



WRTA

**Fiscal Year 2027 Budget Presentation
Audit and Finance Committee
April 15, 2026**

Central Mass Transit Management

Fixed Route and ADA Paratransit Service Provider

Weekday Hours: 4:50am - 11:45pm
Saturday Hours: 5:50am - 10:05pm
Sunday Hours: 8:30am - 7:30pm

ADA Service Provided within
 $\frac{3}{4}$ mile of any Fixed Route

Fixed Route Ridership: 4,879,640
Demand Response Ridership: 43,303

23 Fixed Routes

in Worcester and 12 Suburban Communities

54

diesel and diesel-hybrid
35' and 40' buses

3

Shuttles in five
Suburban Communities

7

wheelchair
accessible vans (shuttles)

14

wheelchair
accessible vans (ADA)



**Contractor - CMTM Consolidated
Fiscal Year 2027 Budget**

			FY27 v FY26 Budget \$ Increase / (Decrease)	FY27 v FY26 Budget % Increase / (Decrease)	
	FY 27 Budget	FY 26 Budget			
Non-Transportation Revenue	1,547	1,547	0	0.0%	
Expenses					
Labor					
1	Wages - Operations	13,306,871	12,148,474	1,158,397	9.5%
2	Wages - Administrative / Management	2,472,889	2,336,773	136,116	5.8%
3	Fringe Benefits	10,604,328	10,706,904	(102,576)	-1.0%
4	Other Labor Expenses	161,244	159,692	1,552	1.0%
	Total Labor & Fringe Benefits	26,545,332	25,351,843	1,193,489	4.7%
Services					
5	Legal	30,000	30,000	0	0.0%
6	Audit	42,000	41,000	1,000	2.4%
7	Custodial	174,800	108,329	66,471	61.4%
8	Security	249,008	205,436	43,572	21.2%
9	Other Professional Svcs. (Attach Description)	1,162,483	1,229,707	(67,224)	-5.5%
	Total Services	1,658,291	1,614,472	43,819	2.7%
Materials and Supplies					
10	Fuel, Tires, & Tools	1,347,478	1,341,157	6,321	0.5%
11	Bus, Van, Support Parts & Other	493,131	493,131	0	0.0%
12	Building Maintenance Costs	108,664	122,300	(13,637)	-11.2%
13	Non-Turley Parts	352,983	352,983	(0)	0.0%
14	Office Supplies, Printing & Postage	112,876	112,637	239	0.2%
	Total Materials and Supplies	2,415,131	2,422,208	(7,077)	-0.3%
Utilities					
15	Heat / Gas	157,523	152,201	5,322	3.5%
16	Electricity	413,766	428,793	(15,027)	-3.5%
17	Water / Sewer	14,458	14,858	(400)	-2.7%
18	Telecommunications	96,146	87,681	8,465	9.7%
	Total Utilities	681,894	683,533	(1,639)	-0.2%
Insurances					
19	General Liability	1,975,582	1,849,243	126,339	6.8%
20	Building Premium	208,866	201,803	7,063	3.5%
21	Workers' Compensation	635,076	662,720	(27,644)	-4.2%
22	Umbrella & Fiduciary Liability	81,187	70,324	10,863	15.4%
23	Other Insurances & Recoveries	114,782	106,371	8,411	7.9%
	Total Insurances	3,015,492	2,890,461	125,031	4.3%
Other Expenses					
24	Training, Travel, & Meetings	6,786	6,785	1	0.0%
25	Employee Activities	68,120	38,303	29,817	77.8%
26	Communication Equipment/Leases/Rentals	0	0	0	#DIV/0!
27	Miscellaneous (Attach Description)	12,984	27,026	(14,042)	-52.0%
	Total Other Expenses	87,889	72,114	15,775	21.9%
Gross Expenses	34,404,030	33,034,631	1,369,399	4.1%	
Net Cost of Service	34,402,483	33,033,084	1,369,399	4.1%	

Paratransit Brokerage Transit Management

- Receives calls and schedules passenger trips for registered disabled passengers unable to use fixed route buses
- Brokerage for overflow ADA trips
- Receives calls and schedules passenger trips for seven Councils on Aging in the Mobility Management Model – Westborough added in July 2025
- Provides Customer Service function on behalf of WRTA

ADA Ridership: 74,536 (provided by 3rd party contractor)

