



UIUC

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Don't ride Suburban Express! They're likely to sue you, have terrible reviews, and also this.

↑ 22 Another horrible Suburban Express experience and contact with the lovely Mr. Dennis Toeppen (self: UIUC) submitted 3 days ago by cmulreed ↓

You guys are probably sick of these but Suburban was so rude and disrespectful that I cannot help but share this. I was going home from school using suburban express, a bus leaving at 11 AM traveling to O'hare. I was planning on printing my ticket out as I usually do, but, my friend who was riding with me said that he had shown the ticket on his phone before and it had not been a problem, so I didn't think twice about it. Upon arriving to the bus and trying to board the guy checking the tickets rejected us, giving us no options for how to fix the situation except for raising his voice, arguing, and using profane language. Eventually he threatened to not let me on the bus at all. I ran back to my place, printed the ticket and was eventually let on the bus after some bad attitude from the bus ticket collector, some college age hot shot that thought he could mess around with customers. Upset with my service I sent a letter to Suburban recommending that the employee be fired for his outrageous behavior.

In response, I got a message from Suburban a few days later with the following: "Hey Chris, In light of your letter, we are going to recommend that you find another mode of transportation between O'Hare and Champaign-Urbana. The situation you describe is entirely of your making. There is absolutely no chance we are going to fire the employee who you dealt with. Unlike you, he is a wonderful person.Regards,Suburban Express"

Obviously disgusted I replied with the following: "Suburban Express,Thank you for your unhelpful and disrespectful response. As suggested in the letter, I will be following up with the entire fraternity and sorority community with every intention of taking away from your business. Respect and accountability could have resolved this issue, however, as I guess should've been expected from a company with your reputation, you took the low road. Good luck and I hope that being sarcastic and disrespectful to customers gets you past the minimum wage bus company customer service job that you are currently working.Respectfully,Chris"

After this, I got an email from everyone's favorite bus company Dennis Toeppen, himself: "Hey Chris,Here are a few things you need to know about your situation: 1) The employee you dealt with is an extremely calm person. We have never witnessed him using profanity, even outside of work. 2) Witness account of your situation suggest that you are in fact the one who was doing the swearing. 3) You were told that, based on your behavior, that you would not be permitted to ride again. 4) You then went away and returned wearing sunglasses and perhaps a hat, in order to disguise your identity. We plan to make a web



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page for this situation, to help reasonable people understand the garbage we have to tolerate from a small percentage of our customers. The url will be [www.bigbus.com/chrismulreed](http://www.bigbus.com/chrismulreed). Best Wishes, Suburban Express"

The name in the URL is my name, something that Mr. Toeppen apparently thought would scare or offend me. I do not care. I replied: "Mr. Toeppen, Here are a few things you need to know about your situation: 1) This employee argued with me and I can promise you that he is in no way a calm person. 2) I also have witness account, a friend of mine who was also riding, who could happily tell you that the swearing was from both parties. 3) The fact that the employee even suggested this is crazy and shows your lack of care for your customers. 4) I in no way attempted to disguise my identity, I came back wearing the exact same outfit, no hat and sunglasses resting on top of my head, just as I had left the bus. I made no attempt to pretend I was someone else and it was mutually understood that I was the person who was returning. I hope you do make your website as it will only further illustrate your intentions to antagonize your loyal customers. As I mentioned in my letter, I have ridden Suburban Express many other times and been happy but your employee's actions this time were unacceptable. I know you think you are a hot shot and that you can try to bully your customers, but it is going to come back to bite you. It is clear that bad business practices stem from the top at Suburban Express. I will be going through numerous channels in order to make sure that this situation is resolved justly, something that obviously will not happen by continuing to deal with Suburban Express. Regards, Chris Mulreed"

He sent me two straight emails after that before blocking me from sending him anything: "You sent us a threat. We will defend ourselves accordingly. Have a nice weekend." and "It's online, Chris. At this point, you are the only one who knows the URL. We are collecting affidavits from the employee you have lied about and from the two witnesses we have to your behavior. What happens next is up to you. <http://www.suburbanexpress.com/chrismulreed/>"

Dennis Toeppen is a scumbag and a crook and has once again not learned his lesson and continued to try bullying his customers. He doesn't scare anyone and I thought you guys might like to see the outrageous things he is willing to say to his customers.

-Chris

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[-] **RotomThunder** 12 points 1 day ago

I'm not saying Suburban Express is the best choice for transportation; the last two months have shown us all that it's not. However, I can't help but question why you wouldn't bring a printed ticket after seeing how they've been handling their customers lately.

## The University of Illinois at Urbana-Champaign

This subreddit is for anyone/anything related to UIUC. Students, Alumni, Faculty, and Townies are all welcome.

Given the lack of a regional subreddit, it also covers most things in the Champaign-Urbana area.

Message a moderator if your posts are not showing up. It's probably been removed by the overzealous reddit spam filter.

