



AUGUST 2022

# COMMUTER NEWSLETTER

## UPDATE ONLINE TICKETING

As you know, June 1 marked the beginning of online ticketing for Trans-Bridge Lines. This was a feature our passengers had been requesting for a long time. We hesitated implementing a system because the technology was new. We researched and observed as other bus companies went through the process of incorporating online ticketing first.

The process was challenging. Many aspects of the technology needed tweaking. For this reason, we were 'late bloomers' in purchasing the hardware and software. Knowing there would be a learning curve for employees and passengers was the reason for our soft launch vs. a big announcement when we did ultimately begin online purchases.

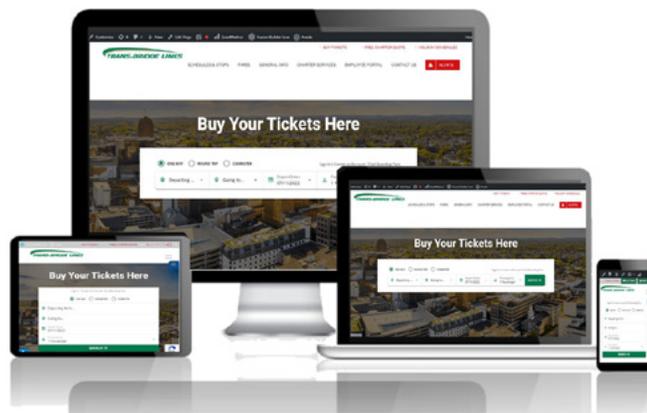
At this point, we have been using the system for a little over two months. In that time we have installed new point-of-sales machines in our LVIP, Easton, Lehigh Valley Airport ticket, and Hellertown ticket agent offices. These systems work in conjunction with the online ticketing platform, TDS (Transcor Data Services). All other ticket agents are still selling paper tickets until it's their turn to switch their systems over. Eventually all of our agent locations will have the new system. The time frame for completing this is dependent on training and equipment installation by our network support company and their schedules.

We are proud of the hard work and patience everyone has had with this transition. We understand there can be frustration and confusion with any new change in technology. There are

new processes and things that will need to be rectified. The end result however, is to be a better experience for our passengers in purchasing and tracking their tickets. For our employees, it allows us to track passenger counts and trends in traveling with detailed reporting. Our communica-

available at various stops to observe and aide any driver who needs assistance with our new technology.

Please know our team is also working on a guide which will provide step-by-step instructions for creating accounts, making purchases, changing tickets,



tions, dispatch, and customer service departments will be able to send messages directly to passengers booked on a particular run in the event of inclement weather, canceled runs, and other impactful events. We will better serve you as we are now able to log into your accounts and effectively answer questions related directly to your travel. Most of all, our passengers are able to access accounts, make changes, and store payment information in their individual accounts.

We would like to stress the importance of being patient as we continue to go through this transition and identify areas that we would like to customize for our passenger's unique experience with us.

Our driver's experience with using the scanners and interacting with passengers is important as well. We have staff

booking boarding passes, and making changes to booked tickets, as well as a section for 'frequently asked questions'. When complete this guide will be posted to our website at TransBridgeLines.com as a reference.

*Please note that Trans-Bridge Lines is currently **NOT** a reservation-based company. We will make that transition in the future and passengers will be notified beforehand. For now, it is important to remember that purchasing tickets online or in-person does not guarantee seating on any given run.*

*Trans-Bridge Lines remains challenged by a drivers shortage. Additional runs will be added as we increase our employee roster.*



[VIEW AUGUST COMMUTER FARES >](#)

Commuter Fares will remain unchanged for the month of August.



We will run a modified schedule for Labor Day, Monday, September 5.

Saturday, September 3 and Sunday, September 4 schedules will run normally.

[VIEW SCHEDULES >](#)

The Allentown Bus Terminal ticket office has new hours of operation as follows:

Monday through Friday

4:30 am- 8:30 am

11:30 am- 12:00 pm

4:40 pm- 5:10 pm

Saturday & Sunday

7:00 am- 7:20 am

8:50 am- 9:10 am

11:00 am- 11:20 am

**TRANS-BRIDGE LINES**

*Now on Instagram!*

 @TransBridgeBus

 @TransBridgeLines

 @TransBridgeBus

 Trans-Bridge Lines, Inc.



# Port Authority taps firms to redesign 'mega,' one-of-a-kind bus terminal



by Colleen Wilson, NorthJersey.com

NEW YORK — The Port Authority of New York and New Jersey is forging ahead with plans to design a new "best-in-class" Port Authority Bus Terminal.

Rick Cotton, executive director of the Port Authority, announced the hiring of two international architecture firms that will be tasked with figuring out how to build a facility within the physical constraints of the busiest part of Manhattan that will accommodate future growth, all while accommodating ongoing commuter traffic during construction.

A. Epstein & Sons International and Foster+Partners will be fine-tuning a design plan that includes constructing a replacement facility on the current site, adding a new bus storage facility nearby, rebuilding ramps to and from the Lincoln Tunnel and building private developments around the new terminal and 3.5 acres of new green space.

"We were seeking a world-class architect with experience building transportation facilities in dense urban environments with a reputation for creative design related to public buildings," Cotton said at Thursday's event. "It symbolizes our commitment to move this project forward and to move it forward with the highest possible standards."

Here are some elements that will be incorporated into the new facilities:

- Artificial intelligence for bus management.
- Accommodations for future growth and larger buses.
- Bus storage space, which the current terminal doesn't have.
- Sustainability components including space for electric buses and chargers, heat recover, reuse and onsite generation of renewable energy.

