



COMMUTER NEWSLETTER

DECEMBER 2022



As the year draws to an end, we would like to thank all of our passengers who stood with us during the highs and lows of the past year. These past few years have been the most challenging in the history of our company. That being said, the steps we are taking now will move our company forward and provide the modern, efficient service our customers require with several schedule options in run times added as the year goes on.

Our employees have been creative in finding unique solutions to our issues - sometimes on a day-by-day basis! We know our passengers were affected by some of the tough decisions we made in schedule cancellations and combined schedules. Thank you for your patience and understanding on those occasions.

The new year will include our transition to a reservation-based company. This is the next step in using our online ticketing technology to better plan for heavy travel days, track passenger counts with precision, and allow us to see where we may need additional routes or route adjustments. Our system is designed for this move and the benefits to our passengers will be tremendous in guaranteeing seats on our coaches. We understand that not all our passengers will like this change, as we learned with online ticketing, however, once everyone is accustomed to booking for their exact runs, we feel they will quickly enjoy the extra time not spent waiting in lines, worried they will not get a seat if the bus over-

loads. All booked travel will ensure a seat.

Of course online ticketing was our biggest change in 2022, and was the result of passenger requests over the last several years and much research on our part. We maneuvered through the issues that came with its unveiling. Customer service calls and emails were tremendous with passenger's questions, criticisms, and requests. There were technical issues to rectify, and we carry on with addressing any concerns that arise, as well as continuing to customize the system to meet our passengers' specific needs. We added an 'Online FAQs' page to our website to address commonly asked questions. Step-by-step help guides were created and hung at the Port Authority Bus Terminal, as well as distributed to our authorized ticket agents for reference with their point-of-sales systems. Our staff also persists with on-site training with drivers and authorized ticket agents.

Passenger counts steadily rose over the past year, making it necessary to adjust schedules where we could, which was a complicated undertaking given the nationwide driver shortage. Our Human Resources Department continues their efforts in recruiting motorcoach drivers. We have raised the hourly rate of pay and included time and a half pay for those who work on a scheduled day off. Although our employee roster isn't where we wish it to be, we are seeing an increase in interest and have hired a number of new drivers in recent weeks.

Through this past year, we were impressed by the loyalty of both our employee and our passengers. We are most grateful for the genuine concern for our company that has been shown. Thank you so very much.

We wish you and your family a glorious holiday season with health and happiness for 2023!



VIEW JANUARY COMMUTER FARES >

Commuter Fares will remain unchanged for the month of January.

The Clinton Park and Ride ticket office will operate with the following hours until further notice:

Monday through Friday
4:35 a.m. to 9:50 a.m.
There will be no afternoon hours.

Saturday
7:50 a.m. to 12:40 p.m.

Closed Sunday

The Easton Intermodal Transportation Center ticket office will operate with the following hours until further notice:

Monday through Friday
5:05 a.m. to 9:15 a.m.

Saturday
7:20 a.m. to 12:10 p.m.

Closed Sunday



TRANS-BRIDGE LINES

[@TransBridgeBus](#)

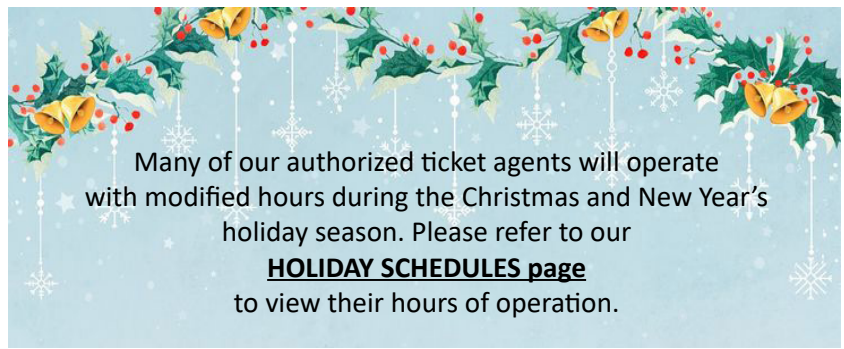
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[Trans-Bridge Lines, Inc.](#)

NOTICE

Our main office (administrative office and ticket agent location) will be temporarily closed Tuesday, December 20 from 11:30 a.m. to 2:00 p.m. so that our staff may enjoy a holiday luncheon.



