



TANK Board of Directors Meeting

April 13, 2022
Call to Order: 5:30 p.m.
3375 Madison Pk., Ft. Wright, KY

CALL TO ORDER AND PLEDGE:

Mr. Guenther called the meeting to order and asked all to stand for the Pledge of Allegiance.

ATTENDANCE, Board Members:

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

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
- Frank Busofsky, Manager of Planning

AUDIENCE RECOGNITION:

Mr. Guenther asked for Audience Recognition and there was none.

APPROVAL OF MINUTES:

Motion to approve the March 9, 2022, Board Minutes.

Motion: Tim Donoghue
Second: Bill Voelker
Discussion: None
Action: **Motion Passed**, Unanimously

REPORTS:

Finance Committee Report

February FY 2022 Financial Statements



Mr. Parsons stated that the committee reviewed the monthly financial statements and check register. The Financial Statements are in the Board packet. The finances continue in a positive trend, ridership is up 7.3% overall. Passenger revenue is ahead of budget and expenses are below budget. Year-to-date we are under budget by \$611,178 and we have drawn \$930,283 less in operating assistance than budgeted.

Update on IT Service RFP

Mr. Parsons stated that the committee received an update on the IT Services RFP. A recommendation will be coming to the Board next month. Mr. Aiello stated that this RFP process has two steps. The first step was to have firms submit written proposals describing their business and approach. The selection committee reviewed and ranked those proposals. The top two firms were then asked to come on site to TANK and conduct a full IT Audit of the TANK IT infrastructure. This will allow the firms to provide a fully informed quote to support the TANK system. The audits and quotes will occur in April and a recommendation will come to the Board in May.

It was discussed that TANK’s long-time IT Manager will be retiring from TANK after 17 years of service. In the past 17 years, the amount of technology at TANK has increased dramatically. At this point, the plan is to keep an IT Manager position at TANK and have the IT Service contract to support universal IT functions (cybersecurity, data storage, office products, etc.) while the IT Manager focuses on the transit-specific technology within the organization (CAD/AVL, FleetNet, etc.).

Retention Incentive #2 (ACTION)

Mr. Parsons reported that the first retention incentive that the Board approved last year has been positive. Retention numbers look much better. The recommendation is to implement a second program for the next six months (March 2022 to September 2022). The one difference would be to include administrative staff (except the GM and DGM) as TANK is experiencing turnover in the administrative ranks as well. These incentives are not long-term solutions for TANK’s staffing challenges, but we do recommend them in the short term.

Mr. Aiello reported the following stats regarding the outcomes of the first program:

- Turnover decreased by 23%
- Turnover of employees with more than one year of experience decreased by 58%
- There was no spike in turnover in the month following the conclusion of the program

Mr. Aiello stated that the program contains attendance requirements to receive the incentive. A byproduct of this has been overall improved attendance which, in turn, helps the operation and puts less stress on the operator workforce.

The cost for the first program was approximately \$300,000 and the anticipated cost for the second program will be approximately \$350,000. TANK is significantly under budget in wages and fringes (because we are not fully staffed), so the programs are essentially “funded” in the budget through staffing shortages.



Recommend implementing a second six-month Retention Incentive Program. The general incentive rules would remain the same (a \$2,000 six-month incentive for full-time employees, \$1,000 for part-time employees, attendance requirements, etc.). One recommended change to the program would be to add both hourly and salaried administrative staff (excluding the General Manager and Deputy General Manager) to the list of eligible employees.

Motion: Jim Parsons
Second: Gina Rittinger

Discussion: Ms. Thompson asked about how the attendance requirements apply to salaried staff. Mr. Aiello stated that the attendance requirements are the same for all employees; pre-approved paid leave (vacation, sick, paid FMLA leave, etc.) do not count as absences. Unplanned and unpaid leave does count. Mr. Donoghue asked staff to investigate how work comp leave impacts the attendance requirement. Staff would do so and report back.

Action: **Motion Passed**, Unanimously

Planning & Marketing Committee Report

New Website

Ms. Douthat provided an update on TANK’s new website. The Board approved the vendor and contract last year to create the new site. TANK’s new website went live on March 31st. She covered some of the most significant changes and updates to the site which include:

- Improved ease of use
- Visuals and color schemes to match our brand
- Fewer clicks to find important information

Title VI Analysis Update

Ms. Douthat reminded the Board that they approved a contract last year for a consultant to conduct the federally required Title VI Survey. This survey is underway and is part of TANK’s Title VI plan that requires TANK to collect demographic information for those using the TANK system.

Operations & Safety Committee Report

Service and Workforce Update

Mr. Donoghue provided an update on TANK’s operator workforce. Workforce levels are steady, but not increasing. Turnover has slowed, but applications and new hires have slowed as well.

Monthly Safety Statistics



Mr. Donoghue informed the committee that in March of 2022 we had 7 preventable collisions, the same number as March of 2021. We continue to bring employees through refresher training and accident-related retraining. Also, our new TAPCO training system will help in the overall safety training approach for the department.

Demand Response Software Update

Mr. O’Leary informed the committee that we have been working with our vendor, HBSS, on the new software system. The last pieces of hardware have arrived after a long supply chain delay and the new system is currently up and running on all RAMP vehicles. It is running concurrently with the “old” system and we will begin slowly transitioning over to the new system.

The new software system has many exciting new features (such as online scheduling for clients, app-based trip tracking, etc.). Our plan is to roll out new features only after we have experience with the base systems and are very comfortable with its operation. More to follow on this topic.

General Manager’s Report

Mr. Aiello stated that the internal Covid-19 Task Force continues to meet. The Federal TSA mask mandate on buses has been extended to May 3rd.

The Bipartisan Infrastructure Law (BIL) contains many discretionary programs. TANK will be applying for funding under the BIL and will keep the Board updated on those funding applications.

OLD BUSINESS:

None.

NEW BUSINESS:

None.

GENERAL COUNSEL’S REPORT:

Mr. Duncan noted that Senate Joint Resolution 150 ended the Covid State of Emergency. The Governor vetoed the resolution, and the legislature overrode the veto. There were also bills passed regarding virtual meetings. We can still conduct virtual committee meetings as long as certain requirements are met.

CLOSED EXECUTIVE SESSION pursuant to KRS 61.810(1)(c) to discuss pending litigation.

Motion to enter executive session noting that no action will be taking in the session.



MINUTES

Motion: Bill Voelker
Second: Dave Sogar
Discussion: None
Action: **Motion Passed**, Unanimously

Motion to exit executive session noting that no action was taken in the session.

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

ADJOURN:

Motion to adjourn the meeting.

Motion: Ed Kuehne
Second: Bill Voelker
Discussion: None
Action: **Motion Passed**, Unanimously, 6:45 p.m.