



# **NETWORK RAIL ANGLIA ROUTE CONTINGENCY PLANS Version 6.0**

**Contingency Plans Authorised by**

**Paul Dixon  
Current Operations Manager  
Network Rail**

**Tommmy Gore  
Operations Control Manager  
Greater Anglia**

**Kirk Annetts  
Head of Control  
MTRCrossRail**

**Daniel Vandyke  
Control Project Manager  
Arriva London**

**Issue:** May 2017

*Contingency plans written and produced by  
Trevor Day, Route Control Manager  
Network Rail, Anglia Route.*

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 2

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### CONTINGENCY PLAN INDEX

#### Section 1 : GE Mainline Partial Blockages

Plan	Description	Page
GE01	Partial Line Blockage Between Liverpool Street and Stratford	11
GE02	Partial Line Blockage Between Stratford and Ilford	16
GE03	Partial Line Blockage Between Ilford and Gidea Park	21
GE04	Partial Line Blockage Between Gidea Park and Shenfield	26
GE05	Partial Line Blockage Between Shenfield & Chuch Lane or Church Lane & Chelmsford Bi-Di working	30
GE06	Partial Line Blockage Between Chelmsford and Brickhouse Bi-Di working	34
GE07	Partial Line Blockage Between Brickhouse and Witham Bi-Di working	38
GE08	Partial Line Blockage Between Witham & Kelvedon/ Kelvedon & Marks Tey / Marks Tey & Colchester Bi-Di working	42
GE09	Partial Line Blockage Between Colchester & Manningtree/ Manningtree & Halifax Junction Single Line Working	46
GE10	Partial Line Blockage Between Halifax Junction and Ipswich Bi-Di working	49
GE11	Partial Line Blockage Between Ipswich & East Suffolk Junction (Down Main Blocked, Bi-Di over the Up Main and Up and Down Lowe	52
GE12	Partial Line Blockage Between East Suffolk Jn and Haughley Single Line Working	56
GE13	Partial Line Blockage Between Haughley Jn and Diss Single Line Working	59
GE14	Partial Line Blockage Between Diss and Trowse Single Line Working	62

#### Section 2 : GE Mainline Full Blockages

Plan	Description	Page
GE15	Full Line Blockage Between Liverpool Street and Stratford	88
GE16	Full Line Blockage Between Stratford and Ilford	93
GE17	Full Line Blockage Between Ilford and Gidea Park	98
GE18	Full Line Blockage Between Gidea Park & Shenfield	103
GE19	Full Line Blockage Between Shenfield & Chelmsford (with Southend Line unaffected)	106
GE20	Full Line Blockage Between Chelmsford & Witham	110
GE21	Full Line Blockage Between Witham & Colchester	113
GE22	Full Line Blockage Between Colchester & Manningtree	116

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 3

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

GE23	Full Line Blockage Between Manningtree & Ipswich	119
GE24	Full Line Blockage Between Ipswich & Stowmarket (Stowmarket - Haughley Jn Available)	122
GE24A	Full Line Blockage Between Ipswich & Stowmarket (If Stowmarket London End Crossover Available)	125
GE25	Full Line Blockage Between Stowmarket & Diss (Stowmarket - Haughley Jn unavailable)	128
GE26	Full Line Blockage Between Diss and Trowse	131
GE31	Full Line Blockage Between Romford and Upminster	135
GE32	Full Line Blockage Between Witham and Braintree	138
GE33	Full Line Blockage Between Colchester - Colchester Town	141
GE34	Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (No Access to Thorpe-Le-Soken)	144
GE35	Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (Access to Thorpe-Le-Soken)	147
GE36	Full Line Blockage Between Thorpe-le-Soken and Clacton on Sea	150
GE37	Full Line Blockage Between Thorpe-le-Soken and Walton on the Naze	153
GE38	Full Line Blockage Between Manningtree and Harwich International	156
GE39	Full Line Blockage Between Harwich International and Harwich Town	159

## Section 3 : Southminster Branch Full Blockage

Plan	Description	Page
WIS1	Full Line Blockage Between Wickford and North Fambridge	163
WIS2	Full Line Blockage Between North Fambridge and Southminster	166

## Section 4 : Southend Branch Partial Blockages

Plan	Description	Page
GE27	Partial Line Blockage Between Mountnessing Jn – Billericay/ Billericay – Wickford Bi-Di working	170
GE28	Partial Line Blockage Between Wickford & Hockley (Southminster Unaffected),	174

## Section 5 : Southend Branch Full Blockages

Plan	Description	Page
GE29	Full Line Blockage Between Mountnessing Junction and Wickford	178
GE30	Full Line Blockage Between Wickford and Southend Victoria	181

## Section 6 : West Anglia Partial Line Blockage

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 4

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

Plan	Description	Page
WA01	Partial Line Blockage Between Liverpool Street & Bethnal Green	186
WA02	Partial Line Blockage Between Bethnal Green & Hackney Downs (Fast Lines Blocked)	190
WA03	Partial Line Blockage Between Bethnal Green & Hackney Downs (Suburban Lines blocked)	194
WA25	Partial Line Blockage Between Ely North Junction Partial Blockage	198

## Section 7 : West Anglia Full Line Blockage

Plan	Description	Page
WA01a	Full Line Blockage Between Liverpool street & Bethnal Green (No Access to Liverpool Street)	203
WA04	Full Line Blockage Between Hackney Downs & Clapton Junction / Coppermill Jn	207
WA05	Full Line Blockage Between Coppermill Junction & Cheshunt	211
WA05a	Full Line Blockage Between Chingford (preventing stock from departing Chingford depot)	214
WA06	Full Line Blockage Between Hackney Downs & Seven Sisters	218
WA07	Full Line Blockage Between Seven Sisters & Bury Street Junction	222
WA08	Full Line Blockage Between Bury Street Jnc & Enfield Town	226
WA09	Full Line Blockage Between Bury Street Jnc & Cheshunt	230
WA10	Full Line Blockage Between Cheshunt & Broxbourne (BxB London End Jnc available)	234
WA11	Full Line Blockage Between Broxbourne & Harlow Town (Access available at Broxbourne Jnc to Hertford East branch)	238
WA12	Full Line Blockage Between Broxbourne & Harlow Town (No access Broxbourne Jnc to Hertford East branch)	242
WA13	Full Line Blockage Between Harlow Town & Bishops Stortford	246
WA14	Full Line Blockage Between Bishops Stortford & Stansted South Jnc	250
WA15	Full Line Blockage Between Stansted South Jn & Audley End (Stansted South Jnc Available)	253
WA16	Full Line Blockage Between Audley End & Cambridge	256
WA17	Full Line Blockage Between Cambridge & Cambridge North	260
WA17a	Full Line Blockage Between Cambridge North -Ely	263
WA18	Full Line Blockage Between Ely & Ely North Jnc	266
WA19	Full Line Blockage Between Clapton Junction & Chingford	270
WA20	Full Line Blockage Between Broxbourne Junction & Ware	273
WA21	Full Line Blockage Between Ware & Hertford East	276

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 5

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

<b>WA22</b>	Full Line Blockage Between Stansted South Junction & Stansted Airport	279
<b>WA23</b>	Full Line Blockage Between Ely North Junction & Downham Market	282
<b>WA24</b>	Full Line Blockage Between Ely north Junction Full Blockage	286
<b>WA26</b>	Full Line Blockage Between Downham Market and Kings Lynn	289

## Section 8 : Liverpool Street Platform Plans

<b>Plan</b>	<b>Description</b>	<b>Page</b>
<b>LST01</b>	Full & Partial Line Blockage Between Liverpool Street Platforms 01-04	294
<b>LST02</b>	Full & Partial Line Blockage Between Liverpool Street Platforms 05-10	298
<b>LST03</b>	Full & Partial Line Blockage Between Liverpool Street Platforms 11&12 or 13&14	302
<b>LST04</b>	Full & Partial Line Blockage Between Liverpool Street Platforms 15-18	307

## Section 9 : Branch Lines

<b>Plan</b>	<b>Description</b>	<b>Page</b>
<b>CCH1</b>	Rural Line Blockage Between Haughley Junction & Bury St Edmunds	311
<b>CCH2</b>	Rural Line Blockage Between Bury St Edmunds & Chippenham Junction	314
<b>CCH3</b>	Rural Line Blockage Between Chippenham Junction & Dullingham	317
<b>CCH4</b>	Rural Line Blockage Between Dullingham & Coldham Lane Junction	320
<b>CRS1</b>	Rural Line Blockage Between Cromer and Sheringham	323
<b>EMP1</b>	Rural Line Blockage Between Ely North Junction & March	327
<b>EMP2</b>	Rural Line Blockage Between March & Peterborough	331
<b>ESK1</b>	Rural Line Blockage Between Ipswich & Westerfield	334
<b>ESK2</b>	Rural Line Blockage Between Westerfield & Woodbridge	337
<b>ESK3</b>	Rural Line Blockage Between Woodbridge & Saxmundham	340
<b>ESK4</b>	Rural Line Blockage Between Saxmundham & Halesworth	343
<b>ESK5</b>	Rural Line Blockage Between Halesworth & Beccles	346
<b>ESK6</b>	Rural Line Blockage Between Beccles & Oulton Broad South	349
<b>ESK7</b>	Rural Line Blockage Between Oulton Broad South & Lowestoft.	352
<b>ESK8</b>	Rural Line Blockage Between Woodbridge & Oulton Broad South	355
<b>ETN1</b>	Rural Line Blockage Between Ely & Brandon	358

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 6

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

<b>ETN2</b>	Rural Line Blockage Between Brandon & Thetford	361
<b>ETN3</b>	Rural Line Blockage Between Thetford & Wymondham	364
<b>ETN4</b>	Rural Line Blockage Between Wymondham & Norwich	367
<b>FLX1</b>	Rural Line Blockage Between Westerfield & Felixstowe	370
<b>NAY1</b>	Rural Line Blockage Between Brundall and Great Yarmouth	373
<b>NOL1</b>	Rural Line Blockage Between Norwich and Brundall	376
<b>NOL2</b>	Rural Line Blockage Between Brundall and Reedham	379
<b>NOL3</b>	Rural Line Blockage Between Reedham and Oulton Broad North	382
<b>RBY1</b>	Rural Line Blockage Between Reedham and Great Yarmouth	385
<b>SOB1</b>	Rural Line Blockage Between Ely Dk Jn , Soham & Chippenham Jn	388
<b>SUD1</b>	Rural Line Blockage Between Marks Tey and Sudbury	391
<b>WHC1</b>	Rural Line Blockage Between Whittlingham Junction and North Walsham	394
<b>WHC2</b>	Rural Line Blockage Between North Walsham and Cromer	397

## Section 10 : Freight Contingency Plan

<b>Plan</b>	<b>Description</b>	<b>Page</b>
<b>FLX2</b>	Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot	72

## Section 12 : Emergency Time Tables

<b>Plan</b>	<b>Description</b>	<b>Page</b>
<b>ETT1</b>	Partial Line Blockage Between 4 Path Emergency Timetable Shenfield - Colchester Bi-Di working	76
<b>ETT2</b>	Partial Line Blockage Between 3 Path Emergency Timetable Shenfield - Colchester Bi-Di working	79
<b>ETT3</b>	Partial Line Blockage Between 2 Path Emergency Timetable Shenfield - Colchester Bi-Di working	82

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 7

**Issue:** 6

**Date:** May 2017

**Service Management and Contingency Plans**

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 8

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

## Part 1: GE Mainline Partial Blockages



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 9

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE01**

### Partial Line Blockage Between Liverpool Street and Stratford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 6 per hour: Greater Anglia G/E Services--&lt;&gt; 6 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b>PM PEAK</b> 6 per hour: Greater Anglia G/E Services--&lt;&gt; 6 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 6 per hour: Greater Anglia G/E Services--&lt;&gt; 6 per hour: MTR Crossrail Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt; 2 per hour: MTR Crossrail Services--&lt;Gidea Park - Stratford Shuttle, then ECS to Gidea Park for next working&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt; 2 per hour: MTR Crossrail Services--&lt;ECS Gidea Park - Stratford to form Stratford - Gidea Park Shuttle&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p>	<p><b>AM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 10

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE01**

### Partial Line Blockage Between Liverpool Street and Stratford

plan version: 6

#### Instructions to Signallers / Controllers

**When diverting mains to electrics etc, priority should always be given to the TOC on the unaffected lines...eg GA for Issues on the electric lines & MTR for issues on the main lines**

**Where possible avoid crossing up and down line services over the same Jn's** i.e. if there is a main line blockage between Bethnal Green and Bow, up main services to cross back the mains at Wheler Street and down line service to cross to electrics at Bethnal Green West Jn.

