2024 Update of Workgroup Operating Guidelines
For Program Development Subcommittee Review
- See the change summary on Page 2 -

Wake Transit

Workgroup Operating Guidelines

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2024 Update to the Operating Guidelines-Summary

CAMPO staff completed a review of the Workgroup Operating Guidelines in February 2024. A presentation of the recommended updates to the document will be presented to the Program Development Subcommittee for review and recommendation to the TPAC on March 26, 2024. The TPAC would review the recommended update in April with Governing Board consideration proposed for May or June 2024.

Summary:

This update to the Wake Transit Workgroup Operating Guidelines is the first since initial adoption in 2020. The purpose is to right-size the procedural process and expectations of Workgroup participants and TPAC members. For the most part, the guidelines have been used as expected for the past 3 years, but some of the requirements originally drafted turned out to be unnecessary and/or cumbersome, or general practices of the TPAC have changed making some requirements obsolete. Here is a list of the changes red lined for review.

- Minor edits to grammar, punctuation, and administrative process
- Clarification of TPAC Administrator role and responsibilities
- Clarification of Workgroup Coordinator role and responsibilities
- Removal of two reporting requirements: Quarterly report form and Amendment Form
- Expansion of instructions for submitting each Workgroup Identification form

Wake Transit Workgroup Operating Guidelines

First adopted in 2020. Update process occurring in 2024.

Purpose

The Wake Transit Workgroup Operating Guidelines (Guide) is a reference tool to be used by workgroup convening bodies that want or are ~~required~~ requested to create a new workgroup, recall a previously established workgroup or amend the purpose of an existing workgroup. The Guide provides a framework for identifying and tracking workgroups operating in support of Wake Transit programs and projects. The Guide also sets applicability requirements for workgroups based on the nature of tasks ~~that must be carried out by~~assigned to the convening bod~~ies~~y.

Wake Transit Workgroup Definition

A workgroup is created by an approved convening body and managed by a designated coordinator. Members can represent multiple organizations, disciplines, or otherwise have the expertise needed to support a specific task or element of the Wake Transit body of work. Each workgroup has a clearly defined purpose and a set of deliverables to be accomplished. Workgroups fall into one of two categories.

Ad Hoc workgroups are typically developed in response to an emergent situation or an unforeseen development or concern. These unplanned groups are called upon to provide guidance to the convening body, and their work will often lead to decision-making recommendations. It is possible for an ad hoc workgroup to stay active or be recalled to action past its initial task assignment, so long as the purpose of the group remains the same.

Formal workgroups are generally planned early to be an integral part of a Wake Transit-funded program or project. Their purpose is often broader than that of an ad hoc group, and they tend to operate for as long as a specific project or process is underway. In some cases, a formal workgroup can be recurrent following a predetermined update cycle or annual process.

Applicability of the Guidelines

Partnership and collaboration are key components in accomplishing almost all Wake Transit project delivery and planning activities. However, establishing a workgroup each time a convening body needs to communicate with partners is an unrealistic expectation and is unnecessary. These Wake Transit Workgroup Operating Guidelines shall be applicable to any workgroups, committees, technical teams, etc. that are assembled to inform or support execution of any of the following tasks:

1) Any task, or component thereof, assigned by the TPAC to be completed by a collection of representatives from multiple agencies that is not otherwise assigned to a standing TPAC subcommittee;

2) Any task, or component thereof, assigned by the TPAC to a standing TPAC subcommittee for which the subcommittee and lead agency for the task determine that completion of the task would benefit from a more targeted or narrowly-focused group of agency representatives or should be informed by a collection of representatives from multiple agencies that do not have representation on the subcommittee;

3) Any task, or component thereof, assigned by the CAMPO Executive Board and GoTriangle Board of Trustees to a lead agency that involves or could lead to regional or multi-jurisdictional impacts or benefits; and

4) Any project/implementation element, or component thereof, assigned to a project sponsor through adoption of an annual Wake Transit Work Plan that involves or could lead to regional or multi-jurisdictional impacts or benefits.

Examples of Established Wake Transit Workgroups

The Fare Workgroup was convened by the TPAC to address fare-related questions and to support planning for fare-related programs that tend to have regional and/or multi-jurisdictional impacts.

