BULLETIN

BULLETIN NO. 030-20   June 30, 2020

TO: All Division of Station Environment and Operations Employees

FROM: David Santoro, Chief Stations Officer, Station Environment and Operations

SUBJECT: NEWLY DESIGNED GENERAL ORDER TRANSFERS: "GO" TICKETS

WHAT'S NEW? General Order Transfers have a new name and new design, but their function remains the same. Effective July 1, 2020, the new, green "GO Ticket" will be issued to customers when specified in a General Order service plan.

The new name and design convey our agency's commitment to keep customers *going* by planning and communicating travel alternatives for them to complete their trip during the times when we need to change service temporarily to perform work to improve the system. The letters "GO" which both convey the abbreviation for "General Order" and read "go" are prominently featured in a modern, green signal, and the ticket's function is now described in a more customer-friendly tone.

- Station Agents will issue and accept GO Tickets transfers when authorization is given through the Division of Station Operations Bulletin or as instructed by the Division of Stations Operation Managers and Supervisors.

- GO Tickets will be issued to fare-paying customers during planned service changes in order to continue their trip on another subway line, bus route or shuttle bus.

- GO Tickets will be accepted on an authorized route during the effective hours of the General Order.

- Station Agents will continue the current process for tracking the total number of "GO Tickets" issued and received.

- Districts will continue to follow the current process for transfer and removal of all expired "GO Tickets."

- Employees are reminded not to confuse the "GO Ticket" with the "Courtesy Pass" which is issued when there's an unplanned service disruption.

A copy of this Bulletin can be obtained from the Station Environment and Operations' Operations Support and Assignment Center (OSAC) located at 130 Livingston Street, 5th Floor, cubicles 5029-5032 or via MTA Today-NYCT.