

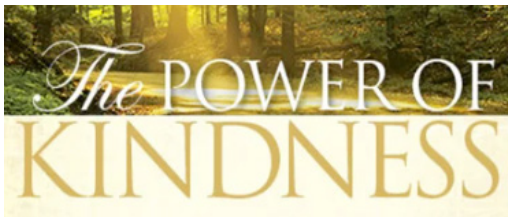


COMMUTER NEWSLETTER



*Daylight Savings
Starts Sunday, March 10!*

Remember to set your clocks ahead one hour Saturday night or Sunday morning the weekend of March 11.



People who work in Customer Service have one of the toughest jobs in the world. Customer Service agents become the unwitting victims of the over-stressed, over-worked and frustrated customers.

Look. We all get angry. We all have bad days. We've all been in some form of a bad mood. That's fine. But if you feel you have been wronged and want to have a situation corrected, please edit your language towards our representatives. You are about to engage in conversation with another human being.

Please make your points in a kind and concise manner. It will go a long way in our reps understanding your situation and being able to provide helpful information and solutions.

This pertains to in-person encounters, telephone conversations, and email correspondence. Screaming, using profanity, emailing in caps, and making unreasonable demands, will not reap positive results. Rather, please be thoughtful, give details, and be clear about your purpose.

No one is perfect and no technology is perfect, but we can work with you to resolve any issues if there are mutual courtesies and respect. It takes the same amount of energy to be nice as it does to be angry. And the bottom line is we all feel a lot better when we're being kind than when we're not.

Ticketing Policies to be Enforced Beginning March 1

When Trans-Bridge Lines transitioned to full reservations on Monday, December 18, we informed our passengers that we would be flexible with ticket use and rescheduling while everyone adjusted to our new procedures.

Now, after two months of operating within the perimeters of reservations, it is time to enforce our rules on ticket use.

What are the rules and how are they different from the past?

All One-Way and Round-Trip tickets are no longer valid for six months. Tickets are valid for the day, time, and run they are scheduled only. Tickets, however, may be rescheduled up to the original departure time. Tickets rescheduled within 30 minutes of the original departure time will be charged \$2 per ticket. Before that, there is no fee to reschedule. After the scheduled departure time, any unused ticket is expired and becomes null and void. There will then be no rescheduling, credits, or refunds permitted.

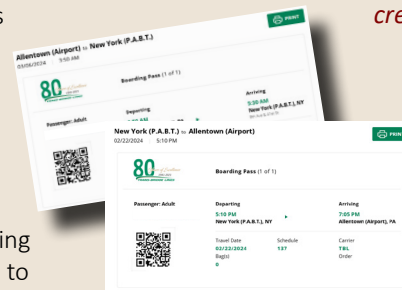
When a ticket is unused but the space is reserved for you on the bus, it represents the loss of a sold seat and is why we do not allow rescheduling,

credits, or refunds.

If a One-Way or Round-Trip ticket holder wishes to cancel their travel before their scheduled travel date and receive credit, they must contact our Customer Service Department at 610-868-6001 for assistance.

For those with Commuter Passes, you are afforded up to 16 hours passed a missed run to reschedule your ticket. There are no rescheduling fees. You may also choose to cancel a scheduled run and that ticket will be added back to your Commuter Pass for scheduling at another time within the Pass' timeframe for use. If you do not cancel or reschedule after the 16 hours, the ticket is null and void and not eligible to be rescheduled, credited, or refunded.

We recognize that there will be exceptions such as allowing tickets to be rescheduled due to run cancellations, and weather events. If any of our passengers feel they have a specific situation which warrants an exception, please contact our Customer Service Department or [email: webmaster@transbridgelines.com](mailto:webmaster@transbridgelines.com) for a possible resolution.



[View All Ticket Information >](#)

WE'RE HIRING!

Know someone looking for a job?

Trans-Bridge Lines has open positions for the following:

CUSTOMER SERVICE
REPRESENTATIVES
JUNIOR ACCOUNTANT
MECHANICS
(2ND & 3RD SHIFTS)
MOTORCOACH DRIVERS

[Apply Online >](#)

Use our online Maintenance Request Form to notify us of any maintenance-related issues you notice onboard our buses.

This form is sent directly to our Maintenance Department, which ensures our making any repairs as quickly as possible.

[View Maintenance Form >](#)

How Our Commuters Spend Time on the Bus

Meet Commuter Carol Heft



Passenger Carol Heft has been taking the bus from Bethlehem to New York City for many years and making landscape drawings during the ride.

Above are some examples of her drawings which she has given us permission to share with you.

With Carol's permission we are

also sharing information on her upcoming exhibition.

If you would like to share the unique way you spend your time commuting with us, please [email webmaster@transbridgelines.com](mailto:webmaster@transbridgelines.com) and you may be featured in an upcoming newsletter!

[View Press Release >](#)

Run 176

As noted on our Allentown/Clinton/New York Schedules, Run 176 will depart from the Port Authority at 8:30 p.m. on Fridays. Monday through Thursday, the run departs at 8:00 p.m.

We have been made aware that the tickets and itinerary reflect the 8:00 p.m. time whenever a passenger makes a Friday purchase. This is causing some confusion and frustration for passengers who believe the run to be departing late from the Port.

We have made an adjustment on our ticketing platform and the correct time will now be reflected on the ticket and itinerary for Run 176F (Friday).

OBJECTIONABLE PERSONS

Trans-Bridge Lines reserves the right to refuse transportation, or eject from the motorcoach, any person under the influence of intoxicating beverages or drugs or one whose conduct may be objectionable to other passengers.

Do The Math ... Is the Bus Commute Worth the Cost?

