



WRTA

February 2026 Advisory Board Presentation



WRTA

FY26 Consolidated Budget - Revised

Worcester Regional Transit Authority
Fiscal Year 2026 Consolidated Budget - Revised

	<u>Revised FY 2026 Budget</u>	<u>Approved FY 2026 Budget</u>	<u>\$ Increase / (Decrease)</u>	<u>% Increase / (Decrease)</u>
I. Expenses:				
Transit Services				
Fixed Route	\$ 30,028,907	\$ 27,052,324	\$ 2,976,584	11.0%
Demand Response	6,143,951	5,881,423	262,527	4.5%
Brokerage / Customer Service	2,530,949	2,284,740	246,209	10.8%
Administration	2,255,710	2,631,504	(375,794)	-14.3%
Debt Service	396,767	463,704	(66,937)	-14.4%
Management Fee	439,056	441,216	(2,160)	-0.5%
Total Expenses	<u>41,795,340</u>	<u>38,754,911</u>	<u>3,040,429</u>	<u>7.8%</u>
II. Revenues:				
MassDOT Community Transit Grants	263,744	136,480	127,264	93.2%
MassDOT Discretionary Grant	5,322,639	-	5,322,639	-
Administration Revenues	203,650	256,882	(53,232)	-20.7%
Other - Non Transportation	22,547	23,088	(541)	-2.3%
Total Revenues	<u>5,812,580</u>	<u>416,450</u>	<u>5,396,130</u>	<u>1295.7%</u>
III. Federal Operating Assistance:				
CARES Act	6,303,237	8,051,610	(1,748,373)	-21.7%
American Rescue Plan	902,356	902,356	-	0.0%
Operating Assistance Micro-Transit	520,289	573,240	(52,951)	-9.2%
Preventive Maintenance - Security	-	355,185	(355,185)	-100.0%
Short Range Transportation Planning	199,859	400,000	(200,141)	-50.0%
Project Administration	22,952	22,952	-	0.0%
Total Federal Operating Assistance	<u>7,948,693</u>	<u>10,305,343</u>	<u>(2,356,650)</u>	<u>-22.9%</u>
IV. Net Cost of Service	<u>28,034,067</u>	<u>28,033,118</u>	<u>949</u>	<u>0.0%</u>
V. Net Cost of Service Funding				
A. State Contract Assistance	21,721,844	21,721,844	-	0.0%
B. Local Assessments	6,312,223	6,311,275	948	0.0%
Surplus / (Deficit)	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	





WRTA

Quarterly Paratransit Rider's Forum

First Forum – Thursday, 2/26/2026

- Inaugural quarterly Paratransit Rider’s Forum to be held on Thursday, February 26th at 1:00 PM over Zoom webinar.
- Forum provides an opportunity for riders and members of the community to learn about ongoing service improvements, and to ask questions, provide feedback, etc.
- All information will be posted to new website:
<https://therta.com/qprf/>.

Forum Promotion

CALLING ALL PARATRANSIT RIDERS:

PARTICIPATE IN WRTA'S PARATRANSIT RIDER'S FORUM!

Thursday
February 26
1:00-2:30pm



Meeting will be held virtually via Zoom.

For more information, visit [theRTA.COM/QPRF](https://www.therta.com/QPRF)

WORCESTER REGIONAL TRANSIT AUTHORITY

PARATRANSIT RIDER'S FORUM

Thursday, February 26, 2026
1:00-2:30pm



Join staff from Worcester Regional Transit Authority (WRTA) for our public quarterly paratransit rider's forum on Thursday, February 26 from 1-2:30pm!

The forum will provide an **opportunity for riders and members of the community to learn about ongoing paratransit service improvements** and to ask questions, give feedback, and share concerns about WRTA's paratransit service.

Visit [theRTA.COM/QPRF](https://www.therta.com/QPRF) for additional information and details on how to participate! ASL and Spanish live interpretation has been requested for this meeting. Additional translated materials are available upon request.

Translation

English: If this information is needed in another language, please visit www.therta.com and use the Google Translate feature.

Portuguese: Se esta informação é necessária em outro idioma, por favor visite www.therta.com e use o Google Translate.

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Vietnamese: Nếu thông tin này là cần thiết trong một ngôn ngữ khác, vui lòng truy cập www.therta.com và sử dụng các tính năng của Google Translate.

Chinese (Traditional): 如果此信息需要以另一種語言，請訪問www.therta.com並使用谷歌翻譯功能。

Swahili: Kama unahitaji habari hii katika nyingine lugha, unaweza kubonyeza mahali panaandikwa "Google Translate" hapa juu.



[theRTA.COM/QPRF](https://www.therta.com/QPRF)

X@therta @theWRTA @hop.on.wrta





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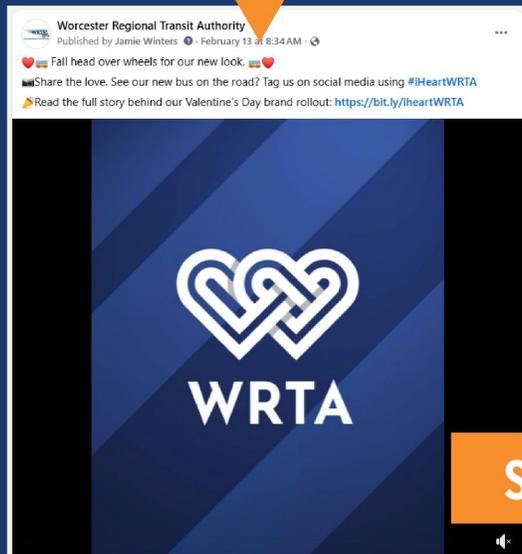
Rebrand Update