It's no coincidence that the busiest season for shopping coincides with the highest period for fraud. Every day, fraudsters target consumers with an array of legitimate seeming propositions. But during the holidays, fraudsters make extra efforts to trick and defraud consumers. Here are the top three fraud threats coming this holiday season.



Fake Retail Sites

Are you seeing a deal that's too good to be true? That might be because it is. Fake retail sites are websites set up to look like real merchants (including well-known brands), but actually leads to a fraudster-held account. Fake retail sites have become especially popular in the age of social media where posts and accounts look legitimate but are not.

What to watch Out For:

Domain name and/or website copy contains misspellings, IP address is non-U.S., website doesn't have an HTTPS (secured) URL, or generally looks off.



Mystery Shopping

Everyone is looking to pick up a little extra cash this time of year. Mystery shopping scams (or secret shopping scams) take advantage of that desire by luring victims into job opportunities where they "test" products and services, but are first required to pay the employer for a fee or license. In reality, the job doesn't actually exist.

What to watch Out For:

Shopping or dining-related job opportunities that require you to pay the employer first, wiring money to your employer or depositing a check into your bank account on their behalf.



Charity Scams

Scammers are always finding new lows. Charity scams take advantage of our generosity. Fraudsters pose as a legitimate charitable organization and steal donations before they're discovered.

What to watch Out For:

High pressure pitches through phone, email, or in-person; to donate, go to accredited charities.

SCHEDULE CHANGES

Effective
Monday,
December 5,
2022



Effective Monday, December 5, the following permanent changes on our Allentown/Clinton/New York Schedules went into effect:

Allentown/Clinton Eastbound to New York Schedule:

Run 85 will depart all locations 10 minutes earlier as follows:

- Lehigh Valley International Airport (ABE) at 3:50 a.m.
- William Penn Park and Ride at 4:05 a.m.
- Easton Intermodal Transportation Center at 4:20 a.m.
- Arrive – Port Authority Bus Terminal at 5:30 a.m.

This permanent change is being made as a result of requests from passengers.

Allentown/Clinton Westbound from New York Schedule:

Run 112 will only stop at the Allentown Bus Terminal for Newark Airport passengers. All other Allentown Bus Terminal passengers should use Run 118, which arrives in Allentown at the same time as Run 112 at 6:40 p.m.



DHS Extends REAL ID Full Enforcement Deadline

States to have additional time to meet requirements

WASHINGTON – The Department of Homeland Security (DHS) announced on Monday, December 5, its intent to extend the REAL ID full enforcement date by 24 months, from May 3, 2023 to May 7, 2025.

Under the new regulations published to execute this change, states will now have additional time to ensure their residents have driver's licenses and identification cards that meet the security standards established by the REAL ID Act. As required by the law, following the enforcement deadline, federal agencies, including the Transportation Security Administration (TSA), will be prohibited from accepting driver's licenses and identification cards that do not meet these federal standards.

Merry Christmas

We will operate with modified schedules for the Christmas and New Year's holidays as follows:

Christmas Eve, Saturday, December 24

Modified Schedules
No Wind Creek Bethlehem Service

Christmas Day, Sunday, December 25

Modified Schedules
No Newark Airport or Wind Creek Bethlehem Service

Monday, December 26

Modified Schedules
No Doylestown/Flemington or Wall Street Service

New Year's Eve, Saturday, December 31

Modified Schedules
No Wind Creek Bethlehem Service

New Year's Day, Sunday, January 1

Modified Schedules
No Newark Airport or Wind Creek Bethlehem Service

Monday, January 2

Modified Schedules
No Doylestown/Flemington or Wall Street Service

VIEW ALL HOLIDAY SCHEDULES



Our Customer Service team receives email on a variety of topics. We are sharing some of those with you in order to answer questions you may have as well.

