

NYC introduces new passenger service

► New York Central inaugurated a new *Empire Service* on Sunday, December 3, implementing a completely restructured passenger train program for the State of New York.

The first train left New York City, at 8:30 a.m. for Buffalo, carrying a newly renovated coach, reupholstered in "Smoke Rise" nylon material with champagne-colored headrests. More coaches for the *Empire Service* fleet of 40 cars will be added to other trains in the new program as they are completed at the Central's shops.

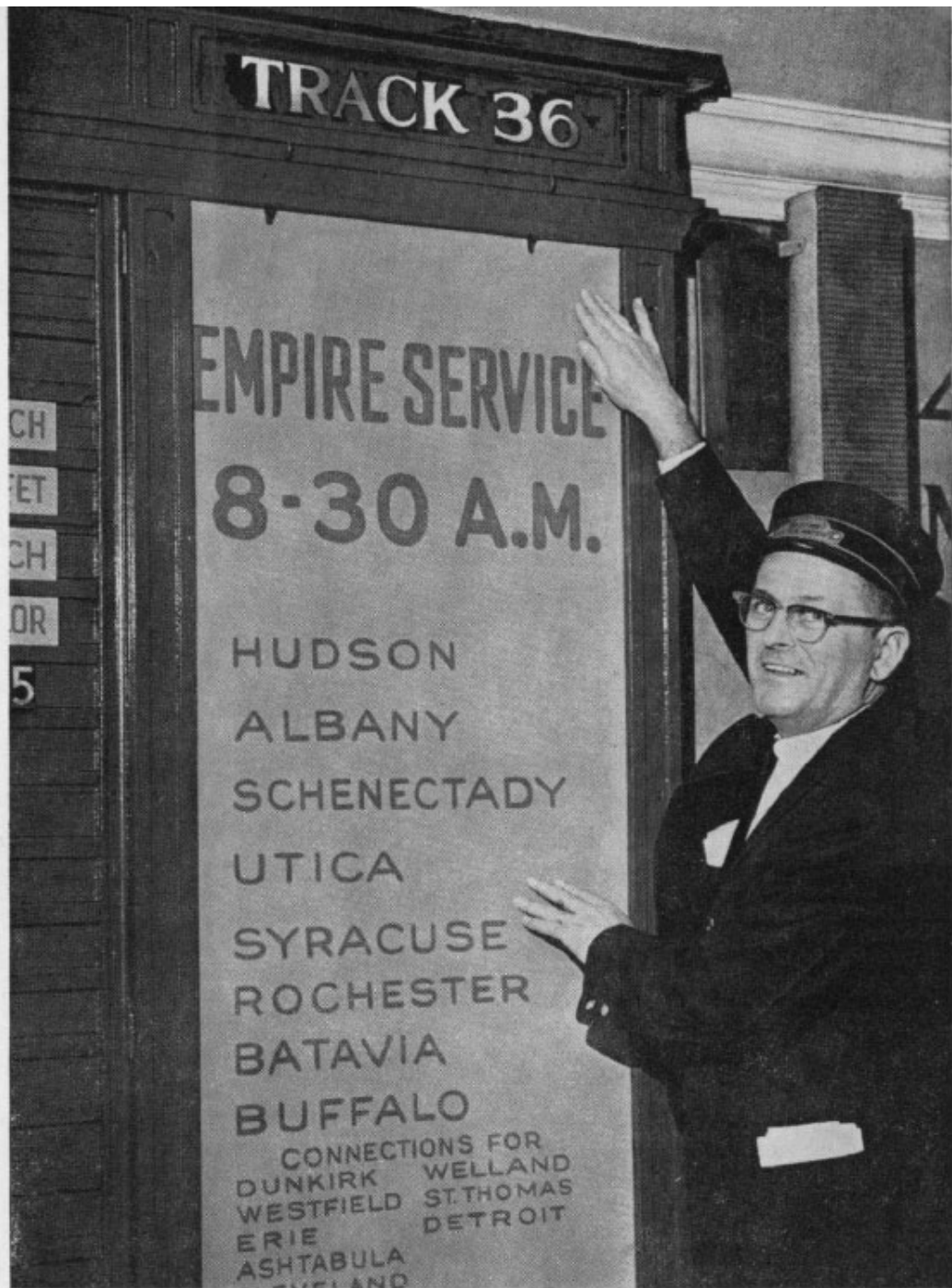
In a letter sent to all New York Central Employees in New York State, NYC President A. E. Perlman, said:

"On Sunday, December 3, the New York Central inaugurates its *Empire Service* which will provide convenient, comfortable, fast, on-time passenger service for the people of the State of New York.

"This restructuring of passenger trains resulted from a careful study of the traveling patterns of passengers in the state and is specifically designed to conform to demonstrated need. Our proposal has been well received by both the traveling public and elected officials throughout the state; it has the approval of the Public Service Commission.

