



# COMMUTER NEWSLETTER

JULY 2023



It's no secret that technology in the transportation and industry continues to evolve. Technology advancements improve the customer's experience by minimizing errors and providing more information in real time. It also helps our company monitor travel trends and improve service.

Along with adapting and investing in these changes Trans-Bridge Lines also understands the importance of maintaining our digital assets such as our website and social media channels. We strive to post regularly to our platforms and share important information with our passengers.

Our company has weathered many changes in our industry, but has made some recent changes by choice. We realize these changes affect our passengers too.

We were forced to adjust schedules and cancel runs due to a driver shortage, which was frustrating for us and our customers. Three years later, we continue to recruit for these positions in order to add even more service.

On the flip side of the coin, we have worked to add the features our passengers are requesting. We are proud to have resumed daily service on our Doylestown Schedules, add runs to our Allentown Schedules and adjust times on existing runs to better serve commuters.

Our biggest change has been online ticketing which was a big adjustment for our

customers. We made enhancements to get everyone acclimated to the ticketing system. It came with some new rules and policies and also its criticisms. We addressed issues as they presented themselves and listened carefully to what you had to say.

We added technology at the Port Authority for increased WiFi connectivity, worked and trained our drivers in using their scanning devices, and updated our website to include a 'FAQs' page with step-by-step instructions for completing purchases and changing tickets. Our Customer Service Department is also available Monday through Friday, 7:00 a.m. to 5:30 p.m. to assist anyone with questions or concerns.

On April 3 we debuted a reservation system on our Doylestown Schedules. Reservations is now the standard for most bus companies in our industry. Many passengers have offered their opinions on whether or not this is a good idea.

But ... reservations is improving our service and offers peace of mind to passengers who no longer need to worry about getting a seat on the bus. Tickets automatically stop being sold when a bus reaches its maximum capacity, and those with a reservation have confirmed seating.

So why are we telling you all of this? Well, because more change is coming. However, we are firm in our belief that you will be happy with these changes.

*"Our purpose here is to show what needs to happen to move our service forward. Technology is the force propelling that", says Jim JeBran, Executive Vice President/Treasurer. "That isn't a bad thing. The best is yet to come."*

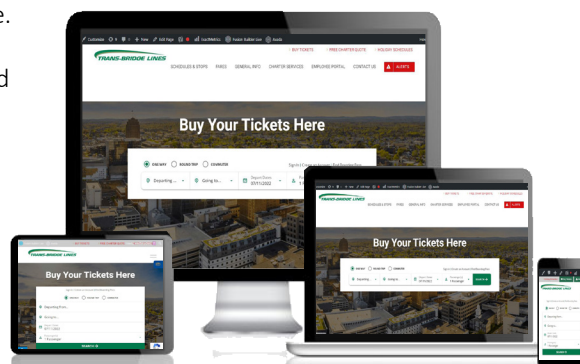
We are currently taking steps in preparing to transition all of our other schedules (Wall Street and Allentown Schedules) to reservations. How are we doing that?

We are adding the ability for commuters to chose alternate locations on their Commuter Passes. We are adding the ability to store boarding passes to your Google or Apple Wallet. We are making ticket purchases easier at the Port Authority Bus Terminal, and adding parking permits purchases online.

We will share information as we confirm details, but wish to inform you that this will be happening in the upcoming months. Everything we are doing now is geared for a smooth transition, and every support possible will be in place.

Please know we are committed to our customers and care about your needs.

We welcome your thoughts. We will not be able to accommodate every request, but we will make every effort to turn reasonable suggestions into reality. Please email comments to [webmaster@transbridgelines.com](mailto:webmaster@transbridgelines.com). All emails are answered individually by our Customer Service Department.





## Alerts & Reminders

Until further notice, our Wall Street pickup at Water and Wall Street will be relocated to Water Street at Gouverneur Lane, Midblock.

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

This relocation is under the order of the New York City Department of Transportation to accommodate a gas main installation project.

[VIEW WALL STREET MAP >](#)



Beginning Monday, July 24, garage operation will be changing due to construction work at Wind Creek.

Use caution when using the bus garage and cooperate with casino workers throughout this project.

Buses will be inbound and departing from Bays 1-6. Trans-Bridge Lines buses will be using these alternate bays as assigned and directed by Wind Creek staff.

### What reserved seating means.

Under a reservation-based system, your seat on your chosen run is confirmed.

You are not guaranteed a particular seat. We will not assign seating or take requests for a certain area of the bus.

Individuals will not be permitted to take up two seats, resulting in a seat shortage.

### IMPORTANT REMINDER



Effective August 1, the Lehigh Valley Airport will no longer sell tickets for Trans-Bridge Lines with regular hours of operation.

Airport personnel will assist customers at the Passenger Services Desk only if they are available to do so.

