



COMMUTER NEWSLETTER

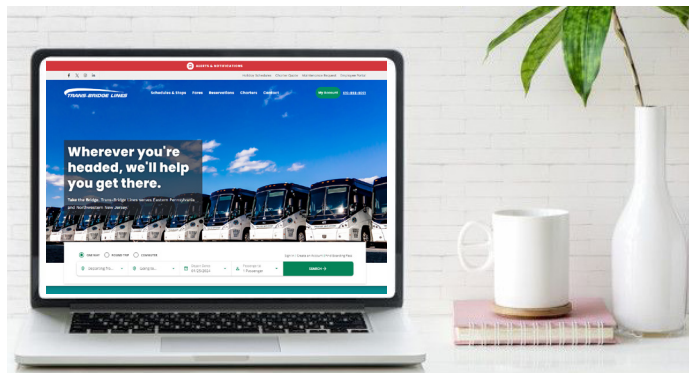
Trans-Bridge to Unveil New Website Design

Welcome to our new website! Well, almost!

Trans-Bridge Lines is working with our website design partner, Enter.net, to update and enhance our current website with a fresh, new look!

The new website will go live in the next couple of weeks beginning with our homepage redesign.

Our new homepage has been restructured with our passengers in mind. We've streamlined our menus for easier navigation and information retrieval. Buy tickets faster with faster response times and intuitive experience, making it an easy process, even for first time ticket buyers!



Our goal with our new website is to provide our passengers with:

- A more user-friendly experience in viewing schedules.
- Quicker access to information that is important to you and vital for bus travel.
- Added button for one-click access to your account sign-in page.
- A prominent Alerts &

Notifications button

- Easy access to forms and contact information.

We are also looking forward to updating our content with helpful facts, blog information, and various other campaigns that assist our current and prospective passengers in finding the resources and answers they need.

Look for our official launch date to be shared soon.

Update

Bethlehem Transportation Center continues to undergo renovations.

During this time, ticket purchases are unavailable, however, we continue to operate pick-ups and drop-offs at the location.

Please make ticket purchases **online** or at any other **Authorized Ticket Agent location.**

The project has been updated to be complete by April 2024.



Trans-Bridge Lines will operate Friday schedules on Presidents Day, Monday, February 19, 2024.

[VIEW HOLIDAY SCHEDULES >](#)

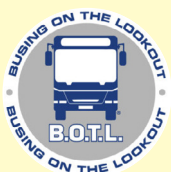


Human Trafficking Awareness

Human trafficking is modern-day slavery. Traffickers use force, fraud and coercion to control their victims. A minor being sold for sex is a victim of human trafficking, as is any adult under pimp control. Trafficking can occur in many locations, including bus terminals. Moreover, traffickers recruit victims at bus terminals, and often use buses to transport their victims.

We are in a key position to spot potential human trafficking situations and save a life. Please - if you see something, say something.

Call 1-888-3737-888 or 911 | Text INFO or HELP to BeFree (233733)



REMINDER: We do not permit smoking aboard our buses. This includes cigarettes, electronic cigarettes, and vaping.

Assistance for Disabled Persons



Our goal for accommodating disabled passengers is to make your with us a safe, pleasant, and convenient experience.

We provide assistance with boarding and de-boarding buses, storage, and retrieval of mobility devices.

Passengers with disabilities should make us aware of their needs when purchasing their tickets. If purchasing ticket(s) online, still also follow up with a phone call to our Customer Service Department to make any special arrangements that are required.

To receive the Reduced Fare when completing an online purchase, please click on the 'Passengers' drop-down menu, unclick the 'Adult' box, and click on the 'Senior/Military/Disabled' box. You will also be prompted with a question asking if you require wheelchair assistance.

Persons with disabilities must present a New Jersey Transit Reduced Fare ID or Medicare Card when boarding with a Reduced Fare ticket.

To plan ahead for travel, we ask that passengers notify us or make their online purchase at least 48 hours in advance of the intended travel date. With 48-hour advance notice, we can better assist needs. We also ask that the passenger arrive at least 15 minutes prior to the bus departure time. If no notice is given, we will make every reasonable effort to help.

The combined weight of the passenger and mobility device cannot exceed 600 pounds. The mobility aid can be no more than 47 inches long by 36 inches wide.

Additionally, Trans-Bridge Lines allows one Personal Care Assistant to board the bus, without the need for a ticket, when accompanying and/or providing assistance to the disabled passenger. The Guidelines/Rules for Personal Care Assistants are as follows can be found on our [website](#) under General Information, Terms & Policies, **Persons with Disabilities and Special Needs**.

New Guards at the Port Authority Bus Terminal

To provide the highest quality public safety and facility security operations, a new initiative from the Port Authority will employ eight security guards who are assigned to patrol at the location.