The Art and Culture Workgroup was convened by the Budget & Finance Subcommittee to accomplish a specific task included on its TPAC-endorsed Work Task List.

The Wake Transit Vision Plan Update Core Technical Team (CTT), Community Funding Area Program Workgroup, Bus Plan CTT and Future Fixed Guideway Major Investment Study CTT are examples of workgroups convened to accomplish tasks that have been assigned by the governing boards, the CAMPO Executive Board and GoTriangle Board of Trustees, to a lead agency.

The Wake Bus Rapid Transit (BRT) Technical Committee, Downtown Cary Multimodal Facility Technical Committee, Wake Transit Performance Tracker CTT, and the Regional Technology Integration Study Technical Committee were all convened by project sponsors designated to deliver projects included in annual Wake Transit Work Plans.

Convening Bodies

There are five types of convening bodies approved to create a workgroup.

1. Lead Agency

   At the time that this Guide was drafted, there were two lead agencies assigned to implement elements of the Wake Transit program: CAMPO and GoTriangle. Either agency is empowered to establish a workgroup in support of its programmatic responsibilities.

2. Project Sponsor

   A municipality, agency, or organization assigned as a project sponsor in annual Wake Transit Work Plans can create a workgroup in support of its efforts to complete a task, meet compliance requirements, and other purposes.

3. TPAC

   If not included under the purview of an active subcommittee, the TPAC may ask for a workgroup to be created to address a question that arises in the course of its regular business or as brought to its attention by some other source.

4. TPAC Cabinet

   The TPAC cabinet is made up of all sitting chairs and vice chairs for the TPAC and its subcommittees. The cabinet will first determine if one of the active TPAC subcommittees is an appropriate venue to resolve the question. If not, then it may create a workgroup itself or advise that the TPAC create a workgroup.

5. TPAC Subcommittee

   An active TPAC subcommittee may create a workgroup to support its effort to accomplish the activities listed on its approved work task list.

Roles & Responsibilities

Convening Body

The creation of a workgroup is a decision of the convening body. It will oversee the development of the workgroup's structure, operational procedures, purpose and initial task assignments. It will also name a contact person who will act as the workgroup's coordinator and point of contact.

After deciding to create a new or to recall a former workgroup, the convening body will ~~contact the~~complete an Identification Worksheet and submit it to the TPAC Administrator for inclusion on appropriate meeting agendas. ~~worksheet templates, copies of previous materials, and to request support to get them submitted if needed.~~

As part of completing the Identification Worksheet, the convening body, with its designated coordinator, will define the group's purpose, list its expected deliverables, set a performance timeline, identify member organizations and set other details of the group. On the Identification Worksheet for the workgroup, in most cases, the convening body will be indicated as an approving agency for the deliverables or as a recipient of an informational presentation on the deliverables or outcome of the task.

Coordinator

Each workgroup coordinator is designated by and works closely with the workgroup's convening body. From initial development and identification through closeout, the coordinator manages the day-to-day activities of the workgroup. Early determination of the roles and responsibilities of the coordinator and other staff is important. Some tasks of the coordinator are assigned by these guidelines. These include: submitting the Identification Worksheet and presenting it to the convening body and the TPAC as an informational agenda item, ~~submitting amendment and quarterly report forms,~~ providing regular progress updates to the TPAC, facilitating the workgroup's activities and acting as the point of contact for others to get information about the group. The final responsibility is creating or otherwise coordinating a results presentation to both the convening body and the TPAC to wrap up the projects assigned to the group. The results presentation should include any final deliverables, explanation of proposed next steps and recommendations, and the intended future of the workgroup. For example; will it dissolve permanently, become dormant until it is needed for a recurring project or new task, or will it continue to meet regularly as it works on additional assigned projects and tasks.

Other responsibilities and task elements should be determined with the convening body early in the development process. Discussion may include: who is producing the materials needed to convey task information, who will give the presentation of findings or recommendations on behalf of the group, where will working documents and final versions be stored, what engagement will be required, if any, to finalize the project/tasks, what is the role of the members throughout project life, etc.