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[NegatedVoid](#)  Grad Student, CS

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↑ [-] **cmulreed** [S] 5 points 1 day ago

↓ Hadn't heard about this stuff until after didn't know it would be an issue

permalink parent

↑ [-] **RotomThunder** 4 points 1 day ago


↓ Ahh okay... I just now realized that you're new to reddit

permalink parent

↑ [-] **domasai**  4 points 1 day ago


↓ Man, Toeppen really Rocks. This has got to be nominated for best service example of the year award. More material for the case study for my Professor at the Business School. Go ahead Mr. Menace!

permalink

↑ [-] **chw2006**  Undergrad, ECE 3 points 1 day ago

↓ Please send out those emails you promised.

permalink

↑ [-] **thtrtechie**  Exercise Physiology 3 points 10 hours ago

↓ Regardless of blame here, has anyone gone the cyberbullying route against this guy? I'm no lawyer, actually I would hate being one, but have read the laws on cyberbullying and this whole thing, not just this incident, sure sounds like it's on the right track.

permalink

↑ [-] **AlmostGrad100**  2 points 9 hours ago\*

↓ He has been doxing people here and on Wikipedia, sometimes openly, sometimes indirectly. That is against the rules in both places and it is being used as a bullying and intimidation tactic, but it never goes beyond the moderators/admins. Someone needs to pursue this, but I don't think anyone on this subreddit has the time, energy, inclination or money to pursue this legally. Can this be reported to the Attorney General for an investigation? Or are internet offenses not considered serious enough unless they involve fraud or child abuse or serious things like that?

permalink parent

↑ [-] **nevergotobed**  TAM 6 points 1 day ago

↓ I'm tempted to complain about their service so I can get my very own suburban express URL!

permalink


↑ [-] **AlmostGrad100**  6 points 1 day ago\*

↓ Dennis Toeppen is a scumbag and a crook and has once again not learned his lesson and continued to try bullying his customers. He doesn't scare anyone and I thought you guys might like to see the outrageous things he is willing to say to his customers.

He is also a troll looking for attention. Of late, he (or "representatives" of Suburban Express, but who else could be a representative of a company that has only [one employee, according to BBB](#)) has been vandalizing Wikipedia pages and repeatedly removing negative information about his company, and because of this the [Suburban Express Wikipedia page](#) (which was until recently essentially an [advertisement page](#) created by himself with many irrelevant sources as references) is now fully protected and only admins can edit it. The [Talk page](#) is a mess too, because of his vandalizing. Clearly he has not learned his lesson and it doesn't seem like he intends to; I suspect he enjoys the negative publicity he is receiving - it is attention of some sort, after all.

Latest article about this from Techdirt: [Suburban Express Goes Double Or Nothing On Their Aggressive Behavior](#).

permalink

↑ [-] **wchill**  Undergrad, CS '17 3 points 19 hours ago

↓ I read the Wikipedia talk page and the SubEx "representatives" keep posting the same two sources from Toeppen's own website.

Also, that comment at the bottom stating how someone edited LauraHale's comment.


And Russell's Official Bus Guide? Really, do they expect editors to have to buy source material?

permalink parent

↑ [-] [AlmostGrad100](#)  · 2 points 9 hours ago


↓ | And Russell's Official Bus Guide? Really, do they expect editors to have to buy source material? Do you know what that is? Is it something like MTD's Routes and Schedules book that you can find on their buses? Do libraries keep older verisons of Russell's Guide? If not, I don't think it is a verifiable reference.

permalink parent

↑ [-] [wchill](#)  Undergrad, CS '17 · 3 points 8 hours ago

↓ Yeah, I have absolutely no idea where you might get one. It shouldn't be considered a valid source if it isn't easily accessibl

permalink parent

↑ [-] [darkassin](#)  Grad Student, LIS · 2 points 1 day ago

↓ He--or someone, anyway--is still also releasing Redditors' personal info in multiple places, as I found out this morning. I think he thinks it makes him scary or something.

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↑ [-] [AlmostGrad100](#)  · 3 points 1 day ago

↓ Is this not [cyberstalking](#)? What are the laws regarding this, especially if it is long-term and systematic cyberstalking? This never goes beyond Reddit moderators or Wikipedia administrators who usually deal with it by trying to undo his actions - is he not breaking some more general law? Or are these online actions exempt from the law?

permalink parent

↑ [-] [wchill](#)  Undergrad, CS '17 · 2 points 19 hours ago

↓ IANAL but this seems like it would meet the definition of cyberstalking. See section Definitions, points 1-5.

OP/Leval might have a case here were they to press charges.

permalink parent

↑ [-] [lemiesz](#)  · -3 points 1 day ago

↓ This was completely your fault. Im not saying Suburban is great im just tired of the excessive complaning. \you decided to come without tickets. Employee let you on the bus after you came back with tickets Yet you proceed to complain to the company about how unfairly you were treated. Seriously though what places allow you to show tickets on your phone, as proof of purchase.

permalink

↑ [-] [tyrone\\_the\\_dinosaur](#)  FAA · 9 points 1 day ago

↓ A lot. I know for one Amtrak allows it, as I do it every time I travel with them. And he said in his email that he'd done it multiple times before with Suburban Express.

permalink parent

↑ [-] [cmulreed](#)  [S] · 10 points 1 day ago


↓ Regardless of what could've been done to prevent it, they still have no right to curse and tell at their customers.

permalink parent

↑ [-] [iguessillusethisone](#) · 8 points 1 day ago


↓ Ever downloaded a mobile app for an airline?

permalink parent

↑ [-] [chimpfunkz](#)  Cobalt fuck yourself · 4 points 8 hours ago

↓ Literally everywhere. Airlines, SDCC, Peoria, amtrak, concerts, the list goes on. Proof of purchase on a phone is a very common thing now.

permalink parent

↑ [-] [talltroll3](#)  MatSE '15 -3 points 11 hours ago

↓ Don't know why you're getting downvoted. People on r/UIUC seem to be just circle jerking each other saying "OMG SUBEX IS SO BAD" when really they're just enforcing their policies. It's infuriating and makes me think much less of the intelligence of some people on this subreddit.

[permalink](#) [parent](#)

↑ [-] [lemiesz](#)  1 point 4 hours ago

↓ Yeah i never took SUBEX nor will I ever attempt to. I get it they are bad, but they have their policies if you dont like them, dont use their service. Go ahead and take greyhound or amtrak.

[permalink](#) [parent](#)

[+] [realitycheckcheck](#) *comment score below threshold* (3 children)

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