Rebrand Bus Launch

- February 13, 2026
- Highest ridership routes for visibility

1.7K
VIEWS

250
VIEWS



SOCIAL MEDIA LAUNCH



Next steps for Rebrand

- New hybrid buses will be partially wrapped next; these vehicles arrive from the factory painted dark blue.
- All existing buses will have current decals removed. Some will be fully wrapped, while others will be repainted and partially wrapped.
- Vans will be rebranded following completion of the fixed-route fleet.
- All supporting marketing materials are being updated to align with the fleet rollout timeline.
- The website and social media will transition to new brand once one-third of the fleet is complete, ensuring consistent brand recognition.
- Bus stop signage updates will roll out in phases, starting with the top 10 ridership locations in early spring.

Bus Stop Concepts



WRTA

- 2 Tatnuck Square
- 3 Worcester State University
- 6 West Tatnuck
- 7 Washington Heights Apartments
- 31 Lincoln Plaza
- 33 Spencer Brookfield

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508.791.9782

You are currently at
Stop #246

For real time updates:
Text WRTA 246 to 2287

Download the
Transit App



Download on the
App Store

GET IT ON
Google Play



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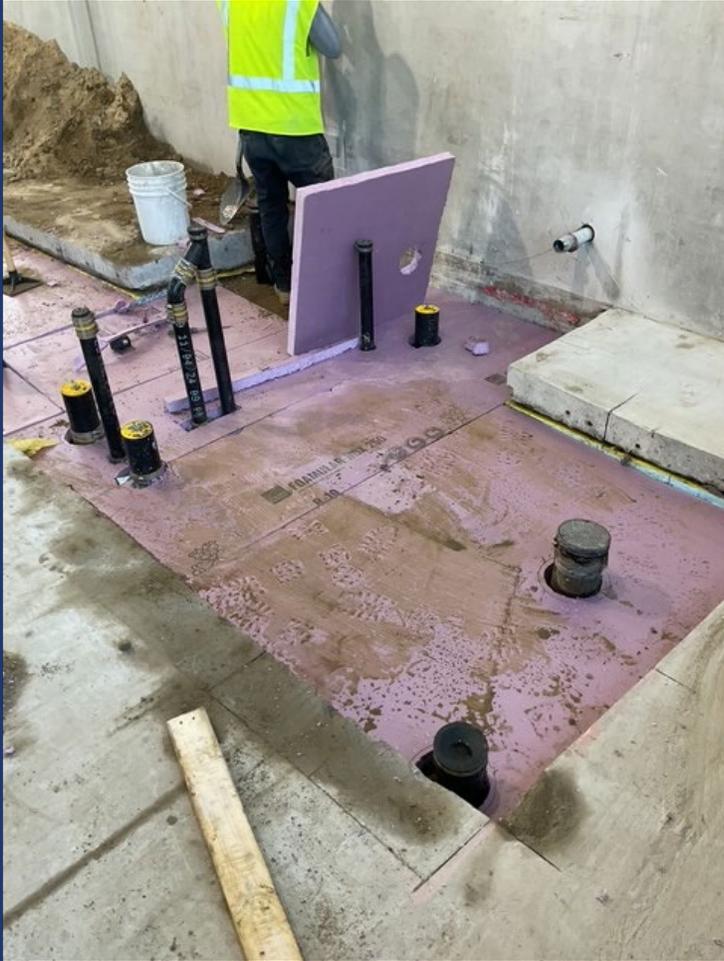
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Lobby Update

Lobby Update



Lobby Update



C RTP Update

- CTRP Final Document on Website!
- Document Overview
 - Needs & Goals
 - Existing Conditions
 - Market Evaluation
 - Performance Measures
 - Trends and Uncertainties
 - Recommendations
- Service Change Concepts



CRTTP Update

- **Service Change Concepts**
 - More Frequency
 - More Span of Service
 - Crosstown Service
 - Limited Stop Service
 - Microtransit
 - Same Day On Demand
- **Other Document Support**
 - Fixed Route & Paratransit Surveys
 - City of Worcester MAP
- **Further Study**
 - Further Development
 - Public Facing Material
 - Costing and Balancing Resources



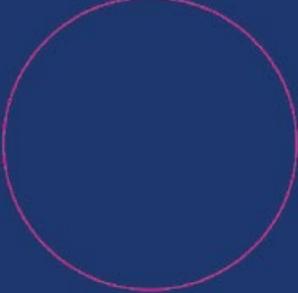


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Transit App Update

CRTTP Update

- January Onboard “Door Hanger” promotion resulted in 598 new users
- Increased Use of Transit App
 - 6,836 unique users in Jan 2026
 - 56% increase from Jan 2025
 - App was opened 237k times
 - 42% higher than Jan 2025



PLAN YOUR TRIP
& LEVEL UP YOUR COMMUTE
with
Transit

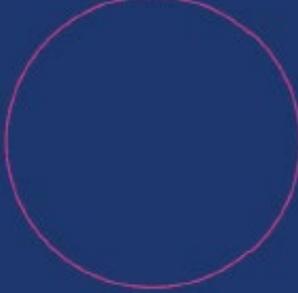
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