



Monthly Newsletter of Trans-Bridge Lines / March 2025

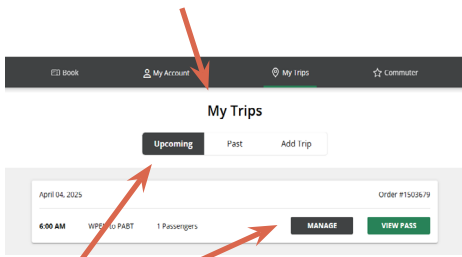


I Need to Reschedule, but Where's My Ticket?

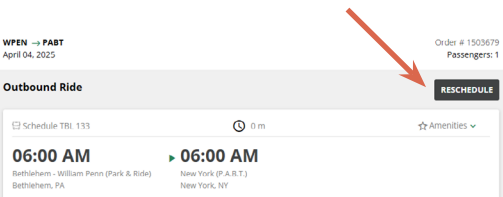
You are a commuter, so you already know that your schedule can be unpredictable. You need a quick way to reschedule bus tickets when you have the need to change to a later or earlier run.

Commuters always have 16 hours passed a missed scheduled departure to reschedule their tickets. But lately we are hearing, "I can't find my ticket! Where did it go?" Here's the facts:

If you wish to change a ticket and the **original departure time has not passed**, you will find your ticket by signing into your account and clicking 'My Trips' from the dashboard page.

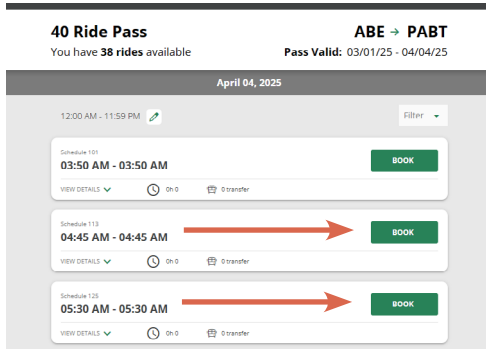


Select 'Upcoming' to view your reserved travel and then 'Manage' next to the boarding pass you wish to change.

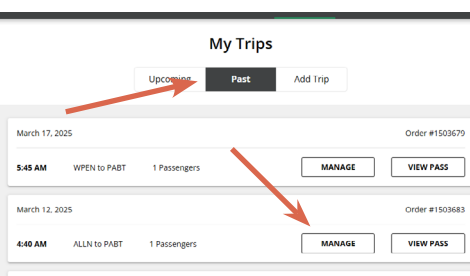


Select 'Reschedule' and follow the prompts to choose your departure and arrival locations, and date of travel. You will be presented with a list of

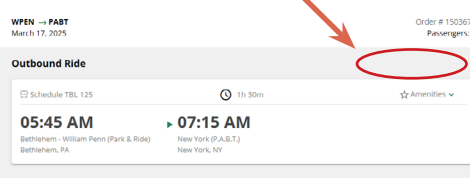
available runs to choose from. Click 'Book' next to your choice to complete the reschedule.



If you wish to change a ticket and the **original departure time has passed**, the process will be the same as above. The exception is that you will find your tickets under 'Past' instead of 'Upcoming' from the 'My Trips' page. Tickets automatically move to this category after the bus departs.



If the 16-hour window to reschedule has passed, you will not be presented with the 'Reschedule' button and your ticket is considered expired. At that point, it will be necessary for you to schedule a new ticket.



Parking

Clinton Park and Ride

Clinton Park and Ride is our busiest stop location. That being said, the lot can fill quickly, especially in the middle of the workweek - Tuesdays, Wednesdays, and Thursdays.

Trans-Bridge Lines does not own the parking lot. It is operated by the New Jersey Department of Transportation and monitored by the Clinton Township Police Department for illegal parking. The lot is intended for commuters and we do not recommend parking there overnight.

