

The MBTA Investigation

Some of you may not know where I live, but where I live there is this company that ignored two deadly incidents that occurred not so long ago from each other. It has been more than three months and still no words. The company is called 'MBTA', located in Boston Massachusetts. It is a public transportation company. It was founded in 1964. I have been on them before, I have taken all the color trains. But now, that has changed. I won't take the train if the company and the operators don't care about our safety, and that's what I did. They ignored the two deadly incidents and had more issues with the trains as well, nothing is getting better. What will it take for the company to see that not everything is fine?. I am writing this for others who aren't aware how serious it is. Some might laugh it off or something, but I don't think it is funny. When a company is playing around with passenger's safety, that is not acceptable to me. Many people take the T because it is easy, but there are more ways to get to places. I spent more money to get to a location without the T, that didn't matter to me. Money didn't bother me that much, I know I was doing the right thing. You learn new things as well, like how to get to a certain place without the trains. Money can be another thing the MBTA is worried about. They care about whether they will make enough inventory. But to me, how they treat people tells me who they really are. I know it is just a phrase but it is true if you think about it, with any company. I am writing about what I have discovered from the T after a month on what happened with two deadly incidents that have occurred. I decided to investigate myself. I didn't feel like the MBTA made their words seem possible. I haven't heard from them about any of the two incidents. Now you have a random citizen who is willing to investigate. I am not certified on it but I am quite observant. When I explain in the later paragraphs, I also investigated some of the T stations, I went in for free. I did not pay. I will be explaining in depth about some of the stations. I was impressed with one of the stations I went into, you'll see why. I haven't taken the trains for more than a month and counting. It has now been three months later with both incidents and still no word from the MBTA. I'll be discussing the buses and the commuter rail as well. I went deep digging into this company. I know just nodding my head 'no' when I see a train isn't going to help, so why not do something about it and that is why I am investigating. The MBTA clearly didn't follow through. I learned information I didn't know before. I'm sure you'll learn something too. I even spoke with someone who is in charge of one of the vehicles the MBTA uses. Some of the dates (of the events) I wrote in this investigation paper may be out of order. The manager with the MBTA is named Steve Poflak. I have pictures of some of the areas I mentioned. I put them at the end of this paper. I started this on June 9th 2022. This investigation paper was released on July 27th 2022.

I am writing this investigation topic because it feels like no one has been really investigating the MBTA after the two deadly incidents. It honestly feels like I am the only one who wants a change. I want to make sure that my and others' safety is the company's top priority. I don't want to take the T thinking 'Oh they aren't going to care if I get hurt, why should I take it then?'. This is the first time I am standing up for something. It hasn't been easy since I feel like I am alone sharing my concerns and at least doing something about it instead of just making money signs with my hands towards the trains I see when the bus goes past the tracks. I am taking action. I don't just have thoughts stuck in my head, I do it. People might not realize as well, we know any passing is tragic, but it seems like people focus on the incidents where more than three people dieing. But if it's like one person dying in an incident, no one will really think it is tragic because it's just one person. But every person has value and that one person that did pass, they have families, they have friends, relatives and others who cared for them. Yet, there are others who don't see that. That is something I was thinking a lot about. Even though with the MBTA incidents, there are only two passings, that should still mean something to people. It means something to me. That could have been me. That could have been you. One person can change another person. I am not taking the train until something drastically changes with the MBTA company and if they have cameras inside the red line trains and create new safety procedures for the construction workers who are working with the MBTA. I am taking this more seriously than most passengers. I cringe when I see passengers going inside the trains. Some of the time I have my arms crossed. But there was a time that passengers made up their minds.

After I did all this, I was thinking about what I had seen. I did take notes on my phone so I don't forget and I recorded my voice from my phone so I can hear back what I said so I don't forget any information I learned. I noticed this black thing in one of the operating areas (Green Line) while it was driving by, no one was inside. When I got a video of the train moving, it looked like a camera. The Green Line was the first color train to be made. It had its inaugural in September 1897. Nowadays, in the oldest version of the green trains, they don't have cameras where the passengers are, but there are cameras in the newest edition green line trains. But at least with Green trains, it is all in one section. The Green trains have two different style designs inside the train, but each is still connected. Also, the company says they respect the handicapped people, but one of the Green Line styles, it is not handicap accessible. There are only stairs. At least with the Green line trains, the operator can see what the passengers are up to since it is one section connected. The Red Line, Orange Line and the Blue Line have different sections. There's no way the operators know what the passengers are doing in each of the sections. Most of the Green Line outside stations have no cameras. But at one of the bus stops I get on from, they have a camera close to the pole of the bus sign of the stop. It's not a stop where a lot of people are. I was wondering why an outside station doesn't have any cameras since they have more people there. The Red Line station was built on March 23rd 1912. Yet today, it still doesn't seem to be updated as much as the green line and orange. The orange line opened in 1901.

They do have cleaning people around some of the stations I have noticed. They have a broom and a big dustpan with them. At least that job has a meaning. But yet their job isn't taken as seriously as the drivers. Why not have someone who fully does the restrooms (if any) and like the elevators. For my job, I don't clean everything. There is someone else who does the floor stuff and the restrooms. I do some floor stuff to take initiative. I also witnessed at the Davis Station when I was examining the station, the person who was working, they were just on their phone. They all have that red outfit to let passengers know they work for the MBTA. After I was done examining the Davis station, the worker was back

inside this area with a door. I have seen it in other stations. The person was still on their phone. This person seemed to be around my age as well. I even commented on Facebook and some are aware that the company doesn't seem to care much about the passengers. I am glad but none are still talking about the two deadly incidents that had occurred. I wonder how much these MBTA workers are being paid whether they are watching passengers or cleaning. I then researched this information. I went on their website and saw. I went on their site where it said 'careers'. I wanted to know what it had to say. I now realized there can be a student internship, maybe that is what that person was doing at the Davis Station I was at. The workers get free public transit. They can use any of the machines for free. I don't see anything on their website about the cleaning job position. They probably know people aren't going to be that interested. But it is the worker who is representing itself, rather than the company. With any place you work at, they say to be nice and friendly, well of course, but that is my personality already. That won't be hard for me. I want people to think I am approachable for a question, but I myself am making the company look good. But every worker is different on how they approach a new task or questions. I wonder if the MBTA workers think like that. Seeing some of the workers, I am thinking 'Are they really representing the real company, probably not, since none of them might not care about us passengers.' I'm sure there are workers who do care about others though but it has been rare for me to observe. There was a video I watched as well about Transit Driver Appreciation, but you know what, what I was looking for was if the train had a camera inside. But when I was about to make it full screen, I couldn't. I thought that was odd. I then went to the full video on YouTube, I could see better. I still couldn't find a camera near the operator. It was one of the Green Line trains. I know I am talking a lot about the cameras, but to me, that is one thing they clearly did not look at when the Red Line incident happened. I have been wondering if the other trains had cameras so I can kind of see a difference between each train. As I mentioned before, the Red Line hasn't updated its train for a while, no cameras inside each section. I know putting cameras in each section might seem expensive and hard to keep track of for the operator, but the company has money. I did find out that to be able to drive the trains, the company looks at your driving records. There are eight driving things you can do. The one that I see the most is the 'Revenue Vehicle Operator', this is a Part Time position. The other one is called 'Non-Revenue Vehicle Operator'. That is Full Time, for the track drivers. This page will be too long to mention each of the other six. Also on their website I noticed that it doesn't have this year's numbers. I know many known websites have the year numbers like 2012-2022, and change it when it reaches the next year. I don't see that on the MBTA website. Who operates the website?. When explaining the jobs it still has the year '2014'. All of this information is necessary for what I am trying to figure out. Even though I am not an expert on it, sometimes you don't need to be. I am an observant person so that skill helps with this kind of job. Yet the real investigators don't seem to do much about the incidents and here I am doing research, what does that tell you?.

