



SEPTEMBER 2022

COMMUTER NEWSLETTER

We Apologize ...

Our actions have upset our passengers and we are sorry. You rely on our company to get you to your jobs and when we are forced to cancel routes, that affects your work schedules. We understand that you have committed yourselves to working in New York City and that commitment comes with accepting a long day. You require extra rest or time to work during your commute. We have always been able to provide that. Our intention is never to add stress to your day.

We find ourselves in a difficult and unprecedented situation. We had expected a decrease in ridership post-pandemic, but we didn't expect that the workforce would decrease so dramatically.

We have all seen the news that there is employee shortages across all industries - we've all seen the 'We're Hiring' banners across office buildings and blinking at us from electronic billboards. Airports are cancelling flights. There isn't enough staff at our favorite restaurants to accommodate diners. You are ringing up and bagging your own grocery order. The list goes on. The bus and trucking industry is affected as well.

We've had many drivers find other work during their COVID-19 layoffs. Others have decided to retire and these open positions are not being replaced easily. As of this writing, we have three interviews for drivers today- and two were no-shows.

It is a typical response to hear things like 'give 'em more money' or 'hire young- get new blood in there!' We often hear, 'just get them hired and get our schedules back on track'. However, it is a process.

First, Trans-Bridge Lines drivers must be aged 23 or older due to insurance



requirements. That eliminates the effectiveness of going to trade schools for hiring events where a large percentage of possible applicants will be too young to recruit.

Second, it is required that drivers have a CDL, Class A or B, preferably with air brakes and passenger endorsement. These are not required for hiring. Without them, candidates will go through our intensive training program to get certified. This is paid training by our company and requires weeks of driver and safety training, including ride alongs with our seasoned drivers to ensure the new employee knows their route and is comfortable. This takes time.

As incentive, we offer sign-on bonuses up to \$3,500, including referral bonuses up to \$1,000. Our drivers are also paid for their down-time in New York City, in addition, to a medical/retirement and vacation plan.

While we are actively recruiting, we are making every attempt to avoid cancelling runs. We are calling fellow bus companies for any backup support they can offer in leasing their buses and drivers to cover runs. Unfortunately, they are experiencing the same scenario in their territories.

We are so sorry that this is happening and this explanation may be little condolence, however, we wanted to share our efforts and emphasize that cancelling runs is not something we do without exhausting all other options.

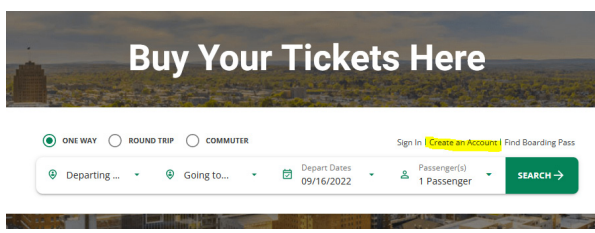
FAQS Online Ticketing FREQUENTLY ASKED QUESTIONS

Why am I required to create an account when purchasing Commuter Book tickets? How do I do that?

When purchasing a 10, 20, 30, or 40-trip Commuter Book online or at any of our authorized ticket agents with new point of sales systems, an account is required. This is to the benefit of the passenger in managing tickets, making future purchases, and storing payment information for quicker checkouts. Having an account allows you to log in and schedule each ticket for the day and time you will travel. This is especially important when we transition to a reservation-based company later in the year. At that time, it will be required that each ticket is booked for the exact run the passenger will travel on or they will not be boarded by the driver. The benefit to the reservation system is that your seat will be guaranteed, making the need to arrive for your departure extra early unnecessary.

So how do you create an account? It's as easy as 1-2-3.

1. Go to www.transbridgelines.com/tickets
2. Click **'Create An Account'**
3. Follow the prompts







TIPS, NOTES, & THINGS TO REMEMBER ...

We recommend setting up your account as soon as possible- even before making your first purchase. Why?

