Our Core Values

- Professionalism
- Customer Service
- Respect for the Individual
- Open Communication

Mission

The mission of TANK is to provide safe, reliable, customer-oriented transportation for the people of our community. TANK is committed to providing transportation services that address the current and future needs of the community. TANK pledges to keep abreast of advanced technologies and to provide services which will improve traffic flow, protect the environment, and assist in the economic development of the Northern Kentucky region.
2017 was an excellent year at TANK; full of challenges, learning, process improvement, and positive growth. While the Brent Spence Bridge construction brought us some major congestion to work through, it also allowed us to continue to show our value to the community. When things got tough, TANK kept going, continuing to carry people to work, school and lifeline services. It’s during these hard times that we can really show the community our value and I am proud to say we did!

2017 continued the trend of job growth in our region, which means continued coordination with our region’s largest employers and economic development agencies. TANK continues to help people access jobs in our community, working directly with employers to get the service just right. I’m proud to lead the TANK team and our service as we serve you, Northern Kentucky.

Andrew Aiello

The TANK Board of Directors is appointed by the three fiscal courts of Boone, Kenton and Campbell County. The TANK Board of Directors lends their time and expertise in service to the community. Their guidance is invaluable and allows TANK to operate with greater efficiency. The Board of Directors meets monthly.

**Boone County**
Timothy Donoghue, Chair
Jim Parsons
Laura Thompson

**Campbell County**
Brian Ellerman
Gina Rittinger
Bill Voelker

**Kenton County**
Scott Guenther
Ed Kuehne
David Sogar

**Legal Counsel**
Michael Duncan
Financial Revenue and Expenditures FY 2017

### Revenue

- **Local Funding**: $15,575,170 (68.19%)
- **Passenger Revenue**: $3,926,306 (17.19%)
- **Other Income**: $1,617,911 (7.08%)
- **Federal Funding**: $1,540,939 (6.75%)
- **State Funding**: $182,056 (0.80%)
- **Total**: $22,842,382 (100%)

### Capital Program

- **TANK Buses**: $5,489,387 (61.00%)
- **Facility Renovation**: $1,290,317 (14.29%)
- **Other (Federal Assistance, Security, Planning)**: $1,752,290 (19.41%)
- **Systems (IT & TRACS)**: $496,810 (5.50%)
- **Total**: $9,028,804 (100%)

### Operating Expenses

- **Wages & Fringes**: $17,478,449 (76.52%)
- **Fuel**: $1,680,093 (7.36%)
- **Services**: $685,011 (3.00%)
- **Materials & Supplies**: $1,566,772 (6.86%)
- **Other**: $478,158 (2.09%)
- **Insurance & Risk Management**: $710,124 (3.11%)
- **Utilities**: $243,775 (1.07%)
- **Total**: $22,842,382 (100%)
Challenging Year

During the summer of 2017, the entire Northern Kentucky community dealt with the challenge brought about by severe lane restrictions on the Brent Spence Bridge. The I-75 corridor is critically important to the region and to the TANK network. Nearly 170 bus trips use the bridge to carry people to jobs every day. These closures on the bridge affected the reliability of the service over these summer months and negatively impacted TANK’s ridership.

TANK dealt with this challenge by making adjustments to the way that we approach transit service delivery -- adding management assistance in our dispatch and supervision to stay on top of delays, adding buses to fill in for trips that were running late, and adding customer service reps at key bus stops downtown to talk to customers and keep them informed about service delays.

Staff used this challenging situation as a way to practice new ways of doing business, to talk to our customers and build relationships with them. We made lemonade out of the lemons we were given!

Learning and Process Improvement

In 2017, the Federal Transit Administration conducted their regularly scheduled Triennial Review of TANK. Every three years, the FTA comes to TANK to review work, policies and procedures in 17 review areas, covering hundreds of federal laws and regulations. TANK performed extremely well in the review. Additionally, the review is an opportunity to learn more about best practices throughout the country, to learn the things that TANK is doing well, and to look for areas for improvement.
TANK continues to be a partner in the region’s workforce effort. The last year was spent learning about and meeting workforce needs as the region strives to fill jobs and meet the demands of our rapidly growing business community.

TANK partnered with Tri-Ed to initiate pilot service programs for several businesses in order to test transit demand in low-density areas. Working collaboratively with large employers to understand the workforce needs, learning about the travel patterns of employees and shift times, and then designing services that meet those needs has become a staple of the work TANK does.

In addition, the Airport area service received a makeover, with the introduction of new transit connections serving the DHL facility, the Airport’s CVG Centre, and the surrounding industrial areas.

The Kentucky Public Transit Association convenes every two years in Lexington for the statewide Kentucky Public Transit Association conference. Part of the conference includes an awards ceremony where both the Kentucky Transportation Cabinet (KYTC) and the Federal Transit Administration (FTA) highlight outstanding achievements in public transportation.

At the 2017 conference, TANK received the outstanding honor of the Statewide Overall Transit System Award for 2016-2017. During the program, it was noted that TANK cares about their customers, uses technology to improve the transit system, listens to the needs of our community, maintains an outstanding fleet of buses, and is committed to continuous improvement.
By The Numbers

**Service Area**

TANK provides transit service in 35 cities within Kenton, Campbell and Boone County encompassing 267 square miles.

**Employees**

- 39 Maintenance
- 226 Operations
- 17 Administration

**Miles Traveled by TANK**

- 4,082,004 Fixed Route
- 1,166,545 Demand Response
- 5,248,549 Total

**Ridership in FY 2017**

- 2,836,105 Fixed Route
- 451,610 Southbank Shuttle
- 93,703 Special Services
- 3,381,418 Total