We also acknowledge that the lot has been filling up in the morning. Vehicles that shouldn't be using the lot or park incorrectly are being reported and are at risk of being ticketed and/or towed. Incorrectly parked vehicles can make it difficult for drivers to turn the corners of the lot when departing the stop.

We encourage our passengers to arrive early and give themselves ample time to park, gather their things, and line up for the bus. We cannot hold buses and must adhere to our published times wherever we have control to do so. Once a bus driver closes the doors of the bus and is ready to depart, they are not permitted to stop the process for late passengers. This includes waving down the driver while running in between cars.

Please understand that this is not a lack of customer service on our part, but rather a matter of safety and fairness. It is not reasonable to hold a bus of passengers for a few who are late, no matter the circumstances.



NEW FEATURE

Guest Rescheduling

A new feature has been added to the Trans-Bridge Lines' ticketing platform!

For those who buy their bus tickets as a guest and have the need to view, print, or reschedule them, this enhancement provides the means to manage your own travel experience. This is especially important during our non-office hours when there is limited customer service assistance available.

To access and manage a guest purchase:

- ✓ Go to the ticket purchase box on the Home page of TransBridgeLines.com.
- ✓ Select 'Find Boarding Pass'
- ✓ You will be asked if you have an order number. Select the appropriate response. If you do not have your order number, you will need to enter your email address and travel date. If you have an order number, you will enter that information along with your last name. Either method will then take you to the 'Purchase Confirmation' page, which will contain all your details.
- ✓ You have the option to select the 'View Pass' button, the 'Reschedule' button or the 'Resend' button. '

'View Pass' will display your boarding pass with QR code for the driver to scan, or you may print the ticket.

'Reschedule' will prompt you to select new departure and arrival locations and date, and passenger(s) you wish to reschedule. Click 'Search' for a list of run selections, and click 'Book' to complete the rescheduling.

'Resend' will provide an email copy of your ticket confirmation and details, allowing easy access to your ticket(s) from your email service of choice.



Practicing courtesy when boarding and riding the bus seems basic enough. Everyone is coming together for different reasons - you're a driver for Trans-Bridge operating the route, you're a commuter heading to work, you're going to New York City for a day of recreation, or simply taking a short intermediate ride between two local points.

Sharing the experience and cabin space with fellow passengers calls for a sense of respect and courtesy. By practicing kindness and being mindful of others, you can help create a pleasant and comfortable journey for everyone aboard.

Respect Personal Space

Buses can sometimes be crowded, especially at peak commuter hours, making personal space a valuable commodity. If the bus isn't full, avoid sitting next to someone unless necessary. If the seats are filling up, be mindful and make room for others without encroaching on their space. Keep your belongings in overhead compartments and avoid spreading out unnecessarily. If drivers have personal be-

longings on the seats, please inform our office and/or ask them to please allow you to occupy that space. It is our policy that drivers must place their bags, jackets, etc. in the overhead compartments or lower baggage bay.



Keep Noise Levels Down

Conversations, phone calls, and music should all be kept at a reasonable volume. If you're listening to music or watching a video, use headphones to ensure others aren't disturbed. When talking to your seatmate or on the phone, keep your voice to a minimum level, and try to keep calls brief.

Be Mindful of Cleanliness

Avoid leaving trash behind. Dispose of any waste in the designated bins. If you bring water bottles, be cautious to prevent spills that could create a slipping hazard. Practicing good hygiene also contributes to a comfortable ride for all.

Respect Boarding and Seating Protocols

Waiting in line to board in an orderly manner ensures a smooth and efficient process. Allow exiting passengers to do so before stepping on and follow the drivers directions.



Be Patient and Understanding

Delays, traffic, ticket issues, and even a bad day can cause frustration and fuel confrontations. It is a reminder for passengers and employees alike that instead of expressing anger to practice patience. We are dealing with the same circumstances, and remaining calm can contribute to a stress-free atmosphere for everyone.

