not change much.	L.L.Bean is a super company - wish PETA would leave Linda Bean alone!
1	No	MI	Suggest multiple route trips using your service.	Thanks!!
1	No	ME	Very useful. Helpful drivers. Courteous.	Thank you!!
1	No	Ontario		Well done. Great partnership
1	No	MD	Have a book with good stores and/or restaurants.	Fantastic! Wonderful! Thank you!
1	No	PA	Keep up the good job.	I'm impressed with L.L.Bean's commitment.
1	No	Quebec	Coming from Canada, we are really impressed. We think it's a great idea.	Very generous.
1	Yes	ME	If the Island Explorer can start early, say late May, and end late October, that will be great.	Good and awesome gesture.
1	No	VA	The bike trailer had insufficient capacity at peak times on all days this week.	
1	No	Quebec	Please more places for bikes on buses.	Thank you, very beautiful island.
1	No		I am very happy for the bus service. My first time in Maine.	
1	No	RI	I will go to the web site tonight.	I am a proud L.L.Bean shopper.
2	No	NY	Add a pick up at Cadillac summit so that you can do a one-way hike.	YAY! We are supporters of Friends of Acadia.
2	No	MD	Love everything.	Thank you, L.L.Bean.
2	No			Love them!

Island Explorer 2014 Onboard Survey – Passenger Comments

2	No	PA	I would like to see longer fall service hours, especially Eden Street from 8:15 last bus to maybe 9:15, and maybe add one more SW Harbor run, instead of just a 12:30 p.m. and then a 3:23 departure from SWH PO, perhaps add a 1:03 or 2:23 as in the summer.	Thank you L.L.Bean.
2	Yes	OK		Thank you.
2	No	New Brunswick	A great service!	Fantastic!
2	No	DE		Good idea.
2	No	PA	Good service.	Thank you!
2	No	Italy	Water points at bus stop.	
2	No	VA	Provides a great service. Environmentally sound.	Thank you very much, L.L.Bean.
2	No	Turkey	Good job!	Good for them!
2	No	WI	Web site live tracking does not work on all devices.	
2	No	NY	We've witnessed too many people turned away, especially at night. Also, one cannot go to certain entertainments and make the last bus at 10:00 p.m. But - Thanks!	I deeply appreciate this generosity and commitment to the environment, but worry about L.L.Bean's other philanthropic choices politically.
2	No	MD	Nice service, very thankful!!	
2	No	MD	Create a mobile app or at the very least a mobile-viewable web page. An app could provide schedule / routes /route finder off-line.	Very generous, shows they are living up to their values and vision.
2	No	MA	The map on the web site could be more detailed and enlarged.	Great! Love it!
2	No	ME	The bus is really great. Makes our trip to Bar Harbor easy! Please continue this service.	Thank you!
2	No	ME		Very good.
2	No	TX	Good idea. Good service. "It's a good thing."	Yeah! And thanks.
2	No	PA		Three (million) is good, four is better.
2	No	MI	Very nice and convenient.	Thank you!
2	No	PA	Petition the state of Maine to fix the roads! The fleet is showing signs of excess loose parts - rattling windows and supports. Protect the investment.	Thanks, L.L.Bean. I'll keep buying your products.
2	No	OH		Great way to cut down on auto traffic and parking hassles.
2	No	MI	We've been extremely satisfied with the service.	Admirable funding for this important and necessary service.
2	No	Australia		Thank you.