TPAC Administrator

The TPAC Administrator is responsible for maintaining the Wake Transit Workgroup Operating Guidelines and associated forms.~~, including the initial drafting effort through the subcommittee development process and TPAC endorsement~~. As needed, he/she will facilitate the process to review, revise and update the guidelines. The TPAC Administrator will provide support to convening bodies and workgroup coordinators, collect completed forms and maintain a database of all Wake Transit workgroups.(Move list with ID Worksheets to Wake Transit SharePoint site.) As new workgroups are created or existing groups are amended, ~~he/she~~the administrator will work with the TPAC Chair to include informative presentations to TPAC members on a regular monthly TPAC meeting agenda.

As planning milestones are reached and tasks of the workgroup near completion, the TPAC administrator will work with the Coordinator, TPAC and Subcommittee Chairs to place action/information items on appropriate meeting agendas and support moving deliverables up through the presentation and/or adoption process with the Wake Transit governing boards at CAMPO and GoTriangle.

The TPAC Administrator will work with the Coordinator to produce and provide a results presentation to the convening body and the TPAC when assigned tasks have been completed.

TPAC

Members of the TPAC will receive workgroup presentations as part of regular meeting agendas. The first touchpoint with the TPAC will be when the workgroup is created. The submitted Identification Worksheet will be presented as an informational item for discussion and to increase member awareness of the corresponding work being undertaken in support of the Wake Transit program. The final touchpoint with the TPAC will be in the form of a results presentation or as a general closeout report from the workgroup coordinator. Notice of workgroup amendments will be given as applicable. Any additional TPAC reporting or requests for TPAC consideration will be determined by the convening body and coordinated with the TPAC Administrator and Chair for inclusion on a monthly meeting agenda. The TPAC is made aware of the purpose and intended activities of the group but does not govern them unless it is the convening body or has established ~~purview~~ governance over the convening body.

~~Upon TPAC endorsement of the Workgroup Operating Guidelines, the convening bodies of existing workgroups will be provided a copy of the completed guidelines and copies of the associated forms. A timeline of at least 30 days will be given to submit an Identification Worksheet for all existing and recurrent workgroups. The TPAC Administrator will support the designated workgroup coordinators, as needed, and will compile the initial database in the first quarter of the subject task's life. Quarterly reporting will start the 2nd quarter after the establishment of the workgroup.~~

Workgroup Worksheets

Identification Worksheet

All applicable Wake Transit workgroups must have an Identification Worksheet on file with the TPAC Administrator. The coordinator and convening body should use the worksheet to develop and define the workgroup. Once all questions on the Identification Worksheet have been answered, a copy is ~~emailed~~ submitted to the TPAC Administrator, who will save it and confirm it as an informational item on the next TPAC meeting agenda with the TPAC Chair.

An updated Identification Worksheet should be submitted when substantial changes are made to the version currently on file. Some example situations include: a Coordinator change, new tasks are assigned to the group, the timeline for review and adoption is modified significantly.

~~Amendment Worksheet~~

~~An Amendment Worksheet is completed and submitted any time there is a change in coordinator or there is a material change to task assignments, deliverables, or the workgroup's performance timeline changes. The original purpose of the workgroup must remain the same to qualify as an amendment and not a new workgroup. Like the Identification Worksheet, a copy of the Amendment Worksheet should be emailed to the TPAC Administrator to save and include as an informational item on the next TPAC meeting agenda.~~

Submitting & Saving Worksheets

The convening body and its selected workgroup coordinator will complete the applicable worksheets and email them to the TPAC Administrator (contact information is in Appendix A) to be added to the workgroup database ~~stored~~ maintained by CAMPO~~, and to be provided at the next TPAC meeting for member information.~~.

The TPAC Administrator will save a copy of the worksheets in the electronic TPAC files, which may be located on the Wake Transit/TPAC SharePoint site. As new sheets are finalized and submitted, a copy will be added to the ~~TPAC webpage of the CAMPO website as part of the packet of meeting materials posted in advance~~ agenda packet of the next scheduled TPAC meeting. The workgroup C~~c~~oordinator or her/his designee should attend the TPAC meeting to present ~~her/his~~the workgroup information and to respond to any questions and comments posed by the members.

