



# COMMUTER NEWSLETTER



*From Our Trans-Bridge Lines Family to Yours ...*

*We would like to take a moment to express our heartfelt thanks for your support of our business. We are filled with appreciation for your continued ridership!*

*We wish you a joyful holiday season and prosperous New Year 2024!*

## What You Should Know

# Important Facts About Reservations

Trans-Bridge Lines is in our first week operating as a reservation-based company! We are happy to report that the transition is going well!

We have staff members at the Port Authority during peak travel times to assist passengers. Feedback has been positive, and we are very appreciative for everyone's support, patience, and cooperation. We are especially grateful to hear your comments, constructive criticisms, and be made aware of issues so that we may resolve them.

As with anything new, there are things to learn and remember in order for things to run smoothly.

We have communicated our changes to our passengers in the weeks leading up to our transition. It is important for passengers to acclimate themselves to them in order to manage their own travel experience. You have the power to schedule, reschedule, store payments, and view boarding passes easily.

As we have mentioned, we will be flexible during our transition period, and as you become familiar with new ticket policies and what things like 'standby passengers' mean.

Please refer to the green box for the most important things to be mindful of when you travel with us. These

changes are for your benefit and any reservation confirms your travel on the run booked. Reservations also allows us to effectively plan for heavily traveled days and to offer the best service we can to you!

- ✓ It is highly recommended that customers create an account to easily manage tickets.
- ✓ Book your travel for your exact run & time.
- ✓ If you plans change, rescheduling is easy. Sign into your account & follow the prompts!
- ✓ Standby passengers are defined as passengers arriving without a ticket, an incorrect ticket, a New Jersey Transit ticket (including Wind Creek), or those who intend to pay a Cash Fare.
- ✓ You may reschedule tickets up to 30 minutes before departure.
- ✓ Any passengers not arriving within 5 minutes of departure could lose their seat to a standby passenger.
- ✓ Commuter Pass holders are afforded 16 hours after a missed run to reschedule their ticket.
- ✓ Your reservation confirms your bus, but not a particular seat.

**View the [Reservations page at www.transbridgelines.com](http://www.transbridgelines.com)**

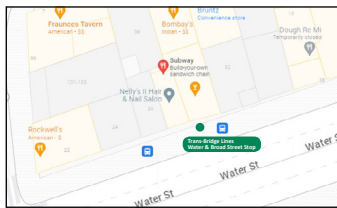


## Holiday Schedules 2023

We will operate with Holiday Schedules on the following days:

- Christmas Eve, Sunday, December 24
- Christmas Day, Monday, December 25
- New Year's Eve, Sunday, December 31
- New Year's Day, Monday, January 1

[View Holiday Schedules >](#)



Our pickup location for Water and Wall Street continues to be relocated to Water and Broad Street in front of the Subway restaurant.

Our drop-off at Water and Wall Street will remain unchanged.

This relocation is due to a gas main installation project and construction in the area.



Bethlehem Transportation Center is currently undergoing renovations. During this time, ticket purchases will be unavailable at the location, however, we will operate to normally for pickups and drop-offs.

The project is expected to be complete by late-December 2023.



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

X: [@TransBridgeBus](#)

Facebook: [@TransBridgeLines](#)

Instagram: [@TransBridgeBus](#)

E-Mail: [webmaster@transbridgelines.com](mailto:webmaster@transbridgelines.com)

Phone: 610-868-6001

Mail: 2012 Industrial Drive, Bethlehem, PA 18040

# Attention: Wind Creek Passengers

We are now a reservation-based company!



Floor, South Building, those tickets will be considered standby tickets. Standby ticket passengers will board only after passengers with reservations are boarded. Although we

do not foresee any issues with buses reaching capacity, standby passengers are not guaranteed a seat on the bus.

### Calling for a reservation confirms your bus!

Contact our Customer Service Department at 610-868-6001 Monday-Friday, 7:00 a.m. to 5:30 p.m., and a representative will be happy to assist you!

### What does that mean for Wind Creek Bethlehem Passengers?

When purchasing your Special Same-Day Fare from the Port Authority to Wind Creek, please call our Main Office to purchase tickets and ensure you have a reservation.

### Why call Trans-Bridge to make a Wind Creek reservation?

Although you may still purchase your tickets at the New Jersey Transit ticket windows on the Main

## How Do I Reschedule My Ticket?

- Select your travel date from the calendar to generate a list of times available for booking
- Click 'Reschedule' next to your new desired time to reschedule your boarding pass/ticket

### Remember:

- ✓ Always be sure to view your new boarding pass to ensure it is correct and to print it, if needed. Boarding passes may also be presented electronically to the driver.
- ✓ Click 'Go Back' after reviewing your boarding pass if you wish to book or reschedule more rides
- ✓ Your scheduled boarding pass will remain in your account until it is used or expires.
- ✓ From your smartphone, boarding passes may be added to Apple or Google Wallet. Simply click the black 'Save to Phone' button at the bottom of your boarding pass.