"We will invest substantial amounts of money and manpower in training programs, in overhauling and refurbishing equipment, in supervision, in advertising and promoting the new service.

"We mean business. We are going after the New York intercity passenger market. We think our new *Empire Service* is properly structured, but if it isn't, we will change it.



FREDERICK W. TURNBULL, Assistant Station Master at Grand Central Terminal in New York puts up train curtain for first of NYC's new *Empire Service* trains.

"Our program calls for close attention to schedules, to the condition of equipment and to a courteous attitude toward our customers.

"I am counting on each man involved in this new program to do his part to make the *Empire Service* a success, and to make it what we have pledged—convenient, comfortable, fast, on-time."

The new experimental program will provide eight daily trains every two hours from 8:30 a.m. to 10:30 p.m. from New York City to Albany, the area in which the greatest demand for passenger service has been shown to exist. Companion trains from Albany to New York will run at two-hour intervals from 7:30 a.m. to 7:30 p.m.

Five of these trains, in each direction, will also serve the upstate area between Albany and Buffalo, concentrated in the daytime hours, including two trains which will provide sleeping car service between Buffalo and Chicago. Additional intrastate service will be provided between Albany and Buffalo by one daily train in each direction.

Overnight sleeping car and coach service to Chicago, Detroit and Toronto will be provided by the 6:30 p.m. departure from New York, which will pick up at Albany through coaches and sleeping cars from Boston. A companion eastbound train, leaving Buffalo at 2:30 a.m. will receive sleeping cars and coaches bound for New York and

Boston from Chicago, Detroit and Toronto. In addition, these trains will provide Sleepercoach service between Chicago, Detroit and New York and Boston.

A 10:30 p.m. departure from New York will handle sleeping car service to Montreal, Cleveland and Chicago, plus mail and the relatively few coach passengers who wish to travel in New York State at that hour. Eastbound, a 10:00 p.m. schedule from Buffalo will carry sleeping cars and coaches from Chicago, Cleveland and Montreal for New York City. Sleepercoaches will also be carried on these trains serving Chicago, Cleveland and New York.

Fulfilling a promise contained in the proposal to the Public Service Commission for its new service, Central has conducted a comprehensive training program for all employees directly or indirectly involved in the operation of *Empire Service*. Classes have been conducted at New York, Albany, Syracuse and Buffalo and will cover a total of approximately 700 men and women who will have a personal share in contributing to the success of the new program.

The new Central schedules were authorized by the New York State Public Service Commission on November 28, following extensive public hearings at Albany, New York City, Buffalo, Rochester and Syracuse. The Commission's order recorded favorable public opinion expressed at these hearings, stating that the restructured service "should afford



CONDUCTOR CLARENCE FLORENCE takes ticket from Miss M. V. Ward from Albany, N.Y., as she rides NYC's new *Empire Service* to New York.



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mately 700 men and women who will have a personal share in contributing to the success of the new program. Above is a photo of one of the groups from the New York area attending one of the training programs.



NEW Empire Service train pulls into Croton-Harmon station for engine change.

ENGINEER JOHN J. BROWN talks over NYC's new Empire Service with Conductor Clarence Florence, as train arrives in Croton-Harmon station.

the public desiring to use it a much better service than is presently provided . . . at hours when most people have indicated their preference to travel."

Emphasizing that the new service "must be considered largely experimental in nature," the Commission also stressed that "It should be made abundantly clear to the public and all parties concerned that future continuance of the new passenger service will of necessity depend upon the acceptance it receives from the public."

James M. Loconto, newly appointed as Director of Passenger Service, to head NYC's new Empire Service, noted that it is based on the results of a special marketing survey "to determine our customers' needs and the service pattern to meet those needs. It is designed to provide convenient, comfortable, fast, on-time passenger service for the people of the State of New York."

Mr. Loconto, who has been Director of Suburban Service since September, 1964, will continue to be responsible for suburban and commuter services in the New York metropolitan area.

He began his Central career in 1939 in the Maintenance of Way Department. Subsequently, he held various administrative positions and was appointed Transportation Assistant to the Vice President in 1950 and Trainmaster in 1951. In 1955 he was assigned to the office of Chief Industrial Engineer and in 1956 he was appointed Assistant Manager of Transportation. He was Division Superintendent of the River Division from 1959 to 1962 and Executive Assistant to the Executive Vice President from 1962 to 1964.

William R. Main, Assistant Vice President-Passenger Sales and Service, will continue to have responsibility for passenger service and sales in areas outside of those under the jurisdiction of the Director of Passenger Service. ■

OPERATING DEPARTMENT TRAINEES David Glickstein (left) and Patrick Latz check schedule of NYC's new Empire Service, as Conductor Clarence Florence checks radio communication equipment.