Trips Scheduled: 159,696



Contractor - Paratransit Brokerage Services TM, Inc.
Fiscal Year 2027 Budget

		FY2027 Budget	FY 2026 Budget	FY27 v FY26 Budget \$ Increase / (Decrease)	FY27 v FY26 Budget % Increase / (Decrease)
Expenses					
Labor					
1	Wages - Management	211,087	198,389	12,698	6.4%
2	Wages - Operations	502,846	364,159	138,687	38.1%
3	Fringe Benefits	204,058	177,628	26,430	14.9%
	Total Labor & Fringe Benefits	917,990	740,176	177,814	24.0%
Administrative Expenses					
4	Travel, Training & Meetings	1,200	1,200	-	0.0%
5	Office Supplies & Printing	19,920	19,285	635	3.3%
6	Service and Software Agreements	40,260	37,920	2,340	6.2%
7	Other Administrative Expenses	60,099	61,842	(1,743)	-2.8%
	Total Other Expenses	121,479	120,247	1,232	1.0%
Building Expenses					
8	Heat (Gas)	1,753	1,669	84	5.0%
9	Electricity	25,687	24,464	1,223	5.0%
10	Water / Sewer	2,664	2,539	125	4.9%
11	Telecommunications	30,060	28,624	1,436	5.0%
12	Custodial	24,374	8,254	16,120	195.3%
13	Security	158,457	199,633	(41,176)	-20.6%
14	Hub Maintenance	37,980	36,133	1,847	5.1%
	Total Other Expenses	280,975	301,316	(20,341)	-6.8%
Professional & Technical Services					
15	Audit	11,500	11,500	-	0.0%
16	Information Technology	4,452	4,455	(3)	-0.1%
17	Other Professional & Technical Services	13,320	13,861	(541)	-3.9%
	Total Services	29,272	29,816	(544)	-1.8%
Contract Services					
18	Purchased Transportation	1,323,000	1,319,394	3,606	0.3%
19	Grant Funded Contracts	20,000	20,000	-	0.0%
	Total Contract Services	1,343,000	1,339,394	3,606	0.3%
	Gross Expenses / Cost of Service	2,692,716	2,530,949	161,767	6.4%

South Central Mass Elderbus

Paratransit Service Provider

for residents aged 60 years or older and individuals with disabilities in **22 communities** in Central Massachusetts.

Service hours
Monday – Friday
8:30am - 4:00pm

Service provided using 21 wheelchair accessible vans.

Demand Response Ridership: 43,179

22 Communities served
in Central Massachusetts

Barre, Brimfield, Brookfield, Charlton, Douglas, Dudley, E. Brookfield, Holland, New Braintree, North Brookfield, Oakham, Paxton, Princeton, Rutland, Southbridge, Spencer, Sturbridge, Sutton, Wales, Warren, Webster and West Brookfield



Contractor - SCM Elderbus, Inc.
Fiscal Year 2027 Budget

		FY27 Budget	FY26 Budget	FY27 v FY26 Budget \$ Increase / (Decrease)	FY27 v FY26 Budget % Increase / (Decrease)
Revenue					
1	Passenger Fares - Demand Response	0	0	0	#DIV/0!
2	Contract Services (Attach Description)	21,000	21,000	0	0.0%
3	Other Non-Transportation (Attach Description)		0	0	#DIV/0!
Gross Revenue		21,000	21,000	0	0.0%
Expenses					
Labor					
4	Wages - Operations	821,588	731,588	90,000	12.3%
5	Wages - Administrative / Management	245,200	245,200	0	0.0%
6	Fringe Benefits	120,000	120,000	0	0.0%
7	Other Labor Expenses	87,000	87,000	0	0.0%
Total Labor & Fringe Benefits		1,273,788	1,183,788	90,000	7.6%
Services					
8	Legal	4,000	4,000	0	0.0%
9	Audit / Accounting	20,000	21,000	(1,000)	-4.8%
10	Vehicle Maintenance	78,000	78,000	0	0.0%
11	Non-vehicle Maintenance	0	0	0	#DIV/0!
12	Other Services (Attach Description)	80,000	80,000	0	0.0%
Total Services		182,000	183,000	(1,000)	-0.5%
Materials and Supplies					
13	Fuel, Oil & Lubricants	145,000	140,000	5,000	3.6%
14	Tires & Tubes	0	0	0	#DIV/0!
15	Vehicle Parts & Other Maintenance Supplies	0	0	0	#DIV/0!
16	Office Supplies	8,000	8,000	0	0.0%
Total Materials and Supplies		153,000	148,000	5,000	3.4%
Insurance					
17	Vehicle	162,800	148,000	14,800	10.0%
18	General Liability	8,000	8,000	0	0.0%
19	Other Insurance	9,000	9,000	0	0.0%
Total Insurance		179,800	165,000	14,800	9.0%
Other Expenses					
20	Utilities	40,000	36,000	4,000	11.1%
21	Travel & Training	2,400	2,400	0	0.0%
22	Real Property Leases & Rentals	0	0	0	#DIV/0!
23	Other Leases & Rentals	0	0	0	#DIV/0!
24	Miscellaneous (Attach Description)	55,000	55,000	0	0.0%
Total Other Expenses		97,400	93,400	4,000	4.3%
Contract Services					
25	Purchased Transportation	0	0	0	#DIV/0!
26	Fully Funded Contracts (Attach Description)	0	0	0	#DIV/0!
27	Other (Attach Description)	5,000	4,000	1,000	25.0%
Total Contract Services		5,000	4,000	1,000	25.0%
Gross Expenses		1,890,988	1,777,188	113,800	6.4%
Net Cost of Service		1,869,988	1,756,188	113,800	6.5%

