



TANK Plus FAQ

When will TANK Plus start?

TANK Plus is anticipated to launch mid-August of 2024.

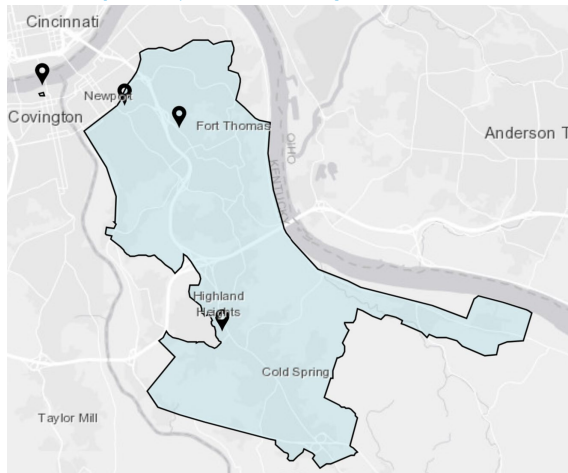
When is the last time I can schedule a ride on TANK Plus?

Ride scheduling is available until 4:59PM; however, ride availability is determined on a first come, first served basis.

Can I ride TANK Plus anywhere I need to go?

TANK Plus can transport passengers within their zone(s) or connect passengers to fixed route transfer points to travel outside of the zone. TANK Plus zones are as follows:

- **Zone 1 | Campbell County**



How do I know where to meet my driver?

Passengers will establish a pickup location when scheduling a trip on the TANK+ app (not available yet) or over the phone during the booking process. TANK Plus will pick up passengers, curb-to-curb, at the location requested when scheduling a ride. Customers using the TANK+ app will be able to track the vehicle on a map in the app (similar to Uber).

What is the fare?

The TANK Plus fare is \$5.00 each way for each passenger. If you are connecting to a transfer point from TANK Plus to fixed route service, the fare will cost \$2.50 for each trip. You can use the TANK+ app and pay by credit card/debit card or you can pay cash when you board.

If I transfer to TANK Plus from a regular TANK route, do I have to pay the \$2.50 fare?

Yes, TANK Plus is an on-demand service. You will have to schedule a ride with Tank Plus from one of the designated fixed route transfer point locations to travel.

Fixed Route transfer point locations:

- Covington Transit Center
- Monmouth @ Carothers Bus Stop
- St. Elizabeth-Ft. Thomas Bus Stop
- Lakeside Dorms NKU Bus Stop

What if I have one or more passengers with me?

You may schedule a ride for up to four riders for each trip (yourself + 3 others). The passenger scheduling will pay the total fare price.

Will regular TANK passes be accepted by TANK Plus?

No, TANK Plus is a premium service with specialized scheduling, so regular TANK passes will not be accepted.

Will TANK Plus accept discount offers, like the reduced fare card/sticker?

No, TANK Plus is a premium service and will not accept any discount offers or other discount program cards.

If I see a TANK Plus vehicle sitting outside, can I just board it like a regular TANK bus?

No, TANK Plus is a specialized, on-demand, service that requires a scheduled trip.

Do I tip the driver?

No. Our drivers do not accept tips.

What should I do if my driver leaves without me?

In the rare event that a TANK Plus driver leaves without picking up its passengers, you may call our customer service at [859-331-8265](tel:859-331-8265) or email infoplus@tankbus.org

What does TANK Plus look like?



Will TANK Plus vehicles have seat belts for passengers?

Yes, all TANK Plus vehicles have seat belts for passengers.

Can I bring my bike on TANK Plus?

No, the TANK Plus vehicle is significantly smaller than a full-size bus and there is no way to safely add a bike rack or transport bicycles.

Can I bring a car seat on TANK Plus for my child?

Yes, passengers can bring a car seat on TANK Plus for their child. Children are required to ride with a car seat on the bus if they must do so in a car.

If I go shopping, can I bring my packages on TANK Plus?

Yes, you may bring packages on board TANK Plus vehicles; however, packages may not take up a seat and operators are not permitted to assist customers with packages.

Are vehicles accessible to people with wheelchairs?

Yes, you can select wheelchair in the app when booking, or notify the driver at pick up. Each TANK Plus vehicle has space for three wheelchairs.

Can I leave feedback for my driver or report a complaint?

Yes, we appreciate all feedback. You can leave feedback on the app after your ride is complete, e-mail us at infoplus@tankbus.org, or on the website here [Feedback Form - Transit Authority of Northern Kentucky \(tankbus.org\)](#). Provide as much information as possible so we can resolve your grievance.

I left something in the vehicle – how do I get it back?

You can call our customer service at [859-331-8265](tel:859-331-8265) or email infoplus@tankbus.org with a description of the missing item. We'll do our best to return it to you. (TANK is not responsible for lost items on the ride.)

Why isn't my community getting this service?

The selected zone(s) were chosen for communities without direct access to fixed routes. With success and proper adjustments after launch, more zones may be added in the future. As a new branch to TANK services, the current zone for TANK Plus will test the efficiency of the service. With consumer feedback and adaptation to passengers' needs, TANK Plus will be polished for additional zones to be introduced.

How do I reset my password?

Open the app and select "Get Started." In the password box, select "Forgot your password?" and follow the prompts.

Does the app recognize Spanish?

Yes, the app is available in English and Spanish.

What's the difference between TANK Plus and RAMP?

TANK Plus is currently only available within zone 1 in Campbell County and is accessible to anyone that would like to use it. The Regional Area Mobility Program (RAMP) is a door-to-door paratransit service available to disabled citizens who are unable to use TANK's fixed route service. RAMP serves the areas of Boone, Campbell, and Kenton counties in Northern Kentucky. RAMP customers must qualify to use this service.

Can you take TANK Plus to the airport?

Not at this time