

The City *of* Worcester

2026 Inaugural Homeowner Summit

Public Works at Work for You!

Presented by John K. Westerling, Commissioner of Public Works

DEPARTMENT OF PUBLIC WORKS

OPERATIONS

WATER
& SEWER

ADMINISTRATION

ENGINEERING

The City *of*
Worcester

Public Works | City of Worcester

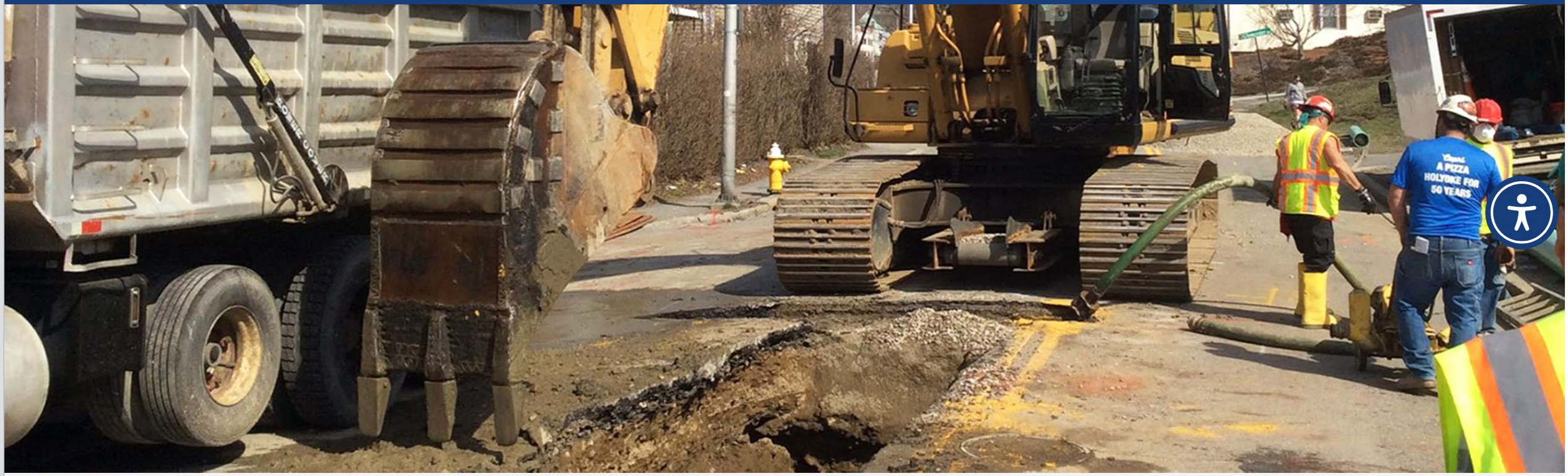
https://www.worcesterma.gov/dpw

City of Worcester | Microsoft Copilot:... | CoW | Weather | Map | ChatGPT | Google | City Web Cameras | GPS | Applicants | Document Library |... | Log In ‹ Precision...

DEPARTMENTS | WORCESTER 311 | English

The City of Worcester

I WANT TO | RESIDENTS | BUSINESSES | GOVERNMENT | VISITORS | PAYMENTS



Home > Public Works

LIVE CHAT

PUBLIC WORKS

WORCESTER 311

Your One-Stop Resource for All Non-Emergency Questions!

- Worcester 311 Mobile App
- Submit Service Request Online
- **Call 311**
- **Web Chat Online**
- Facebook Messenger
- Email Us

You may submit online service requests 24x7. The normal hours of operation for Worcester 311 are Monday through Friday 8 a.m. to 5 p.m. Hours may be extended during winter storms or other City emergencies. For a public safety or medical emergency, call 911.

LIVE CHAT

OPERATIONS

- ✓ **Streets and Sanitation**
  - 920 lane miles of roads – from Worcester to Nashville
  - Spring Street Sweeping
  - Fall Leaf Collection
    - 3 Yard Waste Sites – 1065 Millbury Street Drop-Off and Yard Waste Facility, 290 Chandler Street, & 370 Clark Street
  - Snow Removal – 370 trucks
  - Year-round Arterial Street Sweeping
  - Pothole Repair – 8,000/year
  - Trash Collection and Recycling
    - 54,000 units, 100 tons/day, 8 trucks, 15 tons/truck
  - Keep Worcester Clean (KWC)
    - Graffiti Removal & Litter Control
- ✓ **Central Garage**
  - Maintenance and repair of all city owned vehicles except for Police & Fire
  - Fuel Depot for all City Vehicles except for Police and Fire





