

Team,

As GoTriangle's interim CEO and president, I always want to keep our employees up to date on agency developments.

First, I want to thank you for all of your continued hard work. We are making great strides together in enhancing our bus service, planning our exciting mobile ticketing venture and making our transformational mixed-use bus facility project adjacent to Raleigh Union Station a reality.

Second, I am happy to say that our team has been hard at work with our partners in Durham County as they begin to redevelop their transit plan and engagement process in the wake of the light-rail project's discontinuation. The loss of the project has been tough for our organization and region, and we are pleased to be helping our partners start planning new opportunities.

After the light-rail project ended, we asked the American Public Transportation Association to conduct a formal peer review and provide a report to help us learn from that project and improve our processes moving forward. We have now received the report, which suggested four key areas where GoTriangle should consider improvements. We already had taken some significant steps toward addressing issues we had identified even before receiving the formal recommendations. Other areas we are still assessing, and we will make changes as needed.

I want to outline for you some of the issues the report identified and what we've been doing.

- 1) **Concerns about GoTriangle's ability to deliver large-scale rail projects:** Interviews with staff, community leaders and key stakeholders revealed concerns with GoTriangle's ability to deliver multibillion-dollar rail projects, in large part because the light-rail project and a 2007 rail project didn't move forward. **Action:** Our board members are working closely together and reaching out directly to key stakeholders and employees to identify agency priorities as GoTriangle carefully searches for the next president and CEO. We've recently hired a chief development officer to oversee large projects while working closely with all GoTriangle departments and a chief operating officer to oversee daily operations, allowing our current interim CEO to focus more on stakeholder engagement.
- 2) **Project selection:** The group suggested that GoTriangle reset its project priorities to ensure that the next project has been fully evaluated with regard to purpose and need and that it can in fact be successfully implemented. **Action:** We are focusing on bus service and our core mission of good customer service while also working on mobile ticketing, our multimodal, mixed-used project connected to Raleigh Union Station and an expansive feasibility study with key stakeholders for a commuter rail project.
- 3) **Stakeholder relationships:** Greater key stakeholder engagement is needed to secure and maintain community and partner support and consensus throughout all stages of a project, especially when making pivotal decisions. **Action:** We are working on fostering greater partnerships and gathering feedback from stakeholders. We will be developing a

comprehensive, strategic stakeholder engagement plan for the organization and future projects.

- 4) Board composition and leadership:** “A board should bring a healthy skepticism and dispassion that enables it to ask the hard questions and, where warranted, to hit the stop button,” the report says. **Action:** To strengthen its effectiveness, our board is creating an ad hoc committee to review how board members are chosen and how committees are structured.

We always want to learn from everything we do to find better ways to deliver the projects and service our community relies on. As you read through the report, please let me know if you have any questions or suggestions.

Thank you again for all you do.

Shelley Blake Curran