Island Explorer 2014 Onboard Survey – Passenger Comments

2	No	IA	I think "on time" scheduling is important so days & nights can be easily planned. "Good job"!!!	We have to protect our national parks and recreation areas. It makes this country great!
2	No	IL	Great idea!	
2	No	VT	Due to injury, an otherwise easy walk became unmanageable, so the bus service was super helpful.	Thank you!
2	No	NJ	Excellent service and always on time!	More tourist areas around the world should follow your example!
2	No	VT	Great.	Great.
2	No	OH	Good job.	Keep it up L.L.Bean. Good job.
2	No	PA	Very grateful for it!	Thanks!
2	No	CT	This is a great service!	L.L.Bean is an exceptional corporation. We will be sure to reward them with our business in the future.
2	No	Phillipines		Awesome!
2	Yes	ME	Please could you have later hours for the Southwest Harbor bus and longer hours for Blackwoods and Park Loop buses? Please could you go to the Quightside Campground in Tremont?	I think it is awesome that they are doing this - so we can use the bus, as I do not have a car!!
2	No	NY		Gratitude.
2	Yes	ME	Encourage non-bus motor traffic to use alternate routes, encourage city planners to add a way to use Duck Brook Rd (Eden Route).	Ethical company. Exemplar.
2	No			This guy is great.
2	No			Very good.
2	No			Thank you for giving us this opportunity!
2	No	Bulgaria	I am satisfied by the bus service! But I prefer the buses to be with the summer schedules until the end of September!	This is good!
2	No		The buses stop running too early in October. Bill is the best driver on every route.	
2	No	VA	Excellent service. So nice to not have to drive.	Next time I need outdoor equipment, clothing, I will be checking out L.L.Bean.
3	No	CA	Love the system. Bus drivers are great.	Really appreciate it. I do shop at L.L.Bean as a way to thank them.
3	No	PA	Keep it going, please! Great service!	Only \$3 million? (I spend nearly that much on their gear every year.)
3	No	PA	Wonderful idea.	Thanks, L.L.Bean! Keep up the support. We love your stores!
3	No	FL		Love L.L.Bean.

Island Explorer 2014 Onboard Survey – Passenger Comments

3	No	NY	The Island Explorer is the best thing to bring less pollution from the many cars that visit this #1 National Park in the country. Imagine if it was not here. Where would those cars park? Keep up your fantastic service with the great drivers and those who supervise.	My thanks to L.L.Bean. Besides most furniture, linens, rugs, etc. are in my home here and in Brooklyn, NY from the L.L.Bean store.
3	No	NJ	Better or new shocks on the bus. Bad writing due to bus bottoming out!	Thank you, L.L.Bean.
3	No	NY	Bus schedule is very important to us! Thank you!	Very grateful to have this service. Fee for park pass to support public transportation is very reasonable!
3	No	ME	Keep doing what you're doing! No complaints.	L.L.Bean's contribution really shows how much they care about Maine. Proud to be a Mainer.
3	No	MI		Good.
3	No	PA		Love L.L.Bean.
3	No	PA	More Jordan Pond service (frequency and capacity).	Thank you. We are grateful for this wonderful commitment to a unique natural park and for your part in helping to preserve it for generations to come. We love not having to drive once we get here.
3	No	Quebec	Thanks for this service.	Very good.
3	No	NC	A big part of why we keep returning to Bar Harbor is the convenience of the free bus service. We always donate \$20 to the bus for our 4-5 day stay.	We are very grateful to L.L.Bean for their contribution. I try to shop at L.L.Bean (online) to support them.
3	No	CA	I was on a bus where a customer missed the bus and the driver was required to go 30 minutes back to location and I was late to work.	Good!
3	No	SD	Tram to Cadillac Mountain!	Thank you!!!
3	No	NY	Great service.	Excellent.
3	No	NY		Thanks.
3	No	IL	Indicate on the web site that drivers will stop at trail heads that aren't marked on bus route maps as official stops (if requested). Run buses a little later in the evening (#4).	Thanks!
3	No	CT	It's incredibly important to cut down on traffic congestion.	Win win for everyone. Great publicity, great service.
3	No	IL	Loop Road ended too early - service from North Cadillac. We took the Jordan Pond bus back to the Village Green and it did stop at North Cadillac, but it was not marked on the map. It would have been good to know. A very nice employee at the Cadillac Mountain Visitor Center gave us a ride down the mountain.	