Q: I purchased my ticket online and did not fill in the 'number of bags' field. Do I need to go back and reschedule my boarding pass to correct?

A: Each Trans-Bridge Lines passenger is allowed two suitcases and one carry-on under the following guidelines. As long as these rules are followed, it is not necessary to update your boarding pass with the number of bags.

- Any baggage stored in the baggage compartment must be tagged with a legible name tag.
- Passengers must identify themselves when picking up their baggage at their destination.
- All bags are subject to search and inspection.
- The maximum weight limit is 50 pounds per bag.
- A folding bicycle in a standard-sized carrying bag is permitted and will be transported in the lower baggage bay.
- Excess baggage or large items, such as full-sized bicycles, will be transported for additional costs. Please call 610-868-6001 for details.

Click [HERE](#) to read our full Baggage Policy information.

** SPECIAL ADVERTISING SECTION ** SPECIAL ADVERTISING SECTION **

2023 Tours are Here!

Our tour planners have worked hard to design unique and amazing Multi-Day and One-Day Tours! We have 14 Multi-Day Tours and 20 One-Day Tours already posted with more to come!

Here's what coming up first, March through May:

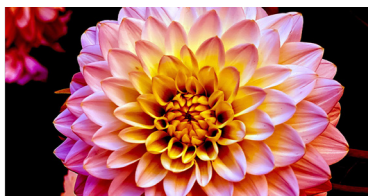


MULTI-DAY TOURS

- Villa Roma- Catskills, NY - April 24-25
- Gold Coast Mansions & The Hamptons - Long Island, NY- May 8-10
- Maryland's Eastern Shore - 'Horses, History & Harriet Tubman' - May 20-22
- Niagara Falls, Ontario - May 31-June 2

ONE-DAY TOURS

- Philadelphia Flower Show - 'The Garden Electric' - March 5 and 6
- Washington DC - National Cherry Blossom Festival- April 1
- 'Moses' at Sight and Sound Theatre - April 19
- Bronx Zoo - April 23
- Mount Hope Estate and Winery- Comedy Improv Show and Wine Tasting - April 28
- Green Dragon Farmer's Market & Kitchen Kettle Village - May 5
- Washington, DC - National Zoo - May 20
- Intrepid- Sea, Air & Space Museum - May 25



Trans-Bridge Tours gift certificates make the perfect gift! Certificates are valid for One-Day, Casino, and Multi-Day Tours; Air & Cruise Vacations, and Trans-Bridge Lines' New York City, Airport, and Pier Transportation services.

Gift certificates are available in any denomination and can be purchased and redeemed at our office located at: Bethlehem (LVIP), 2012 Industrial Drive, Bethlehem, PA 18017



For tour information, click [HERE](#). To make a reservation, click [HERE](#) or call 610-868-6001.

Are you a new commuter?

Everything you need to know about commuting into NYC

Pack the Night Before

You'll want to get into the habit of packing everything you need the night before. Make sure all of your notebooks, binders, and electronics, are all ready to go. Mornings can be difficult, so taking care of all of your packing and prep work the night before can eliminate some of your early morning stress.

Bring All Your Chargers

With cell phones, laptops, tablets, wireless headphones, and countless other electronics, everyone wants to be plugged in and connected. There's nothing worse than getting all the way to work and realizing you don't have one of your chargers.

Dress Comfortably

Your work probably has a dress code that you have to follow, but that doesn't mean you need to wear your work clothes during your long commute. You'll be doing a fair amount of standing and walking, so you'll want to think about your shoes.

Check Weather the Night Before

The weather can cause delays in bus routes. If you notice that it's



expected to rain or snow the night before, you'll want to give yourself some extra time in the morning. Plan on getting to your bus stop a little early, so that if there is a delay or slow down, your work day won't be affected by it. Check bus schedule and change to an earlier route if necessary.

