



# COMMUTER NEWSLETTER

FEBRUARY 2023

## Allentown Bus Terminal Closed for Ticket Sales

Trans-Bridge Lines recently distributed a press release to inform the public that the Allentown Bus Terminal would be closing permanently, effective Monday, February 13, 2023. The building, which is leased by Trans-Bridge Lines from the City of Allentown, was subleased to an independent ticket agent. That ticket agent notified Trans-Bridge Lines that they will cease to operate at the location.



Greyhound have recently moved from the Bus Terminal to the Allentown Transportation Center ahead of the closure.

“We will continue to pick up and drop off at the Allentown Bus Terminal until further notice”, said Director of Operations, Mark Ertel, “We are encouraging our passengers to make their ticket purchases online or visit any of our other ticket agents for assistance.”

“We are saddened to lose this agent, but understand, that due to personal circumstances, they are unable to operate the terminal any longer”, stated Trans-Bridge Lines President, Tom JeBran.

Trans-Bridge Lines will share their future plans for servicing Allentown as details are confirmed.

Trans-Bridge Lines is currently working

with the City of Allentown on how to best serve area passengers who rely on several

motorcoach companies for transportation. Martz Bus, Fullington Trailways, and

“Rest assured, we are running service as usual to the city, now and in the future”, JeBran said.

### New Terminal A

## NEWARK AIRPORT



TERMINAL A



TERMINAL B



TERMINAL C

Newark Airport began operating their new Terminal A on January 12. As a reminder, Trans-Bridge Lines picks up and drops off passengers on the Lower Level of Newark Airport as follows:

New Terminal A – On the Lower Level HOV Roadway according to the time on our schedules; bus arrives at Terminal B – on the Lower Level HOV Roadway two minutes after Terminal

A; bus arrives at Terminal C – on the Lower Level HOV Roadway four minutes after Terminal A.

At Terminal A, passengers will be

directed to our location via electronic signs. At Terminals B & C, passengers should look for our metal Trans-Bridge Lines signs, marking our location.



Trans-Bridge Lines will operate with modified schedules on Presidents Day, Monday, February 20, 2023.

Allentown/Clinton/New York Schedules:  
Eastbound to New York – Run 109 will not operate.

Westbound from New York – Run 132 will not operate.

Doylestown/Flemington Schedules:  
Eastbound to New York – Run 11 will not operate.  
Westbound from New York – Run 12 will not operate.

Newark Airport & Wind Creek Bethlehem Casinos Schedules will run normally.

There is no Wall Street Service.

[VIEW SCHEDULES >](#)

### TRANS-BRIDGE LINES

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



[VIEW MARCH COMMUTER FARES >](#)

Commuter Fares will remain unchanged for the month of March.

## Reserved Seating *Let's Get Ready!*

As Trans-Bridge Lines continues to prepare for our transition to reserved seating, we encourage all passengers to take a moment to [create an account](#), if you have not done so already.

Please understand that there will be changes in our ticketing policies and terms of use. These changes will be shared as they are affirmed.

Our team expects passengers to have questions and we will be prepared to answer inquiries on a case-by-case basis as is our usual course of action in customer care.

We thank everyone in advance for their patience as we take this next exciting step.

### Benefits to having an account ...

- Store payment method(s)
- Save most used routes for easy repurchasing.
- Easy online cancellations
- Easy online rescheduling
- Easy access to boarding passes



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 didn't use my scheduled ticket on my Commuter Pass on the day I scheduled it for. Now the system will not let me reschedule it. Why?

**A:** If you have scheduled a boarding pass (ticket) for travel and then do not use it, you will have a limited window of opportunity to reschedule the ticket yourself once the travel date has passed. The online system is preset to allow passengers 16 hours to reschedule. If you attempt to reschedule the boarding pass after that time, you will receive an 'expired' message.

If you receive this message while attempting to reschedule your ticket, please contact our

Customer Service Department at 610-868-6001 and a representative will be happy to assist you.

Please understand that this feature is in place for a reason. When we are reservation-based and a passenger does not show up for their travel, we lose the ability to sell that seat because it is confirmed as sold. Limiting the window for rescheduling, encourages passenger to reschedule travel as soon as they are aware that they need to, allowing the unused seat to be purchased by another traveler.

**Q:** When I sign into my account and view 'My Trips' there are old and unused boarding passes. I have to scroll past them to get to my current pass. Can the old passes be taken off? Why don't they expire and automatically delete?

**A:** The online ticketing system is set up to our current settings, which is that all One-Way and Round-Trip tickets are valid for six months of use. Whether a passenger purchases a One-Way, Round-Trip or Commuter Pass (with 30 days of use), the expired tickets will remain in the customer's account until six months have passed and then will automatically delete.

When we convert to reserved seating, our settings will change and this will no longer be an issue. Unused tickets will expire and remove automatically according to our new timeline for use.

Thank you for your patience in the interim.



Trans-Bridge Lines understands that our passengers have different levels of comfort when it comes to technology. To assist our customers, we maintain a FAQs page on our


website with answers to your most frequently asked questions. We continue to add information to this page regularly as a resource for quick, yet thorough, answers.

This web page also provides step-by-step instructions for completing ticket purchases and rescheduling boarding passes.

[VIEW FAQS PAGE >](#)

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

## April - May - June Multi-Day Tours!

	Villa Roma Resort w/Italian Festival - Catskills, NY .....	Apr 24-25 .....	\$400 Double
<i>New!</i>	Maryland's Eastern Shore - Horses, History, & Harriet Tubman .....	May 20-22 .....	\$668 Double
	Niagara Falls, Ontario, Canada .....	May 31-June 2 ....	\$711 Double
	New England Island Hopping .....	June 5-9 .....	\$1,102 Double
<i>New!</i>	Charming Connecticut - River Valley Region & Hartford .....	June 13-15 .....	\$681 Double
<i>New!</i>	Vermont - Quechee Balloon Festival .....	June 16-18 .....	\$685 Double
	Charleston & Savannah - Southern Charm .....	June 25-July 1 ..	\$1,595 Double



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