Island Explorer 2014 Onboard Survey – Passenger Comments

3	No	VA	We love the buses. They free us from car use and are environmentally preferred. If there is more money available, more bus routes would be nice.	Go L.L.Bean! What share of the cost of buses does this cover? L.L.Bean benefits from the park. Can they contribute more?
3	No	Quebec	Great service, one of the main reasons we come to Acadia National Park.	Thanks!!!
3	No	MA	No new comments.	Very generous. I am more likely to shop at a store that supports such causes.
3	No	NJ	Fix road surface.	Well done.
3	No	OH		Wonderful!
3	No	NY	Making more bicycle transportation possible would be a plus.	We appreciate their contribution to alleviate traffic congestion.
3	No	IL		Great!
3	No	VA		Well done!
3	Yes	ME	More service to back side. Bus just to Sand Beach, not to Blackwoods. Separate bus to Blackwoods during busy times.	Awesome.
3	No	DE	I believe that it's a wonderful service and hope it would run for many years to come.	I think it's very helpful.
3	No		Put survey online.	
3	No	Quebec		Great idea!
3	No	VA		I love L.L.Bean!! Keep up the good work.
3	No	MA		Very nice of them.
3	No	CT		Thank you for all you do, from the amazing products we buy in our home state of CT to the amazing service that made our trip complete!!
3	No	MN		Thanks!
3	No	TX		Thank you.
3	No	NY	During peak hours, add more units to the busiest routes.	
3	Yes	ME	We need free ice cream.	Thank you, Bean! Great service.
3	No	ME		Give more \$! Thank you for your generosity.
3	No	MD	The parking lots are tiny, so I don't see how you can see Acadia without the bus. We tried to drive and failed to find parking and had to go back to our hotel to walk to the green to get the bus. Consider electric buses.	Thank you.
3	No	NY	Thank you. Please continue your service.	Bravo!
3	No	PA	More bike racks, more locations for Bicycle Express. Like Southwest Harbor. Buses are excellent and really help get around this crowded island!	L.L.Bean is a great company with good products. I was happy to have my L.L.Bean jacket on today's whale watch!

Island Explorer 2014 Onboard Survey – Passenger Comments

3	No	ME		Great!
3	No	CO		Thank you L.L.Bean.
3	Yes	ME	Love it! Public transit is very important. Fewer cars. Good for environment.	Thank you L.L.Bean.
3	No	NY		Excellent advertising. Thank you L.L.Bean.
3	No		I think it is a wonderful experience. Certainly made the trip a lot less stressful.	Wonderful service from L.L.Bean. More companies should do the same.
3	No	CT	Excellent service, clean, friendly and prompt.	We love L.L.Bean and are a long time customer.
3	No	CT	Superb.	An incredible public service!
3	No	Romania	This is perfect.	This is a great idea.
3	No	VA	What a wonderful service!	It's a great public service for the company to engage in.
3	No	ME		We are very grateful for L.L.Bean's patronage here and throughout the state.
3	No	NY		Wonderful!!!
3	No	GA	We needed assistance to figure out which bus to take. Once it was explained, it was easy to follow the schedule. We did need assistance to change to different buses.	Thank you L.L.Bean! Invaluable service!!
3	No	IN	Could earlier morning options to Acadia National Park be a possibility?	Wonderful service - helps decrease impact on park.
3	No	PA	Thanks so much for wonderful service. Makes our visit 10X more fun.	Thank you L.L.Bean! We will support you back!
3	No	CA		Thank you.
3	No	WI	Very convenient. Essential service. Thank you!!	Yay!! We will buy stuff from them!
3	No	ME		Bravo!!! I have high regard for L.L.Bean and their products.
3	No	Philippines		They are doing an excellent job on keeping Acadia clean and open to all people.
3	No	MA	Advertise the web site, didn't know you had one. Shock absorbers!	
3	No	Quebec	Sometimes the air-conditioning is too cold.	
3	No	IL	Extend hours to dusk.	L.L.Bean is awesome! Love their adverts on the buses - tasteful.
3	No	IL	It is difficult to figure out where to purchase park entrance passes.	Thank you!
3	No	MD	Could have an app.	
3	No	NY	Enjoy the service and people very much!	Great!