The below is a breakdown of costs for a commuter who travels to New York City five days a week.

40-Ride Commuter Pass = **Average of \$750 per month**

Average cost to drive a car into Manhattan including gas, parking & tolls = **\$2,116.38**

(This does NOT including the future congestion pricing!)

Source: Commute Solutions

Effective Thursday, February 29

Valparaiso Deli in Lambertville, New Jersey, will no longer be an Authorized Ticket Agent for Trans-Bridge Lines.



Did you know?

We offer transportation to the Manhattan Cruise Terminal and Cape Liberty Cruise Port in Bayonne, NJ?

Reservations are required no later than two weeks in advance.

[View Fares & Itineraries >](#)

Q&A

Q: I bought a Round-Trip ticket and used my first boarding pass without any issue. On my return trip, however, the driver said my ticket was expired! What happened?

A: You appeared to have used your second ticket for the first half of your journey. Therefore, when you presented the first ticket for your return trip, it indicated it was expired/used. The day and time has passed, making the ticket expired and null and void.

All passengers should be careful to present the correct boarding pass for the correct portion of their journey. Always be sure you are using the boarding pass that correlates with the run number booked. If you are unsure that you are presenting the correct portion of your ticket, ask the driver when boarding.

March Holidays

March 10 / Ramadan



March 17 / St. Patrick's Day

March 23 -24 / Purim

March 24 / Palm Sunday

March 29 / Good Friday

We will operate with a modified Friday Schedule.



March 31 / Easter

We will operate our normal Sunday schedules.

PREVIEW 2024

Featured Multi-Day Tours ...



New! **ATLANTIC MARITIMES**
New Brunswick, Prince Edward Island, & Halifax
September 9 (Mon) - 16 (Mon)

Includes: Whale Watching Boat Tour; St. John, NB; Reversing Falls Skywalk; Hopewell Rocks; Charlottetown, PEI; Village Musical Acadien; Bottle Houses; Prince Edward Island National Park; Green Gables Heritage Place; Peggy's Cove Lighthouse; & Tour of Halifax.

11 Meals - \$3,150 Double



New!

MYRTLE BEACH, SC
Sun, Sand & The Grand Strand
April 28 (Sun) - May 3 (Fri)

Includes: Barefoot Landing, Pirates Voyage Dinner & Show, "Iconic" at Alabama Theater, Le Grand Cirque Show at Broadway Theater, Broadway at the Beach, Barefoot Queen Lunch Cruise, & Lewis Ginter Botanical Garden.

9 Meals - \$1,231 Double

THE FABULOUS FINGER LAKES
New York
June 26 (Wed) - 28 (Fri)

Includes: Six Mile Creek Vineyard, "Experience! The Finger Lakes of the Fabulous Falls Above Cayuga Tour", Granger Museum & Carriage House, The Canandaigua Lady Cruise, "It's A Wonderful Life" Museum, & Ventosa Vineyards.

5 Meals - \$757 Double

New!

"ALL WRIGHT ALL DAY"
Buffalo, New York
July 24 (Wed) - 26 (Fri)

Includes: Blue Sky Mausoleum in Forest Lawn Cemetery Tour, Frank Lloyd Wright's Martin House, Guided Tour of Graycliff, Seneca Buffalo Creek Casino, & Corning Museum of Glass.

4 Meals - \$680 Double

New!

A GILDED AGE CHRISTMAS
Newport, Rhode Island
December 5 (Thu) - 7 (Sat)

Includes: Holiday Classic Mansion Tour at Lyndhurst Mansion, Guided Tour of Newport, Holidays at the Newport Mansions, Marble House, Sparkling Lights at the Breakers, The Elms, & Olde Mistick Village.

4 Meals - \$746 Double



Virginia Beach & Norfolk, VA	Apr 17-19	\$689 Double
Featuring Virginia International Military Tattoo		
Best of Chautauqua, NY - Lucy, Laughs & Lakeviews	May 15-17	\$649 Double
Gaylord National Resort Getaway	May 25-26	\$529 Double
Niagara Falls, Ontario, Canada	May 29-31	
		\$865 Double / City View Room
		\$946 Double / Falls View Room
New England Island Hopping	June 3-7	\$1,248 Double
Maryland's Eastern Shore - Horses, History & Harriet Tubman	June 10-12	\$685 Double
Washington, DC	June 21-23	\$704 Double
All Things Vermont	July 9-12	\$928 Double
Best of Boston	July 19-21	\$615 Double
Rocky Coast of Maine & Maine Lobster Festival	July 29-Aug 2	\$1,295 Double
Ocean City, MD	Aug 19-23	
		\$804 Double / Oceanfront Room
		\$751 Double / Side Oceanview Room
New Hampshire Rail & Sail	Aug 27-30	\$1,032 Double
New! Lake Placid, NY - Go For the Gold	Sep 4-6	\$833 Double
Thousand Islands	Sep 20-22	\$762 Double
Pennsylvania Grand Canyon	Sep 25-26	\$460 Double
Niagara Falls, NY - Seneca Niagara Resort & Casino	Sep 29-Oct 1	\$586 Double
Great Estates of the Hudson Valley, NY	Oct 3-4	\$482 Double
Haunted Happenings in New England	Oct 11-13	\$817 Double
Cape Cod & Plymouth, MA - Pilgrims, President & Cranberry Bogs ..	Oct 16-18	\$652 Double
New! Elkins, West Virginia - Music & Rails	Oct 25-27	\$754 Double
Williamsburg, VA - America's Historic Triangle	Nov 14-16	\$670 Double



Twitter: @transbridgetour | Facebook: @TransBridgeTours
Instagram: @transbridgetours | Email | 610-868-6001

