



Deval L. Patrick, Governor  
Timothy P. Murray, Lt. Governor  
Jeffrey B. Mullan, MassDOT Secretary & CEO  
Richard A. Davey, General Manager  
and Rail & Transit Administrator



February 14, 2011

Ms. Melissa Moorhouse  
235 Harvard Avenue  
Allston, MA 02134

Dear Ms. Moorhouse:

While I am pleased that you were reunited with your pet snake, your violation of the MBTA's pet policy (posted on the MBTA website) resulted in unanticipated clean-up costs for the MBTA. To rid the subway car of any traces of germs such as salmonella, which may have been left by your snake, MBTA maintenance crews had to scrub and disinfect the Red Line car in which your snake was found.

The MBTA took this necessary action based on information from the Center for Disease and Prevention, which states: "Children under five years old and people with weak immune systems should avoid contact with reptiles and **any items that have been in contact with reptiles and amphibians.**"

Putting our customers' health and safety first, the MBTA acted immediately to disinfect the train in order to protect any passengers who will ride in that Red Line car.

Due to the specialized manner in which the car had to be disinfected, the cost to the MBTA was \$650.00. Since the snake went missing because you failed to transport it in a secured pet carrier (as MBTA policy dictates), we are requesting reimbursement for the clean-up in the amount of \$650.00.

I've seen you quoted in news reports as saying you plan to continue to take your snake on the T. I trust, if this is true, you'll use a secured pet carrier in the future.

Please remit payment of \$650.00 to:

Treasurer-Controller  
MBTA  
10 Park Plaza  
Boston MA 02116-3974

Sincerely,

Wesley Wallace  
Treasurer-Controller

Massachusetts Bay Transportation Authority  
Ten Park Plaza, Boston, MA 02116  
www.mbta.com