



OCTOBER 2022

COMMUTER NEWSLETTER

DRIVER SHORTAGE!

During the past few weeks, we have been forced to cancel runs due to a lack of available drivers. Our shortage of drivers, which is a challenge for the entire bus and trucking industry, is further exasperated when we have call offs. It takes all of our motorcoach drivers to complete our scheduled routes. Losing even one can present an obstacle for our team in getting that driver's route covered.

We understand that our passengers are counting on us to provide the service they need and we are frustrated when that becomes compromised. We don't want our passengers wondering if they will have a bus to get to work or if they will get home in the afternoon or evening.

We are leasing service from other bus companies, when they have availability, in an attempt to avoid cancelling runs. We are actively recruiting to fill driver positions. Our management team are adding incentives to draw in applicants, and our entire team of employees are committed to getting us to where we need to be.

We know you are angry with us and that our reputation for quality service is being questioned. However, our commitment to our customers is stronger than ever. We are exploring every avenue we can to be a competitive employer in order to

attract and retain quality employees. We want to increase our routes and get our schedules more robust once again.

Our latest schedules changes, effective October 17, are presented with the goal of offering the most service we can right now, that serves the most amount of people. We have made some hard decisions in eliminating runs that carried few people in order to run routes passengers need. We have paired down our offerings to the maximum we can handle at this time, essentially taking our service down to the core routes that are essential for our customers. We are not going to make everyone happy and we understand that. This isn't a position we choose to be in - we can only react with smart choices and thoughtful decisions.

Rest assured, we are not going out of business as some have inquired. We are facing a series of exceptional issues and as we have proven in our 81 years of service, we will get through it, add back service as we can, and keep people moving as we always have.

So, besides filling motorcoach drivers positions, what are the exceptional issues? Like most every business in every industry, we have several in-

house positions available that are proving difficult to fill. These include bus cleaners, customer service representatives, driver supervisors, mechanics, and human resources personnel. In addition, diesel fuel costs are at incredulous levels with this week's costs (October 10-14) averaging at \$6.25 per gallon! Although we are well-aware that customers feel they are paying too much in fare costs, we have not increased Commuter Fares over the last six months and regular fares increased in April 2022 after a year and a half without any rise in price.

Whether you're a work commuter, travel regularly for leisure, or have important appointments for which you use our service, we appreciate you. We are sharing all our news, good and not-so-good, with you regularly. You know of our struggles, our new technology, our costs, and we answer your questions personally and on a case-by-case basis. We care about our company, our employees, and most certainly our customers.

[VIEW ARTICLE FEATURING THE NATIONWIDE DRIVER SHORTAGE >](#)

TRANS-BRIDGE LINES

@TransBridgeBus

@TransBridgeLines

@TransBridgeBus

Trans-Bridge Lines, Inc.

[VIEW NOVEMBER COMMUTER FARES >](#)

Commuter Fares remain unchanged for the month of November.

The Clinton Park and Ride ticket office will operate with the following hours until further notice:

Monday through Friday
4:35 a.m. to 9:50 a.m.
There will be no afternoon hours.

Saturday & Sunday
7:50 a.m. to 12:40 p.m.



Online Ticketing & New Point of Sale Systems

In order to assist our customers with online ticketing and as another way to share information on new point of sale systems at our Authorized Ticket Agent locations, we have created an **Online Ticketing FAQs page** featuring frequently asked questions for online and in-person purchases.

[VIEW THE FAQs PAGE >](#)

We will also continue to share information on these monthly Commuter Newsletters.

As we receive inquiries, concerns, and comments, we will continue to add useful information to this page. If there is anything you have a question about or if you are unsure how to do something within the system, please email webmaster@transbridgelines.com and we will be sure to answer your question and share a 'how to' on the [FAQs page](#).



Online ticketing is a feature on our website which had been requested for quite some time by our passengers and is offered as a convenience. A fee is included for the convenience of this service, and the pricing structure is in place by our technology vendor. The processing fee is much like you would expect to pay when purchasing online movie and concert tickets. To avoid this fee, passengers may opt to visit one of our Authorized Ticket Agents to make their purchase. Purchasing tickets at a ticket agent location does not incur a fee.

The online fee schedule for online purchases is as follows:

- Each One-Way ticket will incur a \$2.00 fee upon purchase
- Each Round-Trip ticket will incur a \$4.00 fee upon purchase
- Rescheduling tickets will incur a \$2.00 fee upon changing the details of your travels
- Commuter Pass purchases will incur a \$4.00 fee upon purchase
- Managing boarding passes/scheduling travel for a Commuter Pass will not incur a fee

SCHEDULE CHANGES



Effective Monday, October 17

Trans-Bridge Lines will have schedule changes effecting our Allentown/Clinton/New York Schedules, Doylestown/Flemington Schedules, and Newark Airport Schedules effective **Monday, October 17:**

DAILY – Allentown/Clinton Eastbound to New York Schedule:

- Run 81 is cancelled – All passengers please use Run 85
- Run 601 is cancelled
- Run 83 is cancelled – Easton passengers, please use Run 85 at 4:30 a.m., Clinton passengers, please use Run 603 at 4:45 a.m.
- Run 85 is now Monday-Friday service
- Run 603 is now Monday-Friday service

WEEKEND: Allentown/Clinton Eastbound to New York Schedule:

- Run 207 is cancelled
- Run 205 will now have additional stops from Run 207
- Run 243 – New added service with departures beginning at the Allentown Bus Terminal at 3:00 p.m.

