

Inbox

M

Mary Jean fuzzyscafe2024@gmail.com May 23, 2024

May 23,
2024,
6:56 PM

to scott.rich

Hello Scott,

Today I was notified that facilities director Nick, placed in an email that he spoke to me 3 times regarding smoke from my Cafe. Let me assure you at NO TIME did I ever have a conversation with Nick regarding smoke.

The fact Nick, your Facilities Director would so boldly present false information is highly concerning to me. This attack on my business and creditability was not taken lightly. In fact I am outraged that such a false and defamatory statement was made that I need to seek action from the Mart to address this matter.

As you are aware no one who works in the Cafe area reported seeing smoke at any time since I have been open in January

For an employee to just fabricate a story raise huge red flags. You should be equally as concerned.

I am now requesting the following information.

Copy of the email from Nick.

Dates and time Nick claims these conversations with me occurred.

Nick was not at the Cafe at all yesterday, I have 24 video cameras. I want the name or names who Nick allegedly is stating complained.

Please see I receive this material promptly. I would like to have a meeting with you and who ever is Nick's boss within 5 working days.

I would appreciate acknowledgement of receipt of this email.

I thank you in advance for your cooperation with this matter.

Mary T. Jean

Mary Jean <fuzzyscafe2024@gmail.com>

----- Forwarded message -----

From: **Rich, Scott <Scott.Rich@mrt.us>**

Date: Fri, May 24, 2024, 9:16 AM

Subject: RE: Inaccurate email by Nick

To: Mary Jean <fuzzyscafe2024@gmail.com>

Cc: Fisher, Bruno <Bruno.Fisher@mrt.us>

Mary,

Good morning. I will investigate this matter and get back to you on what transpired in this situation.

We certainly want to maintain a positive working relationship with all our tenants and value your opinions in this matter.

I am on vacation next week and have cced our Administrator on this email who Mr. Sanatana reports to.

This matter will be looked into, and someone from MART will get back to you.

Have a nice Memorial Day Holiday.

Sincerely,

Scott Rich

Good Afternoon Mary,

I am working with Nick to address any concerns. Please channel any future complaints thru Joaquin – our Security Manager as much as possible, as I have directed him to document any concerns, complaints and issues in our MaintainX reporting system with photos to document the issues. This will ensure we resolve issues quicker and also address any potential staffing issues.

I have also attached a document with the QR code for scanning and entering issues directly into our system if that is easier for you. The system allows you to attach a photo to illustrate the issue being reported which should help expedite the resolution process.

I will be meeting with Scott, Nick and Joaquin to make sure everyone is on the same page with how everything should be addressed going forward. Please let me know if you have any additional concerns.



Bruno J. Fisher

Administrator / CEO

Montachusett Regional Transit Authority

1427R Water Street – Fitchburg, MA 01420

Office: 978.665.2263|Mobile: 978.407.0432

bruno.fisher@mrt.us

www.mrt.us

From: Rich, Scott <Scott.Rich@MRTA.US>

Sent: Wednesday, August 28, 2024 8:23 AM

To: Santana, Nicholas <nsantana@MRTA.US>

Cc: Mary Jean <fuzzyscafe2024@gmail.com>; Fisher, Bruno <Bruno.Fisher@MRTA.US>;

Kilson, Joaquin <Joaquin.Kilson@mrt.us>

Subject: FW: Atrium issue

Nick,

Good morning.

See Mary's concerns about the lack of cleaning in MART's Atrium at the ITC. This issue needs to be taken care of by our maintenance team.

Scott

Scott B. Rich, M.S., ChFC, CLU

Assistant Administrator

Montachusett Regional Transit Authority

1427R Water Street, Fitchburg, MA

01420



From: Mary Jean <fuzzyscafe2024@gmail.com>

Sent: Wednesday, August 28, 2024 7:35 AM

To: Rich, Scott <Scott.Rich@MRTA.US>

Subject: Atrium issue

Caution: This is an external email. Please take care when clicking links or opening attachments. When in doubt, contact your IT Department.

Hi Scott,

I am reaching out with concerns regarding the lack of cleaning in the Atrium. It has been all summer with no day time janitor. I thought it was a hiring issue, however 2 months later nothing has changed.

