



Beginning today, you can read the letters addressed to Stakeholders Connections on metro.net. Click on 'We Get Letters' under **Viewpoint** in left-hand column of the Intranet home page to access Letters to Stakeholders on a regular basis. [Click here to read Letters to Stakeholders on metro.net.](#)

Letters are Barometer of Public's Regard for MTA, Stakeholders Editor Says

(Aug. 31, 2001) We get letters – and how! At least that's what Gary Wosk, editor of the MTA's Internet Stakeholders web site, discovered when he offered members of the public another way to express their views on transportation issues.

Now, through Stakeholders "Connections," members of the public can ask questions or comment on topics involving the MTA. Their letters – many complimentary, others critical – are displayed on the "We get Mail" and "Ask the MTA" pages.

"We, as MTA employees, need to know how our agency stands with the public," says Wosk. "Reading the letters the public sends to Stakeholders 'Connections' provides employees with a barometer of public sentiment."

The MTA's Customer Relations/Passenger Relations Department also responds throughout the year to the concerns of thousands of Metro riders who phone, write or send e-mail messages. It remains the agency's primary customer-focused department.

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