Obviously you don't want to be late for work, so checking your bus schedules and traffic patterns as soon as you wake up in the morning is a great way to make sure your commute from New Jer-

sey or Pennsylvania to New York is painless every day.

Check Your Seat Before Getting Up

You'll want to make sure you always check your seat before leaving. Things have a habit of falling out of pockets. To avoid losing something, you should always give your seat a quick inspection before walking away. It's also a good idea to give your seat a once-over before sitting down, to make sure that a previous occupant hasn't left anything behind.

Learn the Bus Routes

It's a good idea to get yourself acquainted with your local bus routes. Studying the bus patterns may seem like adding one more task onto your plate, but it's certainly worth the extra effort! You'll be more comfortable, sure of yourself, and you might even find an improved route.

Park and Ride

Many bus terminals are designated Park and Ride spots. This means that passengers are able to park their cars in the lot for free before boarding.



Trans-Bridge Lines is not responsible for articles left in coaches or terminals. Trans-Bridge Lines is also not responsible for lost or stolen tickets.

Articles found will be held in our Lost and Found Office in Bethlehem for no more than 30 days.

If you have lost an item, please call 610-868-6001, ext. 96 and leave a detailed message describing your lost item and contact information.

Due to the volume of phone calls received, you will be contacted only if your item is found.

INDUSTRY NEWS

Buses Reduce Congestion - Should They Be Exempt from New Tolls?

Colleen Wilson | NorthJersey.com

Among the questions facing the Metropolitan Transportation Authority as it shapes its congestion pricing proposal is whether buses should be tolled to enter midtown Manhattan.

Much of the outcry has centered on automobiles, but little attention has been paid to buses, which present an interesting conundrum: Diesel buses add to congestion and pollution while also significantly reducing both of those things by simultaneously shuttling multiple people who otherwise might have resorted to a car.

Only two out of seven tolling scenarios presented by the MTA last month exempt all buses, and a third scenario exempts only transit buses, like those operated by the MTA and NJ Transit, and buses contracted out by a public agency.

Robust public and private bus services help the MTA achieve three of its congestion pricing plan's main objectives: reduce the number of vehicles in midtown Manhattan, improve air quality and incentivize more people to use mass transportation. But exempting buses would not help the MTA meet its state mandate to generate at least \$1 billion in revenue annually.

Joseph Schwieterman, a professor at DePaul University who studies buses, said they should pay very little or nothing at all, as part of the congestion pricing program.

"They do cause congestion; they're just so much more efficient in limiting congestion," he said. "You can't encourage people to switch to transit and then increase the cost of transit at the same time."

The authors of the MTA's recently released environmental assessment note that "adding discounts, crossing credits, and exemptions would require that the overall toll rates increase, leading to more congestion reduction." If subject to the tolls, some buses would pay at the highest level, which in one scenario would be as high as \$103.50 to enter the congestion zone. Automobiles would pay \$23 in that scenario.

Representatives from private bus companies who spoke at the MTA's six recent public hearings on the issue said they are supportive of congestion pricing but don't think they should be subject to the tolls. Steep new charges, they said, could force them to pass the costs on to customers or could have deleterious effects on their businesses, which are trying to recover from having to put their services on hold during the pandemic.

The MTA said it examined multiple scenarios to study the different impacts of exemptions, like those for buses, and inform recommendations on tolling rates that will ultimately be decided by a six-member Toll Mobility Review Board. Before the review board can make recommendations, the plan is subject to review by the Federal Highway Administration, which is expected to issue a decision in January.

MAINTENANCE REQUESTS

If you wish to notify Trans-Bridge Lines of any maintenance-related issues, please use our [Maintenance Request Form](#), which gets sent directly our our Maintenance Department and allows our staff to make any repairs quickly.



Who Should Get the Flu Shot?

Per the Centers for Disease Control and Prevention:

Flu shots are appropriate for most people.