Allentown/Clinton Westbound from New York Schedule:

- Run 94 – The Bethlehem Transportation Center stop is eliminated from this run
- Run 98 is cancelled
- Run 124 will now depart from Gate 4
- Run 132 – The Easton Transportation Center stop is eliminated from this run

Doylestown/Flemington Schedules – Eastbound and Westbound

- All weekend service is cancelled

[VIEW ALL SCHEDULES >](#)

Flu VACCINE FACTS

According to the Centers for Disease Control and Prevention...

5.3 MILLION

FLU ILLNESSES WERE PREVENTED DURING THE 2016–2017 INFLUENZA SEASON



85 MILLION

HOSPITALIZATIONS WERE PREVENTED DURING THE 2016–2017 INFLUENZA SEASON

2.6 MILLION

INFLUENZA-ASSOCIATED MEDICAL VISITS WERE PREVENTED DURING THE 2016–2017 INFLUENZA SEASON



A Word on Decorum

Trans-Bridge Lines acknowledges the frustrations and inconveniences that are passengers are feeling due to cancelled and/or combined runs, bus overloads, and adapting to our new online ticketing and point of sale systems. It is a lot and we understand that you feel the need to vent about that at times. We will listen to your constructive criticism and offer our explanations, whether that be in-person, on the phone or via email.

We expect both our employees and passengers to treat each other with respect and common courtesy. No one should ever use abusive or foul language or threatening behaviors. This will not be tolerated onboard or near our motorcoaches, in dealing with our ticket agents, or via telephone. If anyone has disregard for this expectation you will be denied service and authorities will be called, your phone call will be ended, and your email will not be answered.

Thank you for your cooperation.

DIESEL COSTS

As we mentioned on page one, diesel costs are at alarming rates. We all see the cost of gasoline increasing at the pump, but diesel costs have been skyrocketing over the past six months to unheard of levels. Trans-Bridge Lines gauges these costs on a daily basis. **This week's costs ranged between \$5.74 and \$6.25 per gallon.**

Please know that we are holding our Commuter Fares and not passing these continuous increases onto our passen-



gers. Commuter Fares have held steady for the past six months and there will not be an increase for the month of November.



Our Customer Service team receives email on a variety of topics. We are sharing some of those with you in order to answer questions or concerns you may have as well.

If you're going to cancel my destination, at least be consistent and clear. I shouldn't receive different answers from different people about what's even going on and when departure is.

In the unfortunate event that Trans-Bridge Lines is forced to cancel a run or modify a schedule, our Communications Department will email passengers who booked boarding passes online for the particular runs affected, email our Commuters who are part of our database, publish an Alert on our website, and post to social media (Twitter, Facebook, Instagram and LinkedIn). Notice is also emailed to all of our Authorized Ticket Agents at all of our locations.

Our customers should never rely on other passengers for information, as the details can be erroneously shared. Also avoid asking employees, who do not work for or sell tickets for Trans-Bridge Lines.

During regular hours (7:00 a.m. to 5:30 p.m.), you may call 610-868-6001 to confirm any changes to schedules with our Customer Service Department. During off-peak hours, you may call the number above to reach our Dispatch Department for your inquiries.

favorite fall treats!

Here are the Top Twenty Fall Desserts!
How do your favorites rank?

1. Old Fashioned Apple Pie
2. Apple Cider Doughnuts
3. Apple Dumplings
4. Snickerdoodle Cookies
5. Apple Cobbler
6. Pumpkin Spice Muffins
7. Cranberry Scones
8. Pumpkin Cheesecake Bars
9. Pumpkin Mousse
10. Carrot Cake Cookies
11. Gingerbread Cookie Bars
12. Pumpkin Pie
13. Candy Apples
14. Pumpkin Whoopie Pies
15. Chocolate Chip Pecan Cookies
16. Applesauce Bread
17. Cranberry Turnovers
18. Cinnamon Rolls
19. Sweet Potato Pie
20. Cinnamon Pound Cake



New Breast Cancer Screening Guideline for women with average risk



AGE 40

Talk with your doctor about when to begin screening. **Women should have the opportunity to begin screening** if they choose.



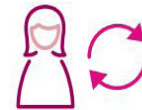
AGE 45

Begin **yearly mammograms** by age 45.



AGE 55

Transition to mammograms **every other year** at age 55 or continue with annual mammography, depending on your preferences.



AGE 55 +

Continue to have regular mammograms for as long as you're in good health.



Need help scheduling your boarding passes and/or need your tickets printed for you? We can help!

Our ticket agents can assist you with scheduling and printing your boarding passes, however, please allow extra time in order for us to work with you.

- Be sure to know your dates and time of travel and have the information ready for the ticket agent. It would be helpful if you wrote your needed runs on a piece of paper to hand the agent for reference.
- Please note that our ticket agent locations converted to their new systems at different times. Some agents are newer to using the technology than others, so they may not be as fast as you may like. Please be patient.
- The agent may ask you to stand aside in order to assist a line of passengers behind you. We cannot delay other passengers.
- You may also call our Customer Service Department at 610-868-6001 for phone assistance. Our representatives can talk you through the process so that you can learn and schedule your passes for yourself in the future.
- You can also refer to our step-by-step instructions on our website [HERE](#).
- All tickets may also be shown electronically to the driver via your cell phone or other device. For this reason, it is recommended that you create an account for easy access to all your boarding passes. If you choose you may use your cell phone to screen shot the tickets and save them as a picture to your cell phone Images folder. Our technology vendor is additionally in the process of adding Apple and Google Wallet to our system for easy electronic ticket storage.