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TRANS-BRIDGE LINES

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[VIEW OCTOBER COMMUTER FARES >](#)

Commuter Fares will remain unchanged for the month of October.



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.

Q: I would like to change the time and date on one of my commuter passes. How do I do that?

A: In order to reschedule one of your commuter tickets for another date and time, log into your account at transbridgelines.com/tickets. Click 'Commuter' from the top menu then 'My Passes'. A list of your boarding passes will be generated, and next to the boarding pass you wish to change, click 'View Ride' then 'Reschedule' to change your travel details.

Always be sure to view your new boarding pass to ensure it is correct. From the boarding pass screen, you may also print your pass or choose to present it to the driver electronically. Alternately, you may wish to screenshot your tickets to your device for presenting to the driver.

The ability to add tickets to Apple or Google Wallet is coming soon.

Creating an account - Online Ticketing

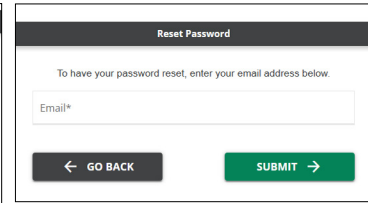
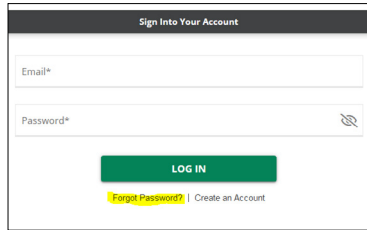
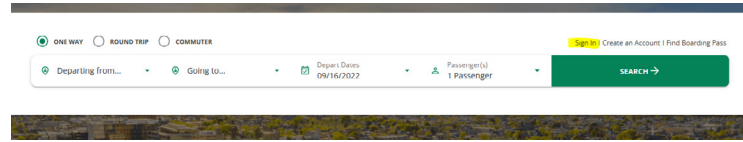
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Creating an online account before purchasing tickets makes the process of buying tickets quicker when you are ready to do so. All your information is already stored. And, if you are purchasing Commuter Book tickets from an **Authorized Ticket Agent**, they can access your account and apply your purchase to your account quickly, streamlining the process.

Please note, if you have not created an account and you make your Commuter Book purchase at an Authorized Ticket Agent, they will need to create one for you. Then, to gain access to your new account, you will need to go to the **sign in page**, click 'Forgot Password', and enter your email address. You will receive an email containing an assigned

password. It is suggested that when you log in with this assigned password, that you then change the password to one of your own choosing. To change your password, log in with the temporary password, choose 'My Account', 'My Profile' and the 'Edit' button next to the password section.

**When purchasing regular One-Way and Round-Trip tickets, creating an account is optional. In these cases, purchases may be done as a 'guest'.*



Reminder

As summer turns to autumn, we will start experiencing cooler temperatures. Everyone has their own personal thresholds for hot and cold. Our motorcoach drivers will make every attempt to maintain a comfortable bus temperature for everyone.

We would like to remind passengers to bring whatever they need to ensure their own level of comfort, whether that be a sweater, hat, fall scarf, small blanket, or warm shoes.

Thank you for your cooperation.



GET IN THE GAME!

PHILADELPHIA EAGLES VS. ...
MINNESOTA VIKINGS
SEPT 19 (MON) - 8:30 PM - \$285

PHILADELPHIA EAGLES VS.
TENNESSEE TITANS
DEC 4 (SUN) - 1:00 PM - \$285

Sections 129 & 131 End Zone
Price includes ticket and transportation.

[VIEW DETAILS](#) Call to reserve - 610-868-6001

 **TRANS-BRIDGE TOURS**



ARE YOU A NEW COMMUTER OR KNOW SOMEONE WHO IS?

Please spread the word. Sign-up for our Commuter Email List. Receive schedule alerts and other important information.

Boarding Location, PABT or Wall Street.



POLICY CHANGE

Effective Friday, September 2, 2022, Trans-Bridge Lines is no longer allow standing passengers on our motorcoaches.