Different flu shots are approved for people of different ages. Everyone should get a vaccine that is appropriate for their age.

There are standard-dose inactivated flu vaccines that are approved for people as young as 6 months of age.

Some vaccines are only approved for adults. For example, the recombinant flu vaccine is approved for people aged 18 years and older, and the adjuvanted and high-dose inactivated vaccines are approved for people 65 years and older.

Pregnant people and people with certain chronic health conditions can get a flu shot. People with egg allergy can get a flu shot.

People who **SHOULD NOT** get a flu shot include:

- Children younger than 6 months of age are too young to get a flu shot.
- People with severe, life-threatening allergies to any ingredient in a flu vaccine (other than egg proteins) should not get that vaccine. This might include gelatin, antibiotics, or other ingredients.
- People who have had a severe allergic reaction to a dose of influenza vaccine should not get that flu vaccine again and might not be able to receive other influenza vaccines. If you have had a severe allergic reaction to an influenza vaccine in the past, it is important to talk with your health care provider to help determine whether vaccination is appropriate for you.

People who should talk to their health care provider before getting a flu shot:

- If you have an allergy to eggs or any of the ingredients in the vaccine.
- If you ever had Guillain-Barré Syndrome.
- If you had a severe allergic reaction to a previous dose of any other flu vaccine
- If you are not feeling well, talk to your doctor about your symptoms.

Recap: This article appeared in our November Commuter Newsletter, however, we continue to receive inquiries, so we felt it was important to include again in this month's newsletter. Thank you.

Online/In-Person Ticketing

Why it's important to book the exact day & time of travel

Many of our passengers have been asking why they are required to purchase tickets for the exact day and time they will travel if it isn't considered a reservation.

Simply put, it will be. When we began using our new online and point-of-sales systems it was with the intention of working towards being a reservation-based company. Our new system is designed to handle the scheduling and rescheduling of boarding passes to maintain reservations. Although some of our customers feel inconvenienced with scheduling travel, we know they will quickly see the benefits of it.

✓ **A reservation guarantees the seat!** Passengers will no longer need to arrive to their departure locations extra early to get in line for the bus.

✓ **If a passenger's schedule changes, rescheduling is easy.** You may manage your own account via phone, tablet, laptop, or desktop computer by logging into their account [here](#). If they need assistance, our [FAQs](#)

[page](#) offers step-by-step instructions. Agent assistance is also available during regular business hours, Monday through Friday, 8:30 a.m. to 5:30 p.m.

✓ **Worry-free boarding.** The reservation and unique QR code is scanned by the driver for quick and easy boarding, saving time. Passengers have the choice to print their boarding passes or show their QR code directly from their device.

✓ **Better scheduling.** Reservations allow our team to better monitor the need for additional buses or any schedule modifications that may be needed. Our operations team will be able to better track travel behavior and prepare for ebbs and flows due to holidays and special events.

The conversion to a reservation-based company will be announced when the exact date is confirmed. Please look for announcements to be made, signs posted, and email sent on the subject.

Adding a new form of payment to your account

In order to add and save a new form of payment to your account, you must be in the process of making a purchase. Our system currently does not allow you to update your payment information outside of a purchase.

When purchasing a One-Way, Round-Trip, or Commuter Pass purchase, follow these steps for storing a new form of payment:

- **Log into your account**
- Choose the Commuter Pass or ticket you wish to purchase
- Click 'Agree to Terms and Conditions' and 'Continue'
- On the 'Select Payment Method' page, click 'Select' next to 'Enter a new credit card'
- On the top left, check the 'Store this card in my account' box
- Fill in the information fields and click 'Purchase'
- Your card is now stored for future purchases

We're Hiring!

Do you know someone who is looking for a job or would like to start a new career? Trans-Bridge Lines is currently seeking:

MOTORCOACH DRIVERS
Full Time and Part Time
CDL and Non-CDL (we will train)

MECHANICS
All Levels

Apply online [HERE](#) with our 3-minute application!