

"The New Greyhound, We're on our way."

After a 4 day horrible experience and over a week of frustrated dealings with Greyhound, one consumer is tired of large corporations not being held accountable to the public. He has launched a grass roots action campaign against Greyhound Lines, inc

June 18, 2008 - [PRLog](#) -- "The New Greyhound, We're on our way." is the new ad campaign launched by Greyhound Lines, Inc., of Dallas, Texas. There isn't anything new about Greyhound.

"After a 4 day horrible experience with Greyhound, over a week of frustrated dealings with Greyhound, constant refusals to refund tickets, and because Greyhound caused me to delay my 7 month backpacking trip to South America, because they lost my backpack with my supplies, but according to them it wasn't lost, it did arrive in Orlando 2 days after I did, but too late for me to catch my flight. I've decided to do something about Greyhound's lack of responsibility and bad policies." commented Jimmy Boney, a frustrated customer of Greyhound.

They continue to provide extremely bad customer service, routinely loose baggage, and are always delayed. Their official corporate policy regarding lost baggage is that a "bag isn't considered lost for 24 to 48 hours after the time the passenger arrives at their final destination" according to Mrs. Jimmerson, a Greyhound Corporate office employee. This alone shows that they have no concern for a passenger's baggage traveling with the passenger. No wonder there are so many complaints about lost luggage. According to a baggage handler in Atlanta, GA, "oh don't worry, your bag was probably taken off the bus to make room for other bags and the Express Package shipments. I'm sure they put your bag on another bus and it will get to Orlando."

"It's time Greyhound was held accountable!" says Jimmy Boney, creator of the Call to Action Against Greyhound website. "There are hundreds of horror stories about Greyhound bus services, so I know I'm not alone. There are many people out there who don't know how to get Greyhound to respond, but I'm here to help them. I know if everyone works together we can create change and I hope everyone who has had a bad dealing with Greyhound does get involved, but we have to reach them."

Mr. Boney is launching a Call to Action Against Greyhound. The first Call to Action is a telephone campaign to the unpublished Greyhound Corporate telephones. The second Call to Action is a Letter Campaign to Greyhound, Laidlaw, FirstGroup PLC, and the Transportation Authority. If these don't get things changed then he is prepared to launch a strike against Greyhound with picket lines and demonstrations at the Corporate Offices and Bus Stations.

Call to Action Website: <http://greyhoundbus.spruz.com> (This is a free membership site.)

Action Dates: June 23 through 27, 2008

Action Times: 8:00 am till 5:00 pm CST

Action: Flood Greyhound's Corporate Offices with Phone Calls about Problems.

Desired Results:

- Greyhound to change their policy about how they handle customer checked baggage and ensure that a passenger's luggage arrives with the customer.

- Change the policy so that a bag is considered lost within 1 hour of the arrival time of the customer's final destination.
- Offer immediate resolution from a live person (not an automated system) for complaints about lost baggage. Verbally inform ALL passengers about the \$250 liability limit and offer them insurance to cover their baggage at the time a ticket is purchased, including online.
- Change their refund policy so that a passenger can easily obtain a refund of a ticket price if Greyhound is responsible for loosing their baggage or causes delayed or canceled connections with other travel arrangements.

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Call to Action Against Greyhound Lines, Inc.

Have you had bad experiences with Greyhound bus service? Have they lost your baggage? Were their employees unfriendly, not eager to help, or just didn't have good customer service skills? After a 4 day horrible experience, lost luggage, stolen wallet, and weeks of frustrating dealings with Greyhound, I'm putting out a Call to Action against Greyhound.

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Source Call to Action Against Greyhound
State/Province Texas
Zip 78731
Country United States
Industry [Consumer](#), [Travel](#), [Services](#)
Tags [Greyhound](#), [Bus](#), [Laidlaw](#), [Firstgroup](#), [Action](#), [Complain](#), [Grass Roots](#), [Dallas](#), [Texas](#), [Ticket](#), [Problem](#)
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