**Sub lines not to be used for GE services**

#### Operational Resources Required

MOM's or Maintenance staff at either end of the affected section where trains are crossing mains to electrics / electrics to mains to ensure that someone is on site should there be issues with pointwork.

#### Critical Infrastructure

**Points:** All points between Liverpool Street and Bethnal Green could have an impact on the implementation of this plan

#### Customer Service Staff Deployment

- TFL Rail
- Dependant on delays, CSL2 and line status to be declared by TFL control
- Dependant on delays, TFL Rail staff to follow TFL's PIDD local delivery plan
- Dependant on delays, CAT Team to be deployed where necessary to assist staff and customers.

#### GREATER ANGLIA

- CSL2 mobilised East and West via on-call structure
- HQ staff support to Liverpool Street for evening peak
- RPIs and MTST support at Liverpool Street, Stratford and Shenfield
- Request Driver Manager to Liverpool Street, Stratford and Shenfield via On-Call Operations East
- Advise contingency plan on traincrew information monitors (TIM) ) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich
- Last shuttle train at Wickford must be held to connect with last down services for Southend

#### Alternative Transport

- London Buses via any reasonable route
- London Underground via any reasonable route
- Abellio Greater Anglia services between Liverpool Street and Shenfield
- TfL rail services between Liverpool St and Shenfield
- c2c services between Fenchurch Street and Southend Central via Upminster
- London Overground services via any reasonable route
- London Overground services between Romford and Upminster
- Great Northern services between King's Cross and Cambridge / Ely (journey time 45 minutes to Cambridge, 65 minutes to Ely) for connections on Abellio Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 11

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE01**

### Partial Line Blockage Between Liverpool Street and Stratford

plan version: 6

60 Minutes Ely-Norwich

- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).

#### Customer Message

#### TfL Rail

#### **LIVERPOOL STREET TO STRATFORD**

**[delay reason] at [location]**

Peak - There are currently Minor / Severe Delays operating on TFL Rail, this is due to (xxxx). An amended service is in operation between Stratford and Gidea Park calling at all stations expected until (xxxx)

Same vice versa.

Off Peak – There are currently minor / severe delays operating on TFL Rail, this is due to (xxxx).

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes from Fenchurch Street for c2c services, London Underground and Local Buses. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, London Overground, Abellio Greater Anglia and c2c services.

Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check [Abelliogreateranglia.co.uk](http://Abelliogreateranglia.co.uk), [tfl.gov.co.uk](http://tfl.gov.co.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.

#### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] some lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Braintree, Chelmsford, Witham, Colchester, Colchester Town, Harwich, Southminster.*

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.*

**Customers could also use London Underground Central line services on which Abellio Greater Anglia tickets will be accepted.**

*Greater Anglia tickets will be accepted on:*

*London Buses and London Underground on reasonable routes.*

*TfL Rail*

*c2c*

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 12

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**GE01**

**Partial Line Blockage Between Liverpool Street and Stratford**

**plan version:** 6

*Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency Plan GE01 is in operation/ being implemented

With no/ the following amendments.

East bound freight to be held to be held Westbourne Rd Jn until a firm path has been identified.....Speak with SSM Upminster to hold

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 13

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE01**

### Partial Line Blockage Between Liverpool Street and Stratford

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

#### **Greater Anglia Service Update at xx:xx**

Owing to a xxx between London and Stratford 1 of the 2 lines London-bound/Stratford-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to reduce congestion to/from London Liverpool Street we are currently running a reduced train service to/from London Liverpool Street and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a normal/20 minute frequency service between London and Southend. A shuttle service is in operation between Wickford and Southminster and customers travelling to/from London to these stations should change at Wickford. To ease congestion on our services customers may use C2C services.

**London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:** Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester. We are running a slightly reduced service on all other routes and would like to apologise to customers for any overcrowding which occurs as a result.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

#### **MTR Crossrail Service Update xx:xx**

**Metro Services (London – Shenfield stopping services):** We are currently running a ten-minute frequency service stopping at all stations between London and Shenfield in both directions. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on London Underground and London bus services on all reasonable routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 14

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE02**

### Partial Line Blockage Between Stratford and Ilford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b>  6 per hour: Greater Anglia G/E Services--&lt;&gt;  6 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b><u>PM PEAK</u></b>  6 per hour: Greater Anglia G/E Services--&lt;&gt;  6 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b>  1 per hour: Freight-1 Freight Path each direction per hour--&lt;&gt;  6 per hour: Greater Anglia G/E Services--&lt;&gt;  6 per hour: MTR Crossrail Services--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;  1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b><u>PM PEAK</u></b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;  1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;  1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p>	<p><b><u>AM PEAK</u></b>  <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b>  <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b>  <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 15

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE02**

### Partial Line Blockage Between Stratford and Ilford

plan version: 6

**Instructions to Signallers / Controllers** When diverting mains to electrics etc, priority should always be given to the TOC on the unaffected lines...eg GA for Issues on the electric lines & MTR for issues on the main lines

For those 2Wxx services running with reduced stops the principles are: Keep booked 2Wxx headcodes. This best for workload on signaller, controllers and customer service.

Down road - Trains running with reduced stops as per the plan - xx10, xx30, xx50 ex Liverpool St, Trains running all stations as booked xx00, xx20, xx40 ex Liverpool St.

Up road – Trains running with reduced stops as per the plan - xx04, xx24, xx44 ex Shenfield, Trains running all stations as booked xx14, xx34, xx54 ex Shenfield.

**Operational Resources Required** MOM's or Maintenance staff at either end of the affected section where trains are crossing mains to electrics / electrics to mains to ensure that someone is on site should there be issues with pointwork.

**Critical Infrastructure** **Points:** All points between Liverpool Street and Bethnal Green could have an impact on the implementation of this plan

**Customer Service Staff Deployment**

- . . TfL Rail
- Dependant on delays ,CSL2 and line status to be declared by TFL control
- Dependant on delays, TFL Rail staff to follow TFL's PIDD local delivery plan
- Dependant on delays, CAT Team to be deployed where necessary to assist staff and customers.

GREATER ANGLIA

- CSL2 mobilised East and West via on-call structure
- HQ staff support to Liverpool Street for evening peak
- RPIs and MTST support at Liverpool Street, Stratford and Shenfield
- Request Driver Manager to Liverpool Street, Stratford and Shenfield via On-Call Operations East
- Advise contingency plan on traincrew information monitors (TIM) ) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich
- Last shuttle train at Wickford must be held to connect with last down services for Southend

**Alternative Transport**

- London Buses via any reasonable route, including Buses 25 and 86 between Stratford and Ilford
- London Underground via any reasonable route
- Greater Anglia services between Liverpool Street and Shenfield
- TfL Rail services between Liverpool St and Shenfield
- c2c services between Fenchurch Street and Southend Central via Barking and Upminster
- London Overground services via any reasonable route
- London Overground services between Romford and Upminster
- Great Northern services between King's Cross and Cambridge / Ely (journey time 45 minutes to Cambridge, 65 minutes to Ely) for

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 16

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE02**

### Partial Line Blockage Between Stratford and Ilford

plan version: 6

connections on Abellio Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time 60 Minutes Ely-Norwich)  
Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).

#### Customer Message

#### STRATFORD TO ILFORD

**[delay reason]** at **[location]**

Peak - There are currently Minor / Severe Delays operating on TFL Rail, this is due to (xxxx). An amended service is in operation between Stratford and Gidea Park calling at all stations expected until (xxxx)

Same vice versa.

Off Peak – There are currently minor / severe delays operating on TFL Rail, this is due to (xxxx).  
Certain TFL Rail services will not call at Maryland, Forest Gate and Manor Park expected until (xxxx)

Same vice versa.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes from Fenchurch Street for c2c services, London Underground and Local Buses. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, London Overground, Abellio Greater Anglia and c2c services.

Abellio Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check [Abelliogreateranglia.co.uk](http://Abelliogreateranglia.co.uk), [tfl.gov.co.uk](http://tfl.gov.co.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.

#### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] some lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Southend Victoria, Braintree, Chelmsford, Witham, Colchester, Colchester Town, Clacton, Harwich, Southminster, Ipswich and Norwich.*

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.*

**Customers are advised to use TfL Rail services between Ilford and Shenfield although their rail services are also affected** Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 17

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE02**

**Partial Line Blockage Between Stratford and Ilford**

**plan version: 6**

*Abellio Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
TfL Rail  
c2c  
Great Northern  
Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency Plan GE02 is in operation/ being implemented  
with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 18

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE02**

### Partial Line Blockage Between Stratford and Ilford

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Owing to a xxx between London and Stratford 1 of the 2 lines London-bound/Stratford-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to reduce congestion to/from London Liverpool Street we are currently running a reduced train service to/from London Liverpool Street and expect this to continue until approximately xx:xx

**Metro Services (London – Shenfield stopping services):** We are currently running a ten-minute frequency service stopping at all stations between London and Shenfield in both directions. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on London Underground and London bus services on all reasonable routes.

**London – Southend/Southminster services:** We are running a normal/20 minute frequency service between London and Southend. A shuttle service is in operation between Wickford and Southminster and customers travelling to/from London to these stations should change at Wickford. To ease congestion on our services customers may use C2C services.

**London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:** Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester. We are running a slightly reduced service on all other routes and would like to apologise to customers for any overcrowding which occurs as a result.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 19

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE03**

### Partial Line Blockage Between Ilford and Gidea Park

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 6 per hour: Greater Anglia G/E Services--&lt;&gt; 6 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b>PM PEAK</b> 6 per hour: Greater Anglia G/E Services--&lt;&gt; 6 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Freight-1 Freight Path each direction per hour--&lt;&gt; 6 per hour: Greater Anglia G/E Services--&lt;&gt; 6 per hour: MTR Crossrail Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p>	<p><b>AM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 20

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE03**

### Partial Line Blockage Between Ilford and Gidea Park

plan version: 6

#### Instructions to Signallers / Controllers

**When diverting mains to electrics etc, priority should always be given to the TOC on the unaffected lines...eg GA for Issues on the electric lines & MTR for issues on the main lines**

**For those 2Wxx services running with reduced stops the principles are: Keep booked 2Wxx headcodes. This best for workload on signaller, controllers and customer service.**

Signaller and Controller Instructions:

If EL's are blocked east of Chadwell Heath and services are diverted DML, Crossrail would like to run additional services to Chadwell Heath where resources and capacity are available.

#### Operational Resources Required

MOM's or Maintenance staff at either end of the affected section where trains are crossing mains to electrics / electrics to mains to ensure that someone is on site should there be issues with pointwork.

#### Critical Infrastructure

**Points:** All points between Liverpool Street and Stratford could have an impact on the implementation of this plan

#### Customer Service Staff Deployment

. TfL Rail

- Dependant on delays ,CSL2 and line status to be declared by TFL control
- Dependant on delays, TFL Rail staff to follow TFL's PIDD local delivery plan
- Dependant on delays, CAT Team to be deployed where necessary to assist staff and customers.