This pilot program is designed to assist the Port Authority Police. The guards can be identified as wearing green uniforms and orange vests.

Passengers can expect to see these guards near the bus gates by the week of January 29.



Q: I had a reservation, but when I arrived, I was not permitted to board? Why?

A: Per our Terms & Policies, all passengers with a reservation must arrive within five minutes of departure or the seat will be opened up to a standby passenger. At that time, the passenger will be deemed a no-show and the standby passenger may purchase a ticket, board with a New Jersey Transit ticket, or pay a Cash Fare to the driver. Please note that not all locations accept Cash Fares for payment.

Ticket Agent Closures

The following locations are no longer Authorized Ticket Agents for Trans-Bridge Lines:

Top Star Express Exxon
Tilghman Street, Allentown

Top Star Express Exxon
Main Street, Hellertown

Valparaiso Deli
Route 165, Lambertville, NJ
Effective 2/29/24

QR Codes



For quicker boarding, please ensure the QR code on your boarding pass is clearly visible.

No matter how you choose to present your ticket(s), it is important that the QR code is not blurry or clipped.



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

Facebook: [@TransBridgeLines](#)

E-Mail: webmaster@transbridgelines.com

X: [@TransBridgeBus](#)

Instagram: [@TransBridgeBus](#)

Phone: 610-868-6001

Mail: 2012 Industrial Drive, Bethlehem, PA 18017



Why does that happen!?

Troubleshooting Online Issues

Our passengers' time is precious. We understand you do not have time to deal with problems when managing tickets online.

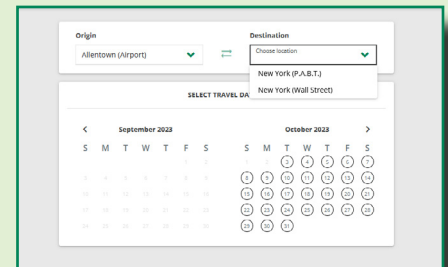
abled Persons). Commuters should be sure of the correct number of trips they wish to buy for their Pass. Any discrepancy in the amount paid requires that you contact our Main Office at 610-868-6001 for assistance.

Although there are instances that can arise and need addressing with our technology team, many of the issues we encounter are actually avoidable.

Here are some common errors and what to do:

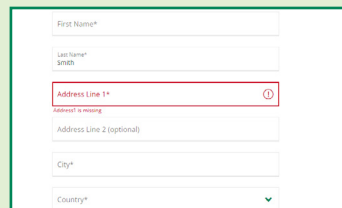
- 1. Connectivity.** If you are purchasing tickets on your mobile device, a weak signal can cause a delay in loading our ticketing web page or error out completely. This is especially true when in the gate area of the Port Authority, which is downstairs in the South Wing. If you encounter a problem, first try a different location or go upstairs at the Port for better signal strength. If you continue to experience difficulty, please call our Customer Service Department for assistance.

Note: The passenger type is currently preset for 1 Adult. To purchase any other ticket type, you must change the Adult type to 0 and then select the correct type.



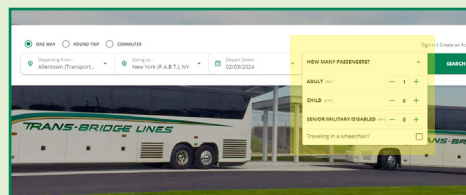
- 4. Choose Departure/Destination Locations.**

We occasionally hear that commuters cannot schedule a ticket on their Commuter Pass. This is often because the departure and destination locations have not been chosen. To schedule any Commuter Pass ticket, you must pick your locations from the drop-down menus. Choose the stops you will actually use to avoid being a standby passenger without a proper reservation.



- 2. Empty Fields.** Pay close attention to the information required when buying tickets. It is important to fill in all required fields to avoid a canceled transaction or errors. An empty field will be highlighted in red to alert there is missing information.

- 5. Payment.** Similar to leaving an information field empty, it is important to provide accurate payment information including credit/debit card numbers, expiration dates, and CVV codes. If any of this information is incorrect, you will receive an error message that the payment could not be processed.



- 3. Incorrect Ticket Choice.** To avoid paying the wrong fare and causing you inconvenience in correcting it, please be careful to choose the correct ticket type (Adult, Child, Senior, Military Personnel, or Dis-

- 6. Create An Account.** This is required for anyone buying a Commuter Pass and is strongly encouraged for all passengers. Having an account means you only need to enter your information once. It allows for quicker purchases, rescheduling of tickets, and access to your purchase history. You also have the choice to securely save your payment information for future transactions.

