



# FY2026 Initiatives & Accomplishments

## OUR MISSION

Connecting people and the region with high-quality transit.

## OUR VISION

To be our region's trusted mobility partner.

## OUR VALUES

Respect, Communication, Integrity, Trustworthiness, Reliability, Community Minded, Safety, Collaboration, Organizational Excellence

**Team GoTriangle** reached historic milestones in achieving our Mission and Vision throughout FY2026. It's been a year full of significant effort and accomplishment.

I'm extremely proud of the work we've done. The positive outcomes and steps forward - both organizationally and operationally - have required dedication, teamwork and collaboration both within GoTriangle and working closely with federal, state, regional, and local partners. A summary of highlights is provided below grouped by the pillars of our 2025-2028 Strategic Plan. Onward!

President and CEO

## A YEAR OF PROGRESS

In FY2026, GoTriangle experienced record service growth, achieved major capital milestones, and fostered renewed transparency and partnership across the region.

# 33%

Increase in transit service, the most added in a single year since 1994

# 32%

Growth in system-wide ridership (April 2026 vs. April 2025)

# \$19M+

In new competitive federal grants secured

# 104

New hires across the agency, remaining a regional leader in operational readiness

# NC's 1<sup>st</sup>

Regional 15-minute frequency bus route (Route 400)

# ON TIME, WITHIN BUDGET

Raleigh Union Station opened for operations in August 2025



## FUTURE PLANNING

- Conducting regional Bus Blueprint Study to design the region's next-generation bus system and tie local transit systems together.
- Shared in joint efforts to broker thoughtful engagement and information sharing that supported positive Wake Conference Committee deliberations and a long-term solution concerning Vehicle Rental Tax allocations (pending final meeting).
- Hosted inaugural Regional Partners Briefing, providing updates for municipal partners on GoTriangle's transformation initiatives and cultivating ongoing improvements in transparency, information sharing, and collaboration.
- Continued work to build relations with local disability advocacy groups, including Durham Exchange Club Industries, LCI, and Blind Industries & Services of Maryland, healthcare providers, and community organizations, to better understand regional bus and paratransit needs and improvement opportunities.
- Continued engagement with World University Games Local Organizing Committee and preparations through training and coordination with sister agencies (e.g., participated in embedded program at WUG Germany 2025; UITP North America Conference focused on large events planning and operations) with continued engagement with Triad and Triangle partners.
- Initiated the development of GoTriangle's first true 10-year Capital Improvement Plan.
- Advanced project planning and conceptual design for the Triangle Mobility Hub project, tracking toward final design completion and construction commencement in FY28 and opening for revenue service in FY30.
- Advanced project development for the Bus Operations and Maintenance Facility (BOMF) Modernization and Expansion project, including conceptual design, federal funding, procurement, and infrastructure milestones.
- Coordinated joint press release promoting regional success and sharing positive news about GoTriangle, GoDurham and Chapel Hill Transit obtaining new federal transit funding awards new federal transit funding awards totaling more than \$32M.

## CUSTOMER CONNECTIVITY

- Implemented three major service changes, improving frequencies, span of service, and access to regional destinations – GoTriangle had a system-wide all-time record for passenger boardings in the month of April (over 160,000).
- Assumed operations and adjusted service on routes serving Zebulon and Wendell, seeing ridership increase of 207.8% (ZWX) and 104.9% (WRX) since November 2025 launch.
- Implemented first 15-min frequency regional bus route (Route 400), with year-to-year Ridership up 35% (April).
- Transitioned to multi-year Regional Information Center partner agreements and reestablished quarterly partner meetings to streamline administration and deployed chat feature to enhance access to real-time automated customer service.

- Cross-functional collaboration between IT, Operations, and Safety & Security to modernize onboard camera technology using IDIS, providing enhanced fleet surveillance, real-time live look-in capabilities, improved incident investigations, and stronger safety outcomes for employees and customers.
- Successfully navigated Winter Storm events, including critical information sharing and coordinating with transit partners regionally and integration with Durham County emergency management.
- Rapid response to quickly distribute TAP fare cards to people displaced during a flood event in Orange County.
- Established new GoPass partnership with North Carolina Central University that allows students, faculty and staff to ride regional transit for free. Early phase marketing and kick-off involved NCCU students taking transit to and from Durham Bulls Baseball game.
- Deployed Transit Ambassadors to continue outreach among riders while also collaborating to strengthen relationships with community organizations and force-multiply strategic regional TMD efforts.
- Engaged in ongoing work with CAMPO's Mobility Coordination Committee to coordinate transportation services between regional transit providers and human service agencies while implementing the goals of the latest adopted Coordinated Public Transit Human Services Transportation Plan and the Regional Mobility Management Program.