GREATER ANGLIA

- CSL2 mobilised East and West via on-call structure
- HQ staff support to Liverpool Street for evening peak
- RPIs and MTST support at Liverpool Street, Stratford and Shenfield
- Request Driver Manager to Liverpool Street, Stratford and Shenfield via On-Call Operations East
- Advise contingency plan on traincrew information monitors (TIM) ) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich
- Last shuttle train at Wickford must be held to connect with last down services for Southend

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 21

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE03**

### Partial Line Blockage Between Ilford and Gidea Park

plan version: 6

#### Alternative Transport

Gidea Park and Romford,

- Routes 294,496 and 498 run from Harold Wood to Gidea Park and Romford,
- Route 498 runs from Brentwood to Harold Wood, Gidea Park and Romford,
- London Underground via any reasonable route
- Greater Anglia services between Liverpool Street and Shenfield
- TfL Rail services between Liverpool St and Shenfield
- c2c services between Fenchurch Street and Upminster
- London Overground services via any reasonable route
- London Overground services between Romford and Upminster
- Great Northern services between King's Cross and Cambridge / Ely (journey time 45 minutes to Cambridge, 65 minutes to Ely) for connections on Abellio Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time 60 Minutes Ely-Norwich)

Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).

#### Customer Message

##### IIFORD TO GIDEA PARK

**[delay reason]** at **[location]**

Peak - There are currently Minor / Severe Delays operating on TFL Rail, this is due to (xxxx).

Off Peak – There are currently minor / severe delays operating on TFL Rail, this is due to (xxxx).

**[delay reason]** at **[location]**

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes from Fenchurch Street for c2c services, London Underground and Local Buses. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, London Overground, Greater Anglia and c2c services.

Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check [Abelliogreateranglia.co.uk](http://Abelliogreateranglia.co.uk), [tfl.gov.co.uk](http://tfl.gov.co.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.

##### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] some lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 22

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE03**

### Partial Line Blockage Between Ilford and Gidea Park

plan version: 6

*This is affecting Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Southend Victoria, Braintree, Chelmsford, Witham, Colchester, Colchester Town, Clacton, Harwich, Southminster, Ipswich and Norwich.*

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.*

*Customers to and from Southend Victoria are advised to use c2c services between Fenchurch Street and Southend.  
Customers to and from Ipswich and Norwich are advised to travel via Cambridge on Greater Anglia services from Liverpool Street or Great Northern services from Kings's Cross.  
And Cambridge*

*Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
TfL Rail  
c2c  
Great Northern  
Journey times will be extended by up to [xx]mins.*

#### Internal Message to include

Contingency Plan GE03 is in operation/ being implemented  
with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 23

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE03**

### Partial Line Blockage Between Ilford and Gidea Park

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Owing to a xxx between Gidea Park and Ilford 1 of the 2 lines London-bound/Shenfield-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from London Liverpool Street we are currently running a reduced train service and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a normal/20 minute frequency service between London and Southend. A shuttle service is in operation between Wickford and Southminster and customers travelling to/from London to these stations should change at Wickford. To ease congestion on our services customers may use C2C services.

**London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:** Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester. We are running a slightly reduced service on all other routes and would like to apologise to customers for any overcrowding which occurs as a result.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes

#### **MTR Crossrail Service Update at xx:xx**

**Metro Services (London – Shenfield stopping services):** We are currently running a 10-minute frequency service calling in both directions Brentwood, Harold Wood, Gidea Park, Ilford Manor Park, Forest Gate, Maryland and Stratford. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on London Underground and London bus services on all reasonable routes. Trains will not be calling at Seven Kings, Goodmayes, Chadwell Heath and Romford. Customers are advised to take TfL Bus Route 86 or 25 from either Romford, Ilford, or Stratford

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 24

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE04**

### Partial Line Blockage Between Gidea Park and Shenfield

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 6 per hour: Greater Anglia G/E Services--&lt;&gt; 3 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b>PM PEAK</b> 6 per hour: Greater Anglia G/E Services--&lt;&gt; 3 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Freight-1 Freight Path each direction per hour--&lt;&gt; 6 per hour: Greater Anglia G/E Services--&lt;&gt; 3 per hour: MTR Crossrail Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt; 3 per hour: MTR Crossrail Service--&lt;Operates as Liverpool St - Gidea Park Shuttle.&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt; 3 per hour: MTR Crossrail Service--&lt;Operates as Liverpool St - Gidea Park Shuttle.&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt; 3 per hour: MTR Crossrail Service--&lt;Operates as Liverpool St - Gidea Park Shuttle.&gt;</p>	<p><b>AM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 25

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE04**

### Partial Line Blockage Between Gidea Park and Shenfield

plan version: 6

**Instructions to Signallers / Controllers**

**When diverting mains to electrics etc, priority should always be given to the TOC on the unaffected lines...eg GA for Issues on the electric lines & MTR for issues on the main lines**

**Operational Resources Required**

MOM's or Maintenance staff capable of route setting to be moved / positioned at both Gidea Park and Shenfield to ensure that someone is on site should there be issues with pointwork

**Critical Infrastructure**

**Points:** All points between Stratford and Shenfield could have an impact on the implementation of this plan

**Customer Service Staff Deployment**

- . TfL Rail
- Dependant on delays ,CSL2 and line status to be declared by TFL control
- Dependant on delays, TFL Rail staff to follow TFL's PIDD local delivery plan
- Dependant on delays, CAT Team to be deployed where necessary to assist staff and customers.
- GREATER ANGLIA
- CSL2 mobilised East and West via on-call structure
- HQ staff support to Liverpool Street for evening peak
- RPIs and MTST support at Liverpool Street, Stratford and Shenfield
- Request Driver Manager to Liverpool Street, Stratford and Shenfield via On-Call Operations East
- Advise contingency plan on traincrew information monitors (TIM) ) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich
- Last shuttle train at Wickford must be held to connect with last down services for Southend

**Alternative Transport**

- London Buses via any reasonable route including Routes 174, 294 496 and 498 run between Gidea Park and Romford,
- Routes 294,496 and 498 run from Harold Wood to Gidea Park and Romford,
- Route 498 runs from Brentwood to Harold Wood, Gidea Park and Romford,
- London Underground via any reasonable route
- Greater Anglia services between Liverpool Street and Shenfield
- TfL Rail services between Liverpool St and Shenfield
- c2c services between Fenchurch Street and Southend Central via Upminster
- London Overground services via any reasonable route
- London Overground services between Romford and Upminster
- Great Northern services between King's Cross and Cambridge / Ely (journey time 45 minutes to Cambridge, 65 minutes to Ely) for connections on Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time 60

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 26

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE04**

### Partial Line Blockage Between Gidea Park and Shenfield

plan version: 6

Minutes Ely-Norwich  
Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).

#### Customer Message

#### GIDEA PARK - SHENFIELD

**[delay reason]** at **[location]**

Peak - There are currently Minor / Severe Delays operating on TFL Rail, this is due to (xxxx).

Three services per hour will call at all stations.

Six services per hour will call at all stations between Chadwell Heath / Gidea Park(dependant on the blockage location) and Liverpool Street expected until (xxxx)

Same vice versa.

Off Peak – There are currently minor / severe delays operating on TFL Rail, this is due to (xxxx).

Three services per hour will call at all stations.

Three services per hour will call at all stations between Chadwell Heath / Gidea Park(dependant on the blockage location) and Liverpool Street expected until (xxxx)

**[delay reason]** at **[location]**

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes from Fenchurch Street for c2c services, London Underground and Local Buses. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, London Overground, Abellio Greater Anglia and c2c services.

Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check [Abelliogreateranglia.co.uk](http://Abelliogreateranglia.co.uk), [tfl.gov.co.uk](http://tfl.gov.co.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.

#### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] some lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Southend Victoria, Braintree, Chelmsford, Witham, Colchester, Colchester Town, Harwich, Southminster.*

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 27

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE04**

### Partial Line Blockage Between Gidea Park and Shenfield

plan version: 6

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.*

*Customers to and from Southend Victoria are advised to use c2c services between Fenchurch Street and Southend.*

*Customers to and from Ipswich and Norwich are advised to travel via Cambridge on Greater Anglia services from Liverpool Street or Great Northern services from Kings's Cross.*

*And Cambridge*

*Greater Anglia tickets will be accepted on:*

*London Buses and London Underground on reasonable routes.*

*TfL Rail*

*c2c*

*Great Northern*

*Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency Plan GE04 is in operation/ being implemented  
with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 28

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE04**

### Partial Line Blockage Between Gidea Park and Shenfield

plan version: 6

**Electronic Information (whiteboard, website, social media)**

#### **Greater Anglia Service Update at xx:xx**

Owing to a xxx between Gidea Park and Shenfield 1 of the 2 lines London-bound/Shenfield-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from London Liverpool Street we are currently running a reduced train service and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a normal/20 minute frequency service between London and Southend. A shuttle service is in operation between Wickford and Southminster and customers travelling to/from London to these stations should change at Wickford. To ease congestion on our services customers may use C2C services.

**London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:** Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester. We are running a slightly reduced service on all other routes and would like to apologise to customers for any overcrowding which occurs as a result.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes

#### **MTR Crossrail Service Update at xx:xx**

**Metro Services (London – Shenfield stopping services):** We are currently running a 20-minute frequency service stopping at all stations between London and Shenfield in both directions and a 20-minute frequency limited stop service between London and Shenfield in both directions calling at Gidea Park, Ilford and Stratford. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on London Underground and London bus services on all reasonable routes. Customers are advised to take TfL Bus Route 86 or 25 from either Ilford or Stratford.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 29

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE05** Partial Line Blockage Between Shenfield & Chuch Lane or Church Lane & Chelmsford Bi-Di working plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>PM PEAK</b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Freight-1 Freight Path each direction per hour-&lt;&gt; 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p>	<p><b>AM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 30

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE05**      **Partial Line Blockage Between Shenfield & Church Lane or Church Lane & Chelmsford Bi-Di working**      plan version: 6

### Instructions to Signallers / Controllers

Witham - Braintree shuttle to be used where resources allow...consider splitting an 8 car unit from elsewhere to provide a 4 car for the shuttle.

### Operational Resources Required

MOM's or Maintenance staff capable of route setting to be moved / positioned at Shenfield and Church Lane or Church Lane and Chelmsford to ensure that someone is on site should there be issues with pointwork

### Critical Infrastructure

**Points Shenfield:** 2272, 2282, 2284,  
**Points Church Lane:** 2347, 2348.  
**Points Chelmsford:** 2349, 235

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Request Driver Managers to Liverpool Street and Colchester via On-Call Operations L1 South East and North
- Advise Liverpool Street Duty Station Manager
- RPIs and MTST support at Chelmsford
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 31

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE05** Partial Line Blockage Between Shenfield & Chuch Lane or Church Lane & Chelmsford Bi-Di working plan version: 6

#### **Alternative Transport**

- Colchester Town customers advised to use local buses to/from Colchester. Note GA Tickets are not passed.
- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich)

#### **Customer Message**

Owing to a {xxx} between Ingatestone and Shenfield/ Ingatestone and Chelmsford. 1 of the 2 lines London-bound/Colchester-bound is currently closed  
Trains between Chelmsford and Shenfield are experiencing 20 minute delays and an amended train service is in place.

#### **Internal Message to include**

Contingency Plan GE05 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 32

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE05 Partial Line Blockage Between Shenfield & Chuch Lane or Church Lane & Chelmsford Bi-Di working

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Ingatestone and Shenfield/ Ingatestone and Chelmsford 1 of the lines London-bound/Colchester-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from Shenfield and Chelmsford we are currently running a reduced train service and expect this to continue until approximately xx:xx

#### **London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:**

Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester.

Services which would normally run between London and Braintree are running between Witham and Braintree in both directions. Customers wishing to travel to/from these stations should change at Witham.

Services which would normally run between London and Colchester Town are suspended Customers wishing to travel to/from Colchester Town are advised to use local buses to Colchester.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 33

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE06 Partial Line Blockage Between Chelmsford and Brickhouse Bi-Di working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 3 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>PM PEAK</b> 3 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Freight-1 Freight Path each direction per hour-&lt;&gt; 3 per hour: Greater Anglia G/E Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p>	<p><b>AM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 34

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE06**

**Partial Line Blockage Between Chelmsford and Brickhouse Bi-Di working**

**plan version: 6**

### Instructions to Signallers / Controllers

**Priority to AM / PM Peak services over Bi-Di section.**

Witham - Braintree shuttle to be used where resources allow...consider splitting an 8 car unit from elsewhere to provide a 4 car for the shuttle.