Island Explorer 2014 Onboard Survey – Passenger Comments

3	No	MA	Increase frequency to Southwest Harbor from campgrounds to catch the boat tours.	Thanks!
3	No	MD	I think it is a great service. More people should use it.	Great contribution. Makes me happy to continue being an L.L.Bean customer.
3	No	VA	More frequent buses during busy season would be great!	We buy several L.L.Bean products, so this is great to hear!
4	No	CT	It's great to enjoy the scenery and not worry about parking. Everyone friendly and helpful. Nice to hike across and not have to have two vehicles.	I'll shop there first to thank them for this great service.
4	No	MA		Thank you
4	No	Quebec	This is a fantastic service! We surely will come back with our small dog!	Thank you! What a generous contribution!
4	No	PA	Maybe add a tape recording or video on the bus that provides Acadia info / facts / interesting history / animals that can be found here...	That's awesome.
4	No	NJ	More service frequency at peak times. No pets on buses.	Very good!
4	No	NY	More buses, more stops at where trails let out. Signs to where buses are.	It would make me want to buy their stuff. I will do this for back-to-school shopping.
4	No	ME	Driver very friendly and informative! The best way to travel in the park!	Very important. Very good.
4	No	VT	It's excellent now.	Great!
4	No	ME		Keep donating.
4	No	MA	At about 9:00 p.m. last night at the Village Green some people were turned away and had to wait for the next bus. This ride there are people standing.	Impressive and fabulous!
4	No	MA	Island Explorer made our visit to ANP so much more enjoyable - kids have lots of flexibility and we do not have to drive our cars much if at all!	Thanks, L.L.Bean!
4	No	NE		Contribution is appreciated.
4	No	ME	It would be nice to have the buses go (to Northeast Harbor) a little later. It's sometimes a rush to get back to the buses after having dinner in Bar Harbor.	Thank you! What an incredible service!
4	No	ME	If buses ran later to more popular areas like the Village Green, it would be helpful for people with no cars or who are traveling by boat.	It is a very nice contribution for an important business.
4	No	ME	As a sailor frequenting NEH yearly, Island Explorer is always convenient. Great way of seeing the park, and a relaxing way of getting around.	L.L.Bean rocks! What a great partnership.

Island Explorer 2014 Onboard Survey – Passenger Comments

4	No	IL	A final service an hour later would be useful for getting back to the campground after dinner in Bar Harbor. (Blackwoods)	Thank you.
4	No	NJ		Great corporate gift!
4	No	NC	Very courteous and conscientious bus driver!!	Outstanding!!
4	No	NJ	We think you are doing a great job! The driver was friendly and helpful answering questions in a pleasant voice.	Good idea. More companies should do this.
4	No	IL	Thanks for the service. It was very helpful.	A great contribution.
4	No	IL	I underestimated the value of Island Explorer on planning this trip. Island Explorer is wonderful.	Thank you, L.L.Bean.
4	No		You are something I will never forget.	Thank you.
4	No	MA	Great bus operator.	Thank you!
4	No	ME		Thank you!!
4	No	MD	Great idea for a service!	Yay. Thank you.
4	No	DC		Good contribution.
4	No	Germany	Super service. Never known anything like this in Europe.	Thank you!
4	No	PA		Good.
4	No	FL	Please keep it going!!	Great!!
4	No	MN	Thank you.	Have a wonderful day.
4	No	CO		Thanks, L.L.Bean!
4	No	NC		Great!
4	No	GA		Good PR investment. Way to give back to average people.
5	No	Germany	Thanks for the Island Explorer! I'm an AT hiker from Germany.	
5	No	CT	This is a great service! Keep cars out of the park.	Local supporting local! Great!
5	No	NY	Great service.	Thank you.
5	Yes	ME	We love the buses. Please start earlier in the season if possible.	Fabulous!
5	No	NY	Should have a separate bus between Jordan Pond and Visitor Center. Too crowded and could not get picked up at the Bubbles on both trips to the area. Every driver should pull into Bubble Rock even if full to inform waiting passengers.	Fantastic, blends their company's outdoor persona with philanthropy. A good business decision.
5	No	TX		Wonderful contribution by L.L.Bean. Complements their core business.
5	No	GA	Service is great and appreciated.	Fantastic.