EXPIRED tickets

One-Way and Round-Trip tickets will become null and void once the scheduled travel date has passed, whether the tickets were used or not. At that time, you will no longer see them in your account under "My Trips".

Unused Commuter Pass tickets will be removed from accounts once the pass has reached its expiration date.

Commuter Pass holders are afforded 16 hours after a scheduled date to reschedule any boarding pass.



If you wish to purchase a \$60.00 Special Same-Day Fare from the Port Authority to Wind Creek, we encourage you to call our Main Office for a reservation at 610-868-6001.

You may also purchase tickets at the Port, however, any fare purchased from the New Jersey Transit ticket windows are considered standby tickets with no guarantee of a seat. Reservation passengers will board first.

Note: The \$60.00 Special Same-Day Fare is not available for purchase online.

PREVIEW 2024

Featured Multi-Day Tours ...



New! **ATLANTIC MARITIMES**
New Brunswick, Prince Edward Island, & Halifax
September 9 (Mon) - 16 (Mon)

Includes: Whale Watching Boat Tour; St. John, NB; Reversing Falls Skywalk; Hopewell Rocks; Charlottetown, PEI; Village Musical Acadien; Bottle Houses; Prince Edward Island National Park; Green Gables Heritage Place; Peggy's Cove Lighthouse; & Tour of Halifax.

11 Meals - \$3,150 Double



MYRTLE BEACH, SC
Sun, Sand & The Grand Strand
April 28 (Sun) - May 3 (Fri)

Includes: Barefoot Landing, Pirates Voyage Dinner & Show, "Iconic" at Alabama Theater, Le Grand Cirque Show at Broadway Theater, Broadway at the Beach, Barefoot Queen Lunch Cruise, & Lewis Ginter Botanical Garden.

9 Meals - \$1,231 Double



THE FABULOUS FINGER LAKES
New York
June 26 (Wed) - 28 (Fri)

Includes: Six Mile Creek Vineyard, "Experience! The Finger Lakes of the Fabulous Falls Above Cayuga Tour", Granger Museum & Carriage House, The Canandaigua Lady Cruise, "It's A Wonderful Life" Museum, & Ventosa Vineyards.

5 Meals - \$757 Double



"ALL WRIGHT ALL DAY"
Buffalo, New York
July 24 (Wed) - 26 (Fri)

Includes: Blue Sky Mausoleum in Forest Lawn Cemetery Tour, Frank Lloyd Wright's Martin House, Guided Tour of Graycliff, Seneca Buffalo Creek Casino, & Corning Museum of Glass.

4 Meals - \$680 Double



A GILDED AGE CHRISTMAS
Newport, Rhode Island
December 5 (Thu) - 7 (Sat)

Includes: Holiday Classic Mansion Tour at Lyndhurst Mansion, Guided Tour of Newport, Holidays at the Newport Mansions, Marble House, Sparkling Lights at the Breakers, The Elms, & Olde Mistick Village.

4 Meals - \$746 Double



Virginia Beach & Norfolk, VA		
Featuring Virginia International Military Tattoo	Apr 17-19	\$689 Double
Best of Chautauqua, NY - Lucy, Laughs & Lakeviews	May 15-17	\$649 Double
Gaylord National Resort Getaway	May 25-26	\$529 Double
Niagara Falls, Ontario, Canada	May 29-31	\$865 Double / City View Room
		\$946 Double / Falls View Room
New England Island Hopping	June 3-7	\$1,248 Double
Maryland's Eastern Shore - Horses, History & Harriet Tubman	June 10-12	\$685 Double
Washington, DC	June 21-23	\$704 Double
All Things Vermont	July 9-12	\$928 Double
Best of Boston	July 19-21	\$615 Double
Rocky Coast of Maine & Maine Lobster Festival	July 29-Aug 2	\$1,295 Double
Ocean City, MD	Aug 19-23	\$804 Double / Oceanfront Room
		\$751 Double / Side Oceanview Room
New Hampshire Rail & Sail	Aug 27-30	\$1,032 Double
<i>New!</i> Lake Placid, NY - Go For the Gold	Sep 4-6	\$833 Double
Thousand Islands	Sep 20-22	\$762 Double
Pennsylvania Grand Canyon	Sep 25-26	\$460 Double
Niagara Falls, NY - Seneca Niagara Resort & Casino	Sep 29-Oct 1	\$586 Double
Haunted Happenings in New England	Oct 11-13	\$817 Double
Cape Cod & Plymouth, MA - Pilgrims, President & Cranberry Bogs ..	Oct 16-18	\$652 Double
<i>New!</i> Elkins, West Virginia - Music & Rails	Oct 25-27	\$754 Double
Williamsburg, VA - America's Historic Triangle	Nov 14-16	\$670 Double



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