### Operational Resources Required

MOM's or Maintenance staff capable of route setting to be moved / positioned at Chelmsford and Brickhouse to ensure that someone is on site should there be issues with pointwork.

### Critical Infrastructure

**Points Chelmsford:** 2349, 2356

**Points at Brickhouse:** 2360, 236

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Request Driver Manager to Liverpool Street and Colchester via On-Call Operations L1 South East and L1 North
- Advise Liverpool Street Duty Station Manager
- RPIs and MTST support at Chelmsford for peak
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich.

Customer staff deployment....If only 1 platform available, all staff to work open platform

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 35

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE06 Partial Line Blockage Between Chelmsford and Brickhouse Bi-Di working

plan version: 6

#### Alternative Transport

- Colchester Town customers advised to use local buses to/from Colchester. Note AGA Tickets are not passed.
- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).

#### Customer Message

Owing to a {xxx} between Hatfield Peveral and Chelmsford. 1 of the 2 lines **London-bound/Colchester-bound** is currently closed. Trains between Chelmsford and Hatfield Peveral are experiencing 20 minute delays and an amended train service is in place.

#### Internal Message to include

Contingency Plan GE06 is in operation/ being implemented with no/ the following variations.  
Customer staff deployment....If only 1 platform available, all staff to work open platform

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 36

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE06 Partial Line Blockage Between Chelmsford and Brickhouse Bi-Di working

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Chelmsford and Hatfield Peverel 1 of the lines London-bound/Colchester-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from Colchester and Chelmsford we are currently running a reduced train service and expect this to continue until approximately xx:xx

#### London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:

Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester.

Services which would normally run between London and Braintree are running between Witham and Braintree in both directions. Customers wishing to travel to/from these stations should change at Witham.

Services which would normally run between London and Colchester Town are suspended Customers wishing to travel to/from Colchester Town are advised to use local buses to Colchester.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 37

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE07**

**Partial Line Blockage Between Brickhouse and Witham Bi-Di working**

**plan version: 6**

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> 3 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> 3 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Freight-1 Freight Path each direction per hour-&lt;&gt; 3 per hour: Greater Anglia G/E Services--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p>	<p><b><u>AM PEAK</u></b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 38

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE07**

**Partial Line Blockage Between Brickhouse and Witham Bi-Di working**

**plan version: 6**

### Instructions to Signallers / Controllers

**Priority to AM / PM Peak services over Bi-Di section.**

Witham - Braintree shuttle to be used where resources allow...consider splitting an 8 car unit from elsewhere to provide a 4 car for the shuttle.

### Operational Resources Required

MOM's or Maintenance staff capable of route setting to be moved / positioned at Brickhouse and Witham to ensure that someone is on site should there be issues with pointwork.

### Critical Infrastructure

**Points at Brickhouse:** 2360, 2361

**Points at Witham:** 2367, 236

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).
- Request Driver Manager to Liverpool Street and Colchester via On-Call Operations L1 South East and L1 North
- Advise Liverpool Street Duty Station Manager
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 39

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE07

### Partial Line Blockage Between Brickhouse and Witham Bi-Di working

plan version: 6

#### Alternative Transport

- Colchester Town customers advised to use local buses to/from Colchester. Note GA Tickets are not passed.
- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich)

#### Customer Message

Owing to a {xxx} between Chelmsford and Witham. 1 of the 2 lines **London-bound/Colchester-bound** is currently closed. Trains between Chelmsford and Witham are experiencing 20 minute delays and an amended train service is in place.

#### Internal Message to include

Contingency Plan GE07 is in **operation/ being implemented** with **no/ the following** variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 40

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE07**

### Partial Line Blockage Between Brickhouse and Witham Bi-Di working

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Greater Anglia Service Update at **xx:xx**

Owing to a **xxx** between Chelmsford and Witham 1 of the lines **London-bound/Colchester-bound** is currently closed. **We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.**

In order to manage the reduced line capacity to/from Colchester and Chelmsford we are currently running a reduced train service and expect this to continue until approximately **xx:xx**

#### **London – Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:**

Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester.

Services which would normally run between London and Braintree are running between Witham and Braintree in both directions. Customers wishing to travel to/from these stations should change at Witham.

Services which would normally run between London and Colchester Town are suspended Customers wishing to travel to/from Colchester Town are advised to use local buses to Colchester.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 41

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE08** Partial Line Blockage Between Witham & Kelvedon/ Kelvedon & Marks Tey / Marks Tey & Colchester Bi-Di plan version: 6  
working

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>PM PEAK</b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Freight-1 Freight Path each direction per hour-&lt;&gt; 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Colchester-Harwich shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Colchester-Harwich shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Colchester-Harwich shuttle&gt; 1 per hour: Greater Anglia Norwich Shuttle--&lt;Operates as Norwich - Colchester shuttle&gt;</p>	<p><b>AM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 42

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

### **GE08** Partial Line Blockage Between Witham & Kelvedon/ Kelvedon & Marks Tey / Marks Tey & Colchester Bi-Di working plan version: 6

<b>Instructions to Signallers / Controllers</b>	"Flighting" of trains is preferable to ensure as many trains through the sections as possible.
<b>Operational Resources Required</b>	MOM's or Maintenance staff capable of route setting to be moved / positioned at Witham and Kelvedon / Kelvedon and Marks Tey / Marks Tey and Colchester to ensure that someone is on site should there be issues with pointwork.
<b>Critical Infrastructure</b>	<b>Points at Witham:</b> 2367, 2368 <b>Points at Kelvedon:</b> 2384, 2387 <b>Points at Marks Tey:</b> 2389, 2392 <b>Points at Colchester:</b> 3009, 301
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised for North via on-call structure</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).</li><li>• Advise Liverpool Street Duty Station Manager</li><li>• Request Octagon staff to attend Colchester Town (when booked unmanned)</li><li>• RPIs/ MTST staff request to assist at Colchester and for AM peak</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Ipswich and Norwich</li></ul>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 43

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE08** Partial Line Blockage Between Witham & Kelvedon/ Kelvedon & Marks Tey / Marks Tey & Colchester Bi-Di plan version: 6 working

#### **Alternative Transport**

- Colchester Town customers advised to use local buses to/from Colchester. Note GA Tickets are not passed.
- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich)

#### **Customer Message**

Owing to a {xxx} Witham and Kelvedon/ Kelvedon and Marks Tey/ Marks Tey and Colchester. Trains between Colchester and Witham are experiencing 20 minute delays and an amended train service is in place

#### **Internal Message to include**

Contingency Plan GE08 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 44

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE08** Partial Line Blockage Between Witham & Kelvedon/ Kelvedon & Marks Tey / Marks Tey & Colchester Bi-Di plan version: 6 working

#### **Electronic Information (whiteboard, website, social media)**

Greater Anglia Service Update at xx:xx

Owing to a xxx between Colchester and Witham 1 of the lines London-bound/Colchester-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal

In order to manage the reduced line capacity to/from Colchester and Witham we are currently running a reduced train service and expect this to continue until approximately xx:xx

#### **London – Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:**

Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester.

Services to and from Colchester Town are suspended. Customers wishing to travel to/from Colchester Town are advised to use local buses to Colchester.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 45

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE09 Partial Line Blockage Between Colchester & Maningtree/ Manningtree & Halifax Junction Single Line Working plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>PM PEAK</b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Freight-1 Freight Path each direction per hour- &lt;&gt; 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Liverpool Street - Colchester&gt;</p>	<p><b>AM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 46

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

### **GE09** Partial Line Blockage Between Colchester & Maningtree/ Manningtree & Halifax Junction Single Line Working plan version: 6

<b>Instructions to Signallers / Controllers</b>	<ul style="list-style-type: none"> <li>• <b>GriffinWharf may be blocked</b></li> <li>• “Flighting” of trains is preferable to ensure as many trains through the sections as possible.</li> </ul>
<b>Operational Resources Required</b>	<p>Colchester – Manningtree:</p> <p>Pilotman Handsignaller Barrier Operator for Ardleigh CCTV Barrier Operator for Manningtree CCTV (if SLW over the Down Main)</p> <p>Manningtree – Halifax Jn:</p> <p>Pilotman Handsignaller</p>
<b>Critical Infrastructure</b>	<p><b>Points at Colchester:</b> 3025, 3029, 3034</p> <p><b>Points at Manningtree:</b> 1247, 1253, 1261, 1262</p> <p><b>Points at Halifax Jn:</b> 1301, 130</p>
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised for North via on-call structure</li> <li>• Request Driver Manager to Colchester via On-Call Operations L1 North</li> <li>• Advise Liverpool Street Duty Station Manager</li> <li>• Request RPI assistance to aid transfer of passengers to Harwich shuttle;</li> <li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ipswich and Norwich</li> </ul>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 47

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE09** Partial Line Blockage Between Colchester & Maningtree/ Manningtree & Halifax Junction Single Line Working plan version: 6

#### **Alternative Transport**

- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).
- Peak: Special service to operate COL-LST calling at all stations to CHM and then SNF and SRA in place of 1Yxx services.
- Off-Peak: None – train service operates as revised.

#### **Customer Message**

Owing to a {xxx} between Colchester and Manningtree/Ipswich and Manningtree , trains between Colchester and Ipswich are experiencing 20 minute delays and an amended train service is in place.

#### **Internal Message to include**

Contingency Plan GE9 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 48

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE09 Partial Line Blockage Between Colchester & Maningtree/ Manningtree & Halifax Junction Single Line Working plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Colchester and Manningtree/Ipswich and Manningtree, 1 of the lines Colchester-bound/Ipswich-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal

In order to manage the reduced line capacity to/from Colchester and Ipswich we are currently running a reduced train service and expect this to continue until approximately xx:xx

#### London – Harwich, Ipswich and Norwich:

Services which would normally run between London and Harwich are running between Maningtree and Harwich in both directions. Customers wishing to travel to/from these stations should change at Manningtree.

Services which would normally run between London and Colchester Town are suspended Customers wishing to travel to/from Colchester Town are advised to use local buses to Colchester.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 49

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE10**

**Partial Line Blockage Between Halifax Junction and Ipswich Bi-Di working**

**plan version: 6**

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Freight-1 Freight Path each direction per hour- &lt;&gt; 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Liverpool Street - Colchester&gt;</p>	<p><b><u>AM PEAK</u></b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 50

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE10

### Partial Line Blockage Between Halifax Junction and Ipswich Bi-Di working

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Consider extending services through to Manningtree / ECS to Mistley and return for PM peak & Off peak also where possible.
<b>Operational Resources Required</b>	Ipswich MOM to be stationed at Halifax Jn During AM peak Colchester MOM to be stationed at Manningtree
<b>Critical Infrastructure</b>	<b>Points:</b> 1301, 1302, 1312, 1326, 1341, 1343
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised for North via on-call structure</li><li>• Request Driver Manager to Colchester via On-Call Operations L1 North</li><li>• Advise Liverpool Street Duty Station Manager</li><li>• Request RPI assistance to Ipswich.</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ipswich and Norwich</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).</li><li>• Peak: Special service to operate COL-LST calling at all stations to CHM and then SNF and SRA in place of 1Yxx services.</li><li>• Off-Peak: None – train service operates as revised.</li></ul>
<b>Customer Message</b>	Owing to a {xxx} between Manningtree and Ipswich trains between Colchester and Ipswich are experiencing 20 minute delays and an amended train service is in place.
<b>Internal Message to include</b>	Contingency Plan GE10 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 51

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE10**

### Partial Line Blockage Between Halifax Junction and Ipswich Bi-Di working

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Greater Anglia Service Update at xx:xx

