



# COMMUTER NEWSLETTER

MARCH 2023

## ANNOUNCEMENT: Reservations to begin April 3!

We are proceeding with plans to begin reserved bus runs and are excited to begin on Monday, April 3, with our Doylestown/Flemington Schedules. Once our passengers are accustomed to working within the perimeters of reservation-based bookings on this schedule, we will add our Wall Street Schedules, and ultimately the Allentown/Clinton Schedules.

Our staff has identified the areas of our policies and procedures which will need updating as a result of this change. This includes terms of use for One-Way and Round-Trip passes, how we will handle standby passengers, and rules for rescheduling tickets. All changes will be updated on the website and shared with passengers as they are completed.

Under a reservation system, it will be necessary for all passengers to be booked on the exact run, day, and location points they intend to use. Passengers will not be permitted to board the bus if their pass does not match the run they are attempting to board. In that case, they will need to step aside, **sign into their account**, and reschedule their ticket before getting back in line to board the bus once again. Bus departures will not be delayed while a passenger reschedules tickets, as we must adhere to our time schedules as closely as possible.

This being said, we want everyone to understand that we will be flexible with our passengers during this transition. We realize our passengers went through a change with the debut of our online ticketing system, which was a learning experience for everyone. We are committed to working with our passengers as we enter into this next phase.

In order to prepare yourself for traveling with us under a reservation-based system, please be mindful of these key points:

- Schedule your pass for the exact run you are taking.
- Reservations offer confirmed seating on the bus, but not a particular seat.
- If you cannot make your scheduled run, you are expected to reschedule the ticket or it becomes null and void after the original run date. (There will be an extended grace period during this transition period, however, One-Way and Round-Trip tickets will no longer be valid for six months.)
- Commuter Passes will still be afforded unlimited reschedulings without processing fees. If a commuter does not reschedule a booked boarding pass within 16 hours of their original booking, they will need to

contact our Customer Service Department for assistance at 610-868-6001. Note: Our office is not open on weekends.

- Commuter Passes will continue to be valid for the same periods of time, depending on the number of trips purchased.
  - 30 calendar days on 10 and 20-trip passes.
  - 33 calendar days on 30-trip passes.
  - 34 calendar days on 40-trip passes.
- Standby passengers arriving without a ticket will have the opportunity to purchase their ticket online via their smartphone if there is seat availability after boarding booked passengers. Otherwise, they will need to purchase a ticket for the next available bus.

We sincerely thank our passengers for their patience and cooperation during this change.

*"We are keeping the flexibility and convenience that our passengers are accustomed to," said Jim JeBran, Vice President/Treasurer of Trans-Bridge Lines. "We are just taking away the worry of getting a seat on the bus. Reservations, along with online ticketing, will provide a smooth travel experience."*



Beginning Monday, March 6, we moved our Allentown stop from the, now-closed, Allentown Bus Terminal to the Allentown Transportation Center (ATC), located at 603 Linden Street.

Drop-off and pick-ups are operating from Platform C.

[VIEW OUR PRESS RELEASE >](#)

### Ticket Sales at ATC

Passengers may purchase tickets at the Allentown Transportation Center via the LANTA ticket window located across from Platform B near Dunkin'.

The ticket window is open Monday through Friday from 8:00 a.m. to 5:00 p.m. and is staffed by LANTA employees who will sell Trans-Bridge Lines tickets on our behalf.



### Attention Wall Street Commuters

Beginning April 3 our drop-off location at the northeast corner of Broad and Water Streets will be relocated to the southeast corner.

The New York City Department

of Transportation has mandated this change through approximately December 2025 due to construction in the area.

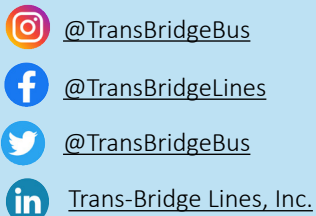
Thank you for your patience and cooperation during this time.



[VIEW APRIL COMMUTER FARES >](#)

Commuter Fares will remain unchanged for the month of April.

## TRANS-BRIDGE LINES



Effective March 2, 2023, the Bagel Garden in Branchburg, NJ, no longer sells Trans-Bridge Lines tickets.

Passengers should make purchases online or at another other Authorized Ticket Agent locations.

The Lehigh Valley Airport began operating with new hours on February 25 as follows:

Monday – Thursday  
3:45 a.m. – 8:45 a.m.  
1:45 a.m. – 2:45 p.m.

Friday  
3:45 a.m. – 8:45 a.m.  
9:45 a.m. – 2:45 p.m.

Saturday & Sunday  
6:45 a.m. – 11:45 a.m.



## EMAIL



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 booked my travel for today, but I want to go tomorrow instead? Can you change my ticket?**

**A:** Passengers can and should get used to managing their travel for themselves by signing into their accounts and following prompts to cancel and reschedule travel. We offer step-by-step

instructions on our **Online Ticketing FAQs page** for those who need assistance.

Note: If you wish to reschedule travel and your original travel date has already passed, that is an instance in which you will need to contact our Customer Service Department (610-868-6001) to make the change. This is because once your travel date has passed, the online ticketing system will deem your boarding pass expired and null and void.

Although commuters are afforded unlimited rescheduling changes on their passes without incurring fees, when a scheduled pass isn't used, there is a 16-hour time frame for rescheduling without the need to call for assistance before the system deems those tickets as expired.

Why is this important? When we convert to a reservation-based system, which will begin April 3 on our Doylestown/Flemington Schedules, we require that passengers be booked on the exact run, day, and location they intend to use or they will not be permitted to board. They will need to reschedule to the appropriate run if there is availability or reschedule to the next available run time.

All One-Way and Round-trip tickets will no longer be valid for six months use. They will become null and void if not used on the scheduled day and time. We understand there will be a learning curve during the beginning stages of reservations, and we will be flexible on these rules as our passengers become acclimated to them. Please understand we will work together with our passengers during this transition.



Did you know we provide an online Maintenance Request Form for reporting any maintenance-related issues you find while on-board our buses? The form is sent directly to our Maintenance Department, ensuring repairs are done as quickly as possible.

All other questions and concerns should be directed to [webmaster@transbridgelines.com](mailto:webmaster@transbridgelines.com).

## Easter Schedule

Trans-Bridge Lines will run normal schedules for Easter Sunday, April 9.

On Good Friday, April 7, there will be no Wall Street Service. (Runs 401 and 400).

In addition, Run 105 and 120, will not run on the Allentown/Clinnton/New York Schedules.

Enjoy the holiday!



## Reminder

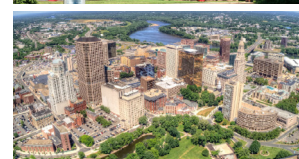
Please be sure that your entire QR code is visible for the driver to scan. If you are presenting a screenshot of your pass, also please ensure it is clear and not blurry. Unclear or cut off QR codes will not scan properly for the driver.

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

## Featured June Tour! - Charming Connecticut: A Castle, The Capitol & Mark Twain



June 13 (Tue) – 15 (Thu)  
3 Day Tour / 5 Meals  
\$807 Single / \$681 / Double  
\$635 Triple / \$610 Quad



Includes:

- Mystery Tour of Hartford - Connecticut State House Tour
- Blue Back Square - Mark Twain House & Museum
- Gillette Castle State Park - Goodspeed Opera House Show "Gypsy"



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