Appendix A: TPAC Administrator Contact Information

Stephanie Plancich
TPAC Administrator

Phone: 919-996-4401
Email: Stephanie.plancich@campo-nc.us

Office Address:
Capital Area MPO
421 Fayetteville St, #203
Raleigh, NC 27601

Appendix B: Workgroup Forms and Worksheets

Original forms with drop-down menus and fillable text boxes are saved and can be requested from the TPAC Administrator. Attach or submit separately any supplemental pages that include additional information you feel is relevant to the workgroup's creation or assignments. For example, a full member roster with contact information could be included as part of the workgroup's file.

Identification Worksheet

An Identification Worksheet must be submitted any time a new workgroup is created in support of Wake Transit Plan implementation activities that meet the applicability criteria detailed in this guide or when the purpose of a workgroup is changed. The sheet is emailed to the TPAC Administrator to be stored and presented to the TPAC.

1. **Convening body** – Select the type of convening body from the drop-down menu provided.
2. **Name** – Insert the name of the convening body
3. **Workgroup name** – Write in the name of the new group.
4. **Contact person/C~~c~~oordinator** – The person assigned to facilitate the activities of the workgroup. Type in their name, phone, and email address.
5. **Purpose of the group** – The purpose statement should be broad but clearly describe the overarching purpose of the group. Example 1: Support the development of the Community Funding Area program. Example 2: Provide technical support for BRT program development.
6. **Specific Tasks/Deliverables** – Insert a bulleted list of the specific tasks/deliverables assigned to be produced by the workgroup.
7. **Timeline** – Enter a start date and expected completion date for the workgroup to complete the assigned tasks.
8. **Delivery Cycle** – Select an option from the drop-down menu which includes selections for one time only, monthly, annually, etc.
9. **Delivery Details** – Provide more details about the delivery cycle as needed here. Ex. Produce a specific report every 4 years in support of a major plan update.
10. **Presentation or Approval Identification** – A list of common entities who will approve or receive updates on workgroup activities are listed as reference. List each entity that applies to the new workgroup and select the level of its involvement from the drop-down menu.
11. **Member List** – This is a list of the agencies, organizations, businesses, community groups, demographic groups, etc. (not individuals) that are expected to be invited to participate as a member of the group. Can also list the specialties members will represent.
12. **TPAC Administration Section** – The date the worksheet is submitted and the date it is presented for information to the TPAC are written in, as well as any other notable information.

Wake Transit Workgroup Identification Worksheet

Convening Body Type: ____ **Name:** ____

Work Group Name: ____

Contact Person/Coordinator: ____ **Phone:** ____ **Email:** ____

Purpose of the Group:

Specific Planned Tasks/Deliverable(s):

Timeline for Task Completion: **Start Date** / / **End Date** / /

Delivery Cycle: ____ **Delivery Details:**

Identify which entities will receive a presentation of the workgroup's progress and/or final deliverables and those who will need to approve or endorse completed deliverables. (Note: LA is short for Lead Agency)

Common Entities:	Write in Entity Name	Select Drop-Down Option
TPAC		
CAMPO Board		
GoTriangle Board		
CAMPO-LA Staff		
GoTriangle-LA Staff		
PE&C Subcommittee		
B&F Subcommittee		
P&P Subcommittee		
TPAC Cabinet		

WG Members List: Include participating agencies, organizations, municipalities, and groups (NOT specific member names)

TPAC Administrator Notes: **Received:** / / **Presented to TPAC:** / /

Other Comments:

~~Workgroup Amendment Worksheet~~

~~The Amendment Worksheet is designed to capture material changes to a workgroup. Changes may include modified coordinator contact information, a new operational timeline for the workgroup, as well as modified, removed and added tasks and deliverables assigned to the group. Multiple changes can be captured on a single worksheet, and more than one sheet can be submitted at the same time if needed. The convening body or coordinator will submit the Amendment Worksheet to the TPAC Administrator to file along with the Identification Worksheet and other supporting materials.~~

