



TANK Board of Directors Meeting

September 8, 2021

Call to Order: 5:30 p.m.

3375 Madison Pk., Fort Wright, Kentucky

ATTENDANCE, Board Members:

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

ATTENDANCE, Staff/Other:

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

AUDIENCE RECOGNITION:

Mr. Guenther asked for Audience Recognition. Ms. Douthat explained that comments were solicited through TANK’s Facebook page with a deadline of 5:00 p.m. this afternoon. No comments were received.

APPROVAL OF MINUTES:

Motion to approve the August 11, 2021 Board Minutes.

Motion: Bill Voelker
 Second: Ed Kuehne
 Discussion: None
 Action: **Motion Passed**, Unanimously

REPORTS:

Finance Committee Report

July FY 2022 Financial Statements

Mr. Parsons reviewed the July FY21 financial statement. Overall ridership is down somewhat with express and demand-response ridership showing increases. Passenger revenues were \$27,940 more than the budget and operating expenses are down for the month. The financial picture is in good shape.



Service and Operator Workforce Update

Andrew Aiello stated that, as discussed a couple of weeks ago at the Board meeting, we continue to work hard to balance operator workforce shortages with getting service out on the street. Overall, service reliability remains around 99%. We are occasionally missing trips during the week; the weekend is the most difficult time. The dispatch team is being very creative in doing everything within their power to get the work out.

The Retention Incentive Program that was approved at the last meeting appears to be working as planned. It is very early, but the number of voluntary terms in the past three weeks has slowed dramatically. Again, it is early, and the value of the program will have to be evaluated six months down the road.

Hiring and training of new employees is going very well. We had 4 more operators graduate from the training program today, we have 4 more slated to graduate next Friday, and there are 11 more in training that will graduate through the first week of October. Lastly, there are 12 operators in the hiring pipeline behind the trainees.

Bus Washer Replacement (ACTION)

Mr. Parsons referred to the memo dated August 26, 2021 regarding the replacement of TANK’s bus washer. He noted that the top scorer for the project was Westmatic. This firm was ranked the highest based on overall value but was not the lowest price. *(See Attachment)*

The memo includes a justification of why the Westmatic proposal scored higher than the others. The Finance Committee reviewed this information and recommended moving forward with Westmatic as detailed in the memo.

Recommend that the TANK Board of Directors allow staff to enter into a contract with Westmatic for purchase and installation of a Bus Washer not to exceed \$334,085.

Motion: Jim Parsons
Second: Dave Sogar

Discussion: Mr. Voelker asked about the timeline for removing the old system and installing the new one. Mr. Aiello stated that the work will be completed in phases over the next twelve months. Part of the proposal request was for each firm to provide a plan for the installation and transition to the new washer. Westmatic provided a very detailed project plan which provides minimal disruption to the operation.

Action: **Motion Passed**, Unanimously



Federal Funding and Grant Management System

Mr. Parsons informed the Board that staff has developed new tools to manage TANK’s federal funding and to manage TANK’s grants. He recognized Alex Fuchs and the staff for creating such a detailed and useful set of tools. *(See Attachment)*

Planning & Marketing Committee Report

Mr. Kuehne referred to the minutes for the Planning & Marketing Committee meeting that occurred on August 31st. No action items were discussed.

Planning Updates

Mr. Kuehne stated that we continue to work with our region’s major employers, specifically Amazon, DHL, and others in/around CVG.

Marketing Updates

Mr. Kuehne stated that Ms. Kammes provided an update on the upcoming ridership campaign. Given the recent changes with Covid, the team is adjusting the approach. The first phase of the campaign will kick off in September with television, radio, and social media.

Customer Service / Ridership Development Update

Mr. Kuehne discussed the Guaranteed Ride Home Program. This is a program that allows passengers to register with TANK and OKI for help if their transit trip can’t meet their need. For example, if someone has an emergency and needs to leave work in the middle of the day, or if someone’s scheduled bus does not arrive. The registered passenger can then take Uber, Lyft, or a Taxi and get reimbursed for 80% of their trip through the Guaranteed Ride Home Program. OKI funds this program. TANK will be marketing the program to encourage people to try transit and to help mitigate the issues we are having with occasional missed trips.

Operations & Safety Committee Report

Approach to Added & Special Service

Mr. Donoghue informed the committee that, due to our Operator shortage, we are unable to provide added and special service requests that we have done in the past. For example, we are not able to operate service for Riverfest this year. If we did so, it would negatively impact our ability to get regular service out the next day. Also, we occasionally get one-off requests that we are having to decline at this time. We can again provide some of these services as our staffing levels improve.

We still provide buses for emergency response needs and when requested by local police, fire, and EMS teams.



Monthly Safety Statistics

Mr. Donoghue informed the committee that in July of 2021 we had 8.4 preventable collisions per 400,000 miles. As can be seen in the report, many of the operators involved are relatively new to TANK. Also, the bridge construction/congestion continues to be a challenge for the operation. The accidents in July were minor in nature. *(See Attachment)*

RAMP Software Update

Mr. Donoghue stated that Mr. Clifton provided an update on the RAMP scheduling software project. Implementation is going well. We have received most of the hardware (tablets for the vehicles) and the software has been installed on those devices. Training continues for the RAMP office staff. The projected “go-live” date is tentatively October 25th.

This new software package will provide many new features for our customers such as scheduling trips online and through the app (today they have to call the RAMP office), tracking their trip on the app in real time, and receiving notices when their bus is about to arrive for pick-up.

General Manager’s Report

Mr. Aiello stated that the next big date at TANK is the second weekend in October. This is the date that our next operator pick will hit the street. This will create better pieces of work for operators, creating a better work-life balance. It also fixes some operational issues for our passengers, decreasing delays associated with the bridge construction and decreasing “deadheading” in the system. Overall service levels will remain the same.

Mr. Aiello thanked the staff at TANK for keeping up with all of the changes over the last two years – things such as continually changing guidance and rules associated with the pandemic. He thanked our operators for managing this on the front line of our business. He and Gina Douthat have been holding small focus groups with operators and continue to be so impressed with the commitment, professionalism, and care our operators have for our community. Thanks to them.

OLD BUSINESS:

None.

NEW BUSINESS:

Mr. Sogar suggested that the Board continue with the virtual meetings until at least January, 2022. The Board agreed.



MINUTES

Mr. Donoghue thanked Mr. Aiello and Ms. Douthat for their leadership.

GENERAL COUNSEL's REPORT:

Mr. Duncan had no legal report but asked that the Board keep Mr. Mark Donaghy in their prayers. Mr. Donaghy was a previous General Manager of TANK and his wife passed away recently.

ADJOURN:

Motion to adjourn the meeting.

Motion: Tim Donoghue

Second: Dave Sogar

Discussion: None

Action: **Motion Passed**, Unanimously, 5:59 p.m.