Owing to a xxx between Colchester and Manningtree/Ipswich and Manningtree, one of the lines Colchester-bound/Ipswich-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from Colchester and Ipswich we are currently running a reduced train service and expect this to continue until approximately xx:xx

#### **London – Ipswich and Norwich:**

Services which would normally run between London and Ipswich and Norwich are running with delays/ at a reduced frequency between Manningtree and Ipswich. Customers should allow additional time for their journeys.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 52

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE11** Partial Line Blockage Between Ipswich & East Suffolk Junction (Down Main Blocked, Bi-Di over the Up Main and Up and Down Lowestoft) plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> 4 per hour: Greater Anglia G/E Services--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> 4 per hour: Greater Anglia G/E Services--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> 1 per hour: Freight-1 Freight Path each direction per hour-<> 4 per hour: Greater Anglia G/E Services--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 53

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE11** Partial Line Blockage Between Ipswich & East Suffolk Junction (Down Main Blocked, Bi-Di over the Up Main and Up and Down Lowestoft) plan version: 6

<b>Instructions to Signallers / Controllers</b>	All 1Pxx services stop addl Stowmarket If 2Wxx term stowmarket...bus service Ipswich-Needham Mkt-Stowmarket
<b>Operational Resources Required</b>	MOM's or Maintenance staff capable of route setting to be moved / positioned Ipswich to ensure that someone is on site should there be issues with pointwork.
<b>Critical Infrastructure</b>	<b>Points:</b> 1341, 1326, 1364
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>• CSL2 mobilised for North via on-call structure.</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Ipswich and Norwich.</li></ul> All 1Pxx services stop addl Stowmarket <ul style="list-style-type: none"><li>• If 2Wxx term stowmarket...bus service Ipswich-Needham Mkt-Stowmarket</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich). Or</li><li>• Norwich customers to/from London advised to travel GTR via Cambridge and take GA services via Ely and Thetford.</li><li>• Buses to operate Felixstowe services calling all stations except Westerfield.</li></ul>
<b>Customer Message</b>	Owing to a {xxx} in the Ipswich area, an amended train service is in place
<b>Internal Message to include</b>	Contingency Plan GE11 is in operation/ being implemented with no/ the following variations. All 1Pxx services stop addl Stowmarket If 2Wxx term stowmarket...bus service Ipswich-Needham Mkt-Stowmarket

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 54

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE11** Partial Line Blockage Between Ipswich & East Suffolk Junction (Down Main Blocked, Bi-Di over the Up Main and Up and Down Lowestoft) plan version: 6

#### **Electronic Information (whiteboard, website, social media)**

Greater Anglia Service Update at xx:xx

Owing to a xxx between Ipswich and East Suffolk Junction one of the lines Norwich-bound/Colchester-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity into Ipswich from the North, we are currently running a reduced train service and expect this to continue until approximately xx:xx

#### **Ipswich – Felixstowe:**

Buses are replacing trains between Ipswich and Felixstowe. Please note that rail replacement buses will not call at Westerfield. Customers for Westerfield should use trains bound for Lowestoft.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.`

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 55

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE12 Partial Line Blockage Between East Suffolk Jn and Haughley Single Line Working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 1 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Freight-1 Freight Path each direction per hour- &lt;Freight to be diverted via London where possible.,&gt; 1 per hour: Greater Anglia G/E Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates as Cambridge - Stowmarket Shuttle where possible, however if Stowmarket unavailable, Shuttle to Bury St Edmunds only.&gt; 1 per hour: Greater Anglia Ipswich Shuttle--&lt;Operates as Liverpool Street - Ipswich&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates as Cambridge - Stowmarket Shuttle where possible, however if Stowmarket unavailable, Shuttle to Bury St Edmunds only.&gt; 1 per hour: Greater Anglia Ipswich Shuttle--&lt;Operates as Liverpool Street - Ipswich&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates as Cambridge - Stowmarket Shuttle where possible, however if Stowmarket unavailable, Shuttle to Bury St Edmunds only.&gt; 1 per hour: Greater Anglia Ipswich Shuttle--&lt;Operates as Liverpool Street - Ipswich&gt;</p>	<p><b>AM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 56

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE12 Partial Line Blockage Between East Suffolk Jn and Haughley Single Line Working

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Freight to be diverted via London Monitor inbound freight, liaise with freight York & SSM Cambridge re-holding points
<b>Operational Resources Required</b>	Pilotman Handsignaller Barrier man at Claydon CCTV Barrier man at Regent Street CCTV Barrier Man at Haughley AHBC Cow Green GSP Operator (if issue is between Stowmarket and Haughley Jn and SLW is over the Down Main Line)
<b>Critical Infrastructure</b>	<b>Points:</b> 1364, 2374, 2379 2384, 2385, 2389, 2392, 2416 (Cow Green GSP)
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised for North via on-call structure</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Ipswich and Norwich</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• TFL ticket acceptance (reasonable routes Liverpool St and Kings Cross)</li><li>• GTR ticket acceptance Kings Cross-Peterborough</li><li>• EMT Ticket acceptance Norwich-Peterborough</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).</li><li>• Norwich customers to/from London advised to travel GTR via Cambridge and GA services Norwich-Cambridge or EMT services to Norwich-Ely.</li><li>• Peterborough Customers from Ipswich to travel via Norwich and EMT services or via London and GTR services.</li></ul>



## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 57

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

#### GE12

#### Partial Line Blockage Between East Suffolk Jn and Haughley Single Line Working

plan version: 6

##### Customer Message

Owing to a {xxx} between Diss and Stowmarket/ Stowmarket and Needham Market/ Needham Market and Ipswich, trains between Norwich and Ipswich are experiencing 20 minute delays and an amended train service is in place.

##### Internal Message to include

Contingency Plan GE12 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 58

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE12**

### Partial Line Blockage Between East Suffolk Jn and Haughley Single Line Working

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Haughley and Ipswich one of the lines Norwich-bound/Ipswich-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity between Ipswich and Diss/ Stowmarket/ Needham Market, we are currently running a reduced train service between Norwich and Ipswich and Cambridge and Ipswich. We expect this to continue until approximately xx:xx

#### London – Norwich services:

Trains are running at an hourly frequency with extended journey times. Customers to/ from Norwich are advised to travel via Cambridge and GTR services to/from Kings Cross.

#### Ipswich – Cambridge services:

Trains between Ipswich and Cambridge will operate to/from Stowmarket. Customers for Cambridge should change at Stowmarket.

#### Ipswich – Peterborough services:

Trains between Ipswich and Peterborough are not operating. Customers for Peterborough and Ely should travel to Norwich and travel on East Midlands Trains services from Norwich to Liverpool Lime St. Customers may also travel via London using GTR services from Kings Cross.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 59

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE13**

### Partial Line Blockage Between Haughley Jn and Diss Single Line Working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Norwich - Colchester Shuttle&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Norwich - Colchester Shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Norwich - Colchester Shuttle&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 60

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE13

### Partial Line Blockage Between Haughley Jn and Diss Single Line Working

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Consider cancelling 6A33 / 6P40
<b>Operational Resources Required</b>	Pilotman Handsignaller Cow Green GSP operator (if needed)
<b>Critical Infrastructure</b>	<b>Points:</b> 2392, 2396, 2416 (Cow Green GSP), 2451, 2459
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• TFL ticket acceptance (reasonable routes Liverpool St and Kings Cross)</li><li>• GTR ticket acceptance Kings Cross-Ely</li><li>• EMT Ticket acceptance Norwich-Ely</li><li>• Norwich customers to/from London advised to travel FCC via Cambridge and take GA services via Ely and Thetford</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).</li><li>• Norwich customers to/from London advised to travel GTR via Cambridge and GA services Norwich-Cambridge or EMT services to Norwich-Ely.</li></ul>
<b>Customer Message</b>	Owing to a {xxx} between Diss and Stowmarket, trains between Norwich and Ipswich are experiencing 20 minute delays and an amended train service is in place.
<b>Internal Message to include</b>	Contingency Plan GE13 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 61

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE13**

### Partial Line Blockage Between Haughley Jn and Diss Single Line Working

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Diss and Stowmarket one of the lines Norwich-bound/Ipswich-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity between Diss and Stowmarket, we are currently running a reduced train service between Norwich and London. We expect this to continue until approximately xx:xx

#### London – Norwich services:

Trains are running at an hourly frequency with extended journey times. Customers to/ from Norwich are advised to travel via Cambridge and GTR services to/from Kings Cross.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 62

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE14**

### Partial Line Blockage Between Diss and Trowse Single Line Working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operate as Norwich - Colchester Shuttle&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operate as Norwich - Colchester Shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operate as Norwich - Colchester Shuttle&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 63

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE14**

### Partial Line Blockage Between Diss and Trowse Single Line Working

plan version: 6

<b>Instructions to Signallers / Controllers</b>	None
<b>Operational Resources Required</b>	Pilotman Handsignaller Groundframe Operator at Flordon if needed
<b>Critical Infrastructure</b>	<b>Points:</b> 2451, 2459, Flordon Groundframe (if needed), 2837 (Lakenham), 2845.
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>• TFL ticket acceptance (reasonable routes Liverpool St and Kings Cross)</li><li>• GTR ticket acceptance Kings Cross-Ely</li><li>• EMT Ticket acceptance Norwich-Ely</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).</li><li>• Norwich customers to/from London advised to travel GTR via Cambridge and take GA services via Ely and Thetford</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).</li><li>• Norwich customers to/from London advised to travel GTR via Cambridge and GA services Norwich-Cambridge or EMT services to Norwich-Ely.</li></ul>
<b>Customer Message</b>	Owing to a {xxx} between Diss and Norwich, trains between Norwich and Ipswich are experiencing 20 minute delays and an amended train service is in place.
<b>Internal Message to include</b>	Contingency Plan GE14 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 64

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE14**

### Partial Line Blockage Between Diss and Trowse Single Line Working

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Greater Anglia Service Update at xx:xx

Owing to a xxx between Diss and Norwich one of the lines Norwich-bound/Ipswich-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity between Diss and Stowmarket, we are currently running a reduced train service between Norwich and London. We expect this to continue until approximately xx:xx

**London – Norwich services:**

Trains are running at an hourly frequency with extended journey times. Customers to/ from Norwich are advised to travel via Cambridge and GTR services to/from Kings Cross.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 65

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

## Part 10: Freight Contingency Plan

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 66

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**FLX2**

**Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> None	<u>AM PEAK</u> <b>All: Greater Anglia Felixstowe Services--</b> <Allow pathing of freight traffic Bus service to replace train service.>
<u>PM PEAK</u> None	<u>PM PEAK</u> None	<u>PM PEAK</u> <b>All: Greater Anglia Felixstowe Services--</b> <Allow pathing of freight traffic Bus service to replace train service.>
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> <b>All: Greater Anglia Felixstowe Services--</b> <Allow pathing of freight traffic Bus service to replace train service.>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 67

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**FLX2**

**Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot**

plan version: 6

Instructions  
to Signallers  
/ Controllers

### FELIXSTOWE BRANCH CONTINGENCY PLANS

- Five-tier contingency plans for degraded working on the Felixstowe branch, dependent upon severity of incident.
- Telephone conference to take place in all scenarios

- **Level 1:**

**Scenario:** Specific train arriving late onto Route or leaving port late.

**Response:** Recess the train or do not allow it to leave without a plan in place for pathing, crew changes, loco changes – aim is for the train to cause no reactionary delays. This plan to apply when necessary, dependent upon recovery time, time of day, yard dwell time etc.

Examples:

- a) 4M10 leaves 50 late but stands Ipswich Yard for two hours – plan need not apply from Ipswich.
- b) 4M11 fails at Chelmsford; after rescue, train becomes 80 late and is recessed to allow other traffic to run without delay while arrangements are made for a robust path to Felixstowe.

MFSdD may apply for return workings, or FOC could be instructed to load only until an hour before departure time to allow a right time start.

