



GoTriangle Update

Wake County Board of Commissioners

Work Session

March 9, 2026



- **Introductions**
- **Strategic Plan**
- **Serving Wake and the Triangle Region**
- **Organizational Updates**



2025-2028 STRATEGIC PLAN

- Future Planning
- Customer Connectivity
- Financial Responsibility
- Transit Enhancement
- Employer of Choice



CEO Priorities

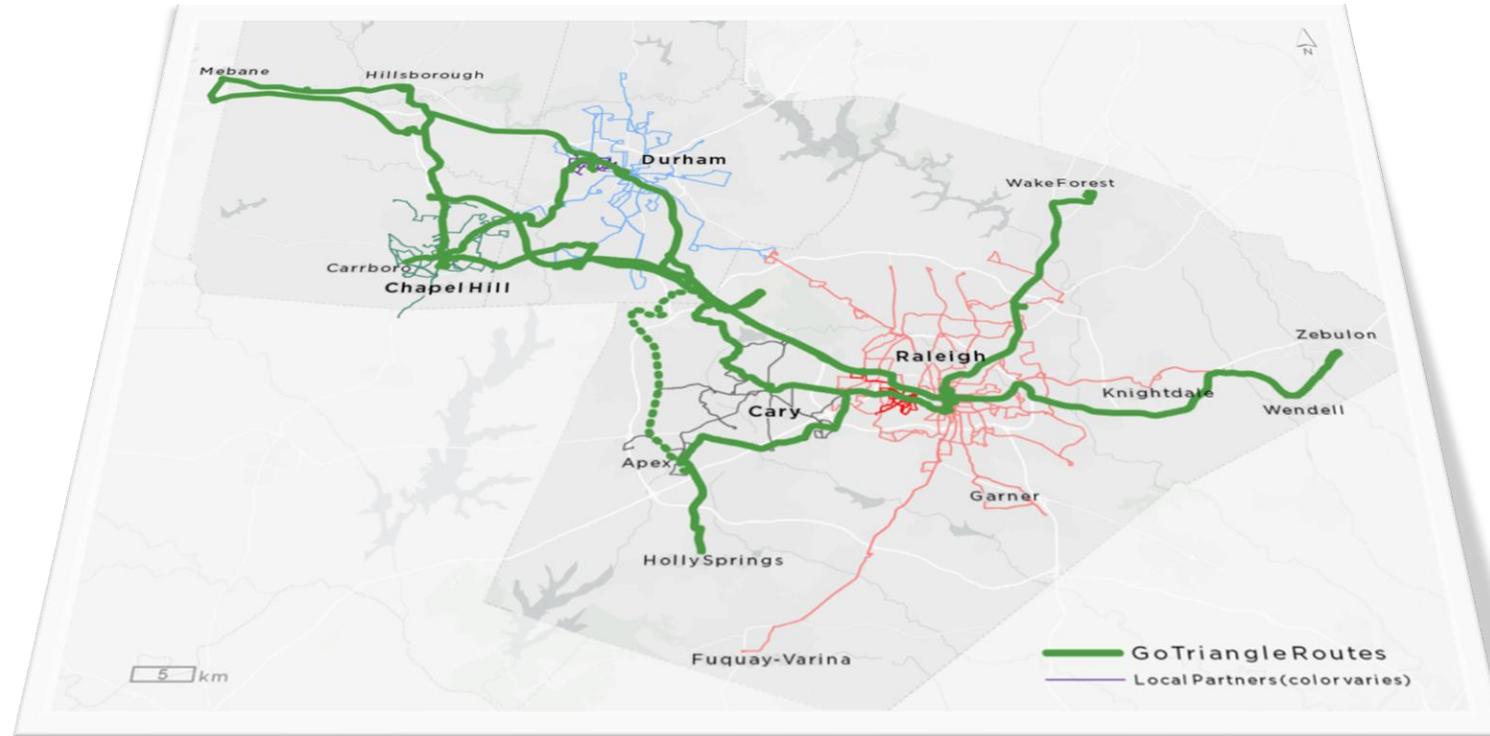
- **ONE GoTriangle**
- **People First**
- **Customer-Centered Focus**
- **Delivering Results**
- **Sustainability**

Year in Review Highlights

- Strategic Plan Implementation
- Budgeting and Finance Improvements
- RUS Bus Grand Opening
- Significant Service Upgrades
- Key Hiring and Teambuilding



Serving Wake County and the Triangle Region



- 2035 Wake Transit Plan Update unanimously approved by CAMPO and GoTriangle Board of Trustees (Nov '25)
- Wake Bus Plan update kicking off this summer

Service Highlights

- **Connecting Wake County Communities**

- 9 Downtown areas: Raleigh, Cary, Apex, Holly Springs, Morrisville, Wake Forest, Wendell, Zebulon, and Research Triangle Park
- Colleges – NCSU, Shaw, Meredith, Peace, Wake Tech RTP Campus
- Hospitals – Wake Med Raleigh, Wake Med Cary and UNC Rex Holly Springs

- **Weekday express service connecting regional destinations**

- UNC, UNC Hospitals, Duke University, VA Medical Center, Duke University Medical Center, and Downtown Durham

- **All-day / every-day service to RDU airport every 30 mins**

Service Highlights

- Links with 10 other transit systems in 4 counties
- Improving consistent, dependable service
 - **NEW** 15-minute frequency on **Route 100** starting March 15th
(Regional Transit Center ← Hillsborough St → Downtown Raleigh)
- Enhancing Access and Customer Amenities



Look Ahead

- **Triangle Mobility Hub**
 - Partnering with RTP
 - Public Engagement ongoing
 - **NEW \$2M** Congressional award
 - Targeted to begin construction 2027
- **Bus Operations and Maintenance Facility Modernization**
 - **NEW \$17.7M Federal award**
(Bus & Bus Facilities Program)
- **“Regional Bus Blueprint” study**



Organizational Updates

Michelle Jeng, Chief Financial Officer

Finance Transformation Timeline

2024 – Deloitte Review

2025 – CFO Hired, Organizational Capacity Strengthened

2025-2026 – Process Improvement and System Modernization



Key Accomplishments

- New CFO & finance leadership team
- Budget Process: new tools, clearer documentation
- Distinct reporting for GoTriangle vs. Tax District
- Strengthened Tax District Administration



Key Initiatives

- ERP Assessment
- HRIS System
- FY25 Audit/ACFR audit is underway
- Full review of Banking Services
- Development of 10-year forecast



CONTINUING REGIONAL BUS SERVICE IMPROVEMENTS



- Safe and Reliable
- Frequency, Span & Coverage
- March 15th Updates

THANK YOU



While you may never ride public transportation, chances are you rely on someone who does.