A Special Meeting of TANK’s Board of Directors met at 11:30 a.m. in the Conference Room on Tuesday, October 4, 2016. Present included: Ed Kuehne, Board Chair; Tim Donoghue, Vice Board Chair; Mr. Bill Voelker, Board Member; Steve McCoy, Board Member; Dave Sogar, Board Member; Jim Parsons, Board Member; Andrew Aiello, General Manager; Gina Douthat, Deputy General Manager; Terri Pierce, Director of Operations; Jim Miller, Director of Maintenance; Gary Berkley, Assistant Director of Operations; Diana Collins, Asst. Director of Maintenance; Lesley Holgate, Asst. Director of Communications & Development; Frank Busofsky, Manager of Planning; Barry Harsaran, Manager of Finance; Gary McCulley, Manager of Scheduling; Ray Helms, Information Technology Manager; Kail Clifton, Manager of Special Services; Bob Lockman, Risk Manager; Kevin Unkraut, Manager of Dispatch; Renae Agramonte, Human Resource Manager; Dan Guilkey, Buildings & Grounds Manager; Joshua Sergent, Data Systems Manager; and Nancye McClanahan, Executive Assistant.

Absent from the meeting were: Dave Anneken, Secretary-Treasurer; Brian Ellerman, Board Member; Jean Miller, Board Member; Jody Robinson, Board Member and Mike Duncan, Legal Counsel.

Operations Committee Items

- **Senior Transportation Program** – Mr. Aiello provided an update on the Senior Transportation Program. He indicated last month we discussed cutting back on some of the service we had on the street to match the demand. He wanted to inform the Board that Mr. Clifton and his team worked to get that done in an efficient way and the reduced service began October 1st. This will significantly decrease program costs and TANK will invoice much less to the ADD District each month. Mr. Aiello indicated he would provide an update on the program’s ridership again in a couple of months.

- **Operator Evaluations** – Ms. Pierce reported we periodically use a contractor to conduct performance audits (or “secret shopper audits”) on our operators. The person who has been performing our audits for the last 6-7 years has been in the transit industry for over fifteen (15) years and has worked as both a bus operator and operations supervisor. Ms. Pierce said we do these audits to make sure our operators are maintaining their driving and customer service skills and are complying with federal and state regulations.

Ms. Pierce reported that about seventy (70) audits were conducted this round – the operators are picked randomly and included both junior and veteran operators and the operators do not know the audits are being done. Not all operators were audited and a few were audited more than once. Ms. Pierce indicated with the information we obtain, it helps guide our training, topics for safety talks, safety meetings and daily electronic messages. Also, all of our operators are divided into teams and each team is led by a
Supervisor. The Supervisor meets with the operators that have been audited and they review the findings with the operator.

Ms. Pierce reported there are nine (9) different categories. Some of the general areas that are evaluated include:

- Schedule Adherence
- Driving Skills
- Safety Observations
- Bus Stops
- Railroad Crossings
- Passenger Relations
- ADA Compliance
- Operators/Vehicle Appearance

Ms. Pierce reviewed with the committees some findings in each area, ones where we excelled and ones where we need improvement. The results are pretty typical of what we have seen in the past years. Rolling stops and not making required ADA announcements have always been areas for improvement. She indicated we have always done well in the area of customer service, but this year we did exceptionally well. Mr. Aiello said that we do not use the “secret shopper” findings for punitive or disciplinary measures but as an opportunity to coach and train our operators.

- **Safety Stats** – Mr. Lockman indicated within their packet they will find reports for August and September. Unfortunately, we have not had two very good months. Mr. Lockman reported in August we had fourteen (14) preventable accidents and in September we had fifteen (15) preventable accidents. In 2015 we had a total of sixty-one (61) for the year and we currently have seventy-six (76). He indicated we have driven more miles at this point than were driven in 2015 – 256,000 additional miles driven. In 2015, we experienced the lowest rate of accidents in eight (8) years.

Mr. Lockman reported, for the year, currently we are at 7.7 accidents per 400,000 miles driven compared to 6.6 accidents per 400,000 miles driven in 2015. This is about one (1) more accident per 400,000 miles driven. He indicated if we have a good fourth quarter, we could still end the year with a positive number. Mr. Lockman reviewed stats with the committee. *(See Enclosed)*

Mr. Lockman reported we have one hundred and ninety-eight (198) operators. He reviewed the statistics showing which operators were experiencing accidents.

- 36 operators with less than one (1) year of service experienced 20 accidents
- 66 operators with over ten (10) years of service experienced 19 accidents
We hope to bring these numbers down by encouraging our operators to be more cautious and through continued training.

Finance Committee Items

- **August Financials** – Mr. Harsaran reported this is the report for August 2016 and it was emailed to the Finance Committee on September 27, 2016.

  Mr. Harsaran reported August’s ridership on TANK’s express routes decreased by 5.4%, ridership on local service decreased by 4.2% and the Southbank Shuttle ridership showed a decrease of 14.4% when compared to August last year.