Councils on Aging

Provides service for residents aged 60 years or older and individuals with disabilities in **12 communities**

Auburn, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Northborough, Oxford, Shrewsbury, Westborough and West Boylston

Demand Response Ridership: 35,094

15 wheelchair accessible vans provide service to twelve communities

Service hours
Monday – Friday
8:00am - 4:30pm

**Contractor - Councils on Aging
Fiscal Year 2027 Budget**

	FY27 Budget	FY 26 Budget	\$ Increase / (Decrease)	% Increase / (Decrease)	
Revenue					
1	Passenger Fares - Demand Response	0	0	0	-
2	Other Non-Transportation (Attach Description)	0	0	0	-
	Gross Revenue	0	0	0	-
Expenses					
Labor					
3	Wages - Driver	507,842	497,833	10,009	2.0%
4	Wages - Dispatcher	40,454	39,276	1,178	3.0%
5	Wages - Administrative	31,104	31,104	0	0.0%
6	Fringe Benefits	5,981	14,790	(8,809)	-59.6%
	Total Labor & Fringe Benefits	585,381	583,003	2,378	0.4%
Other Expenses					
7	Gasoline	89,592	97,822	(8,230)	-8.4%
8	Insurance - Vehicle	37,255	44,130	(6,875)	-15.6%
9	Insurance - Workers Compensation	6,168	6,132	36	0.6%
10	Miscellaneous Other Expenses	1,374	6,678	(5,304)	-79.4%
	Total Other Expenses	134,389	154,762	(20,373)	-13.2%
	Telecommunications	2,652	2,412	240	10.0%
	Drug & Alcohol Monitoring	4,704	4,800	(96)	-2.0%
	MMM Incentive	17,253	17,253	0	0.0%
	Wellness EAP	2,800	0	2,800	-
	Gross Expenses	747,179	762,230	(15,051)	-2.0%
	Net Cost of Service	747,179	762,230	(15,051)	-2.0%

VIA – WRTA MicroTransit

Provides premium tech-enabled service for residents aged 13 years or older and individuals with disabilities in **Shrewsbury and Westborough**

Service for **Northborough** residents began July 2025

Currently 80% Grant Funded

Micro-Transit Ridership: 31,859

4

wheelchair accessible vans provide service to two communities

Service hours
Monday – Friday
7:00am - 7:00pm



Administration

- Implements the Advisory Board direction concerning budget, service, and fare policy
- Monitors all third party contractors
- Applies for, executes and reports on awards for Federal Assistance
- Procures equipment and services used in providing transit service
- Provides Travel Training and System Orientation Services
- Plans, develops, and implements all WRTA marketing strategies, communications, and public relation activities