The floors are very dirty and I believe only cleaned on Sunday. The windows are so bad that I hired a window cleaner to do both inside and outside of the windows inside of My Cafe and the two closet.

I did attempt to address this with the afternoon janitor, his response was less than professional.

Yesterday I had to wash the windows across from me the running drips were present almost three weeks.

Please reach out and let me know how you will address these issues

I have attached the card from the window washer I hired perhaps you can also hire him as something must done to address this issue.

I appreciate your attention to this matter

Thanks,
Mary

Curry, Steve <SCurry@fitchburgma.gov>

to Sean-Michael, me

Jul 16,
2025,
12:31 PM

Good Morning Ms. Jean:

Long story short:

1. If someone lives in the building it falls under the jurisdiction of the "Housing Code" or the Massachusetts State Sanitary Code, specifically 105 CMR 410.000.

There are many related state, local and federal laws and ordinances but I am not going to spend the time on this as it is not applicable to your situation.

2. If the building has a permitted food establishment the permittee of the food operation would be responsible for areas in control of the food establishment according to 105 CMR 590 and the merged FDA Food Code.

There are also related regulations but again this is not worth the time as they would also not be applicable to your situation.

These above, are the two main issues the local BOH deals with daily.

As I have discussed with you in the past, and based on your email responses, you are misinterpreting what I said in our phone conversation-your complaint scenario is different. Your complaint regarding the Intermodal Station conditions cannot be enforced by the two main jurisdictional issues above. Your complaint falls on the maintenance of cleanliness in a public building for which there are no codified local and state or federal regulations enforceable by the local BOH, so I cannot provide you with these regulations. I can however, and will provide guidance standards set by organizations such as [\(OSHA\)](#) [Occupational Safety and Health Administration cleaning guidelines](#), the [CDC \(Center for Disease Control\)](#)., and (DPH) Massachusetts Department of Public Health-which usually refers to guidelines set by OSHA and the CDC, as necessary.

In addition, I have asked Inspector Tantinarawat to periodically drop in and monitor the situation based on your complaints, and I will try to do the same. At the discretion of the Inspector, should further actions be necessary we will do our best to provide an avenue of citation and enforcement as needed depending on the findings, but at present we find it best to collaborate with MART as they appear to be making an effort to improve by implementing procedures to best deal with this very difficult situation.

Be glad to discuss further, but it is best at this time to work together to improve on what your concerns are. There is little chance in my opinion that OSHA gets involved.

Regards,



Stephen D. Curry

Director of Public Health - City of Fitchburg, Massachusetts

O: 978-829-1870 | scurry@fitchburgma.gov

www.fitchburgma.gov | [Facebook](#) | [Twitter](#)

From: Mary Jean <fuzzyscafe2024@gmail.com>

Sent: Wednesday, July 16, 2025 4:19 AM

To: Curry, Steve <SCurry@fitchburgma.gov>

Subject: Regulations for cleaning public building in Fitchburg

Dear Mr. Curry,

Could you please send me both city and state regulations used by the City Board of Health for cleaning and sanitation of buildings within your jurisdiction.

Regards,

Mary

Formal complaint form

Inbox

Mary Jean <fuzzyscafe2024@gmail.com>

Wed, Jul 16, 4:15 AM

Dear Mr Curry,

I am requesting a formal complaint form from Your board Health regarding the gross and unsanitary conditions that have been allowed to remain within the intermodel building now for over 1 year.

Most notable is the recent use of the floor washing machine to clean up a bio Hazard event of human blood on the floor in the concord.

Please see I am provided the application or form to file offical complaint, as well as your directive regarding such a use of the floor cleaning machine to clean blood on the floor.

Regards

Mary

Subject: RE: complaints

 **Santana, Nicholas** <nsantana@mrt.us>

⌚ Jul 17, 2025, 10:12 AM

to Fisher, Bruno, Curry, Steve, Tantinarawat, Sean-Michael, Kilson, Joaquin, Rich, Scott ▾

Hi Steve,

Attached is our current SOP for bodily fluid and blood cleanup.

To date, we have no recorded incidents of blood-related cleanups at the Intermodal facility—aside from the bus accident incident. I was on-site personally during that event and can attest that all proper procedures outlined in our SOP were followed. At no time was the floor scrubber used to clean up blood or any biohazard material.

