

ORIGINAL

Decision No. 88154 NOV 29 1977.

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Investigation on the Commission's own motion into the adoption of a General Order prescribing rules governing handling of baggage and baggage claims by all passenger stage corporations, passenger vessel common carriers and railroad corporations.

Case No. 9511
(Filed February 21, 1973)

ORDER OF DISMISSAL

Pursuant to a request by the California State Legislature, the Commission by its order dated February 21, 1973 instituted an investigation into the methods employed by passenger stage corporations in the handling of baggage and baggage claims. By Decision No. 86164 the Commission adopted General Order No. 140. As the result of petitions for rehearing filed by Airporttransit of California and Greyhound Lines, Inc., the Commission invited all parties to submit written comments on or before a date to be set.

The Commission's records indicate that during the year 1976, only 11 complaints concerning baggage were received. About half of these related to a problem at one location, since remedied, of baggage being stolen by an organized criminal activity. The remaining complaints concerned baggage matters incident to the operations of Greyhound Lines, Inc., the major statewide passenger stage carrier. Whereas Greyhound carries some 11,000,000 intrastate passengers per year, this small number of complaints is hardly indicative of a significant problem concerning the handling of baggage and baggage claims in California. Also, the Commission staff is now reorganized, by virtue of the recent creation of a Consumer Relations Branch, to extend prompt assistance to any passenger experiencing

difficulty with a carrier over lost, damaged, or delayed baggage. The staff is, therefore, of the opinion that there is little need for additional regulation at this time and recommends that the investigation be discontinued and the case dismissed.

Therefore, IT IS ORDERED that Decision No. 86164 is hereby set aside, General Order No. 140 is cancelled, and Case No. 9511 is dismissed. ✓

The effective date of this order shall be twenty days after the date hereof.

Dated at San Francisco, California, this 29th day of NOVEMBER, 1977.

Robert Patrician
President
William J. Quinn
Virginia Stubbins
Edward D. Howell
Clair D. Davis
Commissioners