Trans-Bridge Lines is recommending that passengers plan ahead for travel and purchase tickets and obtain parking passes at our Main Office at 2012 Industrial Drive, Bethlehem- 1 mile from the airport. Office hours are Monday-Friday, 7:00 am to 5:30 pm, closed weekends.

Passengers may also purchase tickets online at [www.transbridgelines.com](http://www.transbridgelines.com).

We are currently working with our IT team to add parking permits online. When complete, passengers will enter their vehicle make and model and license number to obtain their pass. You will no longer be required to display a paper permit in the dash area of your vehicle.



### New Hours

Effective July 31, the Easton ticket office will operate with new hours as follows:

Monday -Friday  
5:05 a.m. - 10:00 a.m.

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

Closed Sunday

## 8 Food Safety Tips for BBQs and Picnics



Fresh air and exercise, friends and family, and coolers of favorite homemade dishes are the ingredients for a happy summer party.

But warmer temperatures help bacteria grow, so it's more important than ever to practice food safety during the hot summer months.

Keep your food from spoiling by following these safety tips from the US Department of Agriculture:

- Wash hands, utensils, containers, and work surfaces before handling food to prevent harmful bacteria from spreading.

- Marinate foods in advance, in the refrigerator using a glass or plastic food-safe container.
- Foods that need to be kept cold include raw meat, poultry, and seafood; deli and luncheon meats or sandwiches; summer salads (tuna, chicken, egg, pasta, or seafood); cut-up fruit and vegetables, and perishable dairy products.
- Keep cold food in an insulated cooler with plenty of ice or frozen gel packs. Transport the cooler in the passenger area of your car, not in the hot trunk. At the picnic site, cover the cooler with a blanket and place it in the shade.
- Throw out leftovers that have been sitting out for more than 1 hour.
- Bring hand sanitizer if your picnic site doesn't have hand-washing facilities.

The USDA FoodKeeper app for [Android](#) and [Apple](#) devices offers storage and cooking tips for hundreds of food and beverage items.

# Reduced Fares - Senior, Military, Disabled Persons

Reduced Fares are available to eligible Senior, Military, and Disabled passengers whether purchased online or at an Ticket Agent location.

Reduced Fares are 50% off Adult Fare prices.

To purchase a Reduced Fare online, follow these steps:

- ♦ Go to [www.transbridgelines.com](http://www.transbridgelines.com).
- ♦ In the ticket purchase box, click 'One Way' or 'Round Trip' and choose your departure, destination, and date of travel.
- ♦ Under the 'Passenger' field, choose the Senior, Military, or Disabled box and the number of tickets you require. Please set the Adult passenger count to zero to avoid purchasing that fare.
- ♦ Click 'Search' and follow the prompts for booking travel.

When you reach the payment page, you will be charged the Reduced Fare, along with a \$2.00 processing fee.

The senior fare is available to anyone aged 62 and older with the proper ID. When boarding the bus with your online ticket, be sure to have your ID available.

Senior Citizens (62 and older)- show one of the following:

- ♦ Driver's License, Passport, or Birth Certificate State-Issued
- ♦ Non-Driver's ID (issued by State's Department of Motor Vehicles)

- ♦ Medicaid or Medicare ID
- ♦ NJ Transit Reduced Fare ID Card

- ♦ Military ID

Senior Citizens (65 and older)- show one of the following:

- ♦ Driver's License, Passport, or Birth Certificate State-Issued
- ♦ Non-Driver's ID (issued by State's Department of Motor Vehicles)

- ♦ Medicaid or Medicare ID
- ♦ NJ Transit Reduced Fare ID Card
- ♦ Pennsylvania Senior Citizen Transit ID or PACE card

- ♦ MTA Reduced Fare Card

- ♦ PATH Senior Fare Card

Persons with disabilities must present a New Jersey Transit Reduced Fare ID or Medicare Card to obtain a reduced fare.

Military personnel and their dependents must present a valid military or military-dependent ID card. Eligible personnel includes Active Duty, Reserve, and National Guard, and those with an official "Retired" status from the Army, Navy, Air Force, Marines, or Coast Guard.

Veterans with service-connected disabilities may present a valid Veterans Affairs (VA) card which indicates "service-connected".



[VIEW COMMUTER FARES >](#)

Commuter Fares will remain unchanged for August.

## Going on a Cruise?

We offers Pier Transportation to the Manhattan Cruise Terminal and Cape Liberty Cruise Port in Bayonne, New Jersey!

[VIEW PIER INFORMATION >](#)



## Q: How will I know my bus is late if you don't notify me?!

A: Trans-Bridge Lines makes every effort to make passenger's aware of situations that are causing delays. We will post service delays on [Twitter](#) and encourage passengers to use our Bus Tracking App which is available through Apple App Store and Google Play [HERE](#). This app gives passengers a real-time location of their bus and an estimated time of arrival based on its current location.

