



### **What is the fare?**

Traveling curb-to-curb within the zone or to an island drop off/pick up point is \$5.00 per trip. Traveling from your zone to a Transfer Point designated fixed route bus stop or transit center is \$2.50 per trip. *(Full bus fare will apply for fixed route trips)* 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
- NKU Student Union

### **What is an Island Drop Off/Pick Up Point?**

An Island is a drop off or pick up only destination. The zone does not expand to cover the surrounding areas near these Islands. The cost to or from an Island is \$5.00 per trip.

Island Drop Off/Pick Up Points:

- Saratoga Place Apartments | Newport
- Two Rivers Apartments | Newport
- Campbell Co. Library | Newport Branch
- Watertower Square Building | Newport
- 103 Landmark Ave. | Bellevue

### **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 us by using the Contact Us form here [www.tankbus.org/microtransit](http://www.tankbus.org/microtransit)

**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 in 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 two or 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](mailto: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 us by using the Contact Us form here [www.tankbus.org/microtransit](http://www.tankbus.org/microtransit) 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