

# Special Thank You

On behalf of TANK, our Board of Directors, and staff, we would like to extend a huge thank you to TANK riders.

Over the last months, TANK has faced a complicated and potentially devastating funding scare. During that time, members of the business community, local and state politicians and residents joined together to support TANK and embrace a solution that allows our current funding levels to continue. Without the combined efforts of our passengers, the Northern Kentucky Chamber of Commerce, the business community, our employees, and our legislators, TANK would not have seen the passage of House Bill 400.

Thousands of passengers made phone calls and wrote letters of support on TANK's behalf. We are truly grateful.

We appreciate all of the voices that spoke out on our behalf over the last months. Loud or soft, they were all heard. We are committed to continuing to earn your support and to provide you with the best service we can give.

Thank you again for your support and thank you for allowing us to earn your business. See you on the bus!

The Entire TANK Team

## Reminder - Pick Up New Schedules

Changes have been made to the following schedules: 1x, 9, 11, 23, and 25. Schedules will be available in mid May. Changes go into effect May 28th. If you need detailed information call the TANK Information Center at 331-TANK.

## Targeted E-mail Alerts

*Get the information your way! & check out our new website!*

In order to better meet your specific communication needs, TANK will begin sending quarterly e-mail announcements to passengers who provide us with their email address. General announcements will include information typically found in the Riders Digest or on bus flyers. Specific announcements will be sent to certain routes if schedule changes, route deviations, or construction delays will be affecting that particular route for an extended period of time.

We view e-mail lists as a way to improve our communication with customers. Periodically those passengers who participate in this program will be surveyed on specific aspects of TANK's services. At most you will receive an email from us once a month.

Your e-mail address will be used for TANK communications only and will not be sold or distributed to anyone else without your permission.

If you would like to be included in our e-mail distributions, please send your name, e-mail address, and a listing of the routes you ride, to [info@tankbus.org](mailto:info@tankbus.org).

*Check out [www.tankbus.org](http://www.tankbus.org) and give us your thoughts on the new website*



March 2005



Transit Authority of Northern  
Kentucky

# Riders Digest

3375 Madison Pike: Ft. Wright, KY  
(859)331-TANK  
[www.tankbus.org](http://www.tankbus.org)  
Email: [info@tankbus.org](mailto:info@tankbus.org)

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### Schedule Change #1X

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On May 28, 2005 schedule and routing changes will take place on the 1X Florence Express. The most noticeable change is the addition of a new park and ride. TANK will now be serving the **Union Baptist Church park and ride** on U.S. 42. Due to safety concerns service to the Union Presbyterian Church lot will be discontinued. Riders are asked to park in the Union Baptist Church.

In addition, Turfway Road will be undergoing massive construction making it difficult to serve the current **Turfway Road park and ride**. Passengers currently parking at the Turfway Road lot should move to the Biggs's park and ride immediately. Due to the Turfway park and ride closure, minor time changes will also occur on inbound buses leaving the Biggs park and ride.

New 1X schedules will be available in mid May. If you'd like more detailed information please call (859) 331-TANK and an Information Center Specialist will assist you.

These changes are a direct result of feedback we have received from you, our valued customer. Please continue to provide your feedback on the 1x and other TANK routes to our Information Center at (859) 331-TANK.



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### Schedule Change #8

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All trips will remain, but some times have been adjusted. Please look for minor time changes.

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### Schedule Change #9

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The 5:50 p.m. outbound trip has been removed and minor time adjustments will be made to the last evening outbound trip.

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### Schedule Change #11

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The 8:35 a.m. inbound weekday trip will be eliminated.

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### Schedule Change #23

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Minor time adjustments have been made to several p.m. inbound and outbound trips.

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### Schedule Change #25

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On Saturdays the #25 route will finish its route at the Village Green Shopping Center.

## Take The Grand Slam Shuttle To The Reds Game!

Ahhh...Opening Day. The peanuts...the popcorn...the parking nightmares. This season, fans heading downtown to see the hometown team are invited to skip the parking headaches and instead try another fan favorite: TANK's Southbank Shuttle. For just **\$1 per ride**, fans can catch a Southbank Shuttle **every 15 minutes** from all major hotels, convention centers and a number of other locations on both sides of the river, including:

#### Covington

- Kenton County Parking Garage at 3<sup>rd</sup> and Madison
- 5th & Bakewell
- Willie's Sports Café
- Embassy/Marriott Garage
- MainStrasse Village

#### Newport/Bellevue

- Newport on the Levee
- Riverboat Row at the Port of Entry
- World Peace Bell
- Bellevue Medical Arts Building (evening games only)

Riders who use the shuttle to Reds games from pick-up points in Covington will disembark near the Freedom Center on Vine Street between Theodore Berry Way and Second Street. Riders from Newport will be dropped off at the base of the Taylor Southgate bridge near U.S. Bank Arena. Once the game has ended, fans simply return to their original drop-off point to get a shuttle back to their cars – even if the game goes into extra innings.

During Reds games, Southbank Shuttle offers extended hours of operation, so you can enjoy all the excitement right down to the last play.

One final important note for all TANK riders: Between 9 a.m. and 3 p.m. on Reds Opening Day, the Southbank Shuttle and all TANK fixed route service will operate limited routing in downtown Cincinnati due to street closures and traffic detours resulting from the Opening Day parade. Regular fixed route passengers during these times should pick up their bus on Fourth Street at the Federal Reserve Building. The Southbank Shuttle will remain on 2<sup>nd</sup> and 3<sup>rd</sup> Streets during the Parade. Once the Parade has ended all regular service and routing will resume.