WRTA Administration
Fiscal Year 2027 Budget

		FY2027 Budget	FY2026 Budget	FY27 v FY26 \$ Increase / (Decrease)	FY27 v FY26 % Increase / (Decrease)
Revenue					
1	Transit Advertising	36,480	101,863	(65,383)	-64.2%
2	Bank Interest	93,066	59,287	33,779	57.0%
3	Other Non-Operating	20,674	42,500	(21,826)	-51.4%
	Gross Revenue	150,220	203,650	(53,430)	-26.2%
Expenses					
Labor					
4	Wages - Management	614,936	585,735	29,201	5.0%
5	Wages - Administrative / Support	323,535	181,764	141,771	78.0%
6	Fringe Benefits	487,341	364,837	122,504	33.6%
	Total Labor & Fringe Benefits	1,425,812	1,132,336	293,476	25.9%
Administrative Expenses					
7	Dues & Subscriptions	23,478	22,911	567	2.5%
8	Travel, Training, & Meetings	18,138	10,319	7,819	75.8%
9	Office Supplies	8,112	5,509	2,603	47.2%
10	Other Administrative Expenses	16,596	18,061	(1,465)	-8.1%
	Total Administrative Expenses	66,324	56,800	9,524	16.8%
Building Expenses					
11	Natural Gas	2,131	1,775	356	20.0%
12	Electricity	29,002	27,550	1,452	5.3%
13	Water / Sewer	3,560	2,601	959	36.9%
14	Telecommunications	17,251	17,054	197	1.2%
15	Insurance	31,860	38,072	(6,212)	-16.3%
16	Custodial	24,562	10,875	13,687	125.9%
17	Hub Contracted Maintenance	73,806	69,350	4,456	6.4%
	Total Building Expenses	182,172	167,277	14,895	8.9%
Professional & Technical Services					
18	Legal	15,600	9,128	6,472	70.9%
19	Audit	41,376	38,004	3,372	8.9%
20	Transportation Planning	175,000	358,082	(183,082)	-51.1%
21	Marketing	92,319	96,361	(4,042)	-4.2%
22	Information Technology	53,400	71,148	(17,748)	-24.9%
23	Safety & Security	46,348	45,183	1,165	2.6%
24	Management Fee	452,232	439,056	13,176	3.0%
25	Other Professional & Technical Services	53,986	115,133	(61,147)	-53.1%
	Total Professional & Technical Services	930,261	1,172,095	(241,834)	-20.6%
Debt Service					
26	Revenue Anticipation Note	373,956	396,767	(22,811)	-5.7%
	Total Interest Expense	373,956	396,767	(22,811)	-5.7%
Service Area Maintenance					
27	Bus Shelters	124,480	147,192	(22,712)	-15.4%
28	Signage	3,204	4,606	(1,402)	-30.4%
29	Snow Removal	16,512	14,460	2,052	14.2%
	Total Service Area Maintenance Services	144,196	166,258	(22,062)	-13.3%
	Gross Expenses	3,122,721	3,091,533	31,188	1.0%
	Net Cost of Service	2,972,501	2,887,883	84,618	2.9%

**Worcester Regional Transit Authority
Fiscal Year 2027 Consolidated Budget**

	FY 2027 Budget	FY 2026 Budget	\$ Increase / (Decrease)	% Increase / (Decrease)
I. Expenses:				
Transit Services				
Fixed Route	\$ 30,935,876	\$ 30,028,907	\$ 906,969	3.0%
Demand Response	6,708,881	6,143,951	564,930	9.2%
Brokerage / Customer Service	2,692,716	2,530,949	161,767	6.4%
Administration	2,296,532.73	2,255,710	40,823	1.8%
Debt Service	373,956	396,767	(22,811)	-5.7%
Management Fee	452,232	439,056	13,176	3.0%
Total Expenses	43,460,194	41,795,340	1,664,854	4.0%
II. Revenues:				
Passenger Revenue	5,250,000	-	5,250,000	-
MassDOT Community Transit Grants	138,445	263,744	(125,299)	-47.5%
MassDOT Discretionary Grant	1,037,806	5,322,639	(4,284,833)	-80.5%
Administration Revenues	150,220	203,650	(53,430)	-26.2%
Other - Non Transportation	22,547	22,547	-	0.0%
Total Revenues	6,599,018	5,812,580	786,438	13.5%
III. Federal Operating Assistance:				
CARES Act	6,645,996	6,303,237	342,759	5.4%
American Rescue Plan	1,338,919	902,356	436,563	48.4%
Operating Assistance Micro-Transit	520,289	520,289	-	0.0%
Short Range Transportation Planning	140,000	199,859	(59,859)	-30.0%
Project Administration	24,100	22,952	1,148	5.0%
Total Federal Operating Assistance	8,669,304	7,948,693	720,611	9.1%
IV. Net Cost of Service	28,191,872	28,034,067	157,805	0.6%
V. Net Cost of Service Funding				
A. State Contract Assistance	21,721,844	21,721,844	-	0.0%
B. Local Assessments	6,470,029	6,312,223	157,806	2.5%
Surplus / (Deficit)	\$ -	\$ -	\$ -	

Status of Pandemic Era Federal Funding

CARES

Original Apportionment:	\$36,048,200
Fiscal Year 2020 Use:	\$373,647
Fiscal Year 2021 Use:	\$4,626,360
Fiscal Year 2022 Use:	\$3,426,381
Fiscal Year 2023 Use:	\$5,126,705
Fiscal Year 2024 Use:	\$1,597,601
Fiscal Year 2025 Use:	\$535,338
Fiscal Year 2026 Budget:	\$6,303,237
Fiscal Year 2027 Budget:	<u>\$6,645,996</u>
Projected Balance:	\$7,412,935

ARPA

Original Apportionment:	\$5,992,829
Fiscal Year 2022 Use:	\$619,440
Fiscal Year 2023 Use:	\$633,402
Fiscal Year 2024 Use:	\$744,950
Fiscal Year 2025 Use:	\$414,843
Fiscal Year 2026 Budget:	\$902,356
Fiscal Year 2027 Budget:	<u>\$1,338,919</u>
Projected Balance:	\$1,338,919