Please let me know if you'd like to discuss further or need anything else.

Thank you ,



Nicholas Santana
Facilities Operations Manager
Montachusett Regional Transit Authority
840 North Main St. Leominster, MA
O: 978-665-2215 | M: 978-503-9811
nsantana@mrt.us
www.mrt.us

Subject: RE: complaints

 **Santana, Nicholas** <nsantana@mrt.us>

⌚ Jul 18, 2025, 9:21 AM

to Curry, Steve, Fisher, Bruno, Tantinarawat, Sean-Michael, Rich, Scott ▾

Morning Steve,

I apologize. After further investigation, it appears that there was a blood spill cleanup performed by one of our janitorial staff, and it was not handled correctly. This staff member is no longer with MART.

Since then, the floor cleaning machine used in the incident was fully disassembled and thoroughly sanitized. I have also ensured that all Facilities staff have been retrained in bodily fluid and biohazard cleanup and disposal procedures. Additionally, we've implemented a new sign-off form for proper recordkeeping and follow-up moving forward.



Nicholas Santana
Facilities Operations Manager
Montachusett Regional Transit Authority
840 North Main St. Leominster, MA
O: 978-665-2215 | M: 978-503-9811
nsantana@mrt.us

Subject: RE: complaints



Curry, Steve <SCurry@fitchburgma.gov>
to Santana, Nicholas, Fisher, Bruno, Tantinarawat, Sean-Michael, Rich, Scott ▾

✉ Jul 18, 2025, 10:52 AM

Caution: This is an external email. Please take care when clicking links or opening attachments. When in doubt, contact your IT Department.

Morning Nick,

Thanks for your honesty and no apology necessary, it happens. I asked for the policy as more of an educational process for all, rather than an avenue for an enforcement mechanism.

I unfortunately will have to share what I now know with the complainant.

Great working with you all, I am sure our new relationship will continue!

Have a great weekend!

Formal complaint form
Inbox

Mary Jean <fuzzyscafe2024@gmail.com>
Wed, Jul 16, 4:15 AM

Dear Mr Curry,

I am requesting a formal complaint form from Your board Health regarding the gross and unsanitary conditions that have been allowed to remain within the intermodel building now for over 1 year.

Most notable is the recent use of the floor washing machine to clean up a bio Hazard event of human blood on the floor in the concord.

Please see I am provided the application or form to file offical complaint, as well as your directive regarding such a use of the floor cleaning machine to clean blood on the floor.

Regards
Mary

There is really no further conversation required.

Based on your first call, I was attacked by Mr. Fisher and had to spend thousands of dollars to fill law suit.

You clearly are protecting the MART. This should never be a learning experience people's safety is at risk.

Did you forget your aggressive call to me when my worker had Hepatis A ?

So going after small business is certainly your reputation. You failed to inform Sean Micheal of the Hepatis A as well. Hmm

You have failed every person who enters this building. I will be contacting the State, that is a promise.

The building has been basically empty for months, how can you allow this to continue is beyond reasoning. But of course you need to learn.

Good luck,
Mary

Mart forces removal of my tables and Chairs

Mary Jean <fuzzyscafe2024@gmail.com>

Jun 30,
2025,
7:19 PM

to Steve, mayor, Sean-Michael

Hi Steve,

See attached letter I received today I presume after your contact as retribution for complaining about the fithy intermodel.

This is purely punitive to force me to remove my tables & Chairs. He has held this over my head for a couple of months.

I am hopeful the Mayor will reach out to Mr Fisher to correct this retaliation. I am a small business on Main Street. Which is difficult at best.

It has gone on over a year. To be honest, I am amazed you lack authority to mandate proper cleaning. As I told you today, it has been months since the floor has been washed. The photos of the bathroom speak for themselves.

The Janitor was removed last June.

The last tenant left due to constant Harrassment from the Mart.