Island Explorer 2014 Onboard Survey – Passenger Comments

5	No	NC	Added service at peak hours and weekends would be good. We have chosen MDI as our base for cruising in the long term because of this bus service (and the scenery and friendly people). PLEASE - put a bus connection site/transfer point in a central location also.	Outstanding. I am a long-time customer. Without this bus service, MDI would be a travel nightmare.
5	No	NJ	I ride the Explorer buses all summer. The drivers are fantastic and we love the service. I would love a bike express service to Jordan Pond. Also, I still do not really like the #5 service to the Visitor Center. Bubble Pond should be bus only, no parking. It is too difficult for the driver when people park and drive like idiots. The new North Ridge stop on the #5 is great. So are the new parking lots!	We love L.L.Bean and are more likely to buy from them because we know how much they support the Island Explorer.
5	No	MA	We love it! Keep up the great and friendly service!	Very gracious and generous!
5	No	CT	Keep up the good work! We love Acadia and visit twice a year. This is our 27th visit in the last 16 years. P.S. You could make the "stop requested" buzzer louder or make it more like an alarm clock that buzzes continuously until turned off.	I hope they continue to contribute for long into the future. I would like my children's children to enjoy this place like we have.
5	No	IL	Post route schedules at all stops.	Thanks!
5	No	NY		Excellent contribution.
5	No	NY	Very bossy sales person.	Great.
5	No	NH	It's nice to not have to worry about parking! Thank you!	
5	No		Perfect service. Thank you!	Thank you! Thank you! I appreciate all you do for the island and for me.
5	No	WA	Eliminate cars as much as possible and increase bus service.	Glad they are spending their advertising dollars in such a useful way! It's a win-win!
5	No	MO		It's a great thing to do.
5	No	Quebec	Should have bus going from Village Green to hiking paths and back. Same for beach. The #3 bus loop is too long of a trip. Prefer return-trip directly. KOA Woodlands campground has no service in the early morning (7:00) so we took the car. The line at the Visitor Center was extremely long just to pay fees. There should be an "Express Line" to pay fees only. We went to the Village Green after someone told us.	Information ads on the bus are very good and very informative.
5	No	MI	It is excellent!	Awesome! Thank you, L.L.Bean! I love you!

Island Explorer 2014 Onboard Survey – Passenger Comments

5	No	MD	The service is a must! We would pay more to keep/improve the bus service.	L.L.Bean rocks!
5	No	NJ		Good job! Reduces traffic and emissions. Help the planet!
5	No	England	It would be helpful to put up bus signs at every scheduled stop. We missed the first bus because we stood on the wrong side of the road. There was no stop sign on the other side.	Very generous.
5	No	PA	This service is very helpful.	
5	No	CT	Drivers are great! Friendly, helpful, informative. It gets a little warm/uncomfortable on long rides/waits.	L.L.Bean rocks. That's awesome.
5	No	NC	Increase frequency.	Thank you.
5	No	CA		Great!
5	No	MD		Great service! Thanks, L.L.Bean.
5	No	ME		Thank you.
5	No	MA		Very good.
5	No	WI	It would be nice to have a route that goes to the Walmart in Ellsworth.	
5	No			Keep the \$ coming! Very valuable and preserves natural resources.
5	No	RI	It is a great service for which I am thankful. Has left an impression.	Thank you.
5	No	Chile		Thanks L.L.Bean!
5	No	ME	Free buses are amazing and make travel in the park very easy and affordable on a small budget. Dogs being welcome is also very helpful. Sometimes bike capacity maxes out.	Thank you!! ANP is a treasure and Island Explorer is a fantastic addition and keeps the park less congested with cars.
5	No	IL		Thank you L.L.Bean.
5	No	DC	Need more Bike Expresses to more locations. Eagle Lake line was so long we hopped on Jordan Pond bus... We got lucky. Would've had to wait an hour.	Wonderful. Less stress, more clean air for everyone! Thanks!
5	No	ME		L.L.Bean's support of Acadia National Park is wonderful and much appreciated!
5	No	PA		Excellent.
5	No	ME		Fantastic commercial / municipal partnership
5	No	PA		Thank you, L.L.Bean!
5	No	WI	Best thing to happen on MDI since the carriage roads!!	Thanks for the generosity!!
5	No	PA		Awesome.
5	No	PA		Thank you!

