



**Massachusetts Bay
Transportation Authority**

GM's Report to the Board

Phil Eng, MBTA General Manager and CEO

September 24, 2025

Transportation Drives Quality of Life & the Economy



TRANSform

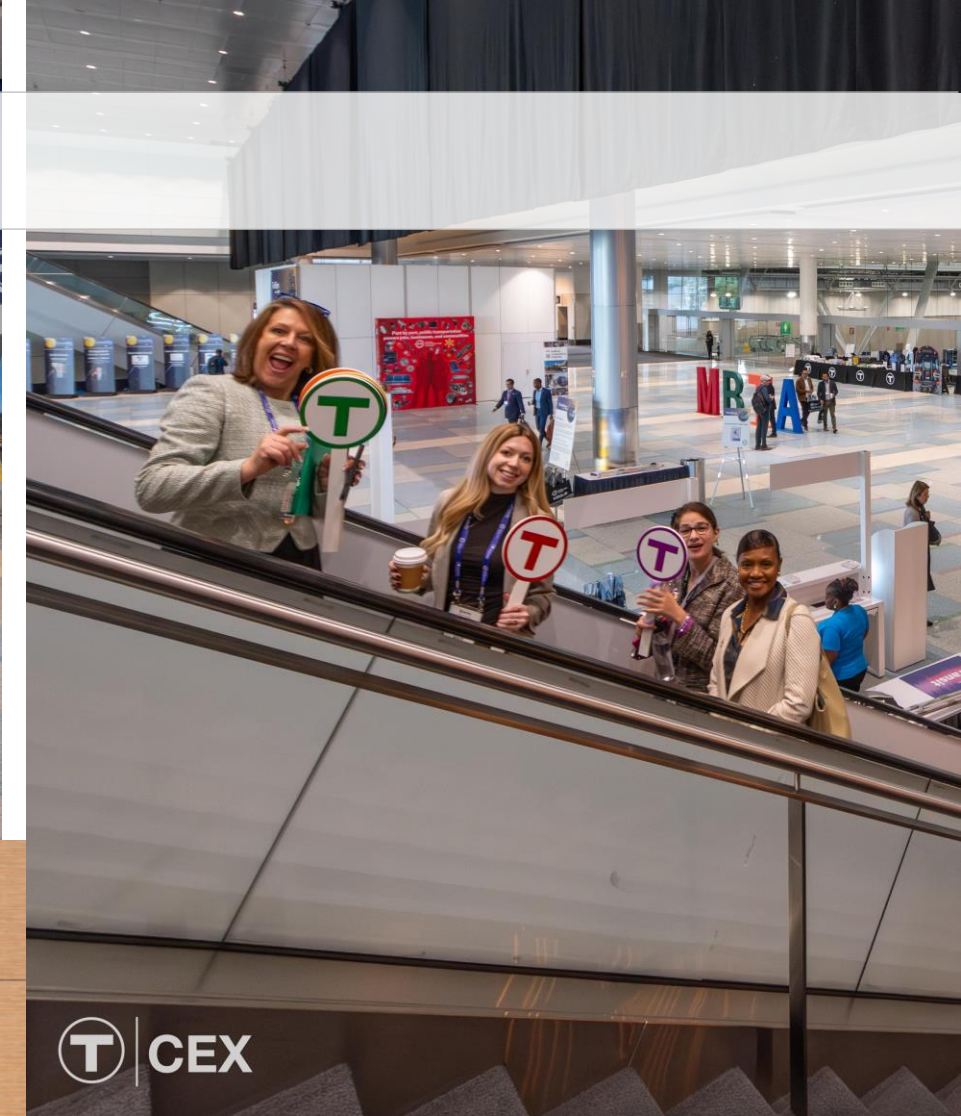
SEPTEMBER 14-17, 2025

BOSTON, MA

Presented by **HNTB**

Shaping the Future of Public Transportation





Choose Transit: Full  Ahead

New Way of Doing Business



Choose Transit: Full  Ahead

The Frederick Douglass. Record Ferry Ridership.



