

# Wake Transit

## Workgroup Operating Guidelines



### [2024 Update to the Operating Guidelines-Summary](#)

CAMPO staff completed a review of the Workgroup Operating Guidelines in February 2024. The Program Development Subcommittee reviewed and recommended TPAC adoption of the updated policy on March 26, 2024 and the TPAC adopted the update on April 17, 2024.

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# Wake Transit Workgroup Operating Guidelines

## Purpose

The Wake Transit Workgroup Operating Guidelines (Guide) is a reference tool to be used by workgroup convening bodies that want or are 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 assigned to the convening body.

## 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 complete an Identification Worksheet and submit it to the TPAC Administrator for inclusion on appropriate meeting agendas.

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.

### WORKGROUP MEMBERSHIP

*The membership of each workgroup is unique to the task(s) assigned. Which agencies and organizations are included on the member roster is determined by the convening body when they fill out the identification worksheet. It is the job of the Coordinator to send out individual invitations and to maintain the member roster. A member can be anyone that brings value, unique experience or perspective or has regulatory authority over aspects of the project. Any TPAC member can join a Workgroup by emailing the Coordinator and requesting to be included on the member roster.*

### 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, 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, an 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. 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. new workgroups are created, or existing groups are amended, the administrator will work with the TPAC Chair to include 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 workgroup 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, as needed, 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 governance over the convening body.

## 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 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.

### 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 maintained by CAMPO.

The TPAC Administrator will save a copy of the worksheets in the electronic TPAC files. As new sheets are finalized and submitted, a copy will be added to the agenda packet of the next scheduled TPAC meeting. The workgroup Coordinator or designee should attend the TPAC meeting to present the workgroup information and to respond to any questions and comments posed by the members.

## Appendix A: TPAC Administrator Contact Information

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TPAC Administrator

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## Appendix B: Workgroup Forms and Worksheets

Workgroup 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 assigned task(s). For example, a member roster with contact information could be included in 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. Information on the form includes:

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/Coordinator** – 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.