1. ~~**Convening Body** - Write in the name of the convening body for the workgroup.~~
2. ~~**Workgroup Name** – Write in the name of the workgroup; it should mirror the name on the workgroup's Identification Worksheet.~~
3. ~~**Amended Coordinator Information** – Check the box if there is a change in coordinator name or contact information; fill in any changed information.~~
4. ~~**Amended Timeline** – Check the box if there is a change in the workgroup's operating timeline; insert the original end date/or last amended date and the new date of closeout.~~
5. ~~**Task/Deliverable** – Write in the task or deliverable description and then select the amendment type and fill in the needed information.~~
    a. ~~Removal of task – check the box and fill in the text box with the reason for removal~~
    b. ~~Modification of task – check the box and write in a brief explanation of/for modification~~
    c. ~~New task being added – Fill out the entire section to provide the new task information~~
6. ~~**Delivery Cycle** – Select an option from the drop-down menu, which includes selections for one time only, monthly, annually, etc.~~
7. ~~**Delivery Details** – Provide more details about the delivery cycle as needed here. Example: Produce a report every 4 years or develop scenarios for one-time policy recommendations.~~
8. ~~**Presentation or Approval Identification** – List each entity that will receive a presentation from the workgroup and those that will have some type of approval responsibility for the deliverables. Then select presentation, approval, or both from the drop-down list next to the name.~~

Wake Transit Workgroup Amendment Worksheet

Convening Body Name:

Work Group Name

☐ Check if the Coordaintor infomration has changed

Contact Person/Coordinator:

Phone:

Email:

☐ Check if the overall operational timeline of the work group is extending

Initial End Date: / /

New End Date: / /

Task/Deliverable:

☐ New Task/Deliverable ☐ Modification to existing ☐ Removal of a task

To modify or remove a task write in explanation here

To add a new deliverable to the work group task list, fill in the information below

Delivery Cycle:

Delivery Details:

Identify which entities will receive a presentation of the workgroup's progress and/or final deliverables and those who will need to approve or endorse completed deliverables.

Common Entities:	Write in Entity Name	Drop-Down Option
TPAC		
Governing Board		
Lead Agency Staff		
PE&C, B&F, P&P		

Task/Deliverable:

☐ New Task/Deliverable ☐ Modification to existing ☐ Removal of a task

To modify or remove a task write in explanation here

To add a new deliverable to the work group task list, fill in the information below

Delivery Cycle:

Delivery Details:

Identify which entities will receive a presentation of the workgroup's progress and/or final deliverables and those who will need to approve or endorse completed deliverables. (Note: LA is short for Lead Agency)

Common Entities:	Write in Entity Name	Drop-Down Option
TPAC		
Governing Board		
Lead Agency Staff		
PE&C, B&F, P&P		

~~Workgroup Quarterly Report Form~~

~~The Workgroup Report Form is to be completed by the coordinator following the same quarterly submission schedule as is set for Wake Transit project progress reports. A copy of the completed form should be sent to the convening body and then to the TPAC Administrator for inclusion in the Wake Transit workgroup database.~~

1. ~~**Header** - Write in the workgroup name on the top of the sheet.~~
2. ~~**Report Period** – Enter the fiscal year and quarter for the report.~~
3. ~~**Meeting Dates** – List the dates the workgroup met during the quarter.~~
4. ~~**Deliverables List** – This is a two-part question: 1) Which deliverables were completed by the group during the quarter, and 2) Where are the materials saved?~~
5. ~~**List of Activities** – List any engagement, outreach, or communications activities completed. This may include presentations, public events, beta testing, surveys, materials created for distribution, etc.~~
6. ~~**New Members** – In this space list any new member agencies, organizations, groups, etc.~~
7. ~~**Closeout Notes** – This section is meant to capture lessons learned from the workgroup's operating and activity experiences. What went well? What was challenging? Who should be included again or next time? Is there a need for feedback from other partners, etc.?~~

~~*The closeout notes box is designed to capture lessons learned by the group, coordinator, and convening body. The coordinator can choose to write in notes throughout the life cycle of the group, but the reporting requirement is that this section will be filled out when the workgroup disbands. It will be a part of the group's final quarterly report. Should the workgroup be called upon again in the future, this information will be provided to the coordinator (new or continuing) for her/his use as a reference in engaging members, setting up task assignments, etc.~~

Workgroup Activity Report:___________________________________

Report Period
FY/Quarter
Meeting Dates this Quarter:
New Members (Agencies/Orgs)

List of Deliverables Completed and Where They Are Saved:

List of Engagement Activities and results Presentations Given:

Date	Description

Closeout Notes/Lessons Learned: