



**Massachusetts Bay  
Transportation Authority**

## GM's Report to the Board

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Ryan D. Coholan, Chief Operating Officer, *covering for Phil Eng, MBTA  
General Manager and CEO*  
December 18, 2025



# System Accessibility Milestone



2006 Joanne Daniels-Finegold et al. v. MBTA Settlement Agreement, Dec. 10, 2025





# Stronger Legislation Protects Our Operators



Choose Transit: Full  Ahead

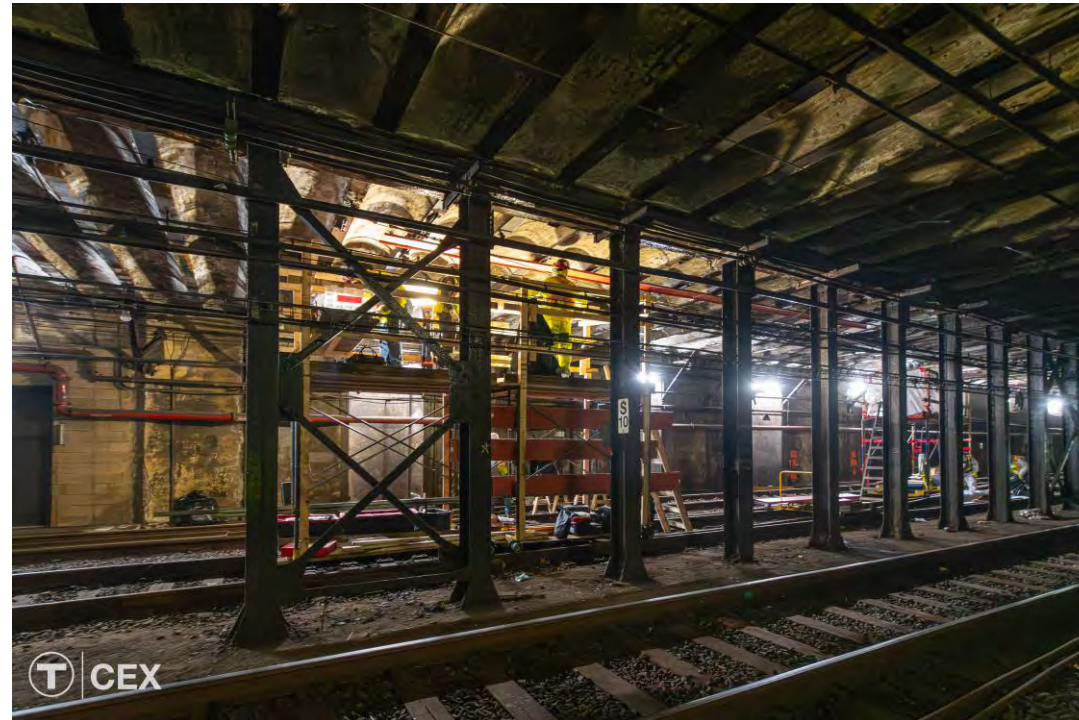
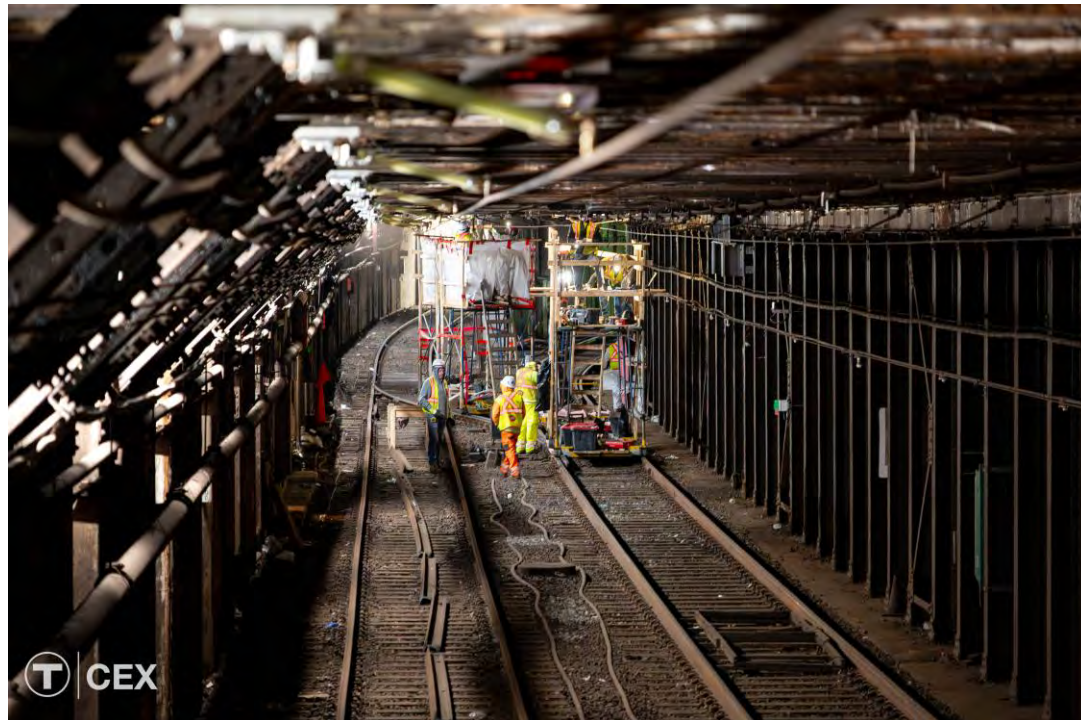
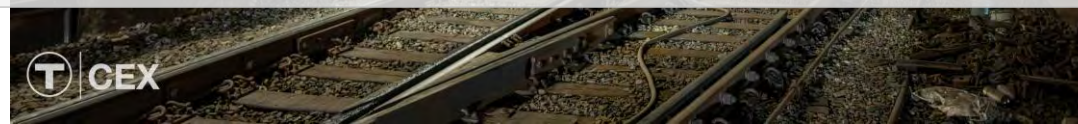
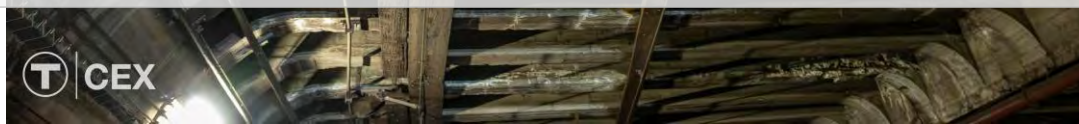




Before



# Green Line Trunk Diversion | Wooden Trough Replacement

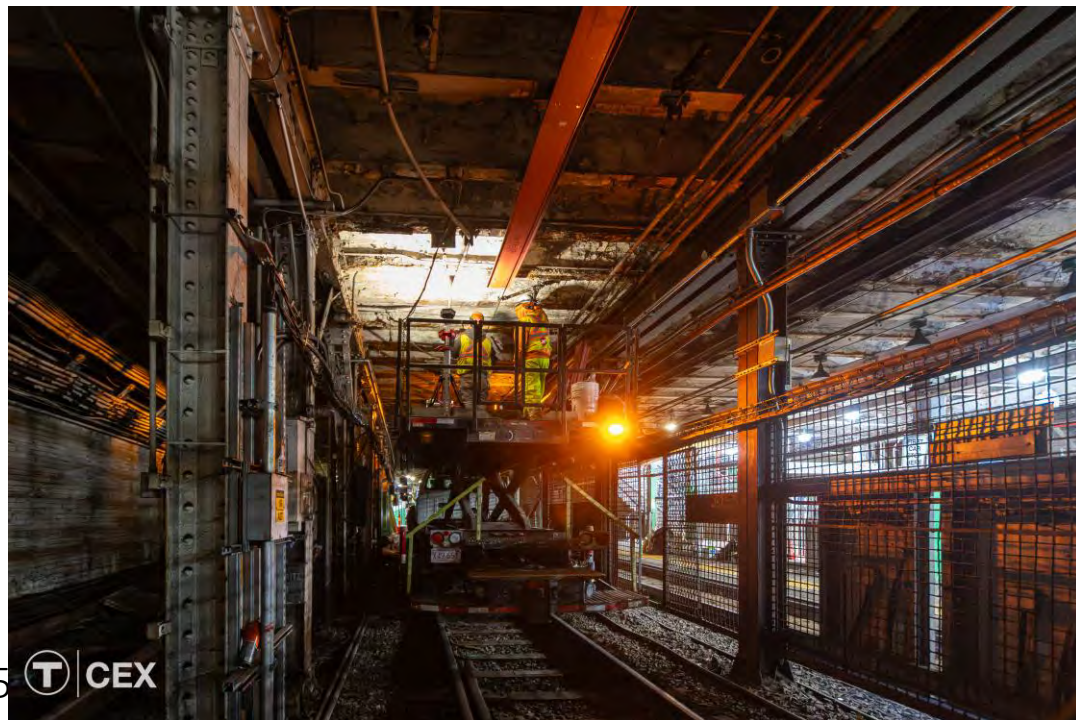
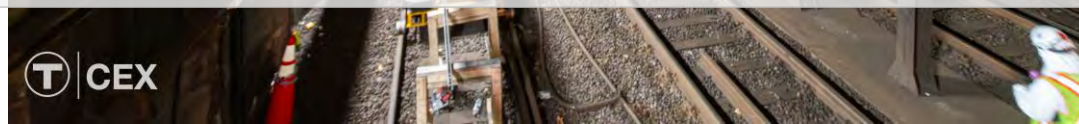




After



# Green Line Trunk Diversion | Wooden Trough Replacement





# Green Line Trunk Diversion Girders Replaced at Boylston





# Green Line Trunk Diversion | Copley Station Brightening



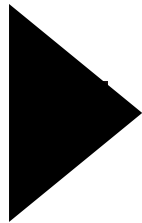


# 2025 | Bold Goals, Complex Challenges, Meaningful Progress

Dedicated Workforce

Accomplishments

Conserved/Incremented 2024 Gains



Choose Transit: Full T Ahead





**REASON 337:**

**More and more  
riders are returning  
(and everybody loves  
a comeback story).**

So many reasons to  
**Get on board.**



## Top 5 Agencies' Ridership Returns *from 2019*



Weekend: 99%  
Overall: 77%  
Weekday: 73%



Choose Transit: Full  Ahead





# MBTA Francis M. Keville Award



For exemplary leadership, teamwork  
& problem-solving abilities







# Onboard Awards MBTA Recognized

For the T's continued investment  
in water transportation



**T** | CEX

MIKE MULLER

THOMAS M. MCGEE

RYAN D. COHOLAN

DAVID PERRY



# Recognizing Progress Made Toward Climate Goals



Dec. 11, 2025. Climate Progress Recognized: Governor Maura Healey, Climate Chief Melissa Hoffer, MBTA GM Phil Eng and 14 teams



MBTA Climate Assessment & Resilience Roadmap Team

- Sam Azizuddin
- Caroline Bean
- Sean Donaghy
- Katherine Eshel
- Laura Gilmore
- Lynsey Heffernan
- Janis Kearney
- Hannah Lyons-Galante
- Alex Oster
- Hannah Wagner

Choose Transit: Full  Ahead



# The People Who Move Boston | Give Back!



25<sup>th</sup> Annual Fill-A-Bus  
Record-breaking 2,746 toys!



Quincy, Braintree  
& Watertown  
RMVs participated



Quincy RMV



Choose Transit: Full  Ahead





CEX



CEX



CEX



Saturday, Dec. 13



14

CEX



# Winter Wonderland

Celebrating our employees  
and their families.

Choose Transit: Full  Ahead





# Holiday Music Pop-Up Series

Showcasing local school musicians from Boston Latin School, Thomas J. Kenny Elementary and The English High School.



Government Center



Forest Hills



Government Center



Ashmont



Ashmont

Choose Transit: Full Ahead





Keolis'  
**NORTH POLE EXPRESS**



Choose Transit: Full  Ahead





Happy  
Holidays  
from the T!





# ... And Happy New Year 2026





# Thank You. Questions?

