



COMMUTER NEWSLETTER

MAY 2023

When Can I and When Can't I Reschedule My Bus Ticket?!

This is a good and completely valid question. With the Doylestown/Flemington Schedule already converted to reservation-only service and the differences between Commuter Pass tickets and One-Way and Round-Trip tickets, things can get confusing quickly!

Here's the lowdown on how to reschedule tickets and why you may not have the ability to do so at times.

- **WHO NEEDS TO RESCHEDULE A TICKET?**
- **CAN I PRESENT THE ORIGINAL TICKET FOR ANOTHER TIME OR DAY?**

In a reservation-based system, all booked tickets are confirmed for the run, time, and day you have chosen. If you need to take an alternate route, you must reschedule your original ticket or purchase a new one. Passengers will not be boarded without the proper ticket. Although not all schedules have made the conversion to reservations yet, they will be in the near future, so it is highly recommended that all passengers get into the habit of having the proper ticket in order to be prepared for that eventuality.

For the time being, we are being flexible in accepting tickets on alternate runs and we understand that certain circumstances may arise which may call for modifications but these modifications will be limited to emergency situations involving inclement weather, mechanical issues and the like and will be handled as the need arises.

- **OK, SO I TRIED TO RESCHEDULE MY TICKET. THE SYSTEM WOULDN'T LET ME. YOUR SYSTEM IS BROKEN.**

The system is not broken. The system is programmed to view tickets as expired once the original date of travel has passed and cannot be rescheduled without the assistance



of our Customer Service Department. Once a passenger knows they aren't going to make their originally scheduled run, they should sign in to their account and either cancel or reschedule that boarding pass prior to departure date and time or purchase a new ticket. Rescheduling a One-Way or Round-Trip ticket online will incur a \$2.00 processing fee per ticket.

For Commuter Pass holders, you are granted up to 16 hours after a missed run to reschedule your boarding pass to another run. This allowance is made for workers who may get caught late at work or have some other emergency at their jobs requiring them to change their ticket last minute or after their usual run time. After that 16 hour allowance has passed, the passenger should schedule another Commuter Pass and contact our Customer Service Department to put the 'expired' ticket back into their pass for use.

All One-Way and Round-Trip tickets remain valid for six months until all schedules are fully converted. At that time, tickets will be valid only for the day and time they are scheduled for unless they are rescheduled to another run or day. Commuter Pass will remain valid for 30-days as usual with an extra three days granted on a 30-trip pass and an extra four days on a 40-trip pass.

Instructions for rescheduling Commuter Pass tickets and One-Way and Round-Trip tickets may be found on our website at www.transbridgelines.com under 'Online Ticketing FAQs'.

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[VIEW JUNE COMMUTER FARES >](#)

Commuter Fares will remain unchanged for the month of June.



MEMORIAL DAY SCHEDULES

Trans-Bridge Lines will operate with regular schedules on Saturday, May 27, and Sunday, May 28, 2023.

On Monday, May 29, we will run Saturday schedules.

Please check any booked tickets for May 29 to ensure your run is operating.

If you need to reschedule your ticket, please sign in to your account and follow the prompts or call our Customer Service Department at 610-868-6001 for assistance.

[VIEW HOLIDAY SCHEDULES >](#)

NEW RUN NUMBERS!

Effective Wednesday, May 31 on Allentown/Clinton/New York Schedules

In order to be consistent with our schedules, we have renumbered most runs on our Allentown/Clinton/New York Sched-

-ules. **This will be effective beginning Wednesday, May 31.**

Please note that some numbers will remain the same, and some will be the same but correspond to different routes. Please be mindful of your new run number for the route you use. If you already have a ticket with an old run

number, our ticketing system will automatically update it to the new run number for travel on May 31 and onwards.

[VIEW RUN NUMBER CONVERSION CHART >](#)

[VIEW FULL SCHEDULES WITH NEW NUMBERS >](#)

RESCHEDULING TICKETS

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- I HAVE A COMMUTER PASS. HOW DO I RESCHEDULE A TICKET WHICH IS ALREADY SCHEDULED?**

Commuter Pass holders, as well as regular One-Way and Round-Trip ticket holders, can sign into their account and click the 'My Trips' tab from the top menu. Click 'View Ride' on the bus ticket you wish to change, then Reschedule. Follow the prompts to change the ticket to another day, time, and run.

- I NEED TO RESCHEDULE MY BOARDING PASS, BUT I DON'T KNOW WHAT ALTERNATE BUS I WILL TAKE. WHAT DO I DO?**

If you are a Commuter and need to reschedule but do not know when you will take the bus, you should cancel the run you know you aren't using. This allows the seat on the bus to open up for sale in a reservation-based system.

Sign in to your account, click 'My Trips' and 'View Ride' next to the boarding pass you wish to modify.

Simply click the 'Cancel' button and that ride will be applied back to your Commuter Pass for scheduling once you know the day, run, and time you will take.

For One-Way and Round-Trip tickets, the process would be the same as for a Commuter. However, when a One-Way or Round-Trip ticket is cancelled, a credit for the fare paid will be applied to the passenger's account until travel is scheduled again. When the passenger purchases a new ticket, the credit balance will be applied to the total on the checkout page of the transaction.

Please note: In any scenario, if you attempt to cancel a ticket after the original travel date has passed, you will be required to contact our Customer Service Department at 610-868-6001 for assistance as the ticketing system will deem the ticket as expired.

