



COMMISSIONERS OF CUMBERLAND COUNTY

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FOR IMMEDIATE RELEASE

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CAT Poor Customer Service Continues; New Transit Provider Needed

Cumberland County, PA – The Cumberland County Commissioners expressed concern during their public meeting Monday over recent reports of poor customer service from Capital Area Transit (CAT) and conflicts between CAT and its union. The Commissioners were dismayed to learn that more than 30 people, including teenagers, were stranded at a Hershey bus stop last week for more than three hours. Adding to their concerns were reports from the County’s representatives on the CAT board of an individual who informed CAT he lost his job due to five straight days of the bus not arriving on time.

The Commissioners stated the transit system needs better management, and CAT executives’ response of blaming the union, Amalgamated Transit Union (ATU) Local 1436, for the lack of available drivers is another example of poor management. The Commissioners sympathized with union representatives, who have raised issue to the CAT board on several occasions regarding drivers being asked to work an excessive amount of overtime, endangering themselves and commuters. Financial records indicate CAT is on-track to incur four times the amount of overtime approved in its 2017 fiscal year budget.

While disheartening, especially given the additional \$250,000 spent by CAT to bring in an out of state management firm, the Commissioners said these reports do not come as a surprise. These latest accounts, brushed aside by Eric Bugaile and CAT’s other top managers, demonstrate yet again CAT’s culture of caring for its top people at the expense of staff, riders and taxpayers. The Commissioners stress it is well past time to engage a proven transit administrator in south central Pennsylvania to take over management of the region’s transit system, as suggested in PennDOT’s Phase II proposal.

The answer to the poor service CAT provides to Cumberland County residents is by either achieving cost savings by regionalizing CAT and replacing its top executives with proven capable

executives, or releasing Cumberland County from its contract, so a reliable and more cost effective public transit provider may be pursued.

“Regionalization is better for drivers, better for riders and, most importantly, better for the taxpayers of Cumberland County,” said Vince DiFilippo, chairman of the Cumberland County Board of Commissioners.

As the fastest growing county in the Commonwealth, the Commissioners continue to advocate for a sustainable, regionalized transit system for Cumberland County, which is also fiscally responsible of taxpayer funds. Residents with transit related questions can contact the hotline at 717-240-7350 or email questions and concerns about public transportation services to BusQuestions@ccpa.net.

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