

Seventh City Manager & first City Manager of Color to serve since the City Manager form of government was adopted by the municipality in 1950.

ERIC D. BATISTA
City Manager



Administration

CITY MANAGER & CABINET

The City Manager's Cabinet oversees the municipality's departments. City Manager Eric D. Batista, his administrative team, and a dedicated municipal workforce focus every day on making Worcester the best managed city in the country.

- Human Resources
- Public Facilities
- Health & Human Services
- Economic Development
- Fire
- Police
- Public Works
- Emergency
- Communications/Management
- Innovation & Technology
- Worcester Public Library
- Sustainability & Resilience
- Inspectional Services
- Administration & Finance
- Transportation & Mobility
- Law

MISSION

To deliver exceptional public services and municipal operations that are rooted in equity, innovation, and integrity, and **centered on people**.

VISION

To be the best-managed city in the country and create a thriving community where opportunity is available to everyone, **regardless of their background or situation in life**.



Employees

1,941

Does not include Worcester Public Schools

Departments

17

Including Executive Office of the City Manager

Divisions

75

Boards & Commissions

36

Board & Commission Members

177

Buildings & Facilities

61

Including all utility buildings

Operations

REVENUES & EXPENDITURES

\$893,002,939

FY25 REVENUES

\$893,002,939

FY25 EXPENDITURES

\$867,223,736

FY24 REVENUES

\$867,223,736

FY24 EXPENDITURES

\$25,779,203

CHANGE

\$25,779,203

CHANGE

3.0%

PERCENT CHANGE

3.0%

PERCENT CHANGE

The municipality's financial position is strong. Ensuring we keep a strong balance sheet gives us room to invest back into our community. We owe it to our taxpayers to be responsible and effective stewards of their money. Both residents and business owners deserve to know their hard-earned tax dollars are spent wisely and effectively.

OUR BUSINESS STREAMS

(SERVICES TO OUR TAXPAYERS)

EDUCATION

- Educational Facilities

UTILITIES

- Water
- Sewer

ECONOMIC DEVELOPMENT

- Housing Development
- Business Development
- Neighborhood Development
- Planning
- Workforce Development

RECORDS

- Marriage Licenses
- Birth Certificates
- Death Certificates
- Business Certificates
- Dog Licenses

RECREATION/ ENTERTAINMENT

- Parks
- Lakes & Ponds
- Golf
- DCU Center

WASTE MANAGEMENT

- Streets
- Sanitation

INFORMATION

- Library

SNOW REMOVAL

- Snow Operations

HUMAN SERVICES

- Veterans Services
- Youth Services
- Public Health
- Elder Services

PUBLIC INFRASTRUCTURE

- Engineering
- Transportation & Mobility
- Parking
- Public Facilities

PUBLIC SAFETY

- Police Department
- Fire Department
- 911 Dispatch
- Emergency Management
- Building Code Inspections
- Housing/Health Inspections

