



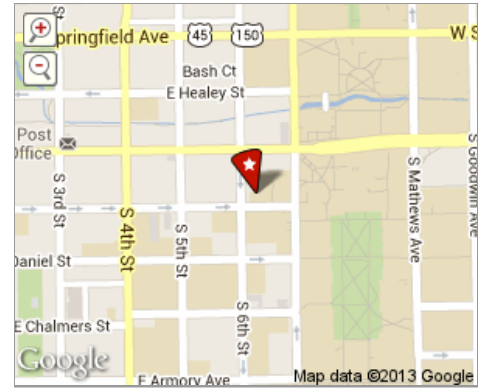
Suburban Express

16 reviews

Category: [Transportation](#)

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Champaign, IL 61820

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suburbanexpress.com



16 reviews for Suburban Express

Katherine C.'s Review



Katherine C.
Flushing, NY

3/18/2013

For a long time, I remained silent about Suburban Express because they employ tyrannical tactics to threaten/discourage anyone who speaks honestly about them. In fact, after only vaguely alluding to their service in another review (I didn't even mention them by name), I found myself immediately banned from their website (thought-crime, anyone?).

Tickets don't sell at fixed prices; buy in advance unless you're a student with access to your parents' Mastercard and can pay the premium for last-minute fares. Even if you buy a ticket, you're not guaranteed a seat as Suburban Express oversells all of their trips. If you're one of the last pickup stops (such as ISR), you'll likely need to trample some people just to claim one of the few remaining seats. This is a pretty f'ed-up practice if you advertise yourself as providing transit to the airport--I guess those people who need to make flights are just S.O.L.

One time I boarded the bus and took a seat at the front. The woman driving the bus didn't seem to know the way to the highway and actually solicited directions from the passengers.

On top of all of these questionable business practices, Suburban Express also loves employing hostile language on its website, tickets, etc. In particular, several lines of your "ticket" include information about how Suburban Express reserves the right to charge your credit card automatically with attorney's fees and the "costs" associated with activities such as using rude language when speaking to the company.

DO YOU REALLY FEEL COMFORTABLE HAVING YOUR CREDIT CARD INFORMATION ON FILE WITH THESE PEOPLE?

Oh, and advice for UIUC kids who haven't withdrawn their student legal fees: you also have access to a university attorney if you need to get down and dirty.

EDIT: So I've received a message from another Yelp user explaining that UIUC legal services only handles cases in Champaign county--Suburban Express has a shady practice of filing lawsuits in a different county to prevent you from having access to student legal aid. ...Do you want to be in a situation where you're being sued by legal trolls because you broke some arbitrary company rules AND have no access to a lawyer? FYI, the Daily Illini (UIUC's student newspaper) published an article showing that the company does frequently file lawsuits against students:

<http://www.dailyillini.c...>

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Comment from Dennis T. of Suburban Express 5/10/2013



Hi Katherine - We're very sorry to hear that you are... [More »](#)

16 reviews in English



Elizabeth M.
Madison, WI

8/17/2009