- WILL THERE BE CHANGES FOR RESCHEDULING ONCE ALL SCHEDULES CONVERT TO RESERVATIONS?**

Yes. Once all of our schedules are converted and we are fully transitioned to a reservations-only system, tickets will no longer be valid for six months on regular One-Way and Round-Trip tickets. They

will be valid for the date of travel only unless they are rescheduled before the travel date and time. A reservation confirms a seat on the bus you are taking. Allowing the cancelling or rescheduling of a ticket after the date of travel, will result in the inability to resell the ticket you did not use, representing a loss of bus ticket sales for our company which is not a feasible business practice. Therefore, if a One-Way or Round-Trip ticket is not cancelled or rescheduled before the original date of travel, it will be considered expired and null and void. A new ticket purchase will be necessary.

Commuter Passes will be valid for their usual times frame of 30 days with three extra days on a 30-trip pass and four extra days on a 40-trip pass. Commuter will have 16 hours after a missed run to rescheduled their boarding pass before it is considered null and void and unusable. Again, booking a run and having a confirmed seat and then not using that ticket will result in the inability to resell the ticket you did not use, representing a loss of bus ticket sales for our company which is not a feasible business practice.

As we reach point of full reservation transition, this information will be repeated thoroughly to inform our passengers of our new policies.



Cape Liberty Services Returns!

Trans-Bridge Lines is resuming Pier Transportation to the Cape Liberty Cruise Port beginning Monday, June 5!

To reserve pier service, please call 610-868-6001, ext. 93, Monday through Friday, 8:00 a.m. to 5:00 p.m.

[VIEW PIER INFORMATION >](#)



Ensuring A Smooth Boarding Experience

Trans-Bridge Lines understands the importance of efficiently boarding the bus to stay on a tight time schedule.

Whether you print your tickets on paper or present them electronically, please ensure the entire QR code on your ticket is visible for

the driver to scan. If the code is cut off or is a blurry screen shot, it will not scan properly. This can cause delays or result in your boarding pass not being honored.

Thank you for your diligence and cooperation!

NEW SCHEDULES NEW LOOK

We will have new schedule changes effective Monday, June 5. We will be adding two new eastbound and westbound runs on our Allentown/Clinton/New York Schedules, as well as several time and stop location adjustments.

On our Doylestown/Flemington Schedule, we are adding weekend service once again! This will consist of one eastbound and westbound run.

Attention Wall Street passengers! We have included an additional eastbound and westbound run to the schedule to accommodate at slightly later arrival to the area and a later departure in the afternoon.

Using newly renumbered runs, we have also updated the look of our schedules for easier reading.

The new schedules will be posted and communicated soon.



Congratulation Graduates!

Thank you to those who have traveled to and from their schools, colleges, and universities with us!

Best of luck!



ANIMAL POLICY

Trans-Bridge Lines does not permit pets on our buses. Only service animals will be transported as defined by the U.S. Dept. of Justice. All other animals are prohibited, including emotional support animals.

When we transport service animals, in accordance with the Americans with Disabilities Act (ADA) guidelines, they must remain on the floor, and cannot block the aisle. The passenger must keep his or her service animal under control at all times. The service animal must be on a leash, harness, or other tethers, or in an animal carrier.

Stay Connected!

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610-868-6001

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2012 Industrial Dr.
Bethlehem, PA 18040

Featured Multi-Day Tour

CHARLESTON & SAVANNAH

Southern Charm

June 25 (Sun) – July 1 (Sat)

7 Day Tour | 10 Meals

\$2,207 Single | \$1,595 Double

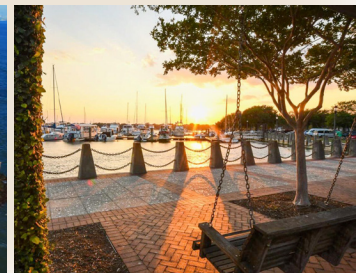
\$1,410 Triple | \$1,316 Quad



Includes:

- Magnolia Plantation & Gardens- Plantation Tour & Tram Ride
- Palmetto Carriage Works Carriage Ride through Charleston
- Charleston City Market
- Fort Sumter Cruise & Tour
- Davenport Home & Museum
- Old Savannah Historic Overview Trolley Tour
- Trolley Hop On/ Hop Off privileges
- Show at Savannah Theater
- Guided tour of Beaufort

- Accommodations include:
Hampton Inn - Dunn, NC
Hilton Garden Inn Charleston/Mt. Pleasant, SC
Hilton Garden Inn Savannah Historic District, GA
- Meals included at:
Hyman's Seafood Restaurant
Pirates House
Paula Dean's Lady & Sons



One-Day Tours - June through September

Bronx Zoo	June 11 (Sun)	\$102 Adult
Cape May Land & Sea	June 17 (Sat)	\$123 Adult
"Elvis the Musical" at Dutch Apple Dinner Theatre	June 21 (Wed)	\$137 Adult
Longwood Gardens - Festival of Fountains	June 24 (Sat)	\$93 Adult
Point Pleasant, NJ & Jenkinson's Aquarium	July 11 (Tue)	\$94 Adult
Philadelphia Zoo & Adventure Aquarium	July 15 (Sat)	\$109 Adult
River Lady Cruise & Smithville Village	July 26 (Wed)	\$144 Adult
Coney Island – Free Time on Own	July 31 (Mon)	\$79 Adult
The Franklin Institute with Disney 100: The Exhibition	Aug 14 (Mon)	\$116 Adult
Atlantic City Air Show - Thunder Over the Boardwalk	Aug 16 (Wed)	\$98 Adult
Bronx Zoo	Aug 19 (Sat)	\$102 Adult
Gettysburg Battlefield Tour	Aug 21 (Mon)	\$103 Adult
"Mystery" at Magic & Wonder Theater	Aug 29 (Tue)	\$129 Adult
Circle Line Cruise & Little Italy	Aug 31 (Thu)	\$119 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