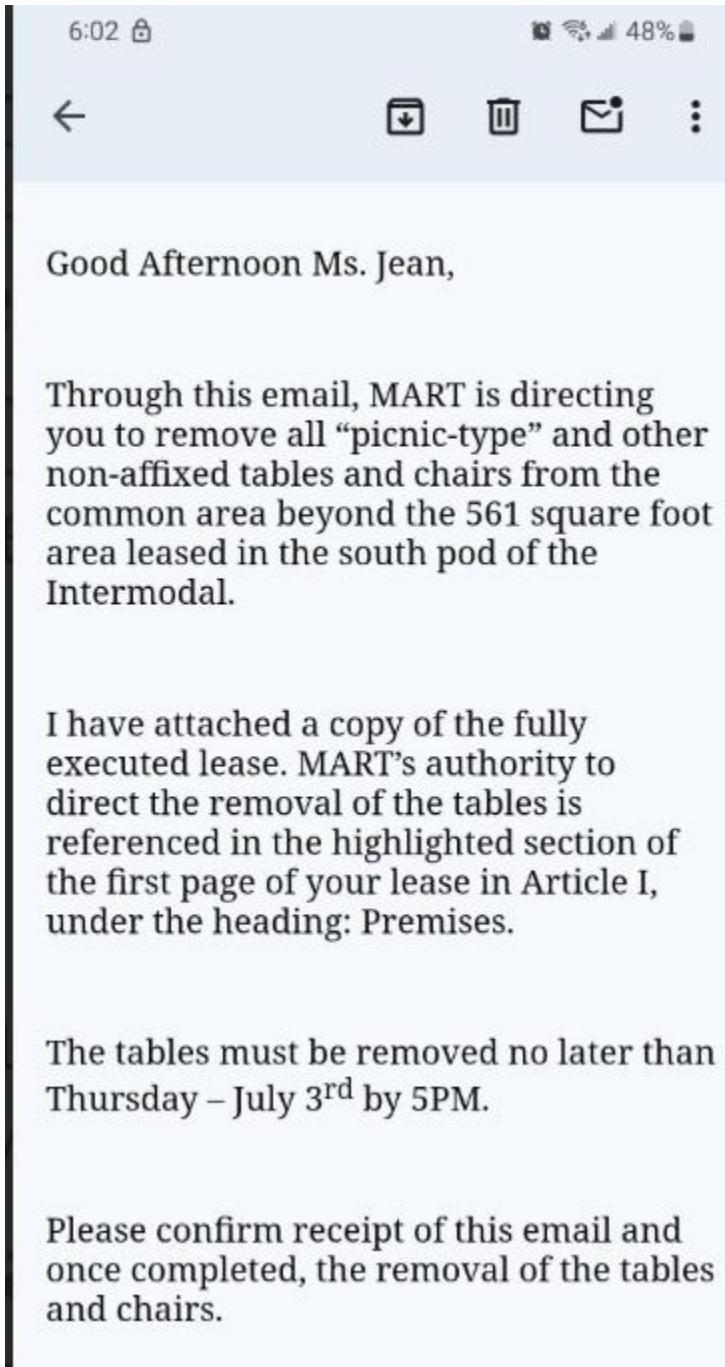
The good people of Fitchburg deserve better.

Mr Fisher certainly fails the City of Fitchburg, the Mart and all Reginal Transit Authorities.

If I do not received a cancelation from Mr Fisher, by end if day Tuesday I assure you I will go to the State and public.

Enough is enough

Regards,
Mary



Through this email, MART is directing you to remove all “picnic-type” and other non-affixed tables and chairs from the common area beyond the 561 square foot area leased in the south pod of the Intermodal.

I have attached a copy of the fully executed lease. MART's authority to direct the removal of the tables is referenced in the highlighted section of the first page of your lease in Article I, under the heading: Premises.

The tables must be removed no later than Thursday – July 3rd by 5PM.

Please confirm receipt of this email and once completed, the removal of the tables and chairs.

Located in record request from Mayor Squailia

(This letter was not received by Mary Jean see email above only sent to the Mayor Squilia, first viewed Nov 25, 2025)

RE: Directive to Remove Tables Outside of Leased Space

Good Afternoon Ms. Jean:

The lease does not allow you to have chairs, only tables. This removal directive is being necessitated by your lack of adherence to your lease which requires you to maintain the 561 SF of leased space at the Intermodal, as well as the “common area” adjacent to your lease space if you choose to utilize that area for the placement of “picnic-type” and other non-affixed tables, which you have done.