- **Level 2:**

**Scenario:** All trains delayed by ESR, rough ride or similar incident on the Felixstowe branch or Ipswich Yard area

**Response:** Cancel passenger service and manage existing freight services (by regulation, relocating crew changes, speeding up loco changes etc, all through liaison with FOC Controls) (NB. AGA may require or request to run some peak hour services).

Example:

Level crossing problem causes delays to all trains; initial delays are assessed and decision taken to implement level 2 plan; conference takes place and plan developed. Port and FOCs identify potential causes of further delay and take action to alleviate further delays

- **Level 3:**

**Scenario:** Closure or severe restriction at one or all FLTs.

**Response:** The passenger service is cancelled due to anticipated yard congestion and possible requirement for additional paths.

Felixstowe FLTs: On the conference, arrangements are made for all affected trains, i.e. diversion to alternative terminal, cancellation etc. If all terminals are closed (due, for example, to high winds) traffic must be cancelled at source and stopped from approaching Ipswich or Felixstowe. Alternatively, trains must run as booked into Felixstowe, even if they are not stripped and leave the port untouched.

*Note: can Felixstowe take all booked trains in the other terminals, regardless of which terminal is blocked?*

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 68

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**FLX2**

**Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot**

**plan version: 6**

### • Level 4:

**Scenario:** Closure or severe restriction of Ipswich Yard

### **Response:**

Aim is to present Felixstowe bound trains onto the branch right time and for trains leaving Felixstowe to arrive right time onto the next route. If it is possible, it would be useful to run trains early onto the next route, with the permission of the other route Control.

AGA passenger service may have to be cancelled at certain times to accommodate late running freight services.

See appendix for more details of specific train arrangements.

All GE traffic to be held at Colchester to meet booked times going forward.

1. All traffic to run diesel hauled on Anglia Route – there are no facilities to change locos on the GE line of route with Ipswich blocked. Trains will not be permitted onto Anglia if they are not diesel hauled.
2. Crew relief can take place at Ipswich or Colchester.

All cross-country traffic to attach top and tail locos at Stowmarket.

1. Trains to be top and tailed between Stowmarket and Felixstowe to minimise dwell times at Ipswich.  
It is essential that replacement locos and train crew are in position in time for each to be presented onto the Felixstowe branch on time.
2. Trains that have left origin will be dealt with, but trains that have not left origin when the contingency plan is applied must not exceed 79 SLUs, including the loco.
3. DB Schenker need to supply one additional loco and driver, and GBRf and FLIM need to supply two additional locos and drivers each for the top and tail moves. If they cannot do this, their trains via Stowmarket will not be able to run. NR will do everything possible to run these services using other resources or alternative routes before enforcing a cancellation.
4. Turnover locos to be held at Claydon Loop and called upon as required.
5. DRS locos and drivers must be hired in to facilitate top and tail movements, as many as are available.
6. Trains to be retimed under MFSdD as necessary.
7. P. Way or S&T staff to attend Stowmarket and remain on site in case of infrastructure failures.

*Note: For top and tail movements via Stowmarket, locos and train crew must be hired from DRS as quickly as possible. Could one or more locos be based at Stowmarket on a semi-permanent basis?*

*Note: Will ground staff be required at Stowmarket?*

*Note: FOC drivers need to sign the arrivals roads at Peterborough.*

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 69

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**FLX2**

**Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot**

plan version: 6

- **Level 5:**

**Scenario:** Complete blockage of the branch for a period of more than three hours.

**Response:** When contingency plan applied, all trains that have not left origin must be stopped from doing so. All trains on the network to be recessed.

*Notes:*

- *How do we decide which trains to run and which not?*
- *Do we attempt to lengthen, combine or shorten trains?*
- *Do we allocate a certain number of paths to each FOC or run what is most convenient to the port?*
- *Circumstances will differ depending on time of day and day of week*

## **APPENDIX**

### **COLCHESTER**

Note: running time allowed Col-Ips = 25 minutes

### **DOWN**

TRAIN COL ARR-DEP IPS ARR-DEP NEW COL ARR-DEP

4L96 0010 0032-0057 0010-0032

4L73 0025 0054-0218 0025-0153

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 70

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**FLX2**

**Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot**

plan version: 6

4L71 0122 0202-0254 0157-0225\*  
4L60 0228 0306-0346 0228-0321  
4L23 0308 0354 0325  
4L77 0439 0526-0608 0439-0543  
4L82 0524 0556-0643 0547-0618\*\*  
4L69 0602 0629 0602  
4R98 0743-0757 0829-0910 0743-0845  
4L95 0708-0727 0758-1222 0849-1157\*\*\*  
4L89 1108 1133-1324 1201-1259\*\*\*\*  
4L02 1112 1140 1112  
4L41 1218 1239-1420 1301-1355+  
4L31 1408-1425 1451-1502 1408-1437  
4L93 1507 1530-1612 1507-1537  
4L97 1343-1705 1731-2009 1541-1944++  
4L18 2109-2125 2156 2109-2125  
4L92 2207 2233-2257 2207-2232  
4L90 2042 2103-0020 2236-2355+++

### Notes:

\* 4L71 held at Ilford or Stratford  
\*\* 4L82 held at Ilford or Stratford  
\*\*\* 4L95 held on the NLL to follow 4R98  
\*\*\*\* 4L89 held at Ilford or Stratford to arrive at Colchester after departure of 4L95  
+ 4L41 held on the NLL to arrive Colchester after departure of 4L89  
++4L97 to be held on the NLL to arrive Colchester after departure of 4L93  
+++4L90 to be held on the NLL to arrive Colchester after departure of 4L92

4L95 or 4L97 can be routed to Parkeston if required by FLIM, provided resources are available to arrive at Ipswich right time.

### UP

TRAIN IPS ARR-DEP COL ARR-DEP NEW COL ARR-DEP

4E45 2347 0007 0007  
4V36 0016-0106 0148 0041-0148  
4E83 0104-0156 0237 0152-0237  
4E78 0225 0306 0306  
4M01 0253 0333 0333  
4M45 0339-0359 0436 0404-0436

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 71

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**FLX2**

**Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot**

plan version: 6

4M21 0413 0453 0453  
4M07 0502 0524 0524  
4M86 0353-0516 0539 0440-0539  
4M94 0823-0835 0857 0848-0857  
4R97 0948-1013 1038 1013-1038  
4M81 0803-1045 1107 1042-1107\*  
4M88 1026-1113 1137 1111-1137\*\*  
4M23 1130 1154 1154  
4M87 1148-1246 1307 1213-1307  
4M93 1413 1436 1436  
4S88 1650-1815 1838 1713-1838  
4M02 1830 1851 1851  
4M89 1509-1849 1917 1842-1917\*\*\*  
4M92 1929-1945 2007 1954-2007  
4M53 2109-2145 2207 2134-2207  
4M59 2204-2225 2249 2229-2249  
4M73 2214-2245 2308 2239-2308  
4M42 2242-2309 2330 2312-2330

Notes:

\* 4M81 to be held at Felixstowe – train crew may need to be exchanged at Felixstowe with 4M94 – new schedule should be entered if possible

\*\* 4M88 held at Felixstowe

\*\*\* 4M89 to be held at Felixstowe – new schedule to be entered if possible

### **STOWMARKET**

Note: time allowed STO-IPS = 30 mins (15 running time, 15 to reverse at IPS)

TRAIN STOW ARR-DEP IPS ARR-DEP NEW STOW ARR-DEP

4L79 (DB) 0001 0018-0107 0001-0037  
4E45 (WA) 0050 2343-0037 0040-0050  
4E83 (DB) 0146 0104-0129 0134-0146  
4E78 (PE) 0314 0226-0258 0256-0314  
4M04 (PE) 0341 0250-0321 0320-0341  
4M21 (PE) 0440 0402-0424 0432-0440  
4L35 (PE) 0439 0458-0523 0444-0453  
4E22 (DB) 0735 0615-0730 0645-0735  
4L83 (DB) 0635 0650-0814 0739-0744\*

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 72

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**FLX2**

**Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot**

**plan version: 6**

4L42 (DB) 0817 0832-0938 0817-0908  
4L02 (PE) 1036 1049-1140 1036-1110  
4E33 (PE) 1308 1211-1250 1241-1308  
4L85 (DB) 1609 1622-1704 1609-1634  
4E55 (DB) 1645 1605-1625 1639-1645  
4L45 (WA) 1504 1516-1724 1649-1654\*\*  
4E50 (DB) 1859 1714-1844 1744-1859  
4L78 (PE) 1804 1824-1922 1904-1919\*\*\*  
4L87 (DB) 1706 1806-1940 1923-1938\*\*\*  
4E64 (DB) 2042 1911-2023 1941-2042  
4L22 (PE) 2020 2034-2102 2046-2101  
4L07 (WA) 2013 2030-2124 2105-2120\*\*\*\*

Notes:

\* 4L83 to be held at Ely to arrive at Stowmarket after the departure of 4E22.

\*\* 4L45 to be held at Ely to arrive at Stowmarket after the departure of 4E55.

\*\*\* 4L78 held at Ely to arrive at Stowmarket after the departure of 4E50; 4L87 to be held at Peterborough to follow 4L78. These trains to be retimed in TOPS if possible.

\*\*\*\* 4L07 to be held at Ely for 4L22 to pass. 4L22 and 4L07 to be retimed if possible.

**NOTE:** Trains will not be allowed to leave origin until resources are available for top and tail moves at Stowmarket.



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 73

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**FLX2**

**Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot**

**plan version:** 6

**Operational  
Resources  
Required**

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan FLX2 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 74

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**FLX2**

**Felixstowe Line Blockage Between Westerfield & Felixstowe freight depot**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 75

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

## Part 12: Emergency Time Tables

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 76

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ETT1**

**Partial Line Blockage Between 4 Path Emergency Timetable Shenfield - Colchester Bi-Di working**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b>  4 per hour: Greater Anglia G/E Services--&lt;&gt;  All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b>  4 per hour: Greater Anglia G/E Services--&lt;&gt;  All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b>  4 per hour: Greater Anglia G/E Services--&lt;&gt;  All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Colchester Shuttle--&lt;Colchester - Colchester Town shuttle&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;  1 per hour: Greater Anglia Walton Service--&lt;Walton-on-the-Naze - Colchester shuttle&gt;</p> <p><b><u>PM PEAK</u></b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Colchester Shuttle--&lt;Colchester - Colchester Town shuttle&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;  1 per hour: Greater Anglia Walton Service--&lt;Walton-on-the-Naze - Colchester shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Colchester Shuttle--&lt;Colchester - Colchester Town shuttle&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;  1 per hour: Greater Anglia Walton Service--&lt;Walton-on-the-Naze - Colchester shuttle&gt;</p>	<p><b><u>AM PEAK</u></b>  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b>  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b>  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 77

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **ETT1** Partial Line Blockage Between 4 Path Emergency Timetable Shenfield - Colchester Bi-Di working plan version: 6

#### Instructions to Signallers / Controllers

This emergency timetable provides 4 paths per hour and is to be used when it becomes necessary to run "double" Bi-Di sections due to faults or failures.