Personal Issues

If you have an issue that needs a resolution, contact our office. Do not hold up the bus or the driver with individual concerns or use the boarding time to take umbrage with our policies on ticket use. That will only cause frustration and conflict and hold up other passengers. Our Customer Service Department may be reached to resolve all issues by calling 610-868-6001 or 800-962-9135 or emailing webmaster@transbridgelines.com.

Small acts of consideration, make for a positive and enjoyable trip. When passengers travel with mutual respect, the journey becomes more than just reaching a destination.



"Thank you for the help I received this week when I put in the wrong start date for my commuter pass.

The folks in the office fixed it for me right away!"

fyi,

We are aware that the departure and arrival times for some online ticket purchases are being displayed as the same. For example, a 2 p.m. departure displays as a 2 p.m. arrival time as well. This is a display only issue and does not affect the existing itinerary for the run.

Our ticketing vendor is working to resolve this issue promptly.

Thank you to our passengers for sending messages and alerting us of this occurrence. We appreciate your diligence!

Contact Us!



Email: webmaster@transbridgelines.com
610-868-6001 or 800-962-9135
2012 Industrial Drive, Bethlehem, PA 18017

Follow Us on Social Media!



View April Commuter Fares >

Commuter Reminder

All Commuter Pass holders are afforded 16 hours passed a miss run to reschedule boarding passes.

Please do not present the driver with the originally scheduled ticket to board a later bus. Once the original departure time passes, the ticket will be expired and scanning devices will not be able to lift the ticket for use.

The ticket must be rescheduled to use it!

Cash Fares



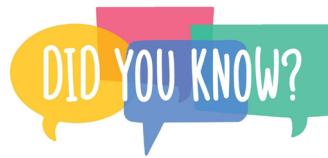
Those passengers opting to pay a Cash Fare to travel should remember to have the exact amount on hand when boarding. Trans-Bridge Lines drivers do not carry monies to make change and passengers will not be reimbursed for the difference between the cost to travel and the amount paid.



We will operate with a modified Friday schedule on April 18, 2025, for the Good Friday holiday.

Easter, Sunday, April 20, 2025, will be a normal Sunday schedule.

View Holiday Schedules [here](#).



Our list of Bus Stops, including maps for each location are available at our website at www.TransBridgeLines.com/schedules-stops/bus-stops



Due to construction in the area of Bridge Street, Trans-Bridge Lines

has suspended pickups at the location until further notice.

Please use Water & Broad Street or Trinity at Rector as alternates.

To view the Wall Street Schedule, click [here](#). To view a map of our Wall Street route, click [here](#).

Split Payments & Transit Cards



Many of our commuters use transit cards to pay for their Commuter Pass purchases. Our online ticketing system allows for split payments using two different cards to cover these costs.

It is important for customers to know exactly how much is on their commuter card and when it is available for use

to avoid card declines and holds on funds.

During checkout, please enter your transit card information first and the amount available on your card for that purchase. The system will process that payment and alert you of the balance. You will then enter your second form of payment for the remainder of the balance.

Note: The ability to pay with up to five forms of payment is in development and will be available soon.

Why was the frog late to work on April Fools' Day? His car got toad. 

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TRANS-BRIDGE TOURS INC.

Tours and Vacation Travel

Featured Multi-Day Tour!



VERMONT

Green Mountain Getaway

June 29 (Sun) – July 2 (Wed), 2025

4 Day Tour / 5 Meals

\$1,565 Single / \$1,249 Double

\$1,165 Triple / \$1,095 Quad

Includes: Hildene - The Lincoln Family Home, Woodcraft Toy Tour, Lake Champlain Boat Ride, Rokeby Museum, Very Vermont Store, President Calvin Coolidge State Historic Site, Vermont Institute of Natural Science, Artisan's Park for tastings at Silo, Harpoon Brewery & Blake Preserves OR Simon Pearce famous artisan's glass blowing, & Star Trek Original Series Set.

Accommodations at Middlebury Inn

[View the itinerary](#)

Adventure Awaits! Reserve now!