The pictures you have been taking and sending to the Fitchburg Health Department are of areas that you are responsible for maintaining, per your lease agreement (another copy attached with specific requirement highlighted).

Additionally, you have been provided with the phone numbers and email contacts for our Facilities team, Scott

Rich – our Assistant Administrator and myself. You have also been instructed that you can approach the Ticket

Agency staff or the Security Staff directly across from your leased space to report any issues, as well as the

using the QR codes posted at numerous areas near your lease space which allows you to connect to MART’s

MaintainX system to upload photos and provide a written description of any issue you are reporting. You have

not utilized any of those channels to report issues. I can only assume you are not using any of the established

contact channels as you would be reporting issues with areas you are responsible to maintain.

After meeting with you on April 30th in an attempt to resolve this matter, you brought this matter to your legal

counsel. We provided him with a copy of your lease and I discussed with him the requirement in the lease

regarding your responsibility to maintain the “common area” if you placed tables there. He asked if you moved

the tables daily to the area within your leased space if MART would maintain the “common area which I

indicated we would. As we had not heard back from either your legal counsel or yourself after that discussion,

we believed the matter to be closed and that you understood your maintenance responsibilities.

As I explained to your legal counsel, if the tables you chose to place in the “common area” are removed, MART would assume responsibility for the “common area”. As you chose to leave them there, you also retained the responsibility to maintain that area. The pictures you keep taking and sending to the Fitchburg Health Department are of areas that you are responsible to maintain, per your lease. As you have chosen not to maintain that area, MART is exercising the authority within our lease to direct you to remove the tables, at which time MART will assume the responsibility to maintain the area. If you or your legal counsel wish to discuss an alternate resolution to the removal of the tables, please feel free to contact me. In the alternative, as indicated in my previous email, the tables must be removed no later than Fisher, Bruno Bruno.Fisher@MRTA.US

Tue 7/1/2025 1:47 PM

Complete

To: Mary Jean <fuzzyscafe2024@gmail.com>;
Cc: Rich, Scott <Scott.Rich@MRTA.US>; Santana, Nicholas <nsantana@MRTA.US>; Curry, Steve <SCurry@fitchburgma.gov>; Tantinarawat, Sean-Michael <STantinarawat@fitchburgma.gov>; Mayor <Mayor@fitchburgma.gov>;
1 attachments (5 MB)
Fully Executed MRTA - Fuzzy's LLC Lease.pdf;

RE: Filthy intermodal

Mon 6/30/2025 4:07 PM

Good Afternoon Mayor Squailia,

Thanks very much for forwarding the concerns from the Health Department. I will work with our Facilities

team to get this addressed.

Bruno

Bruno J. Fisher

Administrator / CEO

Montachusett Regional Transit Authority
1427R Water Street – Fitchburg, MA 01420
Office: 978.665.2263|Mobile: 978.407.0432

bruno.fisher@mrt.us

www.mrt.us

From: Squailia, Samantha <SSquailia@fitchburgma.gov>

Sent: Monday, June 30, 2025 3:43 PM

To: Fisher, Bruno <Bruno.Fisher@MRTA.US>
Subject: FW: Fithy intermodel
Hi Bruno...can you please look into this concern
Sam Squailia
Mayor - City of Fitchburg, Massachusetts
O: 978-829-1801 | M: 774-622-1485 | mayor@fitchburgma.gov
www.fitchburgma.gov | Facebook | Twitter

From: Curry, Steve <SCurry@fitchburgma.gov>
Sent: Tuesday, June 24, 2025 11:12 AM
To: Squailia, Samantha <SSquailia@fitchburgma.gov>
Cc: Tannarawat, Sean-Michael <STannarawat@fitchburgma.gov>
Subject: FW: Fithy intermodel
Fisher, Bruno <Bruno.Fisher@MRTA.US>
Mon 6/30/2025 4:07 PM
Complete
To: Squailia, Samantha <SSquailia@fitchburgma.gov>

On Wed, Sep 3, 2025, 12:25 PM Curry, Steve <SCurry@fitchburgma.gov> wrote:

Ms. Jean:

The purpose of my question is to gauge managements response to the programs they have put in place to help address the issues you are concerned about or have complained about.

