



TANK Board of Directors Meeting

June 9, 2021

Call to Order: 5:30 p.m. via Zoom conference

ATTENDANCE, Board Members:

- Brian Ellerman, Chair
- Ed Kuehne, Vice-Chair
- Tim Donoghue
- Laura Thompson
- Dave Sogar
- Scott Guenther
- Bill Voelker
- Jim Parsons

ATTENDANCE, Staff/Other:

- Andrew Aiello, General Manager
- Mike Duncan, Legal Counsel
- Gina Douthat, Deputy General Manager
- Sean O’Leary, Director of Operations
- Bill Hock, Director of Maintenance
- Alex Fuchs, Director of Finance

AUDIENCE RECOGNITION:

Mr. Ellerman noted that staff will be monitoring the comments section of the posting. Staff will relay questions to the Board throughout the meeting. **See summary below.**

APPROVAL OF MINUTES:

Motion to approve the May 12, 2021 Board Minutes.

Motion: Tim Donoghue
 Second: Dave Sogar
 Discussion: None
 Action: **Motion Passed**, Unanimously

REPORTS:

Finance Committee Report

April FY 2021 Financial Statements

Mr. Parsons reported for TFY21 year-to-date, total TANK ridership is down 47.9% from last year. When compared to April of last year, ridership is up significantly. April of last year was the first full month of pandemic-impacted ridership and ridership on the system has improved since then.



Passenger revenue was \$105,888 more than the monthly budgeted amount and TANK operated \$240,448 under operating budget for April. Year-to-date, TANK continues to run under budget by \$1.9M and is using \$2.65M less in operating assistance than budgeted for the year-to-date.

Equipment Disposition

Mr. Parsons referenced a memo in the Board packet from Bill Hock dated May 27, 2021, regarding disposition of old and obsolete equipment and parts. Staff is requesting this equipment to be declared surplus and to be disposed according to policy.

Motion to approve of the disposition of the equipment listed in the May 27, 2021 memo.

Motion: Jim Parsons
Second: Ed Kuehne
Discussion: None
Action: **Motion Passed**, Unanimously

Legal Services RFP

Mr. Parsons informed the committee that staff released RFP 2021-04 for legal service in three areas: General Legal, Labor, and Claims. The memo in the Board packet dated May 27, 2021 describes the procurement, evaluation, and selection process. As shown in the memo the staff recommends, and the Finance Committee concurs, that TANK select the following firms:

General Legal: Ziegler & Schneider
Labor: Frost Brown Todd
Claims: Ziegler & Schneider

The Finance Committee reviewed the selection process, the proposed rates, and the ratings and found them to be appropriate.

Motion to approve the selected firms for five-year terms as listed in the selection memo for RFP 2021-04.

Motion: Jim Parsons
Second: Tim Donoghue
Discussion: None
Action: **Motion Passed**, Unanimously

Fiscal Year 22 Final Budget Approval

Mr. Parsons noted that all three Counties anticipate approving the TANK funding request for Fiscal Year 2022. Therefore, the Finance Committee Recommends adopting the budget as final.

Motion to approve of the Final Fiscal Year 2022 Operating & Capital Budget.



Motion: Jim Parsons
Second: Dave Sogar

Discussion: Mr. Aiello noted that the Final FY22 Budget contained in the Board packet is identical to the last version of the Draft Budget that the Board previously approved. No changes have been made.

Action: **Motion Passed**, Unanimously

Health Insurance Update and CareHere Statistics

Mr. Aiello provided an update on TANK’s self-funded health insurance program. He stated that TANK has saved approximately \$1.5M in healthcare costs over the last two years while providing better benefits to our employees. The program has been a success thus far.

Additionally, TANK’s relationship with CareHere (a series of employee-sponsored primary care health centers) has been a success. In the last year, TANK employees have scheduled 752 appointments at CareHere, they have saved \$23,985 in out-of-pocket expenses, and they have better access to manage health issues before they become serious/costly. This has been a great partnership.