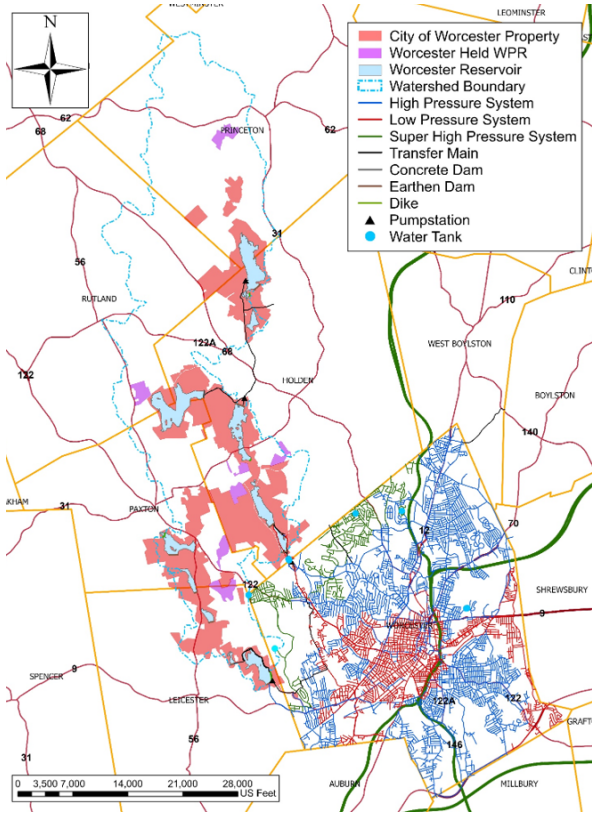


WATER & SEWER





- ✓ **Water Operations**
  - Water Treatment Plant – Treats an average of 24 million gallons per day of drinking water for more than 220,000 people, hospitals, schools, & businesses
  - O&M of 15 Reservoir Dams – 7+ billion gallons of water
  - 14 Non-Reservoir Dams
  - 600 miles of water pipes – from here to Cleveland
  - 5,500 Fire Hydrants
- ✓ **Sewer Operations**
  - Sanitary Sewer System - conveys sewage to Upper Blackstone wastewater treatment plant
  - Stormwater Management System collects rainfall and discharges it into waterways using 15,000+ catch basins
  - O&M of 32 sewer and stormwater pumping stations
  - Composting Program



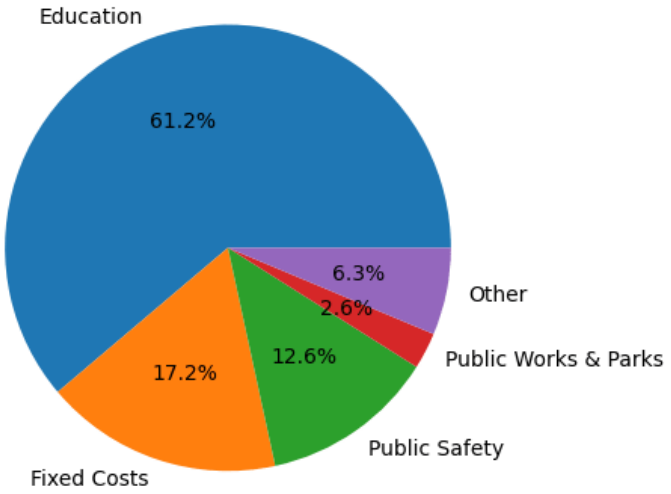


ADMINISTRATION





- ✓ Finance and Budgeting
  - Operating Budget: $114 Million
  - Capital Budget: $72 Million
- ✓ Accounts Payable and Accounts Receivable
- ✓ Payroll Administration – 370 employees
- ✓ Personnel Management – **WE ARE HIRING!!!**
  - Hiring/Terminations
  - Disciplinary Actions
  - Arbitration/Mediation
  - Worker's Compensation Administration
  - Union Negotiations
- ✓ Water and Sewer Billing
  - 43,000 Metered Water Accounts
    - Water Meter Reading
    - Water and Sewer Billing



DPW Operating Budget FY27	
Admin:	599,178
Engineering:	2,103,311
Streets/Sani:	12,664,760
Fleet:	1,895,682
Streetlights	1,620,000
Snow	5,500,000
Water	32,307,299
Sewer	57,556,747
Total Operating Budget	**114,246,977**
DPW FY27 Capital Budget	
DPW Equipment	5,938,452
Water Equipment	810,522
Sewer Equipment	450,000
Equipment Sub Total	**7,198,974**
DPW Infrstructure	28,267,474
Water Infrastructure	18,505,890
Sewer Infrastructure	18,115,505
Infrastructure Sub	**64,888,869**
Total Capital Budget	**72,087,843**

ENGINEERING



- ✓ Street Resurfacing Program
  - ~ $20M/year for 920 lane miles of roads
- ✓ Sidewalk Resurfacing Program
- ✓ Private Street Conversion Program
- ✓ Public Works Permitting
- ✓ Bridges and Tunnels
- ✓ Private Utility Coordination
  - Eversource Gas, National Grid Electric, Verizon, Comcast, etc.
- ✓ 14,000 Street Lights
- ✓ 27 Gas Lamps



The City *of* Worcester

WORCESTER DPW F.A.Q.s

1. Where can I get more information on your programs?
   Go to www.worcesterma.gov/dpw
2. How do I request work on my street or other work by the DPW?
   Call 311 or go to www.worcesterma.gov/311
3. How do I dispose of my trash?
   The City has a PAYT program. You must buy PAYT bags at more than 90 locations and place your trash at the curb every week on the appropriate morning
4. What about bulk items like furniture?
   Make an appointment on our website and drop off your items at 1065 Millbury Street
5. How do I recycle?
   Casella does a weekly collection of your recyclables at the curb. Recyclables can be put out in any reasonable container
6. How do I recycle more frequently?
   You can bring your recyclables to the Residential Drop Off Center at 1065 Millbury Street, drop off is free, 7 days a week, from 9:00 a.m. to 4:00 p.m.
7. How do I get rid of yard waste?
   Either place it at the curb during our fall street sweeping campaign or bring it to one of our 3 drop off locations
8. What about snow removal?
   The DPW plows all public and private streets. Residents are required to shovel snow off any sidewalks that abut their property

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Questions???

The City of Worcester

THANK YOU

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