Island Explorer 2014 Onboard Survey – Passenger Comments

5	No	CT	Keep up the great job! Increase frequency and destinations for the Bike Express.	Thank you so much! What a wonderful and meaningful way to give back to the people. Your generosity is greatly appreciated.
5	No	CO		Great! Thanks for this ecological service.
5	No	PA	The web site should have downloadable schedules so hikers can have them on their phones even with no signal out on the trails.	L.L.Bean kicks ass.
5	No	CA	Seems great.	Outstanding. It makes me proud to be their customer.
5	No	AL	Put a sign on the bus that park entrance permit is required. We thought it was for cars.	Thank you very much. The transport made our trip more relaxing.
5	No	MA	Great service!	Please continue!
5	No	WA		Awesome!
5	No	PA		Greatly appreciated.
5	Yes	ME	Excellent service.	I buy more at L.L.Bean because they support buses.
5	No	South Africa	Great concept. The drivers are friendly.	Amazing foresight.
5	No	MD	Could have bus service app.	
5	No	PA		Thank you L.L.Bean.
5	No	CA	Super!	Go Bean! I'll buy more Bean stuff.
5	No	NH	Thank you for your service!	Thank you as well!
5	No	NH	Great service! Keep it going. Helps reduce car congestion, emissions, etc. in the park.	What a great company!
5	No	NY		We need more companies like L.L.Bean. I will be making a purchase.
5	No	MD	Commendable community contribution!	
5	No	Quebec	Just great as it is - deeply appreciated. From a group of 8 Bar Harbor fans from Quebec. Thanks.	Extraordinary support to the community. Kudos.
5	No	PA		Thank you L.L.Bean.
5	No	WI	A direct route between Southwest Harbor and Northeast Harbor would be appreciated - especially for boaters.	Thank you!!! We love the bus!
5	No	MD	Wonderful service! We will definitely donate on our trip here to keep this available.	Thank you L.L.Bean! What a wonderful sponsorship!
5	No	NY	I like it.	This sum keeps the program afloat!
5	No	NY	Drivers are all helpful and pleasant!	Thank you!
5	No	NJ	Glad to have buses to decrease vehicles in park.	Thank you! Good corporate citizen!
5	No	PA	Buses are super convenient.	Love the L.L.Bean fun facts on the bus.

Island Explorer 2014 Onboard Survey – Passenger Comments

5	No	CA	We found everyone to be friendly and extremely helpful and knowledgeable. Fantastic! This service has made our visit the best experience possible.	We think L.L.Bean is making a wonderful example for corporate responsibility and community involvement.
5	No	PA	Thank you for providing this. Keep doing what you are doing. You rock my socks off.	I love L.L.Bean's panels and I think it's wonderful they're donating so we can see how wonderful it is here!
5	No	PA	Consider adding extra buses to most popular routes during peak times (had to wait for four buses that were full).	Very generous. Classy move from a high quality company.
5	No	VA	Thanks for your service.	Good people. We buy their stuff!!
5	No	MA	A great service.	
5	No	NY		Love it.
5	No	PA	Try to eliminate personal vehicles to a greater extent. At least in Park loops.	
5	No	ME	Yay!	Yay!
5	No	FL	This bus and car fee encouraged us to use the bus and not drive in the park.	
5	No	Quebec		Great vision!
5	No	Quebec	Very easy to use.	Very nice!
5	No	Switzer - land	Public transportation is super! We like to travel without the RV in this park.	Super. Great. Thanks.
6	Yes	ME		Great advertising for L.L.Bean.
6	Yes	ME	I love the Island Explorer bus service. When I first moved here it helped me discover the wonders of this island.	A great service to our community and to park visitors.
6	No	NJ		They are wonderful.
6	No	IL		Thank you!
6	Yes	ME	Need bus service to Quieside Campground. Need drivers to understand McKinley Market stop in Bass Harbor is at stop sign. One driver refused to stop.	They are passionate about the National Park and well respected.
6	No	OH	Great service. Some drivers need to be more cautious and drive the speed limit, especially on Park Loop!	
6	No	FL	This is a great service. Nice to take the bus after a long walk.	I think it's great.
6	No	NY		Thank you L.L.Bean.
6	No	AR	Make maps / schedule available at the Winter Harbor ferry landing.	Wonderful.
6	No	NY	(1) The schedule should be available as a pdf on the web site - portable without an Internet connection. (2) Brown Mountain bus should go through park headquarters regularly, or at least by request.	
6	No	VT	Roads are bumpy.	Very nice benefit.