All services to be formed of 12 car and a full intercity set,

#### Operational Resources Required

MOM's to attend points either end of the double Bi-Di sections

#### Critical Infrastructure

All points each end of the double Bi-Di sections

#### Customer Service Staff Deployment

#### Alternative Transport

TBA

#### Customer Message

Add basic message here

#### Internal Message to include

Contingency plan ETT1 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 78

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETT1** Partial Line Blockage Between 4 Path Emergency Timetable Shenfield - Colchester Bi-Di working

plan version: 6

Electronic  
Information  
(whiteboard,  
website,  
social media)

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 79

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### ETT2 Partial Line Blockage Between 3 Path Emergency Timetable Shenfield - Colchester Bi-Di working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 3 per hour: Greater Anglia G/E Services--&lt;&gt; All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b>PM PEAK</b> 3 per hour: Greater Anglia G/E Services--&lt;&gt; All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b>OFF-PEAK</b> 3 per hour: Greater Anglia G/E Services--&lt;&gt; All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Colchester - Colchester Town Shuttle&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operating as Norwich - Colchester shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operating as Harwich - Manningtree shuttle&gt; 1 per hour: Greater Anglia Walton Service--&lt;Colchester - Walton-on-the-Naze shuttle&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Colchester - Colchester Town Shuttle&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operating as Norwich - Colchester shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operating as Harwich - Manningtree shuttle&gt; 1 per hour: Greater Anglia Walton Service--&lt;Colchester - Walton-on-the-Naze shuttle&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Colchester - Colchester Town Shuttle&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operating as Norwich - Colchester shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operating as Harwich - Manningtree shuttle&gt; 1 per hour: Greater Anglia Walton Service--&lt;Colchester - Walton-on-the-Naze shuttle&gt;</p>	<p><b>AM PEAK</b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 80

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETT2**      **Partial Line Blockage Between 3 Path Emergency Timetable Shenfield - Colchester Bi-Di working**      plan version: 6

<b>Instructions to Signallers / Controllers</b>	This emergency timetable provides 3 paths per hour and is to be used when it becomes necessary to run "double" Bi-Di sections due to faults or failures.  All services to be formed of 12 car and a full intercity set,
<b>Operational Resources Required</b>	MOM's to attend points either end of the double Bi-Di sections
<b>Critical Infrastructure</b>	All points each end of the double Bi-Di sections
<b>Customer Service Staff Deployment</b>	Staff deployment TBC
<b>Alternative Transport</b>	TBA
<b>Customer Message</b>	Add basic message here
<b>Internal Message to include</b>	Contingency plan ETT2 being implemented/ in operation with no amendments./ the following amendments:



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 81

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETT2** Partial Line Blockage Between 3 Path Emergency Timetable Shenfield - Colchester Bi-Di working

plan version: 6

Electronic  
Information  
(whiteboard,  
website,  
social media)

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 82

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### ETT3 Partial Line Blockage Between 2 Path Emergency Timetable Shenfield - Colchester Bi-Di working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 2 per hour: Greater Anglia G/E Services--&lt;&gt; All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b>PM PEAK</b> 2 per hour: Greater Anglia G/E Services--&lt;&gt; All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b>OFF-PEAK</b> 2 per hour: Greater Anglia G/E Services--&lt;&gt; All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Colchester - Colchester Town shuttle&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Norwich - Colchester shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates Harwich - Manningtree shuttle&gt; 1 per hour: Greater Anglia Walton Service--&lt;Operates Walton-on-the-Naze - Colchester shuttle&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Colchester - Colchester Town shuttle&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Norwich - Colchester shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates Harwich - Manningtree shuttle&gt; 1 per hour: Greater Anglia Walton Service--&lt;Operates Walton-on-the-Naze - Colchester shuttle&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Colchester - Colchester Town shuttle&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Norwich - Colchester shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates Harwich - Manningtree shuttle&gt; 1 per hour: Greater Anglia Walton Service--&lt;Operates Walton-on-the-Naze - Colchester shuttle&gt;</p>	<p><b>AM PEAK</b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 83

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETT3**      **Partial Line Blockage Between 2 Path Emergency Timetable Shenfield - Colchester Bi-Di working**      plan version: 6

**Instructions  
to Signallers  
/ Controllers**

This emergency timetable provides 2 paths per hour and is to be used when it becomes necessary to run "double" Bi-Di sections due to faults or failures.

All services to be formed of 12 car and a full intercity set,

**Operational  
Resources  
Required**

MOM's to attend points either end of the double Bi-Di sections

**Critical  
Infrastructure**

All points each end of the double Bi-Di sections

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan ETT3 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 84

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETT3** Partial Line Blockage Between 2 Path Emergency Timetable Shenfield - Colchester Bi-Di working

plan version: 6

Electronic  
Information  
(whiteboard,  
website,  
social media)

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 85

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

### **Part 2: GE Mainline Full Blockages**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 86

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE15**

### Full Line Blockage Between Liverpool Street and Stratford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> None</p> <p><b><u>PM PEAK</u></b> None</p> <p><b><u>OFF-PEAK</u></b> None</p>	<p><b><u>AM PEAK</u></b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      7 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Stratford&gt;                      1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;                      1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;                      8 per hour: MTR Crossrail Services--&lt;To Start &amp; Terminate at Stratford&gt;</p> <p><b><u>PM PEAK</u></b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      7 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Stratford&gt;                      1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;                      1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;                      8 per hour: MTR Crossrail Services--&lt;To Start &amp; Terminate at Stratford&gt;</p> <p><b><u>OFF-PEAK</u></b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      7 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Stratford&gt;                      1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;                      1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;                      6 per hour: MTR Crossrail Services--&lt;To Start &amp; Terminate at Stratford&gt;</p>	<p><b><u>AM PEAK</u></b>  <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b>  <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b>  <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 87

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE15**

### Full Line Blockage Between Liverpool Street and Stratford

plan version: 6

**Instructions to Signallers / Controllers** This plan will require a revised traincrew diagrams and constant stepping up of stock at Stratford to avoid Platform 10A to be kept clear for freight.  
**Must have a train crew manager on site at Stratford to do this. Should also consider having a traincrew manager at Gidea Park.**

**GA services to start & terminate in Stratford platforms 9 & 10 off peak and also 10A in AM peak**

**MTR Cross Rail Services to start & terminate in Stratford platforms 5 & 8**

**Operational Resources Required** MOM's or Maintenance staff capable of route setting to be moved / positioned at Stratford to ensure that someone is on site should there be issues with pointwork.

**Critical Infrastructure** **Points:** 2146, 2147, 2148, 2152, 2153, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2163

**Customer Service Staff Deployment** **TfL Rail**

- CSL2 and line status to be declared by control
- TFL Rail staff to follow TFL Rail's PIDD local delivery plan
- CAT Team to be deployed where necessary to assist staff and customers.

#### **GREATER ANGLIA**

- *CSL2 mobilised East and West via on-call structure*
- *HQ staff support to Liverpool Street for evening peak*
- *RPIs and MTST support at Liverpool Street, Stratford and Shenfield*
- *Request Driver Manager to Liverpool Street, Stratford and Shenfield via On-Call Operations East*
- *Advise contingency plan on traincrew information monitors (TIM) ) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich*
- *Last shuttle train at Wickford must be held to connect with last down services for Southend*

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 88

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE15**

### Full Line Blockage Between Liverpool Street and Stratford

plan version: 6

#### Alternative Transport

- Bus 25 Between Bank or Aldgate and Stratford
  - Bus 205 between Liverpool Street and Bow Church connecting with DLR services between Bow Church and Stratford
  - London Underground via any reasonable route
  - DLR via any reasonable route
  - Greater Anglia via any reasonable route
  - c2c services via any reasonable route
  - London Overground services via any reasonable route
  - Great Northern services between King's Cross and Cambridge / Ely (journey time 45 minutes to Cambridge, 65 minutes to Ely) for connections on Abellio Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time 60 Minutes Ely-Norwich)
- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).

#### Customer Message

##### TfL Rail

##### **Liverpool Street - Stratford**

**[delay reason] at [location]**

Trains will start from Stratford and will call at all stations.

Minor/Severe delays operating on the rest of the line.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes. Valid National Rail tickets will be accepted by London Buses, London Underground, Greater Anglia, c2c and London Overground services.

Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check Greateranglia.co.uk, tfl.gov.co.uk or nationalrail.co.uk for further information.

##### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*The trains that run will start and terminate at Stratford.*

*This is affecting Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Southend Victoria, Braintree, Chelmsford, Witham, Colchester, Colchester Town, Harwich, Southminster, Ipswich and Norwich.*



## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 89

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**GE15**

### Full Line Blockage Between Liverpool Street and Stratford

plan version: 6

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.*

*Customers are advised to use London Underground Central line services on which Greater Anglia tickets will be accepted.*

*Greater Anglia tickets will be further accepted on:*

*London Buses on reasonable routes.*

*TfL Rail*

*c2c*

*Great Northern*

*Journey times will be extended by up to [xx]mins.*

#### Internal Message to include

Contingency Plan GE15 is in operation/ being implemented  
with no/ the following variations.

**Advise customers to postpone their travel where possible or use alternatives.**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 90

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE15**

### Full Line Blockage Between Liverpool Street and Stratford

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

#### **Greater Anglia Service Update at xx:xx**

Owing to a xxx between London and Stratford the 2 lines London-bound/Stratford-bound are currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from London, we are currently running a reduced train service to/from Stratford and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a 20 minute frequency service between London and Southend. A shuttle service is in operation between Wickford and Southminster and customers travelling to/from Stratford to these stations should change at Wickford. Customers may also use C2C services to Southend from Fenchurch Street.

**London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:** Services which would normally run between London and Harwich are running between Manningtree and Harwich in both directions. Customers wishing to travel to/from these stations should change at Manningtree. We are running a limited service on all other routes to and from Stratford and Greater Anglia would like to apologise to customers for any overcrowding which occurs as a result. Customers for Norwich may travel on GTR services between Kings Cross and Cambridge and transfer to Greater Anglia services between Cambridge and Norwich.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

#### **MTR Crossrail Service Update at xx:xx**

**Metro Services (London – Shenfield stopping services):** We are currently running a ten-minute frequency service stopping at all stations between Stratford and Shenfield in both directions. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on London Underground and London bus services on all reasonable routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 91

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE16**

### Full Line Blockage Between Stratford and Ilford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> None</p> <p><b><u>PM PEAK</u></b> None</p> <p><b><u>OFF-PEAK</u></b> None</p>	<p><b><u>AM PEAK</u></b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      3 per hour: Greater Anglia G/E Service--&lt;To Start &amp; Terminate at Shenfield&gt;                      3 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Ilford&gt;                      1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;                      1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;                      4 per hour: MTR Crossrail Services--&lt;To Start &amp; Terminate at Ilford&gt;</p> <p><b><u>PM PEAK</u></b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      3 per hour: Greater Anglia G/E Service--&lt;To Start &amp; Terminate at Shenfield&gt;                      3 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Ilford&gt;                      1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;                      1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;                      4 per hour: MTR Crossrail Services--&lt;To Start &amp; Terminate at Ilford&gt;</p> <p><b><u>OFF-PEAK</u></b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      3 per hour: Greater Anglia G/E Service--&lt;To Start &amp; Terminate at Shenfield&gt;                      3 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Ilford&gt;                      1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;                      1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;                      4 per hour: MTR Crossrail Services--&lt;To Start &amp; Terminate at Ilford&gt;</p>	<p><b><u>AM PEAK</u></b>  <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b>  <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b>  <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 92

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE16**

### Full Line Blockage Between Stratford and Ilford

plan version: 6

<b>Instructions to Signallers / Controllers</b>	<p><b>This plan will require a revised traincrew diagrams and constant stepping up of stock at Ilford / Shenfield to avoid platform congestion This will also involve stepping up of stocks and crew. <b>Must have a train crew manager on site at Ilford to do this. Should also consider having a traincrew manager at GideaPark).</b></b></p> <p>Divert freight via T&amp;H where possible... divert GE freight via Bury St Edmunds &amp; across country Block on freight to adjoining routes</p> <p>1Kxx Services Southend Victoria - Ilford MUST be 8 car units.</p>
<b>Operational Resources Required</b>	<p><b>MOM's or Maintenance staff capable of route setting to be moved / positioned at Ilford to ensure that someone is on site should there be issues with pointwork.</b></p>
<b>Critical Infrastructure</b>	<p><b>Points:, 2183, 2184, 2185, 2199, 2200, 2201</b></p>
<b>Customer Service Staff Deployment</b>	<p>TfL Rail</p> <ul style="list-style-type: none"> <li>• CSL2 and line status to be declared by control</li> <li>• TFL Rail staff to follow TFL Rail's PIDD local delivery plan</li> <li>• CAT Team to be deployed where necessary to assist staff and customers.</li> </ul> <p>GREATER ANGLIA</p> <ul style="list-style-type: none"> <li>• CSL2 mobilised East and West via on-call structure</li> <li>• HQ staff support to Liverpool Street for evening peak</li> <li>• RPIs and MTST support at Liverpool Street, Stratford and Shenfield</li> <li>• Request Driver Manager to Liverpool Street, Stratford and Shenfield via On-Call Operations East</li> <li>• Advise contingency plan on traincrew information monitors (TIM) ) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich</li> <li>• Last shuttle train at Wickford must be held to connect with last down services for Southend</li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>• London Buses via any reasonable route, including: <ul style="list-style-type: none"> <li>• Bus 25 between Stratford and Ilford</li> <li>• Bus 86 between Stratford, Ilford and Romford</li> </ul> </li> <li>• London Underground via any reasonable route</li> <li>• Greater Anglia services between Romford and Shenfield</li> <li>• TfL Rail services between Ilford and Shenfield</li> <li>• c2c services between Fenchurch Street and Upminster</li> <li>• London Overground services between Romford and Upminster</li> <li>• Great Northern services between King's Cross and Cambridge / Ely (journey time 45 minutes to Cambridge, 65 minutes to Ely) for connections on Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time 60</li> </ul>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 93

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE16**

### Full Line Blockage Between Stratford and Ilford

plan version: 6

Minutes Ely-Norwich

- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).