Planning & Marketing Committee Report

Ridership Development / Customer Service Manager

Ms. Douthat reported that this role was incorporated into the upcoming budget as part of our strategy to rebuild ridership. Lesley Holgate was hired as TANK’s new Ridership Development / Customer Service Manager. She will be focused on ridership development, external marketing, and building relationships with employers whose workers rely upon transit.

Alternative Fuel Strategy

Mr. Aiello stated that TANK will be partnering with SORTA and BCRTA to hire a consultant to conduct an analysis and to create an Alternative Fuel Strategy for the organization.

He stated that the bus industry and many federal funding programs are moving rapidly toward alternative fuel technology (electric, CNG, hydrogen fuel cell, etc.). TANK wants to be strategic about how we plan our path forward in this area. What technology (or technologies) are best for TANK; how do particular technologies impact our operating model; how do particular technologies impact our facility/infrastructure requirements; etc.

Park & Ride Charging Stations

Mr. Aiello stated that TANK has been approached by a firm that would like to install charging stations for our customers at two TANK Park & Ride lots. The charging stations would be an



amenity for our customers and would generate revenue for the firm. The firm would share in the revenue stream with TANK.

The committee discussed that it would be a good idea to explore providing this amenity at one/some of our lots. They thought we should go through a public process to allow firms to propose/bid on the opportunity. Lastly, they wanted to make sure that TANK’s legal counsel reviewed any resulting contractual/easement agreements.

Marketing Updates

Ms. Douthat reported that our marketing efforts are currently focused on operator recruitment. Our radio advertising is airing on 103.5 and 100.3 and their family of stations to reach a broad audience in both Ohio and Kentucky. We are also advertising on billboards along I-75 and partnering with the Florence Y’alls baseball team on a promotional event.

We are working on our Website Development RFP. We received 7 proposals which are currently under review.

She stated that our marketing campaign will be shifting this fall, away from operator recruitment and toward ridership development.

Operations & Safety Committee Report

Operator Hiring Update

Mr. Donoghue informed the committee that we are continuing with our weekly operator hiring sessions. We interview about 3 to 7 candidates each week. For those selected to move forward, we try to get them in as soon as possible. We have moved the CDL learner’s permit process in-house; we are now assisting new hires to pass their written CDL test. That has helped fill the pipeline. The increase in starting wages appears to be helping as well.

Safety Statistics

Mr. Donoghue informed the committee that in May of 2020 we had 3 preventable collisions. In May of 2021 we had 6 preventable accidents. Five of the six were fixed object strikes.

All of the employees involved in a preventable collision are required to go through refresher training where the accident scene is recreated, and the operator has a clear understanding of how to avoid the collision in the future.

General Manager’s Report

Mr. Donoghue asked about service levels. With all of the hiring going on, when do we think we will be able to increase service levels? Mr. Aiello stated that although we continue to hire operators every week, the lower success rate of new operators combined with turnover of existing operators means that our net total number of operators remains flat and we do not



currently have the workforce to increase service. We continue to hire aggressively and to adjust processes to attract and retain operators, but the hiring environment is still very difficult.

OLD BUSINESS:

The Board discussed upcoming meetings and the future return to in-person meetings. Each committee will decide how they would like to meet each month. No final decisions were made about the full Board meeting given the changing rules/regulations. This will be discussed again.

NEW BUSINESS:

Mr. Aiello mentioned that TANK received a customer complaint Friday afternoon that was addressed to the Board Chair. The complaint was related to delayed buses in the afternoon as well as customer service issues. The complaint was accompanied by a petition from riders as well. We are looking into it.

GENERAL COUNSEL’S REPORT:

Mr. Duncan reminded the Board that there will be an election for Chair and Vice Chair as the last item of new business at the July Board meeting.

AUDIENCE RECOGNITION:

Ms. Douthat reported that there a no comments from the public.

ADJOURN:

Motion to adjourn the meeting.

- Motion: Bill Voelker
- Second: Dave Sogar
- Discussion: None
- Action: **Motion Passed**, Unanimously, 5:46 p.m.