They have newspapers everyday where I work and I have seen some about the trains. The very first one was when the MBTA 'declined' to respond. That was on April 12th 2022. That was about the Red Line incident. Then the next newspaper I saw was on May 3rd 2022, which is less than a month from the other one. The third newspaper I saw was on June 14th 2022. That was a long time until I saw something about the MBTA. I have the two newspapers with me. I bought them. I didn't buy the first one as I said I don't know why. From these newspaper dates, there's been something about the train every month, but yet no action. What I realized from the two newspapers, they make it seem like the MBTA is a big issue, but yet in the newspapers, it doesn't seem like a big deal to them. It's only like a quarter of the one full page. It doesn't talk much about it even though it's on the front page. The other topics are like half of the page, longer section. There was another newspaper in July but I didn't have much money to buy, I was having bank issues with my debit card. I noticed it was sold out by the time I had lunch. I was at work. Then on July 19th 2022, there was another newspaper and I bought it. I saw a picture of Steve Poftak (the manager) and a secretary of transportation. They were inside a courtroom, testifying. I was glad to see that. I did notice in the newspaper that the Boston news channels are asking Governor Baker about the issues. It said in the newspaper that Charlie Baker and Steve Poftak haven't been in contact that much. Clearly none of them want to talk about what has been happening, that says something. They are not willing to discuss with each other about the T. Passengers safety is on the line. They don't seem to see that. It seemed odd that none of these men had made real connections with each other. The governor is supposed to stand up for the people who are living in that state. Mayor Michelle Wu isn't doing much either. If my letter to the VP doesn't work out, I have two things planned. It is good to have another plan in case the others don't work. I have been doing that a lot with this situation. The first thing was to make a social media account about social safety and make sure people are aware. The second thing I was thinking was coming up with questions about where to go from the trains to see if the workers know. When I make the questions I make sure I'll know the answer already. I'll be testing the workers. I won't be actually taking the trains just asking the question. On June 15th 2022, I saw a picture on Kamala Harris's VP Instagram page, and it looked like one of my envelopes on her desk. We'll see if she writes a letter back. I then saw a text message saying my package (letter) couldn't be delivered any further. Luckily I could correct the address. When I wrote D.C, the shipping people thought it was District Of Columbia, instead of adding Washington as the state. The White House address isn't very clear. I did this on June 20th 2022. I hope Kamala gets the letter though. I don't know where the letter is as of right now. It only cost three dollars to change the address a bit and deliver it. I did see a post on her VP account on Instagram that looked like my letter, but I guess it was something else. It is July 17th 2022, and I still haven't heard from the Vice President. I hope she got my letter. It has been more than a month now. I need people's help. I know I am making a difference no matter what I am doing. I have a lot of newspapers related to the MBTA issues. I buy them so I have proof once I mention it here in this investigation pack. Overall, I have collected nine newspapers that mention the T. That is impressive. When I was putting them in order by date, I realized it took a while from July 7th to July 23rd. With the July newspapers (related to the T) I have gotten, I am surprised that all of them have sold out. There was no left. Was this a start of people being aware of the dangers of the T?. I sure hope so.

Apparently, there were other serious incidents while I was in my high school years. I was not near the city. It seems like the company doesn't seem to remember that and did not do that much about it. One was in January 2015, when at the Quincy Station, smoke filled several of the train sections. Passengers were panicking. The news said that the MBTA apologized to the passengers, did they?. There was something else that occurred on an Orange Line train, a couple of passengers were saving a woman who got stuck inside while there was a fire. This was in 2015 as well. The train number was 1252. Someone I know mentioned another incident I didn't know about, they messaged me and said "...around 2018 an international student at BU was tragically run over and killed by a train (the ones that go over the roads like you show in the pictures)". That must be a Green Line train since that is the only color train that goes on the actual road. That is tragic. I don't remember reading about this online, I guess the MBTA doesn't want anyone to know. I can't believe the MBTA ignored this!. I believe the person was 18 to 21 years old, a

young person. He was a freshman and his parents were living outside of the United States. I can't imagine how his family felt once they heard the news. I now know about this. It won't be forgotten. The fourth incident was on June 11th 2019, it occurred at the Red Line JFK/UMass station. It was an derailment. There was another derailment in September 2021 at the Broadway station. There were police there. There was another derailment at Heath Street station in October 2021. The MBTA are doing the same thing right now. When will there be change?. I wasn't even aware of the September one, I guess the news didn't spread this enough. I was living near the city by then. But now I can be the news reporter, I am reporting why the MBTA is not making any changes and that they clearly ignored the previous incidents. They haven't approved safety.

I did look up information about the other train companies from Pennsylvania and Chicago. The Chicago one has a blue color for passengers to be aware of not stepping on it while the train is coming. In Boston, the color is yellow. Also, most of the seats are blue in Chicago trains. In Boston, the colors vary. The Chicago transit website is updated as well, it says '2022' at the bottom. The train color is the same though while Boston has a color on the train that represents the color line. I do like that. But the MBTA's website hasn't been updated that much. Chicago has eight color train lines. The Pennsylvania transit website is also more updated. It even said '2022' at the bottom of the page. They seem to have a lot of information on it when scrolling through.

I am going to be explaining the first incident that occurred so that you understand what I will be talking about going forward. Near the Government Center station (on the Blue Line train), I honestly didn't know much about it. I didn't hear it immediately. One of my coworkers at work told me about it. It was on the news, but not for too long and not mentioned after. It occurred on March 26th 2022. But then on June 20th 2022, I thought to myself saying "I don't remember seeing this in the newspaper." I do look at the newspaper at my work, so maybe the company didn't want many to know what happened. This construction man fell down a nine storey floor. He passed away. His name was Peter Moninsi, 51 Years Old. He was working for the MBTA. This was the start of my protesting. I was wondering why it hasn't been mentioned much after. It seemed like a big deal. I don't know much about the worker himself. I didn't know much. I guess the MBTA doesn't want us to know more. But there are concerned people like me that want to know if there are going to be changes, how is the company going to make sure that these construction workers are safe to do their job? What was behind that incident?. Nothing is being done and it has been now more than three months, no words. On June 20th 2022, I went over to the area. Many might wonder why I have not visited the area earlier, but I didn't know much about the buses and how to get around that much. I first thought the construction area was close to the Government Center station but it wasn't. When I looked it up, it did not mention which building. It took me a while until I could find it. It is actually near the Haymarket Station. I took a picture of the construction area. The sign said 'Government Center Garage.' I knew that had to be it. It had six floors done and two they were working on. But when I took the bus again from Haymarket, I noticed on the right side edge of the building, there are these two block things holding up more floors. It seems to me that it had nine floors. Was the man towards the edge of the construction building and then fell?. Sideways it first looked like there were six floors done and two on the way. That was interesting to me. The man was on a machine or something, like a crane. I saw one there, an orange one. I didn't see any cranes near the actual Government Center station. There seems to be a lot of construction in that area too. Also during that day, when I was reading online from my phone, it said that they didn't look for remains that day of the person passing because the building might have collapsed, but I was like in my head "It can happen anytime, even the next day". Guess what?. They looked for the rest of the remains the next day. Something seemed off about this. Some of the evidence could have swept away that day of the incident. I didn't see any cameras around the area. I do feel like the construction workers need to be protected more. They don't seem to have protective clothing, just jeans, shoes, and a yellow jacket thing that makes them stand out so drivers can see them easily. The man Peter, also left behind his own son who is 18 years old. When I read that, that broke my heart. I was even more furriated with the company. Then on June 25th 2022, I heard that the orange line is out of service. It said on their website that there is an issue at the garage area. Haven't they noticed it isn't safe for the construction workers?, not yet I guess. But how does the garage area affect the orange line?. On June 29th and counting, there has been some talk about the parking garage and the orange line. I see it online mostly. They have a picture of passengers in the Orange Line in a newspaper that was released on June 30th 2022. I don't truly understand what the MBTA is doing. What are they waiting for?. The Boston Herald Newspaper mentioned that it could be better with getting a new manager. Steve Poflak is the manager of the MBTA right now. He clearly hasn't done much, just words, as there is a picture of him speaking in the same article. Could a new manager be a possibility?, could it help with taking things seriously?. In July, I heard there were some arrests at the garage area that occurred. I don't know the cause of it but I remember seeing it somewhere. I wish the MBTA would keep the construction workers safe. Even if the workers don't actually work for the MBTA, the workers should still be recognized. They were technically working for the MBTA when they started the project, constructing a MBTA building.

I will now explain another incident that happened not so long ago in the next month of the construction incident. April 10th 2022, a 39 year old man was dragged by the Red Line train. I heard the victim was on his way back home. Someone he knew told the news. He was exiting the train. How would the operator know if he was exiting the train, was the victim on his phone and then realized it was his stop?. I kind of mention this situation later on. The man's name was Robinson Lalin. I think when I first heard about this, it was at my work. I did see a newspaper near the customer service area. I saw that the MBTA 'declined' to respond. That made me really frustrated. I told one of my coworkers about it. They could tell I wasn't happy about it. I told others too that I wasn't taking the T for a while. I explained to them. That day I saw the newspaper, that was the last day I was going to be taking the trains. Then on May 3rd 2022 I saw another newspaper but it didn't go into detail into the red line incident, just how the family still wanted answers. I did buy that newspaper. I wanted to keep it as a record. I should have kept the other newspaper that made me appalled. Even though I was thrilled to see it still being shared around, there is still no action. On June 18th 2022, I searched up the incident on YouTube. There were videos about it on the news account, but guess what?, you couldn't comment on them. There was only one video where you could comment, it wasn't on the news accounts. Doesn't that seem odd?. The next newspaper I saw was on June 21st 2022. There were two newspapers that day each from different newspaper companies. The 'Herald Boston' article said something that I was not agreeing with. I am like 'Are you serious?'. I was at work while reading this. The sentence said "Do we really need to go over again the litany of accidents and other incidents on the T." That right there definitely gave me a red flag. The article also said "We need new leaders who are willing to shake things up and make safety and reliability a real priority." I agree with this. It seems to me maybe they are thinking of getting rid of Steve Poflak who is currently the manager of the MBTA. Any change to make sure safety is our priority will help. Leadership is missing here. When I was on the commuter rail on June 25th 2022, I thought I saw the number of the red line train (passed by) that the incident occurred.