When a significant situation occurs, we will also alert passengers via email, [website Alerts](#), and our other social media platforms- [Facebook](#), [Instagram](#), and [LinkedIn](#).

## Stay Connected!

- @TransBridgeBus
- @TransBridgeLines
- @TransBridgeBus
- Trans-Bridge Lines, Inc.
- 610-868-6001
- webmaster@transbridgelines.com
- 2012 Industrial Dr. Bethlehem, PA 18040

## Ideas to Make the Most of Your Travel Time

Spending your trip to work staring out the window or scrolling social media? It doesn't have to be that way!

We've rounded up some ideas for what you can do during your commute that doesn't involve scrolling through TikTok.

1. Read a Book or Listen to an audiobook.
2. Listen to Podcasts.
3. Learn a New Skill - Brush up on skills like leadership, graphic design, or storytelling by doing an online course on the topic.
4. Learn a Language - Consider language-learning apps like Duolingo, or Babbel. You could also buy books or review with flashcards.
5. Connect with a Friend or Family Member- Consider texting or emailing a friend or family member for a quiet way to chat while riding the bus.
6. Network - Connect with colleagues and people in your industry. Scroll through LinkedIn or Twitter and chat to people in your field, and research conferences or networking events in your area.
7. Write a To-Do List - Get ahead for the workday!
8. Think About a Big Problem - It's no coincidence that people often have their greatest ideas while in the shower or out on a run. Use your travel time to think through a tricky report you're writing, a big decision you need to make, or a problem you're trying to solve at work.



## Multi-Day Casino Tours!



### NIAGARA FALLS, NY

Seneca Niagara Resort & Casino  
August 28 (Mon) – 30 (Wed)  
3 Day Tour

\$30 in food credit at Casino, 1 Lunch  
\$804 Single | \$586 Double | \$578 Triple



Includes: Sonnenberg Gardens & Mansion State Historic Park, Seneca Niagara Resort & Casino, Maid of the Mist, Cave of the Winds, Niagara Falls Trolley, and New York Power Authority and Niagara Power Vista.

### BEST OF BOSTON

featuring ENCORE BOSTON HARBOR  
October 2 (Mon) – 4 (Wed)  
3 Day Tour

(2) \$20 Meal Vouchers at Casino  
\$40 Slot Free Credit at Casino  
\$875 Single | \$650 Double  
\$575 Triple | \$540 Quad

Includes: Olde Mystic Village, Encore Boston Harbor & Casino – a Wynn Resort, Guided Tour of Boston, Cambridge, & Lexington & Concord, Faneuil Hall/Quincy Market, Boston Harbor Cruise, and Fenway Park Tour.



## One-Day Casino Tours!

RESORTS CASINO HOTEL / CAESARS HOTEL & CASINO

\$60 pp Bonus: \$30 Slot Play  
August 26 (Sat) & September 2 (Sat)



Casino Bonuses are subject to change without notice. You must be 21 years of age or older and provide a valid Government – Issued Photo ID to receive a bonus and players card. Trans-Bridge Tours, Inc. has no control over the amounts offered or received.

## One-Day Tours - July through December

Gettysburg Battlefield Tour .....	Aug 21 (Mon) .....	\$103 Adult
“Mystery” at Magic & Wonder Theater .....	Aug 29 (Tue) .....	\$129 Adult
Ellis Island & Statue of Liberty .....	Sep 18 (Mon) .....	\$99 Adult
“Moses” at Sight & Sound Millennium Theatre .....	Sep 20 (Wed) .....	\$158 Adult
Fall Foliage Train Ride & Waterfront at Silver Birches .....	Sep 27 (Wed) .....	\$124 Adult
9/11 Memorial & Museum .....	Oct 1 (Sun) .....	\$106 Adult
Washington, DC- Fall Day at the Capitol .....	Oct 7 (Sat) .....	\$87 Adult
Lake Tobias Wildlife Park & Safari .....	Oct 8 (Sun) .....	\$89 Adult
Jimmy Buffet’s “Escape to Margaritaville” at Dutch Apple Dinner Theatre .....	Nov 4 (Sat) .....	\$137 Adult
“Miracle of Christmas” at Sight & Sound Millennium Theatre .....	Nov 29 (Wed) .....	\$158 Adult
Pennsylvania Christmas & Gift Show .....	Nov 30 (Thu) .....	\$77 Adult
Longwood Gardens Christmas .....	Dec 3 (Sun) .....	\$104 Adult
American Music Theater – The First Noel .....	Dec 9 (Sat) .....	\$146 Adult

*Everyone’s Favorite Show is Back! Now accepting reservations!*

Radio City Christmas Spectacular .....	Nov 30 (Thu) or Dec 6 (Wed) .....	\$154 Adult
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To make reservations, click [HERE](#) or call 610-868-6001