### Commuter Pass holders:

- Sign into your account at [www.transbridgelines.com/tickets](http://www.transbridgelines.com/tickets)
- Click 'My Trips'
- Next to the trip you wish to reschedule, click 'View Ride' then 'Reschedule'
- Choose your departure and arrival locations
- Select your travel date from the calendar to generate a list of times available for booking
- Click 'Reschedule' next to your new desired time to reschedule your boarding pass/ticket

### One-Way or Round-Trip holders:

- Sign into your account at [www.transbridgelines.com/tickets](http://www.transbridgelines.com/tickets)
- Click 'My Trips'
- Next to the trip you wish to reschedule, click 'View Ride' then 'Reschedule'

- ✓ When you reschedule a ticket, you will need to delete the old one in your Apple or Google Wallet and add the new one.

# Parking Permits - Lehigh Valley Airport

Any passenger parking in the Trans-Bridge Lines parking lot at the Airport is required to have a parking permit.

Several of our Lehigh Valley Airport passengers have asked about adding parking permits to our online platform. We have requested this with feature to our technology vendor.

They have indicated the

enhancement to our platform will be available in January.

To currently obtain a permit, please visit our Main Office at 2012 Industrial Drive, Bethlehem, which is less than one mile from the Airport.

We understand that passengers' schedules do not always align with our ticket office hours, therefore, anyone

needing a permit may email [webmaster@transbridgelines.com](mailto:webmaster@transbridgelines.com) and the parking permit will be emailed for printing and displaying in the windshield area of your vehicle.

Parking permits are free for the first three days and \$5 per day thereafter. Commuters will receive a parking permit for the length of their Commuter Pass for free.



## Be Aware of The Latest Holiday Scams

### The Target Gift Card Scam

Fraudsters add fake barcode stickers to the back of unsold gift cards. When you purchase the gift card and the cashier activates it, the balance is sent to another card that the fraudsters control.

Look for stickers on the back of gift cards and signs of tampering. Ask the cashier to print out a gift card receipt and check that receipt against the number on the back of the card you just purchased. Keep your receipt in case you need to dispute a stolen gift card later.

### Vendor Fraud

Almost always relates to convincing the victim to make improper payments of some description – as a result of invoice manipulation, extortion, or check-tampering, among others.

Accounts payable is often the department targeted by vendor fraud. The most common are billing and invoice fraud.

Warning signs are sudden changes in your account numbers by fraudsters, sudden changes in the vendor's own information (such as payment address), lack of any supporting documentation, and unusual vendor behavior such as receiving goods or services you haven't ordered on behalf of the company.



If you suspect a problem, compare billing statements to order/purchase documents, and have more than one person examine a bill before it is paid.

### Avoid Sports and Concert Ticket Scams

With concerts and sporting events, high demand for seats makes it tempting for people to look in unusual places for tickets and to suspend their caution. That creates a perfect situation for scammers.

Ticket scammers often ply their trade on social media and online marketplaces such as Craigslist.

It's relatively easy for scammers, using consumer-grade graphic design software, to create a fake digital ticket with convincing graphics.

To avoid scams, confirm the website. Never click through to a website from emails, texts, or online ads, and make sure that the URL is correct. Verify the seller and stick to getting tickets from sellers belonging to the National Association of Ticket Brokers (NATB).

## NOTICE

Effective December 24, Top Star Express Exxon of Hellertown (Main Street) and Top Star Express Exxon of Wescosville (Tilghman Street) will no longer sell Trans-Bridge Lines bus tickets.

Please purchase tickets online at [www.transbridgelines.com](http://www.transbridgelines.com) or call our Main Office at 610-868-6001.

## Email Confirmations

When a customer makes a ticket purchase online, they will receive a confirmation email of their purchase and a link to view their tickets.

If you do not receive this email, please check your spam or junk mail folders. If the email is contained in these folders, you should request with your email provider to 'white list' Trans-Bridge Lines. You may also right click the email and mark it as "not junk". This will ensure our emails go into your Inbox.

Emails are a courtesy and not a necessity for viewing tickets.

At any time, you can sign into your account to view your boarding passes.