  Mr. Harsaran reported that, overall, the ridership on all fixed-route services decreased by 6.3% and demand-response ridership increased by 11.1% when compared to August last year. For the fiscal year-to-date, Fixed Route ridership is 11.9% less than the ridership for the same period last fiscal year.

  **Revenues & Operating Expenses** – Mr. Harsaran reported passenger revenue was $22,251 less than the monthly budgeted amount. TANK operated $5,131 more than the approved operating budget for August and is $34,297 more than the operating budget for FY 2017 year-to-date.

  Mr. Parsons asked about the ridership decline. Mr. Aiello reported we continue to see growth in the reverse-commute trips and declines in the forward-commute trips. The service that was added to the system to meet the needs of the reverse-commute passengers is more expensive service – longer relative distances traveled to the employment sites in Hebron and Richwood. We are working to balance these needs within our budget. Mr. Aiello indicated the decrease on the Southbank Shuttle is in some part due to the lower attendance at Reds games when compared to last year. Also, the All Star Game ridership was included in the 2015 year-to-date Southbank Shuttle figures.

  Mr. Aiello pointed out we are running slightly ahead of budget this year. He noted that we began last year slightly ahead of budget as well. A lot of this is timing. From a fuel perspective, we are using the last of the more expensive fuel purchased in the previous year. As that is used up, it is being replaced with much less expensive fuel. We will start to see saving in the budget as we move forward. Also, under causality and liability, we are eighty thousand ($80,000) dollars ahead of budget for the year due to timing – the recent closing of two large claims that have been on the books for a year or two.

- **FY 2016 Financial Audit** – Mr. Harsaran reported he recently received the Draft Audit Report and again there were no findings. He reported Mr. Harold Kremer of Barnes &
Denning will present the Final Audit Report to the Board next week. Mr. Harsaran indicated things reported in an audit include:

- Bank Account Confirmation
- Grant Balances with the FTA
- Legal Confirmations
- Internal Controls

**GFI – Back End & Ticket Vending Machine Hardware Update** – Mr. Helms reported when TANK purchased fare boxes and upgraded them several years ago, the back-end system was left as it was at that time. We are now at a point where it needs to be updated due to failures we are now experiencing on some of the parts. The following will be replaced as part of this back-end infrastructure upgrade:

- Cabling to the Probes and Cash Box
- Computer Cashbox
- Computer Probes
- Probe Isolation Box

Mr. Helms reported TANK has received a quote from Genfare (GFI) to perform this work and install the equipment.

The cost to replace this equipment is $20,046.86 and includes:

- 1 HP Rackmount Computer
- 1 Isolation Box
- 2 J-Box Mountings 200’ Cable
- Installation and Technical Services

Another component of the GFI Fare Collection System is the ticket vending machine that is used at the Covington Transit Center by customers to purchase fare. The new credit card technology required that all such machines be upgraded with the new chip technology readers. We intend to upgrade the Ticket Vending Machine to add the new card chip technology reader at the same time as the back-end infrastructure for GFI. The quote for equipment and installation from Genfare for $12,000 and includes an EMV Reader, Pinpad TVM Computer and installation.

Mr. Helms reported he finds a sole source purchase of this equipment is justified due to the commonality of the Fare Collection equipment we currently are using, the demonstrated durability and quality, and the fact that they will work with the systems already existing in the fleet.

Mr. Helms reported TANK contacted GFI and asked them to provide recently competitively bid pricing for similar equipment to insure that TANK was being quoted
reasonable rates for this equipment. He informed the committees that has received that competitive pricing information.

Mr. Helms requests the Board to give staff the authority to contract with GFI/Genfare to complete the upgrades described at a cost not to exceed $32,046.86. Mr. Parsons made a motion to approve the Sole Source purchase of the upgrades as described for a cost not to exceed $32,046.86. The motion was seconded by Mr. Sogar. MOTION PASSED.

- **TANK Targets SWOT Analysis** – Mr. Aiello indicated last month we went through our thoughts about how we were going to update our strategic plan. Last month we reviewed existing conditions and this month we have conducted a SWOT Analysis. Mr. Aiello pointed out the information provided was a compilation of the staff SWOT Analysis. He recommended they use the summary sheet as their guide, which was passed out, as he walks them through the SWOT findings. The six areas included:
  
  o What does TANK do really well?
  o What does TANK not do so well?
  o What is/will be our biggest challenge?
  o What is our “best kept secret”?  
  o What are we the most vulnerable?
  o Biggest opportunity for the future?

The committee reviewed and discussed the information contained in the summary.

Mr. Aiello said the next step is for staff to take this feedback and work to create a draft update to our plan of action and the prioritized list of projects. Staff will present the draft to the Board in November with the goal of wrapping up the plan before the end of the year.

Mr. Kuehne asked for a motion to adjourn the Special Meeting of TANK’s Board of Directors. Mr. Donoghue made the motion to adjourn. The motion was seconded by Mr. Sogar. MOTION PASSED.

The Special Meeting of the TANK Board of Directors adjourned at 1:10 p.m.

Respectfully Submitted:
Nancye McClanahan
Executive Assistant