I also have interest in whether you utilized any of these programs that have put into play.

Sorry I don't know what the Maintain X system is but I was seeking your assistance in knowing how you responded because if you don't respond as management requests than you could be part of the problem and solution to help with response, by utilizing the programs provided.

May I ask why you did not use Maintain X?

Management has already responded to me why the slow response on when security was notified. In addition, the job at hand here for me is to identify the problems and let the appropriate folks know of the problem. That was done and any more than that would be considered above and beyond.

There may be an obvious answer to all of these problems to you and I, but I cannot tell them how to fix it, I can make recommendations but they do not have to comply with the recommendations, so thus the need to work with them to improve on a potential problem and you fit in this equation, as well.

These are not excuses, ducking or reflection as you call it, it is following Massachusetts General Laws and Regulations as they relate to this situation.

I will share your reply regarding MART's responses to your complaints.

Stephen D. Curry

Director of Public Health - City of Fitchburg, Massachusetts

O: 978-829-1870 | scurry@fitchburgma.gov

www.fitchburgma.gov | Facebook | Twitter

From: Mary Jean <fuzzyscafe2024@gmail.com>
Sent: Wednesday, September 3, 2025 8:40 AM
To: Curry, Steve <SCurry@fitchburgma.gov>
Cc: Tantinarawat, Sean-Michael <STantinarawat@fitchburgma.gov>
Subject: Re: Issues at Intermodel

Mr Curry,

The issue is more what have you done. As the Head of the Health Department your failure to understand the issues of this building is rather remarkable.

Rather than deal with the issues, you make excuses, use reflection and avoid your responsibility. I am a bit taken back, I had heard issues about you, obviously they are true, sadly. You have failed all the good and honorable people who use this building regularly.

So for my actions on the day in question. I reported the needle to the only Mart employee in the building. That employee contacted their supervisor who responded nothing could be done. I then contacted head of security who is out of the building most of the time. He was unable to respond. [REDACTED]

Having two small boys as customers, after apx 20 minutes, I had a commuter remove the needle as seen In photo. He informed me there were was no needle containers in the bathrooms. I did not go and check [REDACTED]

This is similar to the incident of Friday 22nd of August, a customer reported shit in the form of a hand mark was dragged down the wall in men's room, making him sick. I reported that as well to Christine Mart Supervisor, she contacted her supervisor via email and no one responded in 6 hours to clean ! [REDACTED]

So you can continue to duck and cover for the State but I assure you at this point, your denial and looking the other way is certainly not us working together.

Regards,

Mary

On Tue, Sep 2, 2025, 5:43 PM Curry, Steve <SCurry@fitchburgma.gov> wrote:

Mary:

I have shared Inspector Tantinarawat's findings with Mr. Fisher and his staff. The facilities manager mentioned to me in an email that they encourage folks to use the MaintainX system or notify security if any issues come up in between cleanings so we can respond right away.

Just curious if you utilized MaintainX or if you notified security?

Stephen D. Curry

Director of Public Health - City of Fitchburg, Massachusetts

O: 978-829-1870 | scurry@fitchburgma.gov

www.fitchburgma.gov | Facebook | Twitter

From: Mary Jean <fuzzyscafe2024@gmail.com>

Sent: Monday, September 1, 2025 7:34 PM

To: Curry, Steve <SCurry@fitchburgma.gov>

Subject: Issues at Intermodel

Dear Mr. Curry,

The lack of cleaning continues.

Last few weeks 4 days went by without cleaning. The cleaners have no keys to the cleaning closet to obtain mop and Bucket. Photo Attached

They have stopped washing floor in front of my Cafe, last week a customer almost fell. Video attached.

In addition, a needle with Herion was discovered on the men's bathroom floor by a customer. The day guard was layer off so this is occurring more frequently. The Mart did not respond, I felt obligated to have a customer remove at my cost.

This was a very dangerous situation as I had two young boy customers.

Currently the cleaner comes in 7ish and is gone by 8.30 PM to clean the entire building.

April 28, 2025

Facility fitly beyond acceptable

M

Mary Jean <fuzzyscafe2024@gmail.com>

to Scott ▾

Hi Scott,

I am no longer accepting the lack of cleaning, in this building. Today when I came in it was disgusting.

Your Nick, once again has excuses not solutions. He is a very poor employee however we have discussed his lack of honesty.

I have filed a complaint with the board of health, I will be withholding all lease payments until we have a clean facility.

If this is not addressed immediately my next call will be to my lawyer.

I have reached my limit with the lack of cleaning.

Rega

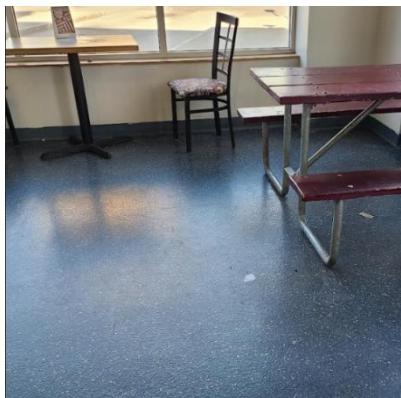
3 Attachments • Scanned by Gmail



Add all to Drive



This photo was taken April 28, 2025, this sticker had been on the floor for many months at this point and remained on the floor October 2, 2025 and was identified by Fitchburg health department as an ongoing issue. October 3, 2025. It was scraped it off the floor by a MART intern from Monty tec.



May 12, 2025

Bathroom Intermodel

M

Mary Jean <fuzzyscafe2024@gmail.com>
to Sean-Michael ▾

No janiti since Thursday 8 pm

More to follow

3 Attachments • Scanned by Gmail ⓘ [Download](#) [Add all to Drive](#)



M

Mary Jean fuzzyscafe2024@gmail.com

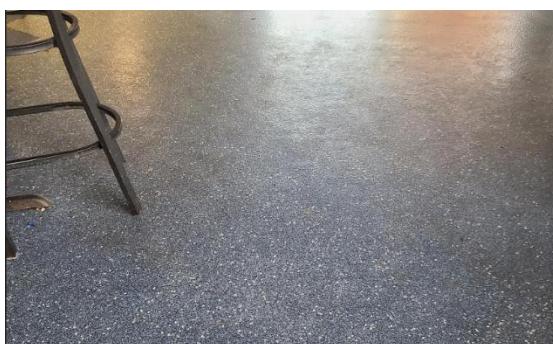
Jul 1, 2025, 11:09 AM

Tue, Jul
1,
5:52 AM

to Steve, Sean-Michael
Hi Steve and Sean-Michael,

They washed the floor last night with the machine, except in front of my business. Pure Harrassment.

Regards,
Mary



Curry, Steve SCurry@fitchburgma.gov

Jul 1, 2025, 11:09 AM

Jul 1,
2025,
10:30 AM

to me, Sean-Michael

Mary:

Do you have a lease? Does it state your responsibilities as a tenant on areas you are responsible for?

(Director Curry is now siding with Mart, my lease is clear, the café never washed the floor since 1999, again total lack of understanding of a requirement of a janitor in the building)

To: Fisher, Bruno <Bruno.Fisher@MRTA.US>

Cc: Rich, Scott <Scott.Rich@MRTA.US>; Santana, Nicholas <nsantana@MRTA.US>; Tantinarawat, Sean-Michael <STantinarawat@fitchburgma.gov>

Subject: Complaint-100 Main Street

Caution: This is an external email. Please take care when clicking links or opening attachments. When in doubt, contact your IT Department.

Good afternoon Mr. Fisher:

We rec'd another complaint last week regarding unsanitary conditions in the bathrooms, and it was investigated by Inspector Tantinarawat:

Here are his findings:

I was there on Friday 8-29 between 9:45ish- 10:15ish and I did take photos of the dirty stalls, clogs sink, and toilet. I also documented the cleaning sign in log, which was not signed today, and the last sign in was 8/28 at 7pm.

I will ask the Inspector to forward the photos if necessary, can MART address this issue? It seems these facilities may need to be visited more often?

Please let me know your thoughts on addressing this issue?



Stephen D. Curry

Director of Public Health - City of Fitchburg, Massachusetts

525 Main Street • Fitchburg, MA 01420-2201 • (978) 453-1200

Oct 2, 205 Complaint board of health is attached as a PDF
I have more email but trying not to overwhelm the process