But then as I was heading back, I took a video of the whole area. I found it. Each Red Line, Orange Line and Blue Line have four digit numbers on each section. I knew that was the number of the Red Line. When I looked back at it, it seemed to be another section close to it. But in the newspaper that I got on April 12th 2022, that section was in the way in front of the other sections. What is going on?. The number one thing I thought about was that, how come it is just sitting there?. I don't think they investigated that much about the incident. That section was just sitting there. The company just literally put the section back again. I wonder how long their 'investigation' was. It seems to me that everytime I learn something new from the company, I get more furious. I have proof of that section just hanging around. If it's not being used, how come not to do more investigation at the Broadway Station?. The family still wants answers, I want too as well. The family doesn't know that I am with them and want a statement from the MBTA. Ignoring a deadly incident is not acceptable to me. What does this company think?. It has been more than three months and no single word from the MBTA about anything about this. I guess a passenger is the one who is advocating more than the actual company.

Is the MBTA hiring real investigators?. I see that it is just the MBTA officials looking through an incident. If they do have real investigators, we would be getting answers. But I have a feeling the company is afraid to hire one because it could lead to the company being the blame for. Plus if the MBTA did care, they would give us an update about what exactly happened and how it occurred. The MBTA gets money from us too. Our tax money goes to them, someone told me. Yet the company could be doing something with that money.

Everyone is waiting for more investigation to happen, but I guess I am the only one who wants more answers than most citizens of Massachusetts, we lost two innocent people. After these two incidents occurred, there doesn't seem to be any more investigations happening. The first station I looked inside was the Broadway Station. That is the station where that man passed away. What I found was interesting. I did record my voice so I don't forget an important detail I may have found out. I hope I wasn't looking too suspicious. It took me a couple minutes to figure out how to get in without paying. But I first looked at the circumference of the station. There are no cameras outside the station. I looked around. I know most stations don't have cameras outside. Let's jump back on to the Broadway station. I took two buses to get there. When I finally got into where the trains were, I was looking around. I noticed there are a lot of cameras near the entrance close to the stairs and escalator. I saw four, two for each side (inbound and outbound), that's all though. I then decided to see what the back looked like. When the Braintree train was coming, I couldn't tell if the operator was peeking their head out to see if any other passengers were coming in. I noticed that there are these big block things, they are red and yellow. That blocked my view of the operator from the way in front (the entrance). I then walked more towards the back. I noticed there is a second wall, it has a camera. But it doesn't have a camera on top of the ceiling close to the end where it says 'no passing'. That is where I would be able to see the operator peeking out. When I was close to the second wall, it was still difficult seeing the operator because of the blocks. I did move a little forward and now I could see them. They did look out. I was glad about that. I was thinking in my head what to look for when I am investigating. When I reached the way back, I was thinking 'There is no way that camera can catch the operator not looking'. Since I know the family of the victim said that the man was coming back home, I am guessing he was taking the Braintree/Ashmont train. I think the block things were an issue here too. But I know that at least one of the two cameras would catch a video of the man being dragged. Did he bump into the block things because I know they can hurt if being pressured towards it. I know the train heading towards Alewife, there is a camera close to where the operator would peek out. The operator can look clearly without anything blocking their view. I am predicting that the man was dragged on the Braintree train side. Even if an investigator thought there isn't enough evidence, is it their fault? How come there isn't another camera above that ceiling towards the Braintree side. I'll be explaining a couple more Red Line stations, you may be wondering why?. Well it is good to see how other stations look compared to the Broadway station. Are there any differences and similarities?. Each station is designed differently.

I then examined the Harvard train station, luckily with this one there was one sliding door that was open already. I didn't have to wait for someone to go through and I quickly moved towards it. I got in for free. As I mentioned last time, I was looking to see where exactly the cameras are, if the operators are peeking out and if they have cameras inside the operating area. I saw something though, but it didn't look like a camera due to its shape. The train towards Braintree, guess what I found out?. I found out that they have those big block things in the back (gray color) and no cameras. The Braintree side was down below and the Alewife was upstairs, so it might make sense if there are those blocks to make the area stable and hold the building together. Maybe that is a reason the Broadway Station has that. With the Braintree side, there are two cameras close to the stairway, it would still be difficult to see if the operator did something since they are in the way end. Some of the operators took a while to start peeking out when some of the current passengers were getting off and other passengers going in. Two of them didn't peek their head out really further. On the Alewife side, there is a camera at the back and there are no blocks. I also noticed with both sides, they have a camera when you see the passengers walking into the area. I wasn't surprised about that. I went to this station on June 8th. Also, on the Alewife side, there is a camera at the end station where you can see the operator looking out. I was surprised to see that. With the Harvard stations, one of the areas where you can go down, above the 'RED LINE' sign, it says this area is accessible, but it is not. I noticed that on June 18th, I am surprised it took me a while to see this. I went in the area and did not see an elevator. This was near Otto's Pizza. There's only one entrance where it is accessible. It's near CVS.

When I looked at the Harvard station on June 20th 2022, it had me thinking as well, could the tracks be the issue?. I have noticed that the tracks are dirty. There is trash. Some of the trash items could interfere with the train when moving. I did see a cigarette in the tracks when I was at the Park Street station (before the protesting). I was worried if the train would catch fire if there was a cigarette in the tracks. I did see someone else throwing a cigarette in the tracks, I was not happy about that. I made a glaired face at them. People aren't supposed to smoke anyways inside the stations. This station was an inside one. As I will mention again, at the Hynes Convention Center, there was trash on the tracks. Maybe if the company hired people to clean that up, maybe there would be a difference in track and train maintenance. I know when I take the bus, sometimes the driver will look through the bus to see if there is any trash before the next passengers come in. I liked that a lot. Some drivers don't do that though and I see trash around. The commuter rail has been decent. I haven't seen that much trash inside. But the tracks could be better though. Cleaning the tracks could make a difference in some way. I didn't think of this until June 20th. Sometimes the littlest thing people don't recognize, like the tracks. Of course there could be some issues with the trains itself too. When I was at the Brookline Village station on July 19th 2022, the tracks were somewhat clean. It was better than usual. I wonder if someone cleans the tracks on the weekends?.

The next station I looked at was Porter station. This was on June 11th on a Saturday. The station is on the Red Line. You may be wondering why I am examining the red line the most, well that's the line where one of the incidents happened. I want to check to see how the other Red Line train stations differ from the Broadway station. I recorded my voice when I entered the station. It was easy going through, I did not pay. Let's discuss what I have found out. I looked at the Braintree side first. There are stairs and an escalator going down towards Alewife. It's on both sides. On the Braintree side, there are only four cameras. Again, there are no cameras at the two ends of the tracks. That seems to be a pattern with most of these stations. But this station, the Braintree side is on the upper level while the Alewife side is down below as I mentioned before. One of the cameras on the Braintree side, it's only facing towards the tracks, it can't see the right or the left side. I saw two other cameras near one of the stairs (to go down to Alewife side). It seems to be that there are always two cameras close to each other. But when one of the trains was coming, it was going to the Broadway station. That was the final destination, how ironic?. It seems like this weekend they are doing something with the trains, but yet again the company won't tell its passengers what they are doing. I now can tell that they are doing nothing at the Broadway station. I did look to see if the operator was peeking their head out. I honestly couldn't tell the first time, but the second time another train came, they did. I then went down towards the Alewife side. I did notice a camera facing towards the side of the stairs and escalator I went down. It did look old though, not brand new. There are four cameras on the Alewife side altogether. The second camera I saw was on the other side where the other stairs and escalator was. But it can't see the whole Alewife side though. It is facing the tracks a bit. The third camera took a while for me to discover but I noticed it. It was underneath this bridge thing that you can walk through. You can't see much at this angle as well in my opinion. There are no cameras at the both ends of the Alewife side too. Later on after my recording, I realized there was a fourth camera. It was on the elevator for the commuter rail. That on the Braintree side too. I counted that as the fourth for that side already. I guess I forgot I mentioned that, see, I guess it was a smart idea to record myself. I did see the train coming and I got close to where the operator would look out. They did look out. I noticed that when I try to see if there is a camera at the very last section inside it seems to be dark. Have they noticed me looking through it, since the cameras are out there and see me keep looking at it. Also, with the Alewife side, there are no block things that help support the above level. The operator can easily see the passengers coming in, the same thing with the Braintree side, there are no big block things blocking their view. But...no cameras on both sides where the operator is looking out. That is the same thing with the Broadway station too that is going towards Braintree. With many of these stations I witnessed, there are no cameras on the ceiling way above. When I was leaving, I noticed there are three cameras after you pay. Two cameras facing both escalators and one close to the stairs as well. Before you go to pay, there are four cameras near the entrance. There are two cameras facing where you pay, one camera on the same wall where the paying machine is located. It is facing where the passengers are leaving and coming in. It seems to me, there are cameras very close to each other, why not spread apart?. I was still talking about what I found out when I was outside. The thing I said that was important was "...But yet there are no cameras inside, so how could the operators know if someone is...changes their mind, you know when they decide to get out of the train... so how could the operator know that, they can only see if the passengers are going in." Could the Red Line have cameras inside?, since the victim was exiting the train so the operator probably didn't know. But yet the company still ignored the incident. It has been more than three months now as I mentioned before.

