

TANK

TANK Service FAQ

Fixed Route Transit

1. Where is my bus?

- a. You can find the location of your bus on the TANK website through the [TANK Trip Planner!](#)

2. What are the TANK operating hours?

- a. TANK's operating hours vary from route to route; to find the operating hours for any of our routes, you can go to the [TANK Route Directory](#) and look at any route's schedule

3. Can I be notified of service changes?

- a. You can! To see all current service alerts and sign up for recurring alerts to TANK Service, visit [this link](#).

4. Are buses required to stop at stops without passengers waiting at them?

- a. Our bus operators are trained to drive past any TANK stop that doesn't have passengers waiting at them. For this reason, we **highly** recommend you wait for your bus as close to the sign as possible to ensure that you are not passed over.

5. My bus stop is damaged or missing. How do I report it?

- a. To report a missing or damaged bus stop, you can call or email TANK, where we will do our best to respond to the issue as soon as we can. To find out how you can contact TANK, click [this link](#).

6. Can I bring food or drinks on the bus?

- a. While food and beverages are permitted on TANK buses in sealed containers, **eating and drinking are not permitted** on TANK buses. This rule ensures a clean environment for all TANK passengers.

7. Is tobacco use allowed on TANK buses?

- a. No, all tobacco use is prohibited on TANK buses.

8. Are pets allowed on the bus?

- a. The only pets allowed on TANK buses are **service animals**. Service animals are permitted to accompany individuals with disabilities on all TANK buses.

9. Can I bring my bike on the bus?

- a. Yes, you may secure your bike to the front of a TANK bus prior to boarding. However, bicycles are **not** permitted to be brought **inside** any TANK bus.

10. Are TANK buses accessible for individuals with disabilities?

- a. Yes! All TANK buses are accessible for individuals with disabilities including passengers using wheelchairs or other mobility devices. TANK's buses are equipped with either "ramps" or "lifts" for wheelchair boarding and "kneeling devices" for general boarding. Ambulatory passengers can also request use of the ramp, lift or kneeling device to make boarding easier.

11. How do I buy bus passes?

- a. There are three ways you can purchase TANK bus passes:
 - i. Pay exact cash fare onboard the bus (no change given on bus)
 - ii. Purchase tickets in-person at any of [these](#) locations
 - iii. Purchase tickets through the [Transit app](#) (where you can also plan trips across all TANK, Metro, and BCRTA services).

12. Who qualifies for reduced fares?

- a. Senior citizens (ages 65 and over), Veterans & Active Duty Military personnel, and people with disabilities (proof of Medicare or SSI assistance is required to receive the discount) are eligible for a reduced fare of \$0.75. Eligible persons must come to the TANK office to have a TANK Reduced Fare Photo ID made, which is shown to the bus driver when riding.
 - i. In addition, students in middle and high school within TANK's service area receive reduced fares of \$1.

13. How are TANK bus stops located?

- a. TANK bus stops are typically located every two blocks along local route service, with express routes having fewer stops to support faster travel. On the [TANK Route Directory](#) page, you can find each route's stops for inbound and outbound travel.

14. Does TANK provide service to CVG Airport?

- a. Yes, TANK does provide service to CVG Airport on Route 2X, from downtown Cincinnati. This bus runs every 30 minutes. Click [this link](#) to learn more about how to use Route 2X.

15. I need to travel to my destination and arrive by a certain time. How can I plan a trip?

- a. You can plan a trip here on the TANK website, using the trip planner on the home page! This planner will also inform you of any service alerts impacting your trip. You can access the TANK trip planner at [this link](#).

16. Where are TANK Park & Rides located?

- a. You can find a list of all TANK Park & Ride locations at [this link](#).

17. What are the TANK Senior Service Operating Hours?

- a. TANK's Senior Service operates 8:00am - 5:00pm Monday-Friday.

18. How can I request TANK service?

- a. You can request TANK service to your area through the TANK service request form. Your message goes directly to our team, who will conduct an analysis of the area based on your request and respond to you as soon as they can. You can visit the TANK Service Request Form [here](#).

19. How can I request a shelter or bench at a bus stop?

- a. To request transit amenities for your bus stop, you can fill out the TANK service request form. Our Transit Planner will then research the relevant stop(s) to determine whether it is eligible for amenities. You can visit the TANK Service Request Form [here](#).

20. How can I share my ideas on improving TANK?

- a. TANK loves all input it receives from members of the Northern Kentucky community. Your input, whether positive and negative, is vital to ensuring that TANK is meeting its goals of providing accessible, meaningful transportation to the public. You can provide your ideas for improvement through email, phone, or text on the TANK [Customer Service page](#). Alternatively, you can fill out two forms to provide [feedback](#) or [request TANK services or amenities](#) in your area.

RAMP Paratransit

21. What is paratransit? Is it different from regular TANK service?

- a. Paratransit is a form of transportation that provides door-to-door transportation for individuals across Boone, Campbell, and Kenton Counties.
- b. Rather than operating from a fixed set of bus stops, TANK RAMP vehicles, which are smaller than a traditional bus, pick up individuals at their doors. TANK is committed to ensuring that those with functional limitations can have equitable participation and access to the Northern Kentucky community and its resources.

22. How do I know if I am qualified for RAMP paratransit?

- a. RAMP Paratransit is an ADA service designed to serve those individuals with functional limitations—including visual, physical, and mental limitations—preventing them from accessing or using TANK bus stops/fixed route service. Having a disability does not necessarily qualify you for the RAMP program. To determine whether you qualify for this service, you can call the TANK special service office at (859)-814-2135. From there, you will work with your doctor to set up an assessment and complete the RAMP application.

23. What is the RAMP Operating Hours?

- a. TANK's RAMP program operates between the hours of 4:30 am - 1:00 pm.