Island Explorer 2014 Onboard Survey – Passenger Comments

6	No	NY		Fantastic and we shop regularly at L.L.Bean.
6	Yes	ME	We use often and greatly appreciate the service. One observation - it would be nice to have quicker service from the Bar Harbor Village Green to Sand Beach, Maybe a direct shuttle. This could increase ridership and reduce parking and traffic problems at Sand Beach.	We appreciate L.L.Bean's contribution! That's why I have an L.L.Bean Visa and shop often! We should have a mini-L.L.Bean store in downtown Bar Harbor near the green! L.L.Bean Express!
6	No	MA	This year you included the Visitor Center on the Jordan Pond run, I'm not too thrilled about that. I'd like the original more direct route to Jordan pond.	GREAT!!!!
6	No	MD	Excellent resource Congratulations to "Tom?" for excellent scheduling of buses. Flows well, easy connections.	Thank you, thank you, thank you. We do not tow a vehicle. Rely primarily on buses. Would not be here for five weeks every summer if it were not for buses.
6	Yes	ME		Thankful.
6	No	ME	More bike transport.	Thank you, L.L.Bean. I hope they continue their support.
6	No	France		very good.
7	No	FL	You guys are doing a great job. Thank you.	More companies should do this.
7	No	PA	More parking for Island Explorer patrons at the Village Green (or near it).	Love it.
7	No	MD		Wonderful!
7	No	England	Well run.	Well appreciated.
7	Yes	ME	Love the service and the hours! Wish it was year-round for locals!	
7	Yes	ME	The Island Explorer is a wonderful service. But as a local, I've seen the service decrease slightly each year. This makes me sad. If the buses catered slightly more to the local crowd, I'm guessing we would pay taxes for it!	
7	Yes	ME	The electronic signs at the Village Green are helpful for planning. It would be nice to have them at more than one location (maybe they are already). I would also appreciate and use a later trip on the #7 route to Southwest Harbor. Maybe a 10:00 p.m. run too?	Thank you L.L.Bean and FOA! I love the Island Explorer.
7	No	NH	So important for the environment and for welcoming access to have this service in place of private vehicles. Bravo!	Great!