- Partnered with students from NC State University's Public Relations Campaign class this spring to creatively promote Route 100, resulting in an 8% increase in Route 100 boardings, a 22% increase in GoPass signups, 71 Umo app downloads, and a 40% increase in route knowledge among NCSU and Meredith College students.
- Aligned staff resources for a more unified and impactful focus and synergy across customer-facing functions, including customer service, public outreach, TDM, transit ambassadors, and strategic marketing and communications.
- Expanded GoPerks TDM via new partnership with DPAC.

## FINANCIAL RESPONSIBILITY

- Successfully completed and closed out Triennial Review with the Federal Transit Administration.
- Under leadership of CFO, completed two outstanding financial audits (FY24 and FY25) and have begun FY26 ahead of schedule.
- Enhanced procurement function realized cost savings/avoidance of over \$1.1 million via use of State contracts, competitive bids, and strong RFPs.
- Successful resolution with City of Durham to settle outstanding claims for contracted services.
- Comprehensive power BI dashboard (previewed at Board's April strategic work session) will provide enhanced transparency and accountability for tracking and reporting of all regional transit funds managed under Tax District Administration (targeting public roll-out by end of summer).
- Won two competitive federal funding awards totaling \$19.2M that will support regionally significant transit projects (Triangle Mobility HUB and upgrading GoTriangle's Bus Operations and Maintenance Facility), extending the leverage capacity of local match funds.
- Initiated set up of internal audit function and the establishment of enhanced centralized records management.
- Under leadership of CIO/CTO, GoTriangle has advanced strategic technology initiatives focused on efficiency, cost-effectiveness, cybersecurity, and innovation. Highlights include a successful HRIS/payroll implementation with zero critical defects at go-live, an ongoing ERP assessment, deployment of a new paratransit management platform, modernization of transit technology systems, and investments that enhance service delivery across the agency.



## TRANSIT ENHANCEMENTS

- Completed and opened award-winning RUS Bus facility 45 days ahead of schedule and within budget.
- Kicked off design for the Bus Operations and Maintenance Facility Modernization and Expansion project, issued a Notice to Proceed, and started the NEPA process.
- Coordinated and targeted response efforts necessary to mitigate safety and operational concerns as the Durham Station project progresses and to improve future coordination.
- Cultivated improved working relationships, including streamlined project life cycle for Bus Stop improvements, in collaboration with Durham's Development Services Center (e.g., seeing estimated 67% improvement through expedited reviews of 10 days or less compared to 4-6 weeks).
- Broke ground on bus stops and pedestrian access improvements at the intersection of Eastowne Dr and Fordham Blvd to serve UNC Healthcare's Eastowne campus, Wegman's, which received a joint economic development incentive from Orange County, the Town of Chapel Hill and the surrounding community. Construction will be completed in early FY27 with service beginning on August 2, 2026; project funded jointly through Orange Transit Plan, the Triangle West Transportation Planning Organization, and GoTriangle.

## EMPLOYER OF CHOICE

- Supported the hiring of 104 employees between June 1, 2025 and June 1, 2026 across operational and administrative departments, achieving bus operator staffing goals for the second consecutive service change cycle, and key staffing in vital areas, including safety, technology, finance, and procurement.
- Completed inaugural effort welcoming "Rising Stars" - Durham Public Schools interns in Summer 2025 and now kicking off Summer 2026 cohort.
- Updated policies and training in key areas including EEO and sexual harassment and in process of comprehensive review and updates to policies and procedures agency-wide Maintained regular, proactive Board communications, including over 40 board updates on a range of items.
- Conducted various highly attended trainings, including management and leadership development training with Supervisors, Managers, and Directors, public speaking training with the Regional Information Center, and multiple EEOC trainings.
- Supported agency-wide cohesion and employee engagement through a mix of activities, including CEO Town Halls, Lunch with the CEO, Employee Appreciation Day, and similar events.
- Conducted an Employee Engagement Survey to capture employee feedback and to identify opportunities for agency-wide improvement.