The bus storage facility will be built first. Then bus operations will shift from the current terminal to the bus storage facility while the old terminal is torn down and rebuilt with an estimated opening date of 2031. The 3.5 acres of future green space will first be paved over and used for staging and storing buses temporarily, then remade into green space after construction.

Construction of the new facilities is estimated to cost between \$7.5 billion and \$10 billion and will be challenging, Cotton said.

"The construction process is going to be very difficult," Cotton said. "We're going to do everything we can to mitigate its impacts."

A screen copy photo of a rendering of a significant milestone in the midtown Bus Terminal Replacement Project during a press conference at the Port Authority Bus Terminal in New York City on August 4.

*Pictured above: A screen copy photo of a rendering of a significant milestone in the midtown Bus Terminal Replacement Project during a press conference at the Port Authority Bus Terminal in New York City on August 4.*

# PA Turnpike Commission Approves 5% Toll Increase for 2023

[READ NOTICE >](#)



## REMINDER - BUS TICKET SALES ARE CASHLESS AT ABE AIRPORT

Lehigh Valley International Airport (ABE) is a cashless operation. When purchasing Trans-Bridge Lines tickets, customers must use credit or debit cards.

For individuals who do not carry debit or credit cards, you may purchase your tickets with cash at our main office at 2012 Industrial Drive, Bethlehem, just off Schoenersville Road. This location is less than one mile from the airport.



Trans-Bridge Lines does not permit food or beverages on our motorcoaches, with the exception of water. During commuter hours, coffee is also acceptable.

Food items should never be held on a passenger's lap as they could be dropped and/or spilled onto the floor of the bus, creating a slipping hazard. Foods could also exude an odor that is offensive to other passengers. There may also be individuals with food allergies on board.

Any food items should be properly packaged, sealed and transported in the lower luggage bay of the bus.



# TRANS-BRIDGE TOURS INC.

Tours and Vacation Travel

## Upcoming Tours:

### ONE-DAY TOURS:

#### AUGUST

Gettysburg Battlefield Tour  
August 19 (Fri)

Atlantic City Air Show  
August 24 (Wed)

Lake Tobias Wildlife Park & Safari  
August 27 (Sat)

Medieval Times  
August 28 (Sun)

#### SEPTEMBER

Circle Line Cruise & Little Italy  
September 1 (Thu)

West Point & Hudson River Cruise  
September 16 (Fri)

Ellis Island & Statue of Liberty  
September 18 (Sun)

Fall Foliage Train Ride  
Waterfront at Silver Birches  
September 21 (Wed)

Bloomsburg Fair 'Senior Day'  
September 26 (Mon)

'David' at Sight & Sound Theatre  
September 28 (Wed)

#### OCTOBER

Washington, DC  
Fall Day at the Capital  
October 1 (Sat)

Green Dragon & Kitchen Kettle Village  
October 7 (Fri)

Rice's Market & Peddler's Village 'Octoberfeast'  
October 15 (Sat)

9/11 Memorial & Museum  
October 16 (Sun)

Mount Hope Estate & Winery  
Farm to Table Lunch Experience & Wine Tasting  
October 19 (Wed)

Gettysburg Ghost Tour  
October 21 (Fri)

### MULTI-DAY TOURS:

#### AUGUST

New Hampshire Rail & Sail  
August 29 (Mon) – September 1 (Thu)

#### SEPTEMBER

Mackinac Island & Frankenmuth  
September 10 (Sat) – 15 (Thu)

Niagara Falls, New York  
Seneca Niagara Resort & Casino  
September 19 (Mon) – 21 (Wed)

Cape Cod, MA  
September 23 (Fri) – 25 (Sun)

I Love Lucy- Jamestown, NY  
September 30 (Fri) – October 2 (Sun)

#### OCTOBER

DC Wine Country  
Loudoun County, VA  
October 17 (Mon) – 18 (Tue)

A New England Experience  
Western Massachusetts  
October 21 (Fri) – 23 (Sun)

## Holiday Tours!

#### NOVEMBER

Lancaster, PA  
A Magical Amish Holiday  
November 10 (Thu) – 11 (Fri)

#### DECEMBER

Coastal Virginia Holiday  
Virginia Beach & Norfolk, VA  
December 2 (Fri) – 4 (Sun)



Regular season tickets  
are available for:

EAGLES VS. MINNESOTA VIKINGS  
Sep 19 (Mon) - 8:30 pm - \$285

EAGLES VS. JACKSONVILLE JAGUARS  
Oct 2 (Sun) - 1:00 pm - \$285  
\*\*\* 1 SEAT LEFT \*\*\*

EAGLES VS. GREEN BAY PACKERS  
Nov 27 (Sun) - 8:20 pm - \$285

EAGLES VS. TENNESSEE TITANS  
Dec 4 (Sun) - 1:00 pm - \$285

Includes transportation & game  
ticket. Sections 129 & 131 End Zone.



**CHRISTMAS  
SPECTACULAR  
Radio City  
Music Hall  
December 7 (Wed)  
\$146**



#### Why Book Early?

Nothing cancels a tour faster than waiting  
to make reservations.

All tours require a minimum number of guests. If we  
don't reach that minimum by our vendor deadlines, the  
tour will be forced to cancel due to lack of participation.  
So, if you are interested in any tours please make your  
reservations early. Thank you!

## Casino Tours!

RESORTS CASINO HOTEL / CAESARS HOTEL & CASINO  
AUG: 15 (Mon), 27 (Sat)  
SEP: 3 (Sat), 11 (Sun), 24 (Sat)

To reserve any tour, please call 610-868-6001 or click here to request a reservation.