**2024 Tours! Check our website for more to come!**

*Multi-Day Tours*



**Virginia Beach & Norfolk, VA**  
Featuring Virginia  
International Military Tattoo  
April 17 (Wed) – 19 (Fri)

**Myrtle Beach, SC**  
Sun, Sand &  
The Grand Strand  
April 28 (Sun) – May 3 (Fri)

**Best of Chautauqua, NY**  
Lucy, Laughs & Lakeviews  
May 15 (Wed) – 17 (Fri)

**Niagara Falls**  
Ontario, Canada  
May 29 (Wed) – 31 (Fri)

**New England Island Hopping**  
June 3 (Mon) – 7 (Fri)

**Maryland's Eastern Shore**  
"Horses, History &  
Harriet Tubman"  
June 10 (Mon) – 12 (Wed)



**Fabulous Finger Lakes**  
New York  
June 26 (Wed) – 28 (Fri)

**All Things Vermont**  
July 9 (Tue) – 12 (Fri)

**Best of Boston**  
July 19 (Fri) – 21 (Sun)

**"All Wright All Day"**  
Buffalo, NY  
July 24 (Wed) – 26 (Fri)

**Rocky Coast of Maine &  
Maine Lobster Festival**  
July 29 (Mon) – August 2 (Fri)

**Ocean City, MD**  
August 19 (Mon) – 23 (Fri)

**New Hampshire Rail & Sail**  
August 27 (Tue) – 30 (Fri)

**Atlantic Maritimes**  
New Brunswick,  
Prince Edward Island,  
& Halifax  
September 9 (Mon) – 16 (Mon)

**Thousand Islands – New York**  
September 20 (Fri) – 22 (Sun)

**Niagara Falls, NY**  
Seneca Niagara Resort  
& Casino  
September 29 (Sun) –  
October 1 (Tue)

**Haunted Happenings in  
New England**  
October 11 (Fri) – 13 (Sun)

**Elkins, West Virginia**  
"Music & Rails"  
October 25 (Fri) – 27 (Sun)

**A Gilded Age Christmas**  
Newport, RI  
December 5 (Thu) – 7 (Sat)

*One-Day Tours*

**Philadelphia Flower Show**  
March 3 (Sun)

**Philadelphia Flower Show**  
March 4 (Mon)

**National Cherry Blossom  
Festival – Washington DC**  
April 6 (Sat)

**"Daniel"**  
Sight & Sound Theatre  
April 17 (Wed)

**Ellis Island &  
Statue of Liberty**  
April 27 (Sat)

**Intrepid Sea, Air & Space  
Museum**  
May 9 (Thu)

**Washington DC  
National Zoo**  
May 18 (Sat)

**Brooklyn Pizza Tour**  
May 21 (Tue)

**Green Dragon Farmer's  
Market & Kitchen Kettle  
Village**  
May 24 (Fri)

**Baltimore Inner Harbor**  
June 1 (Sat)

**Bronx Zoo**  
June 9 (Sun)

**Cape May Land & Sea**  
June 15 (Sat)

**"The Full Monty" at Dutch  
Apple Dinner Theatre**  
June 19 (Wed)

**Longwood Gardens  
Festival of Fountains**  
June 22 (Sat)

**9/11 Memorial & Museum**  
June 23 (Sun)

**Point Pleasant, NJ  
& Jenkinson's Aquarium**  
July 8 (Mon)

**River Lady Cruise &  
Smithville Village**  
July 17 (Wed)

**Coney Island  
Free Time on Own**  
August 12 (Mon)

**Gettysburg:  
A Civilian Experience**  
August 16, 2024 (Fri)

**The Franklin Institute with  
The Art of the Brick Exhibit**  
August 21 (Wed)

**Circle Line Cruise &  
Little Italy**  
September 5 (Thu)

**Pennsylvania Renaissance  
Faire at Mount Hope Estate  
& Winery**  
September 15 (Sun)

**"Daniel"**  
Sight & Sound Theatre  
September 18 (Wed)

**9/11 Memorial & Museum**  
September 28 (Sat)

**Fall Foliage Train Ride  
& Waterfront at Silver Birches**  
October 2 (Wed)



**Washington, DC  
Fall Day at the Capitol**  
October 5 (Sat)

**Ellis Island & Statue of Liberty**  
October 6 (Sun)

**West Point &  
Hudson River Cruise**  
October 10 (Thu)

**Mütter Museum &  
Eastern State Penitentiary**  
October 24 (Thu)

**Amish Country Homestead  
& Farmlands**  
November 6, 2024 (Wed)

**"White Christmas"**  
at Dutch Apple Dinner Theatre  
November 30 (Sat)

**American Music Theater  
"Joy to the World"**  
December 7 (Sat)

**Longwood Gardens Christmas**  
December 8 (Sun)

**Brooklyn Christmas Lights**  
December 10 (Tue)



Twitter: @transbridgetour | Facebook: @TransBridgeTours  
Instagram: @transbridgetours | Email | 610-868-6001