Island Explorer 2014 Onboard Survey – Passenger Comments

7	No	FL	Would be helpful to go to Cadillac Mountain.	Great!
7	Yes	ME	Year-round resident and taxpayer. The drivers are wonderful! I am amazed that people most times get on without even a nod to the driver.	I think they are helping to preserve our way of life. I tell family and friends of L.L.Bean's contribution and tell them to shop in Ellsworth and Freeport. I wonder what Mr. Rockefeller would think of the evolution of the carriage roads!
7	No	PA	We are so grateful for this service. After driving ten plus hours to get here, we can't wait to leave the car parked! How about a special bus to take us to Cadillac Mountain for sunrise?!	We were toasting L.L.Bean last night at dinner, in appreciation for this service. We are more likely to make more purchases from them because of this goodwill feeling.
7	No	AL	Visitors at Jordan Pond and Visitor Center are confused in terms of the bus they should take. A sign could help. Or use volunteers to instruct visitors which bus to take.	Only an open heart and open hands could serve us this way. God bless you, L.L.Bean. Terrific work serving humanity. Thank you. There are more visitors this year.
7	No	MD		We love and shop L.L.Bean.
7	No	ME	Earlier runs.	Fantastic!
7	No	MI	I think that timeliness is important. We were at a stop for more than an hour on the evening of the 4th and one of the buses didn't come - or it was 47 minutes late. Deviating from the route throws off plans.	Thank you, L.L.Bean. Money well spent.
7	No	NH	It would have been nice to get off at the golf courses.	Thanks!
7	Yes	ME	I really wish a few buses went through the back way, Pretty Marsh.	Thank you!!!
7	No	VA	Glad to have the service available. We got to see additional sites that we wouldn't have seen otherwise.	Thank you!! Such a worthy cause.
7	No	PA		
7	Yes	ME	Lots of people live on the Crooked Road. A bus there could be handy.	Good job.
7	No	NC	Bus does not reliably connect with ferry. Sometimes the ferry is late. But sometimes the bus takes off too quickly even though the ferry is on time.	Way to go!
7	No	VA	Great employees. Very knowledgeable and helpful.	Thank you.
7	No	MD	This is a great service.	Will definitely continue to be a L.L.Bean customer!
7	Yes	ME	Make a stop at Pretty Marsh so it's easier for me to get around.	
7	No	IN		Thank you.

Island Explorer 2014 Onboard Survey – Passenger Comments

7	No	TX	Bus service seems to be a convenient way to access different areas of the park and not deal with parking congestion.	Thanks for giving back.
7	No	ME	Great service. Transportation so helpful when visiting by boat.	Another example of Bean's generosity to Maine ventures.
7	No	OH	Schedule more clear. City needs to work on roads. Not going back into campgrounds. Takes too much time.	Good.
7	No	MA	First time on MDI in seven years. The bus transport is a sensible idea. Love it!	Good use of their profits!
7	Yes	ME	I think you are doing a good job!	
7	No	ME		Thank you very much L.L.Bean.
7	No	VA		Well done L.L.Bean.
7	No	NJ		Very thankful for their investment in the park and in transportation.
7	No	IL	It would be nice to have more frequent service to Southwest Harbor.	Thank you!
7	No		Excellent service. Continue to provide. We are spending a lot of money into this local economy (RV parks, restaurants, shops).	Very much appreciated. We buy and support L.L.Bean - many times.
7	No	NH		Amazing - Thank you!
7	No	England		Keep it going.
7	Yes	ME		Thank you. You make summers on MDI fun and convenient.
7	No	MA	I like hiking a trail and being able to pick up another trail, then bus without having to retrace steps to crowded parking lot. Get to see and do more due to buses.	Great of them. Thank you.
9	No	WI	I recommend adding a bus route to the top of Cadillac Mountain.	Great philanthropy. Company is good.
9	No	AL		
9	No	NH	If they started earlier and went later that would be awesome (at least to and from campgrounds).	Wicked awesome!
9	No	MA	Great service. We never use our car. It's parked for the week at hotel. We never get stuck in traffic or looking to park. No having to backtrack to our car means more trails to hike - just pick up the bus on the other side.	Big thank you to L.L.Bean.
9	No	VA		Awesome! Thank you,
9	No	AL	Good work! Island Explorer, friendly, informative driver.	Great company. Good cause for donation.
9	No	FL		Cool Beans!!
9	No	New Brunswick	Everything is top notch!	Amazing contribution! As returning visitors we thank the residents of this area and L.L.Bean!!

Island Explorer 2014 Onboard Survey – Passenger Comments

9	No	VA		Great!
9	No	MA	Great service.	Thank you.
9	No	IN		Happy!
9	No	MD	The bus ride was very helpful.	Good job L.L.Bean! I will support you!
9	No	NJ		Well done!
9	No	OH		Thank you.
9	No	MA		That is awesome.
9	No	TX		Excellent! Thank you!
9	No	PA	Nice service, especially to help promote and sustain tourism. Drivers could give some narration to make the rides less boring.	Great investment!
9	No	VA	More bike capacity.	Excellent.
9	No	MA		Thank you.

IEX Comments 2014_4.docx