



## MINUTES

### TANK Board Meeting

March 11, 2026

Call to Order: 5:30 PM – Via Zoom

### CALL TO ORDER

The meeting was called to order by Board Chair Ms. Gina Rittinger at 5:30 PM via Zoom. Roll call was captured by Matt Crowe, Board and External Affairs Coordinator.

### ROLL CALL

#### IN ATTENDANCE, Board Members:

Boone County	Kenton County	Campbell County
Kimberly Rossetti	Scott Guenther	Gina Rittinger
	Ed Kuehne	Brian Ellerman
	Missy Miles	Lisa Cooper

#### IN ATTENDANCE, Staff/Other:

Mike Duncan – Board Attorney
Gina Douthat – General Manager
John Young – Director of Operations
Gary McCulley – Assistant Director of Operations
Olivia Tussey – Transit Planner
Rena Agramonte-Turner – Director of HR
Freddy Dukes – Manager of Safety and Training
Jenny Kammes – Manager of Marketing
Scott Williams – Manager of IT
Sutton Rowley – Manager of Finance
Bill Hock – Director of Maintenance
Matthew Crowe – Board and External Affairs Coordinator

### APPROVAL OF MINUTES

#### February 11, 2026, Board Meeting Minutes

A motion was made and seconded (Kuehne/Cooper) to approve the February 11, 2026, Board Meeting Minutes. There was no discussion. The motion passed unanimously.

### **March 3, 2026, Special Meeting Minutes**

A motion was made and seconded (Ellerman/Guenther) to approve the March 3, 2026, Special Meeting Minutes. There was no discussion. The motion passed unanimously.

### **FINANCE COMMITTEE REPORT**

January FY 2026 Financial Statements – General Manager Gina Douthat reported that the January financial statements are not yet finalized. The delay is attributable to the agency's integration with Dayforce, a new payroll system. The January financials are expected to be completed and distributed to the board within the following week.

### **OPERATIONS COMMITTEE REPORT**

Director of Operations John Young presented the monthly operations report. Key items included:

#### **Good News – Valentine's Day Rider Feedback**

The Transit app's customer feedback program generated 84 Valentine's Day messages from riders, and over 1,400 riders rated service positively during the period. Staff noted continued efforts to ensure operators are delivering quality customer service.

#### **Fixed Route On-Time Performance (OTP)**

OTP for January and February remained above 70%, representing continued improvement from most of 2025 when the system hovered below 70%. Performance in both months was achieved despite weather challenges. The agency's target remains 80% network wide. Staff continue to monitor lag on Routes 1, 25, and 39X.

#### **Customer Service**

Customer complaints tended to be lower over the first two months of the year. While no formal commendations were recorded in January or February, several have already been received for March. Staff noted that a disgruntled customer is three to four times more likely to file a complaint than a satisfied customer, making the reduction in complaints a meaningful service quality indicator.

#### **Hazardous Operation & Preventable Accidents**

Of 13 valid complaints received in February, nearly half involved hazardous operations. Preventable accidents rose to 9 in February, nearly double January's figure, though the agency remains on track to beat prior year accident totals year-over-year. Fixed object collisions — many of which occur on agency-controlled property such as Fort Wright — remain a primary focus area for corrective action.

#### **Revised Accident & Safety Infraction Policy**

Operations leadership presented a comprehensive revision to the agency's accident and safety infraction policy, the first major review of the policy in several years. The revised policy was shared with the union prior to presentation. Key provisions include:

- Enhanced discipline for incidents occurring on agency-controlled property (e.g., Covington Transit Center, Fort Wright).
- A Category 3 safety infraction paired with an accident result in automatic termination. A Category 1 or 2 infraction paired with an accident result in an elevated level of discipline.
- Operators will have a lifetime maximum of 11 preventable accidents (excluding the training period), regardless of tenure.

- A provision allows one lifetime accident to be removed if an operator goes 24 consecutive months without a preventable accident.
- Safety infractions are tiered by severity: Category 1 includes seatbelt non-compliance, failure to obey traffic control signs, improper lane changes, and operating with an unsecured bike rack; Category 2 includes improper U-turns and speeding more than 10 mph over the limit; Category 3 infractions paired with an accident result in termination.

Assistant Director of Operations Gary McCulley emphasized that the revised policy is designed to make the financial consequences of safety non-compliance tangible for operators. Suspension days carry a real cost (estimated at approximately \$200 per day), and the expectation is that this visibility will reduce safety incidents.

Mr. Young underscored that seatbelt compliance is both a legal requirement and a life-safety issue. The revised policy is intended to be corrective and protective, not punitive.

Board members responded positively. Ms. Miles commended the progressive discipline framework and the emphasis on the accompanying rewards program for safe behavior. Ms. Douthat noted that effective safety programs require both accountability and positive reinforcement.

Mr. Ellerman asked how long it had been since the policy was last reviewed. Ms. Douthat confirmed it had been several years — the previous comprehensive review involved former board member Brian Carlisle — and noted the policy functions as an operational guideline reviewed with union representatives and the safety committee rather than a formal board-approved policy.

## **OLD BUSINESS**

### **Licking River Link / Bridge Closure Update**

Board Chair Rittinger requested an update on TANK service adjustments related to the ongoing 4th Street Bridge demolition. Transit Planner Olivia Tussey reported that the Licking River Link shuttle, launched in January, is carrying approximately 100 riders per week and has done so consistently.

## **GENERAL MANAGER'S REPORT**

General Manager Gina Douthat provided the following updates:

### **FY 2027–28 Budget Meetings with Fiscal Courts**

Budget presentations to county fiscal court administrators are scheduled for later in March. The General Manager is preparing materials for those meetings.

### **Transit Worker Appreciation Day – March 18, 2026**

TANK will celebrate Transit Worker Appreciation Day on Wednesday, March 18th with food service throughout the day for morning, midday, and evening shift employees, as well as a social media campaign to encourage public expressions of appreciation for drivers and staff.

### **Kenton County Age Well Report**

The Kenton County Age Well Report — an initiative examining programs and services that support seniors in aging in place — is now in final draft form and will be presented to the Kenton County Fiscal Court at the end of March. The report includes several TANK-related recommendations, most notably the expansion of on-demand TANK Plus service in areas with higher concentrations of senior residents. Ms. Douthat noted she has been invited to attend the fiscal court presentation to answer questions given the volume of TANK-related content in the report. She observed that the Age Well Report, the TANK Transit Development Plan, and the upcoming budget discussions are increasingly aligned in their recommendations.

### **April Board Meeting – In-Person / Board Photos**

There will be no committee meetings in April. The full board meeting will be held in person on April 8, 2026. A photographer will be on-site beginning at 5:00 PM to capture individual headshots of board members for use on the TANK website and in other public communications. Board members are encouraged to arrive at 5:00 PM. A calendar invitation will be distributed to all members.

### **GENERAL COUNSEL’S REPORT**

Board Attorney Mike Duncan reported no new legal matters for the board’s consideration.

### **ADJOURNMENT**

A motion to adjourn was made and seconded (Guenther /Kuehne). All voted in favor. The meeting was adjourned.