The Frederick Douglass

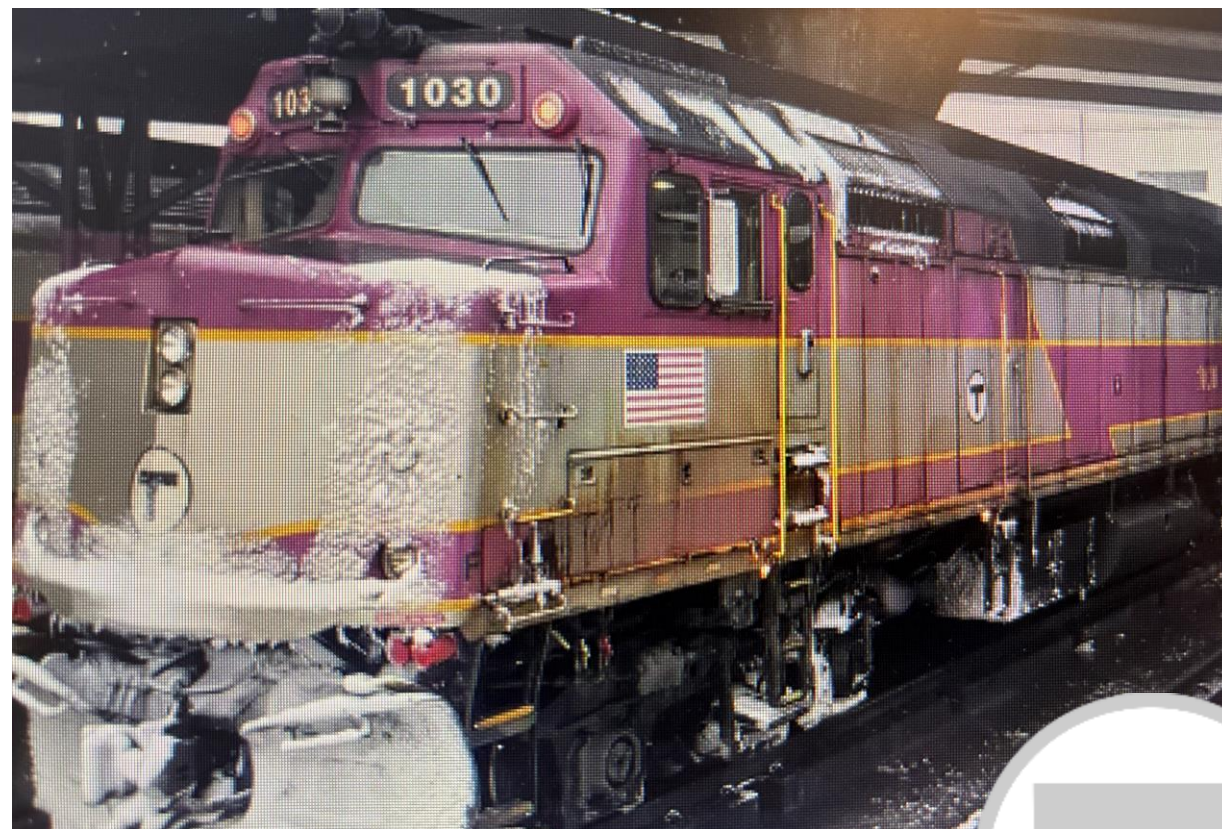


Lynn Students

Choose Transit: Full  Ahead

Honoring the Past | Passenger Service for the Future

MBTA pays tribute to the legacy railroads that shaped current operations: Boston and Maine Railroad, the New Haven Railroad, and the New York Central Railroad.



Choose Transit | Improving Service

The Make Way for Buses Program keeps buses moving and improves accessibility and safety.



Choose Transit | Improved Service & Freedom of Movement



Record riders to the Cape – Summer '25.



Added 2nd round-trip train for 4 home weekend games.



Extra round-trip train between South Station and Foxboro.



2nd round-trip train:
Sept. 7, 21, 28 & Dec. 14.



Expanded Weekend Commuter Rail Service.

Extra trains all October weekends. 🎃

Choose Transit: Full  Ahead



September 2025

Hispanic-Latino Heritage Month

Hispanic/LatinX: Honoring the Past, Inspiring the Future





MBTA Rail Rodeo | Pride in Our Work





MBTA Rail Rodeo | Pride in Our Work

Choose Transit: Full  Ahead



Recognizing Our Dedicated OCC Dispatchers & Transit Ambassador

CERTIFICATE of RECOGNITION

OCC Communication Coordinator

Mark McNeill

In recognition of their quick decision-making and collective actions that allowed a rider to safely exit the tracks at Central Station on the Red Line and avoid what could have been a life-threatening incident.

On July 24, 2025, at approximately 7:45 a.m., a MBTA Transit Ambassador notified the Operations Control Center that a rider had fallen into the pit at Central Station on the Red Line. OCC personnel promptly responded pulling CCTV footage, de-energizing the third rail, crossing Red Line trains at Park Street, and updating customers. On scene station personnel tended to the rider and ensured a safe exit from the incident area.


Phillip Eng
General Manager & CEO


Ryan Coholan
Chief Operating Officer



 Massachusetts Bay
Transportation Authority

CERTIFICATE of RECOGNITION

Red Line Dispatcher

Adrian Santiago

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Caring for our
riders.

Swift and prudent
actions saved a
life.

CERTIFICATE of RECOGNITION

Red Line Dispatcher

Sha-Dena Agnew

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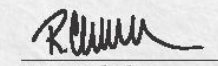
Transit Ambassador

Dezlan Williams

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Thank You. Questions?