I then went into the Davis Station and looked around as well. This station was first, then Assembly. When I first came in, there was this big camera, it could definitely record everything around that area. I went downstairs, it is three stories high. When I reached the bottom, there were more cameras. There were three before going into the train area itself. I waited until someone else was going through and then I went. The person who was working for the MBTA wasn't doing much. They were just on their phone. I wasn't impressed by that. I was still recording my voice on what I saw. It did seem dark inside though. The stair and escalator design was like the Porter station design, there are two sides of the entrance to where the train is. But I was impressed with this station though. Each end of the back, they had cameras. Like again, there are two cameras together and two again on the Braintree side. I then figured out there are six cameras on that side. This station didn't have those block things that would cover any view. The station seemed a lot smaller than others but it had a lot of cameras overall. The first two cameras I saw were facing the passengers and the sign where the benches are. I liked that, it had a great view from the camera. But it wouldn't have captured videos of the other Alewife side. The back cameras had that too. Nothing was covering the cameras. But on the Braintree side, some of the cameras do look a bit older than one of them. With all the red line trains I have seen, none of them have been updated. I haven't seen the four digit number train that the man was dragged from. I wonder if they are still doing investigations. What I am seeing is that the stations near the city don't seem to be as safe, or have many cameras. But yet since Davis isn't really near the city as much, it has more cameras. Isn't that interesting?. I might check the Alewife station and see what that looks like. Since there are cameras at the end of each back end, it is recording the operator as well, so if anything ever happened at the Davis station, the camera would have caught it. But the Broadway Station does not have cameras right close to the view of the operator heading towards Braintree. When I was using the stairs again to go back up, I noticed two cameras before exiting from the sliding doors. One was close to the stairs and escalators that I came back from and the second one was on the other side (where the second stairs and escalators were). There are three cameras before you pay. When I was heading to the stairs to go back up outside, there was this long walk from the stairs to the machine to get into the track area. I noticed this had cameras as well, there are cameras in the hallway, and the second floor has two cameras and the first floor has that big camera as I mentioned. There are plenty of cameras in this station I see. There are no cameras outside near the bus area, but there is one close to the bike area, there is no way it can capture the whole bus location though. I did look up to see when this station was built compared to the other ones I examined. This station was opened one December 1984. The Broadway Station was opened on December 15th 1917. It was rebuilt in 1985 though. You can tell I am doing a lot of research on these.

Another thing I noticed with the Red Line trains is that there is an updated one but I don't know why it isn't used as much. I have seen pictures of the updated ones. I haven't seen any in person. How come the MBTA doesn't want to use them?. These updated trains could have cameras inside. All I have seen is the original red line trains.

I did look at the Hynes Convention Center. That is on the Green Line. This was on June 20th 2022. I took the bus there. I noticed there are three cameras near the entrance where the sliding doors are. One is located when passengers are coming in. The other two are when passengers go past the sliding doors. The two cameras are separate though, not too close to each other. There is no elevator in this station. I did notice on both sides in the train area, there are no cameras. I could not see any. I was looking very carefully. I was appalled. The Riverside,

Cleveland Circle and Boston College side, the tracks were clean. There was one plastic water bottle though. This was the cleanest track I have seen so far. The North Station side, the tracks are dirty. On both sides, at the ends, there is a gate thing and there are stairs that I could see, but where do the stairs lead?. When going down the stairs, all there is that gate thing that would get you to the side you are in. There are no cameras at the ends either. I'm surprised I haven't seen much on the news about this station. Anyone can do something and there would be no cameras to capture it. Plus, the oldest green trains don't have cameras inside either. On June 16th 2022, when I was waiting for the second bus, I noticed that the trains were only one style ones, it was only one. There is another style that the green line has, but it was somehow not used that morning. But on the 20th, I did see both styles connected with another operator in the second section.

Speaking of the Green Line trains, I was at one of their stations. I was looking through the station a lot. It is an outside one. I have been looking at the trains that are approaching. I saw in one of the oldest trains, it had a camera where the operator is. The passengers can see it when boarding. I got a good view of it. Also, the green line trains have those stick things that are hanging from those wires that are above. Other stations have those wires too that the train is attached to when it approaches. I saw in the older version trains, the vertical and horizontal style, that they had only five wheels on each side. The newest trains had like twelve. It was harder to see underneath the train. We know accessible means something to others, but why is the button on the actual door?. Most of the green line trains have a button that you can press for help. Those are only for the newest version and the horizontal oldest version. The newest version has the button on the door itself. I didn't pardon with that. I prefer the button to be on the side so that it can be easy to press and use, if nothing is moving around it. What amazed me the most was seeing the mirrors outside of the trains. I saw it pull back when the train stopped at the station I was in. I don't remember ever seeing those mirrors in front. At least the operators can see if anyone is going in. On July 14th 2022, I saw something that I believe is new. I haven't seen it before. Apparently there are phones inside the train near the driver, it's not the mobile ones. It's the one you put down and pick up. I saw like three different operators on it for some reason. Did something happen?. I wonder if the phones are new though. I haven't seen them before. I was impressed by this actually. It made me think. I wonder if this is something the company is doing for more safety. Communication is key in any job. If you ever took the green line trains as of late June and now, did you notice a phone near the operator?. I'm not going in no matter what. How I figured this out you may ask, I can see the drivers coming when the train is approaching. I can partly see what is inside the train without going in. Many might not know that with two green line trains, there was a collision in the beginning of June. It did appear on the news. I saw it at work on the TV and I looked it up on my phone while I was on my break. I was contemplating it. I was wondering why the news mentioned this and ignored the two people that died, which is more serious?. That made me frustrated. Then I heard on June 12th on Facebook that there is a urine problem with the elevators. I know some Red Line stations have restrooms, but not all. I was frustrated with this one as well. That night I told myself 'They care if someone goes to the bathroom in the stations but not about the two people, I guess they care about how neat their stations are...so they can look good.' There are other things that passengers may not notice a lot. I didn't either. When I was looking at the tracks at one of the Green Line stations (outside one), I noticed that the oldest version of the train, its wheels are on the edge of the tracks. It looks like it could fall. But on the newest version of these trains, I can't quite see the wheels. It is harder to view. I know I mentioned track cleaning but I thought about looking at the machine itself, you can see how it is built. There are tracks on the road as well. The Green Line trains going towards Heath Street are on the road. The tracks are designed differently, vehicles can still go on it. This isn't the only destination that has trains on a road where other vehicles go on. The operators have to be more careful. The other two train destinations going towards Cleveland Circle and Boston College, parts of the stops are on a road as well. But then once it hits the actual tracks it is not made of the same material as the one from the road. Some stations will have the actual tracks but then it will be the road then the real tracks.

At the Chestnut Hill station on July 26th, the tracks seemed clean. It is still the same design from the Brookline Village tracks. I couldn't find any numbers or letters on the tracks though. Chestnut Hill station is also part of the Green Line. The other stations did show numbers and letters. But what I saw was that there was a 'danger' sign on those yellow things. At the Brookline Village, the sign is removed. They put a red sign near the handicap railing, but it's not as visible though. One of the announcers said at the Chestnut Hill station "May I have your attention please, safety of our passengers is our priority, always remain behind the yellow safety line and exercise caution boarding and exiting all trains. Thank You for your corporation, and thank you for riding the T." I don't believe that though. I heard this already a week ago at another station. It's telling us to be careful but what is the MBTA doing as well?. I think the passengers know they have to be careful. What's the company's responsibility towards safety instead of just telling us to be careful. It's like me cleaning the glass fridges at work, I wipe both inside and the outside areas. I don't just clean one part. We're missing that with the MBTA, the passengers are being as careful as they can be. The missing piece is the MBTA.

