



# MINUTES

## TANK Special Board Meeting – Combined Committee

May 6, 2025

Call to Order: 8:30 a.m.

### CALL TO ORDER:

Ms. Rittinger called the virtual meeting to order.

### IN ATTENDANCE, Board Members:

Brian Ellerman	Ed Kuehne	Eric Hall
Lisa Cooper	Scott Guenther	Kimberly Rossetti
Gina Rittinger	Missy Miles	Laura Thompson

### IN ATTENDANCE, Staff/Other:

- Michael Duncan, Board Attorney
- Gina Douthat, General Manager
- William Hock, Director of Maintenance
- John Young, Director of Operations
- Sutton Rowley, Manager of Financial Planning and Analysis
- Jacob Morris, Accounting Manager
- Renae Agramonte-Turner, Director of Admin and HR
- Gary McCulley, Asst. Director of Operations
- Jenny Kammes, Marketing Manager
- Nic Wilkinson, Mgr. of Special Projects

### AUDIENCE RECOGNITION:

None.

### Agenda Items:

#### 1. Finance:

- A. **Financial Statement Review:** Sutton presented the March FY25 financial statements.
- B. **HRIS:** Renae Agramonte-Turner reported that we are working on finalizing contract details for the new HRIS and payroll system. Once contract is finalized we will kick off the project.

#### 2. Planning and Marketing

Gina provided an update on the RFP and upcoming evaluation and selection process for the planning study.

#### 3. Operations

- A. **TANK+ -** Kail Clifton reported on the TANK Plus service, noting an increase in ridership from 70 to 262 since its launch. Effective June 7th, Sunday service will be eliminated due to low ridership, and there will be a slight westward expansion along with the addition of community destination points. The hours of operation will also change to better accommodate riders during the week. The new hours of operation will be 8 AM to 6 PM Monday through Friday and 9 AM to 5 PM on Saturday, with Sunday service eliminated. The pilot period will go through August (one full year).
- B. **EZConnect –**

Gina Douthat provided information on a new pilot program for ADA service across the region. The Easy Connect program is being operated and funded by Metro during the 6 month pilot period,

aims to streamline transportation for paratransit riders by allowing them to have a one-seat ride across jurisdictions. The pilot, funded by Metro, will include 20 riders who regularly travel between Northern Kentucky and Cincinnati, helping to evaluate the service's efficiency and cost-effectiveness.

Nic Wilkinson added that the initiative is a result of our membership in NEORide and the collaboration opportunity that relationship has encouraged. This has been in discussion and preparation for several years. The operation is using the same scheduling/tech platform as our TANK+ service, Via.

### **C. General Operations Update –**

John Young provided an overview of service operations. Of note:

- The March pick had some schedule timing issues, particularly with the 42X route, which resulted in a higher number of complaints in recent months. We are correcting those timing issues and will have a new pick in place in Mid-May.
- He highlighted a 45% year-over-year decline in preventable accidents, attributing this improvement in part to the implementation of a scorecard to measure key performance indicators.
- He stressed the importance of on-time performance and the need for drivers to avoid leaving stops early to enhance customer satisfaction.
- Flying Pig packet pickup was moved to NOKY because of the construction of the Duke Energy Center. The parking around the NOKY convention center was expected to be a challenge, so we were asked to provide a shuttle that would bring people from Cinci (offices and hotels) over to pick up packets. We provided that service on Thursday, Friday and Saturday, with more than 1,000 riders.

D. **Maintenance/Facility Update** -- Bill reported on the successful installation of three new bus lifts and the completion of 95% of facility renovations, with plans for exterior improvements and landscaping.

### **OLD BUSINESS:**

None.

### **NEW BUSINESS:**

Kimberly Rossetti reported that at BENKY meetings with Taylor Farms they expressed appreciation for TANK service and our willingness to work with them to adjust schedules.

Missy Miles reported that she is appreciative of our support of local EMT and emergency efforts throughout the community.

### **ADJOURN:**

***Ms. Rittinger made a motion to adjourn the meeting at 9:16 AM***

Action: **Motion Passed**, Unanimously