I did another investigation, I went to the Assembly Station that's on the Orange Line. I did this on June 12th 2022. I took two buses to get there. I know sometimes it is easy going through those sliding things. Some have them open so no one can pay. I definitely did not pay. Again, I was looking to see about the cameras, if the operators peeked out and if there are cameras in the operating area. When you are ever investigating, it's good to know what you are looking for before. So I thought there would be cameras outside of the station, but I guess not. While I was walking up the stairs, there were three cameras together. There is another one near the elevator door. I had to wait until I got into the station. I waited until someone was returning from the T. There were passengers coming back. There are only two cameras after you pass the sliding doors. There are two sides to get into this T station. The other way is from the shopping area. I came from the way that is close to Home Depot and Capital One. There was a camera above the ceiling when I was entering where the trains were. So on the Forest Hill side there are four cameras. There are two cameras on the way back but there is one in the middle too, so there are three on the way back. There were six cameras on the Oak Grove side, that seems like a lot. I was surprised to see that. They do have the white blocks that help the building but it doesn't seem to block the operator's view. These block things are everywhere though it's not like in one area like the Broadway station. Even though the Broadway station does have these red and white blocks, it doesn't obstruct the operator's view. But the cameras that are close to the block things, how can the camera see past that?. There was no camera in the middle of the other ceilings from the other front towards where the first middle camera is. There was no camera. There is a camera in the elevator area. The trains I saw were definitely the updated ones. It looked like it had a camera inside. I saw something in one of the sections. I couldn't tell if the operator was looking out for the first train I saw. In another train towards Forest Hills, the announcer said 'does not take customers'. That was the first to hear that. I said to myself "That's interesting...okay let's

see why..as I said before, it never explains why.” I was guessing it had to do with training or something. I was right. I hope the new operators are having enough training to drive these. How long are the training sessions?. I hope they are longer than the bus training. The next train I saw was heading towards Oak Grove, it was the oldest version though. I know there aren’t any cameras inside the sections. The operator did peak its head out. But before I saw the oldest version, the announcer said that all these trains are the updated ones, I guess not though. So in summary, I was wondering why some of the cameras are close to the white block things. It could block the view. Also, there are no middle cameras in the middle of the ceilings, only in the way back and the way I came through first. How can one camera capture something if the block things are in the way?. There is no middle camera near where I left. But overall, it looks like the Orange Line is up to date on its trains. So far the Green and the Orange Line have updated trains.

On Monday June 20th 2022, all the train colors except the Green Line will have delays. The news says it is because they don’t have a lot of dispatchers, which means not a lot of employees. I wonder if some of them left during these months. I hope so, maybe I am not the only one who is frustrated with the MBTA right now. As I said before, the company won’t tell us what the reason is for the employees to leave. I’m sure some reasons aren’t pretty and they don’t want the public to know about it. I was at one of the Red Line and Orange Line that Monday to see how it is. I’ll see if passengers get annoyed by waiting. The news also said they will be looking into the safety things that have occurred, like the collision. But I guess they won’t still focus on the two incidents. I still won’t forget about that. It seems like the company wants us to forget about it because it hasn’t been mentioned for a while. I got one of the newspapers at my work today, it said something that had me questioning. It was on the Boston Globe, finally this section was longer than the others that were about the MBTA. The font of the phrase I saw seemed a bit suspicious. It said something like ‘...including the death of one rider, occurred over a short time period of recently’ (Boston Globe June 18th 2022). Yes, there was spacing between those three words. It has been more than two months, how is that short?. They keep mentioning this incident but not going forward with it. I’m like in my head ‘It has been more than a month, yes it has been a while.’ This was on June 18th. Every newspaper I see now, it seems to deny the responsibility of what happened. I’ll buy every single one if it mentions something about the T, I want to have evidence. When I was at the Harvard station that Monday morning, I was surprised to see that the trains were on time. It wasn’t busy as well, which I was surprised about too. When I left the station from the other end, the sign said ‘accessible entrance’ even though it is not. Even on the Alewife side, there is an escalator and there was a sign that said there are no elevators when going up. This station is only accessible where it is close to that CVS. The other two ways to get into the station are not accessible. I know at the Central Station (Central Square) it actually says on the two post things, that there is no machine inside that area. The machine is where passengers can put more money into their Charlie Card or buy one. I liked that Central had that. Central also has one area where it is accessible. There is an elevator. But with Central, Kendall/MIT and Charles/MGH stations, you have to think which side you are going on. The one towards Braintree, you pay there, but you can’t pay again going towards Alewife. That is a bit confusing though. Before I started protesting, I went on the wrong side but I already paid. So I went towards the other side and it wouldn’t go through, the employee told me it was because I was on the other side. I wish all stations were like one area, where you don’t have to decide which side. At the Harvard station it is one area, you can go down some stairs and you are going towards Braintree. Then when you are going up, the Alewife side is right there. You don’t have to worry about going to either side. There was a red line train that was rolling out at the Braintree station and caused delays. I heard this in late July.

Before I discuss about the Blue Line, I was looking at pictures online of what the inside area looked like. I then saw a picture that had a description on it. I first thought it occurred here in Boston, but it was on the Chicago CTA train system. This incident happened on May 12th 2022, 2:40pm. This man was also 39 years old. I literally thought it was about the Red Line incident. I then kept looking at different sources and none seemed to have a lot of answers. It seems like it happened inside the train. At the bottom of one of the articles it said ‘Police WERE conducting an investigation’. I am assuming they didn’t do much about it. It has been more than a month already. I didn’t hear about any funerals that have happened. I know with the Red Line, the victim’s family put flowers out near the Broadway Station. Then I figured out there was another incident on May 1st 2022 at another station in Chicago. This didn’t have to do with the train itself but the victim was attacked by a knife inside the station. This was at night time occurring at 10:45pm. I’m sure they have cameras for that incident since it was in the station itself. Yet there are no answers to this as well. This was quite interesting to find out. I didn’t expect to run into these details from another state. Both incidents happened less than a month from each other, just like the MBTA incidents. I’m sure there are other states who get away with something that is serious. The Chicago transit got away with it.

I then went inside two of the Blue Line stations in Boston. You can see I am looking at every color train. I went to both on July 26th 2022. Getting to one of the Blue Line stations was harder than the other ones. I still took two buses to get there. I went to the Government Center station and the Aquarium Station. Let’s see what I saw at these stations though. I went in for free. I noticed most passengers do this already, so I know I wouldn’t get into trouble for doing it. There were a lot of cameras at the Government Center station. I went in for free. There were about ten plus cameras on the Green Line towards Cleveland Circle, Riverside etc. On the Blue line side, it looks like the train tracks have more on the outer side, it has the same thing from the inner parts. There were fewer cameras on both sides too. Each Green and Blue Line had cameras from each end of the tracks. I was glad to see that. The Blue Line also had those block things as well, but it wouldn’t block the operator’s view though. I wasn’t impressed with the Aquarium Station. There are only seven cameras on each side of the actual train station where the train comes and goes. I went out another way that I haven’t been through. There seems to be a lot of cameras near each entrance. It did take a while to go through the first entrance. I waited for someone to go through the sliding door thing. I had to go on two pairs of stairs and a camera on each angle. I did see a caution orange cone since it was a bit wet on the floor. I was on the Bowdoin side. I did notice that the Blue Line stations have fewer sections like 7, while the orange and red line have more. I didn’t realize that until I saw it. The operator did look out when I was seeing passengers going in. There was a phone inside where the operators were. I saw from the end of the train when it was leaving. The tracks seemed the same as the other ones as the Brookline Village one. I didn’t see any numbers or letters on them. So when going down the second pair of stairs, there are two cameras going down, then there are two that are above the wall and two on the actual area where it says the name of the station. The Bowdoin cameras were lining up with the cameras from the Wonderland side as well. The two cameras on the wall ceiling, it can’t catch the other action where the passengers are most. Isn’t it interesting that the Blue Line and some Green Line tracks are clean?. I did notice that the Red Line has more trash in their tracks. It looks like the Red Line is the most used.

On July 21st 2022, there was an announcement on the news about an orange line catching fire. It was between the Assembly Row and Wellington station, heading towards Forest Hills. I was like 'Are you serious?'. Luckily the passengers made it out safe. Something happens and then the MBTA just doesn't seem to care, doesn't report much on it. But the news channels seem to focus on this news more though. Any fire is scary, I really hope the MBTA finds the cause. I am furious with them. When I first heard about it on TV before I started my work shift, one of the orange line trains caught fire. Passengers had to find a way to get out. There were videos of passengers trying to escape. There was smoke coming out. They had to cross the tracks that were out there, one woman even went in the river that was nearby. I really hope the MBTA has an answer for this!. They said they are doing an investigation but I know that saying now, nothing is going to be fixed. They haven't fixed the other issues. I hope passengers change their minds on the T. This is getting more scary. The news seems to really care about this incident though, but not about the two deadly ones before. I was at work that day and the incident was in my head a lot. No one got seriously hurt so that is good. I lost trust on the trains. Passengers should too. I did hear from someone that the passengers would get money because of what happened. I don't know if that was true. I am surprised there haven't been a lot of lawsuits. I saw on the news channel online that they seem to have shuttle buses already before it occurred. Is that what I am hearing?. I heard the manager speaking as well. It showed it while I was having lunch. Right away, there was no emotion coming from his voice. He thinks it is safe to take the T but said there are things they can do better. I wish I was at that press conference, asking him questions myself. It was held at the Wellington station. How come the doors couldn't open? Were the doors stuck?. I heard there were about two hundred passengers onboard. I took a picture of the train number from the news channel. It is 01251. When investigating, remembering details like this can help. When I was listening to my recordings again from when I visited the Assembly on June 12th 2022, I realized one of the four digit numbers I came past was 1262. Was that part of 1251 train, those numbers were on the way back where the operator wasn't driving. Isn't that interesting?. I guess the operator wasn't aware right away about the fire. When I was at the Assembly station, I did actually hear a noise coming from the train itself, it sounded like a fog or smoke noise. I didn't see any, but when I was listening from my phone again, I could hear something. Overall I could tell that the manager had no concern and that he still takes the train. Mr.Poftak thinks that taking the T is a lot safer than the other transit vehicles. I don't believe that. I haven't heard or witnessed any serious incidents with the buses or the commuter rail, and definitely not during these years. There have been more T incidents nowadays, how is the T more safe?.

Some of you readers might be wondering if there are issues with the buses as well. Since I don't take the trains itself, I do take the buses nowadays. I have noticed some details that I haven't before. With the buses, it is one section, the driver can see all the passengers. But it can get crowded very easily. They have helped the handicap people as well when they are getting on and off. I'm good about giving up my seat for someone who needs it. I did notice on one of the bus route 83, it says online a specific stop towards Central Square but the stop sign is actually on the other side of the road, which means it goes the other direction. Why does it say it is going towards Central?. Sometimes some of the drivers let us in the bus for free, so in some ways, I don't pay at all. I do like that the bus routes near me can go to certain train stations without me taking the train to get there. That is how I could examine some of the stations I talked about. But there were other times I had to take two buses. There are more ways to get to places like the buses. There can be more traffic though especially on a weekday. When I started taking the buses more, I noticed they have a camera in the middle of the bus. There are two upfront, one near the front entrance and one pointing towards the driver. I was glad to see that. But from the outside view it is hard to tell if there are cameras inside. When I noticed these details, I was wondering why some of the trains don't have cameras in the sections and if the operator area has cameras inside?. I noticed in the New York incident, there are no cameras inside the sections but passengers got a video of the incident on their devices. Even though cameras will not solve every problem, it could help. Also, if there are old cameras still hanging around inside the stations, why not update them?, in case there was something serious that occurred. But there are no cameras at the back of the buses though, only in the middle. That is the same with the stations, no cameras at both ends. Buses can also run late which has annoyed me. I don't know if other passengers know the time the buses come. I get to the bus area early. I like to know what number I am taking and what stop I am getting off. I don't know why the company doesn't announce online why the bus is late, it just changes the time it will arrive on its website. At least I know exactly when the bus is supposed to come, that way I can tell if it changed its time, smart right?. It will say online that there are delays but won't explain why. In June 2022, I was taking the bus again somewhere. Somehow the driver said it was the last stop, but I did notice him on the phone before. It dropped us off at one of the stops that the specific bus route goes to. We all went out and the bus changed its screen to a different bus route number. I got a picture of the four digit number of the bus in case. The driver said 'sorry for the inconvenience' before we got off. As you can see, buses can be frustrating as well. Each bus has 4 digit numbers on them. I always look at it before the bus leaves. Buses have a schedule, so if you miss a certain time, you'll have to wait at least 15 minutes or more. With the trains though it comes every 10 minutes or so. There can be annoying passengers though, I witnessed two passengers arguing. They didn't know each other. Unfortunately I got off at the very last stop. I had to hear their arguments and cursing during the whole ride. At least the train operators don't have to deal with that. There was this other concern I had with the buses, I realize that some of the drivers will know the passengers personally and then they will talk. The driver is driving and I don't like that the passenger is a distraction. One time a specific passenger didn't pay because she knew the driver. But then when another passenger came in, that other passenger said 'you need to pay'. The other passenger left the bus. Then I heard the driver and the person they knew laughing. But I'm like "You didn't pay". Overall the buses seem safe, there haven't been anything serious that has occurred while I took any of them. I haven't heard much about them on the news. There were times the driver didn't stop at the railroad tracks. I witnessed it twice. I said out loud "you're supposed to stop". No one said anything back. I wasn't happy with that driver. The drivers are supposed to care for our safety but they aren't when they don't stop at the railroad tracks. They are supposed to open the door and listen to see if one of the commuter rail trains is coming or not. If they don't hear it, they can pass through. In late June, the buses are changing their bus routes. I saw a small poster around some of the bus areas, so I took a picture of it. I did fill out the survey. I did mention some of the drivers who don't stop at the railroad tracks. I could write about my concern. The buses also have this saying 'provide feedback' for the bus experience on those bus screens. How come the trains don't have that?. It seems like the buses are doing their best to make sure a passenger feels safe and heard. As I mentioned about the announcement at the Chestnut Hill station, if the T had us give feedback as well, that would make me feel a bit better, but not all the way. I haven't seen any small changes from the T. On the 26th of July, I overheard two bus operators talking. It was about another driver who puts 'NOT IN SERVICE' a lot so they don't have to pick up passengers. One of the drivers seemed to be annoyed. That day was crazy though. There were a lot of buses at the Nubian Station. It looked like

many drivers were done and leaving. I headed towards Downtown to walk to the Government Center station. What I am learning from this is that there are drivers who don't feel like being around passengers sometimes. I do see a lot of 'NOT IN SERVICE' signs on a bus, it does make me annoyed, especially if it is a lot of the buses in one day. There are some buses that say 'Instructional Bus', that means a driver is training someone.

I noticed with the buses that they have these red pull things in case of an emergency. The window I'm guessing will open up so passengers can leave immediately. They are around each window. I guess the buses seem to have safety procedures already. In the trains, passengers would have to break the windows to escape and that's what happened with the Orange Line. Now the MBTA has to replace new glass windows. They have the red pull thing with the Silver Line too.

I know there is a Silver Line as well, it is still a bus style though. I went inside a couple of them. The bus vehicle is a lot longer than the regular ones that are used. But where I was sitting, it would be hard for the driver to see far from the door on the way back. This vehicle is long, there are things in the way as well near the third door. Passengers might be in the way and the driver not seeing if anyone is getting off. I didn't have a lot of complaints about the Silver Line though. The way back door and the driver's view was what I noticed. The Silver Line also has a schedule as well. All buses are accessible, which I like. The only train color that isn't accessible is the Green Line, the train design with the seats facing horizontal. The other design is accessible. The regular bus only has thirty six seats and the Silver Line has fifty three seats. It says it in front of the bus when getting on. The bus seats in the front can bend upward to make room for a person with a wheelchair. There is a yellow pull thing to bring it back down as well. There haven't been many serious incidents on the Silver Line. The most incidents that occur are from the train stations. There have been creeps though on the bus. But even on the Silver Line, the color isn't very visible to other vehicles. The regular bus has a white color around it. That is more visible to see for others walking and other vehicles.

Up next, we'll talk about commuter rail. I have taken it many times. I don't seem to have a problem with it that much. But when I was getting on from Waverley Square heading towards North Station, how could anyone reach that high of the stair steps. I had to jump a bit to reach the stair railing. I was wondering what if there is someone on a wheelchair?. The train was way up high, I am not that tall. They expect all passengers to be able to reach and climb up. I hope this isn't a problem at every commuter rail station. The other times I took it, it was fine. I didn't have to climb up high to go inside. The train was below me. That is my complaint about the commuter rail. I didn't really have a lot of bad experiences with it. I am glad about that. The buses have been well too, nothing too serious has occurred. I could reach the step, even though sometimes I have taken a big step to go inside. I know most bus drivers lower the bus in front for the elderly people. The buses are accessible too. I have witnessed a couple of drivers helping a handicap person. Some didn't seem patient enough, but there was one that was really nice. It was on a day I was going towards work. You do have to buy the commuter rail tickets online on an app. From where you are starting on the commuter rail, if that stop and your destination are far apart, it will be more money. The longer the distance, the more money. I noticed that too. If you are just going to the next stop, you pay less. But on the trains you can go anywhere without paying more, you just pay the same amount no matter the distance. That is the same with the buses. There are these weekend passes for the commuter rail that passengers seem to like. I keep hearing.

You may not know that I still take the commuter rail because it's not on the actual subway line. Luckily from my perspective, I haven't seen anything crazy happen. In one non serious incident, there was a passenger who didn't have a ticket and police had to come. Overall, I was surprised to see online that it mentioned the delay. It actually said what caused it. The person who picked me up from the destination I was at, mentioned that it said it online. I know the buses and trains don't explain their delays. But I have to say I have been more observant while in these machines nowadays since I haven't been happy with the train incident and the other issues. In all MBTA vehicles, there are no seatbelts. I wasn't really thinking of that as an issue. But could it help?. Also, I want to see from the commuter rail on how the environment works and how quiet it can be. It looks like the operators have time for passengers to leave if it is their stop. The seats are a lot more comfortable than the buses and the subway trains. The big rail does make a loud noise when approaching a road where cars can pass, that way drivers know there is a train coming. I did notice there are no cameras inside the commuter rails. But there are cameras in South Station. I am mentioning the Commuter Rail because I saw this big poster at South Station about passengers giving feedback to the commuter rail managers, and one of the tables set up said 'mbta safety'. I saw that they are doing the same event at North Station that Thursday. I was definitely thinking of going. I went after work. It took a while to figure out how I would get there without the subway trains. I did my research the day before. So I went to North Station by a Lyft and the commuter rail, I didn't mind paying more. This was on June 16th 2022. They did have tables set up near the entrance of the TD Garden. It was near the Proshop. I first walked past the tables and turned around, then this man handed me something about keeping the rails safe. There was a table where it said 'MBTA Safety'. I was there the most. There was only one person there. There was merchandise there. I don't get how merchandise can help people be more careful with the commuter rail. I didn't grab anything from that table. Before I asked my first question I said in my head 'Spreading the word is good, but what is the MBTA going to do?', it can't just be one side that fits all.' When I was there, it didn't seem like safety was the priority in my opinion. The person I was talking to said they don't know much about the MBTA, just know about the commuter rails. I was mentioning that I haven't taken the train for more than a month, the person was surprised, they said 'wow'. The person did say to me "I'm not aware..because we work for the commuter rail, which is contracted out by the MBTA." Then they mentioned that they didn't hear much about the incidents, and I told them that the news doesn't seem to explain more about the incidents and more about the green line collision that occurred. During this, I have a feeling the person wasn't really agreeing with me. I was listening back to what I recorded. They said to me "I wish I could answer you better". The woman could tell I was into the conversation. I even had the two newspapers I had to show, but I didn't show it. I wish the whole MBTA managers were there, but it was just the commuter rail people. So I understand if they don't know about some of the train operations and bus operations, but I think they would be aware about the incidents since it is a big problem in my opinion. It seems to me that the MBTA managers don't say much to the workers. At least I could see what the environment looked like. Everyone was grabbing merch and somehow in my head, I still didn't agree with this. I then went to the next table which was about the buses. They are doing something with some of the buses so the buses don't get stuck in traffic. I asked them "Are you guys with the MBTA, do you guys know the managers". To me the answer I got from this question was definitely a 'no'. I'm sure the MBTA is aware about this event that occurred. Overall, I was very glued into this, asking questions and looking around. I then went to where the passengers can write a feedback about their experience from the commuter rail. I did write something on one of the paper sheets. I remember writing that the commuter rail explains about the delays

instead of just saying there is a delay. The T and the buses don't really say what the reason is for any delay. Even though this event was mostly about the commuter rail and the buses, it was still informational. There was this commuter rail I did see that wasn't in good condition. I was in front of it. I was on the other rail that was going past it. The number was 1031. It looked like the paint was tearing away. I got a picture of it. I hope they fix it. With any moving machine, there will be things to fix, but the thing is, how long is it going to take?. Is the company taking action right away?.

I remember when I was near the station where I live, I had my laptop and was typing information down outside of the station. I had a passenger ask me a question about a bus. I told them the buses are down below where the trains are (the one close to CVS). I am not sure if they went down there. After I stopped typing, I then went down to spectate the area. It looked like there were no employees there. I was pretending to find my wallet for my Charlie Card, I know I brought it with me, that way I didn't look suspicious to the cameras. There always seem to be two cameras together. After pretending, I was looking at the passengers going through the sliding doors to get in. One of the sliding doors was not working, I was surprised some of the passengers didn't go through it. Last time it happened, there was an orange cone on that sliding door side. So when I was looking at an area where it had a map thing for the bus routes, it was paper. I then had someone come up to me. They were showing on their phone the destination they were going to. They asked me where to go. I told them that bus 86 will be shorter to get there than taking the T. But I did tell them you would take the Red Line to Downtown Crossing then switch to the Orange Line. I wonder if they actually took the bus. When I was going up the escalator to go back up, I didn't see them going through the sliding doors. It looked like they went towards the bus area. I didn't tell them about my frustration with the T, but I told them the bus was a shorter way to get to their destination. It is true though. When taking the buses for a while, I learned you can get to a T station without actually taking the trains. It won't take that long either (depends on the location). That is how I observed some of the color trains. I was proud though that I knew how to get to one place either with the trains or the bus. I did see an employee in one of these box things they have in some stations after I helped that person. I wonder if they saw me helping that passenger. I do have a great sense of direction and I like exploring new areas. I wonder if the employees know where to go if passengers ask. Then the next day I was at Hynes Convention Center (which I mentioned about already) someone asked me a question about where to go. I told them it was on the other side. They were going to Kenmore and the side I was on was the North Station and Government Center. I noticed there aren't that many employees at these stations, well they did have dispatchers leave at this time. Even though I do see other passengers asking other passengers questions, I never asked. I was just used to taking the T a lot so I know how to get somewhere from the T still, but I haven't since May. In July, someone asked me where bus 77 was located. I was walking back from the bus (from work). I told them it is down below near the CVS store, saying "When you see CVS, there will be a red line sign". I guess I'm used to taking the bus now too, I know where to go..

You may be wondering why I am looking at the orange, green line and the commuter rail even though that had nothing to do with those two incidents, well they can connect in some way. If you look at the other stations you can see if there are any positive or negative things and see if that matches with the Broadway station incident. I can see something from another station and see if the Broadway station had that or not. Starting in July 2022, I have noticed some of the Green Line trains are wet. I saw something wet dripping down on some of the outside areas of the train. I saw it too when I was at the Park Street station (for free) on July 20th 2022, some of the green line trains were somehow dripping something wet. I know it wasn't raining out. The number was 3595. The first time I saw it happen, it wasn't raining that day either. I wonder what this is about?. Is it something else other than water?. I guess I am a lot more observant than others. I wonder if the operators noticed it already?. I hope it isn't anything serious. I did see something else on one of the tracks of a green line station, the tracks said '115 RE VI ISG 2004'. I wonder what this means. Did the tracks be renovated in 2004?. Maybe what the trains need are new tracks. It has been a while since 2004, more than ten years. Wouldn't you think the MBTA would have the money?. Even if there are shuttle buses during the process, I wouldn't mind. I would know they are building a better T. I'm sure some passengers will get frustrated if they keep switching from shuttle buses. I have done it a couple of times as well when I was taking the trains before, there would be a shuttle. But I would say they did make passengers aware about the shuttle buses the days before it actually occurred. But when I looked at the tracks of the Harvard Avenue station area, the tracks looked different from the one from Brookline Village. Harvard Avenue has those diamond shapes on one side of the tracks then the other side that is parallel, it is the same as the Brookline Village style. One of the tracks said "115 RE SIN 2019", then there was a year of 1999 on another track. I was very curious on what these dates mean? Were these the last time it was renovated?. I thought all the tracks on any station would be the same, I guess not though. As I mention next, I have seen these big buses being used if certain stations are not working. It's usually on the weekends. Apparently they have the Yankee Bus line. I looked up on their website and it looks like you can get a quote from them. I'm sure money had to do with this. The MBTA paid for Yankee buses for the Kendall MIT to Alewife station this weekend for the 23rd and 24th. I don't know the reason why they are working on the stations. I can tell it had to do with the tracks, but as I said before, the company won't tell us exactly the issue. The buses are big. I went to a movie and I had a free ride on one of the buses. The MBTA has money to pay for like four and more buses to be used, and yet they don't use the money to build a better T system. It seems like the MBTA has enough money on their hands. When I was in one of the stations, there were no employees down there. There were signs saying what direction to go to get to the shuttle buses. But when I was out again on the 24th of July, I realized there were more bus companies that the MBTA were using. Actually I noticed one already when going out. The companies are King Gray and Academy. But I looked up the King Gray bus company, and it said it is closed on Sunday's. It seems like they made an exception for the MBTA. I couldn't find if the Academy bus opens and closes. But it said on their website that they do 'shuttle services'. How much money is having all of these buses? I know there are more being used for the Orange Line. How come there are three bus companies helping a MBTA company?. Was there something wrong with the buses the MBTA usually uses?. How come they needed these big buses?. A couple of times they used the regular buses they have as a shuttle. At least with the big buses, they have seatbelts, which I was probably the only one having it on. But the MBTA doesn't have them because passengers need a faster way to escape if ever in an emergency. But would seat belts help the MBTA buses to be safer?. But the longest trips probably have seatbelts, so it makes sense if buses like Yankee Bus have them. They are for traveling far. There probably is something that these big buses have that the MBTA buses don't and vice versa.

The MBTA has another source of transportation. It is called the 'Ride'. People can schedule a ride to pick them up. It is mostly for people with disabilities and the ones who are elderly. I am glad that they have this. I haven't used it. I believe you do have to have eligibility for

it. I know I have a discount on my Charlie Card because I have a disability. I haven't seen any reputation conflicts with the 'Ride'. That is something that the MBTA is doing right. Many people don't talk about this source of transportation. I have seen it outside of my work where elders are getting on. It is accessible. But there have been mixed messages though. I have mostly seen negative comments about customers' experience. One customer had to wait two hours for the Ride to come for the person that was supposed to be on it. Another one said that the employees were not professional. The next comment said 'The ride is funded millions in government money and they continue to fail the elderly.'

These are some ideas I recommend the company to do. I know everything I mention may not be answered but at least it is on here. While I was looking at the trains from the outside stations, I noticed it's hard to see the trains when they are coming. I know most people have headphones or earbuds on so they won't hear the sound of the trains coming. But if the parts of the train are a lighter color, could that help?, since the passenger's eye sight is still working. On the Green Line trains there are these black things that are surrounding the glass window. Why not make that a lighter color?, or any part of the train. I know most stations already have the yellow thing on the ground to make passengers aware of not standing on it when the train is coming. It's also for the blind people who can feel the little dot things on it. Most trains have ads on them as well, that can make the train not as visible, depending on the color. Some have been red, purple, blue and so forth. The actual colors of all trains are not as visible because of their color. Having cameras in each section would be helpful as well for the Red, Blue and Orange Line. Cleaning the tracks would probably make a difference with the track and train function.

Standing up for something isn't easy. I got some backlash from Facebook. I was spreading the word about my second petition on some of the group pages. I was not happy about it. One said they were with one of the MBTA workers, telling me and others that we don't know what goes on behind the scenes. I saw their account and didn't see anything about them working for the MBTA. Well if we all knew what was going on, then we would know and I wouldn't be more infuriated with them. I didn't like the other comments I got. The other person said that the media covered it very well, I don't think so. Those comments honestly did hurt though, but I still wasn't giving up. I said to myself, "Don't come to me for an apology when something happens and you are in the train." I also said in my head "Who is doing the investigations?," the person that said that the incidents were covered well by the media, well how come we don't hear much now about it?. I'm the one doing the investigations, a random citizen. Yet those people commented didn't agree with what I said about the construction incident, I'm the one investigating, not them. When standing up for something, we'll get people who disagree with what we're trying to do. Many think I may be overreacting but safety is important. People are still trusting a company while they ignore two deadly incidents that occurred. I am lucky to have friends who are supportive of what I am trying to do. I won't give up. The MBTA thinks everyone forgot about the two incidents, well not me. One person can make a difference and remind people of an incident that occurred. The MBTA lost my trust. Yes, safety is important, but when losing trust on something, that means a lot. Passengers trust the MBTA for their safety and yet (to me), they broke that trust. Once someone loses trust in anything, it won't go away. It is difficult to heal back. I feel like I am speaking my every breath about this situation and yet people don't seem to care. How come reporters didn't go around and ask others opinions on the incidents?. They did that when the train services were going to be a longer wait, why not the two incidents as well?. I saw it at work, I was really heated when they were interviewing passengers about the delays. There are a lot of things that made me want to stop but I did not. I was still going forward with what I believe in. I am glad there are people that care about my cause. I bet some passengers were wondering what I was doing at these stations I visited. I had my phone close to my mouth, I was recording myself. I even made the first petition and then a second petition. I have more signatures on my second, it is still live if you want to sign it. I sent my first petition signatures to the White House. I've been doing a lot to spread the word. I even made a small poster and I walked around where I live. I did this a couple of times.

Overall, it seems to me that I care about whether a company cares about others. Money is a factor with any company, but does it have to get in the way of dignity. When something else happens with the T, passengers get more frustrated. Yet they all still take the T because it is easy. I take the buses now as I mentioned. I am glad I haven't taken the trains. Since there have been more issues with the trains, the more proud I am of not taking it. I won't take it unless they do something really deep into any investigations, especially the two incidents ones. There are other issues as well which I hope they fix as well. We can't have trains malfunctioning while passengers are on board. You don't need to see another incident to make a choice about something. Passengers are still taking it. I say 'There are more ways to get to places'. There is always a way. Most passengers do rely on the T for transportation and am sure the employers will understand if the T or bus is having difficulties. It just seems like passengers will still take the T with issues while going on. We are telling the company that we have no problem with an issue. I have a problem with what they are not doing.

Thank You for reading. I appreciate your time. I hope you discovered something new. I definitely did. You never really notice something unless you are really focused and since I looked at these stations, I noticed things I did not before. In conclusion, what I want from the MBTA is to take their passengers' safety seriously and not to ignore fatal incidents that have/will occur. I did more of the investigating than the ones who did. How does it take more than a year to investigate?. There are other incidents that require a lot of investigation, but here, there are cameras. I don't know why we haven't heard much from them. Will the MBTA do something? Will they make a change?, will they care for others? Will they investigate any of these incidents?. Money can fix some issues, but it can't fix a company's personality. If a company really cares for their people, they would do something that no other company would do. I don't think the MBTA wants to not have a passenger not take the T, but I am doing it. They lost a passenger. Some might think that may not be making a difference but I think so. Even though my voice hasn't been spreading viral, I am still making other people aware like with my friends, at my work, and on social media. I know I am making a difference. The two men didn't deserve what they got, I wish the MBTA would show some more consideration to that and other incidents that have occurred. We don't want to lose more innocent people because of a company's carelessness. It is time to take action. They ignored previous incidents and current ones, what makes them so great?. The MBTA company may not be the best place to work but it should still have something positive about it, which is the passengers. Without us, none of the employees would be working. The company wouldn't be making money as well. Be careful where you put your money towards. Are you the next victim?, let's make a change to make sure you are not.

1. Blue Line CH1: <https://www.cbsnews.com/chicago/news/cta-blue-line-shut-down-unauthorized-person-logan-square/>
2. Blue Line CH2: <https://www.nbcchicago.com/news/local/man-attacked-with-knife-after-verbal-altercation-on-cta-blue-line-train-in-wicker-park/2821457/>
3. Petition: <https://chnq.it/vytszMQW>
- 4.



Before



After

June 4th- June 21st (Brookline Village)

Red incident (sitting around) *South Station area





Construction Incident (see the crane?)

Newspapers Collected + More.





Orange Fire



Is that a camera? (Orange Line)



*Green Line (not accessible) stair entrance



*Green Line (accessible)



Brookline Village station

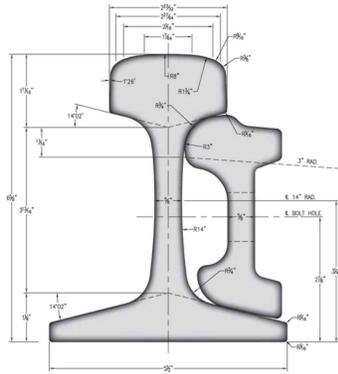


Harvard Avenue station



Harvard Avenue station

115-lb. A.R.E.A. Rail





*Train on the road



Bus

11. What comments do you have about the MBTA's proposal for your bus trip?

Some drivers drive by the railroad tracks without stopping. I have witnessed it twice. Another driver didn't open the front door to hear if a

OK

The Survey



Commuter Rail