#### Customer Message

##### TfL Rail

##### **STRATFORD TO ILFORD, – SUSPENDED**

**[delay reason]** at **[location]**

Trains will start from Ilford and call at all stations to Shenfield.

Minor/Severe delays are operating on the rest of the line.

**[delay reason]** at **[location]**

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes from Fenchurch Street for c2c services, London Underground and Local Buses. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, London Overground, Greater Anglia and c2c services.

Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check Greateranglia.co.uk, tfl.gov.co.uk or nationalrail.co.uk for further information.

##### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Southend Victoria, Braintree, Chelmsford, Witham, Colchester, Colchester Town, Harwich, Southminster, Ipswich and Norwich.*

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check tfl.gov.uk or nationalrail.co.uk for further information.*

*Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.*

*TfL Rail*

*c2c*

*Great Northern*

*Journey times will be extended by up to [xx]mins.*

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 94

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**GE16**

**Full Line Blockage Between Stratford and Ilford**

**plan version: 6**

**Internal  
Message to  
include**

Contingency Plan GE16 is in operation/ being implemented  
with no/ the following variations.

**Advise customers to postpone their travel where possible or use alternatives.**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 95

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE16**

### Full Line Blockage Between Stratford and Ilford

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

#### **Greater Anglia Service Update at xx:xx**

Owing to a xxx between Ilford and Stratford the lines are currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

Owing to the line closure, we are currently running a reduced train service to/from Shenfield and a limited frequency Metro service to Ilford and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a 30 minute frequency service between Ilford and Southend. A shuttle service is in operation between Wickford and Southminster and customers travelling to/from Stratford to these stations should change at Wickford. Customers may also use C2C services between Southend and Fenchurch Street. Abellio Greater Anglia would like to apologise to customers for the limited service, extended journey times and any overcrowding which occurs as a result.

**London – Chelmsford, Colchester, Clacton, Ipswich and surrounding branch lines:** A limited train service is in operation between Chelmsford, Colchester, Clacton, Ipswich and Shenfield. Customers travelling to and from London to these destinations are advised to travel to Witham where a rail replacement bus is in operation to Stansted Airport. Customers may then continue their journey using Stansted Express services to/ from London Liverpool Street.

Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester.

Greater Anglia would like to apologise to customers for the limited service, extended journey times and any overcrowding which occurs as a result.

#### **London – Norwich**

Customers for Norwich may travel on GTR services between Kings Cross and Cambridge and transfer to Greater Anglia services between Cambridge and Norwich.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

#### **MTR Crossrail Service Update at xx:xx**

**Metro Services (London – Shenfield stopping services):** We are currently running a 20 minute frequency service stopping at all stations between Ilford and Shenfield in both directions. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on London Underground and London bus services on all reasonable routes. TfL Bus 86 operates all stations between Stratford and Romford and TfL Bus 25 from Stratford to Ilford.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 96

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE17**

### Full Line Blockage Between Ilford and Gidea Park

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> None</p> <p><b><u>PM PEAK</u></b> None</p> <p><b><u>OFF-PEAK</u></b> None</p>	<p><b><u>AM PEAK</u></b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt;                      8 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Shenfield.&gt;                      1 per hour: Greater Anglia Harwich Shuttle--&lt; Operates as Manningtree-Harwich shuttle&gt;                      1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;                      2 per hour: MTR Crossrail Service--&lt;Operates Shenfield - Gidea Park&gt;                      4 per hour: MTR Crossrail Services--&lt;Operates Liverpool Street - Ilford&gt;                 </p> <p><b><u>PM PEAK</u></b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt;                      8 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Shenfield.&gt;                      1 per hour: Greater Anglia Harwich Shuttle--&lt; Operates as Manningtree-Harwich shuttle&gt;                      1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;                      2 per hour: MTR Crossrail Service--&lt;Operates Shenfield - Gidea Park&gt;                      4 per hour: MTR Crossrail Services--&lt;Operates Liverpool Street - Ilford&gt;                 </p> <p><b><u>OFF-PEAK</u></b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt;                      8 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Shenfield.&gt;                      1 per hour: Greater Anglia Harwich Shuttle--&lt; Operates as Manningtree-Harwich shuttle&gt;                      1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;                      2 per hour: MTR Crossrail Service--&lt;Operates Shenfield - Gidea Park&gt;                      4 per hour: MTR Crossrail Services--&lt;Operates Liverpool Street - Ilford&gt;                 </p>	<p><b><u>AM PEAK</u></b>  <b>All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</b>  <b>All: MTR Crossrail--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</b> </p> <p><b><u>PM PEAK</u></b>  <b>All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</b>  <b>All: MTR Crossrail--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</b> </p> <p><b><u>OFF-PEAK</u></b>  <b>All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</b>  <b>All: MTR Crossrail--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</b> </p>



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 97

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE17**

### Full Line Blockage Between Ilford and Gidea Park

plan version: 6

Instructions to Signallers / Controllers	<p>This plan will require a revised traincrew diagrams and constant stepping up of stock at Ilford / Shenfield to avoid platform congestion. This will also involve stepping up of stocks and crew. <b>Must have a train crew manager on site at Ilford to do this. Should also consider having a traincrew managers at GideaPark Shenfield and Chadwell Heath)</b></p> <p><b>Freight Services to be diverted cross country where possible</b></p>
Operational Resources Required	<p>MOM's or Maintenance staff capable of route setting to be moved / positioned at Ilford &amp; Shenfield to ensure that someone is on site should there be issues with pointwork</p>
Critical Infrastructure	<p>Points at Ilford: 2173, 2177, 2178, 2179, Points at Gidea: 2223 Points at Shenfield: 2259, 2261, 2268, 2272, 2281, 2282, 2284, 2294, 2295,</p>
Customer Service Staff Deployment	<p>TfL Rail</p> <ul style="list-style-type: none"> <li>• CSL2 and line status to be declared by control</li> <li>• TFL Rail staff to follow TFL Rail's PIDD local delivery plan</li> <li>• CAT Team to be deployed where necessary to assist staff and customers.</li> </ul> <p>GREATER ANGLIA</p> <ul style="list-style-type: none"> <li>• CSL2 mobilised East and West via on-call structure</li> <li>• HQ staff support to Liverpool Street for evening peak</li> <li>• RPIs and MTST support at Liverpool Street, Stratford and Shenfield</li> <li>• Request Driver Manager to Liverpool Street, Stratford and Shenfield via On-Call Operations East</li> <li>• Advise contingency plan on traincrew information monitors (TIM) ) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich</li> <li>• Last shuttle train at Wickford must be held to connect with last down services for Southend</li> </ul>
Alternative Transport	<ul style="list-style-type: none"> <li>• London Buses via any reasonable route; Route 86 between Ilford and Romford, Routes 174, 294 496 and 498 run between Gidea Park and Romford</li> <li>• London Underground via any reasonable route</li> <li>• Greater Anglia services between Romford and Shenfield</li> <li>• c2c services between Fenchurch Street and Southend Central via Barking and Upminster</li> <li>• London Overground services between Romford and Upminster</li> <li>• Great Northern services between King's Cross and Cambridge / Ely (journey time 45 minutes to Cambridge, 65 minutes to Ely) for connections on Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time 60 Minutes Ely-Norwich)</li> </ul> <p>Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich.</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 98

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE17**

### Full Line Blockage Between Ilford and Gidea Park

plan version: 6

#### Customer Message

#### ILFORD TO GIDEA PARK, – SUSPENDED

**[delay reason]** at **[location]**

Trains will run between Liverpool Street and Ilford.  
Trains will run between Gidea Park and Shenfield.

Minor/Severe delays are operating on the rest of the line.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes from Fenchurch Street for c2c services, London Underground and Local Buses. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, London Overground, Greater Anglia and c2c services.

Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check [Abelliogreateranglia.co.uk](http://Abelliogreateranglia.co.uk), [tfl.gov.co.uk](http://tfl.gov.co.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.

#### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Southend Victoria, Braintree, Chelmsford, Witham, Colchester, Colchester Town, Harwich, Southminster, Ipswich and Norwich.*

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.*

***Customers to and from Southend Victoria are advised to use c2c services between Fenchurch Street and Southend Central***

*Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
TfL Rail  
c2c  
Great Northern  
Journey times will be extended by up to [xx]mins.*

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 99

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**GE17**

**Full Line Blockage Between Ilford and Gidea Park**

**plan version: 6**

**Internal  
Message to  
include**

Contingency Plan GE17 is in operation/ being implemented  
with no/ the following variations.

**Advise customers to postpone their travel where possible or use alternatives.**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 100

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE17**

### Full Line Blockage Between Ilford and Gidea Park

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

#### **Greater Anglia Service Update at xx:xx**

Owing to a xxx between Ilford and Gidea Park the lines are currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

Owing to the line closure, we are currently running a reduced train service and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a 30 minute frequency service between Shenfield and Southend. A shuttle service is in operation between Wickford and Southminster. Customers travelling to/from London to Southend are advised to use C2C services between Southend and Fenchurch Street. Customers travelling to/from Southminster and London should change at Wickford and travel to Southend for transfer to C2C services to and from London. Greater Anglia would like to apologise to customers for the limited service, extended journey times and any overcrowding which occurs as a result.

**London – Chelmsford, Colchester, Clacton, Ipswich and surrounding branch lines:** A limited train service is in operation between Chelmsford, Colchester, Clacton, Ipswich and Shenfield. Customers travelling to and from London to these destinations are advised to travel to Witham where a rail replacement bus is in operation to Stansted Airport. Customers may then continue their journey using Stansted Express services to/ from London Liverpool Street.

Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester.

Greater Anglia would like to apologise to customers for the limited service, extended journey times and any overcrowding which occurs as a result.

#### **London – Norwich**

Customers for Norwich may travel on GTR services between Kings Cross and Cambridge and transfer to Greater Anglia services between Cambridge and Norwich.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

#### **MTR Crossrail Service Update at xx:xx**

**Metro Services (London – Shenfield stopping services):** We are currently running a 20 minute frequency service stopping at all stations between Ilford and London in both directions and a 30 minute frequency service between Gidea Park and Shenfield. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on London Underground and London bus services on all reasonable routes. TfL Bus 86 operates all stations between Stratford and Romford and TfL Bus 25 from Stratford to Ilford.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 101

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE18**

### Full Line Blockage Between Gidea Park & Shenfield

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> None</p> <p><b>PM PEAK</b> None</p> <p><b>OFF-PEAK</b> None</p>	<p><b>AM PEAK</b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt;  8 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Shenfield&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;  1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;  6 per hour: MTR Crossrail Services--&lt;Operates Liverpool Street - Gidea Park&gt;</p> <p><b>PM PEAK</b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt;  8 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Shenfield&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;  1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;  6 per hour: MTR Crossrail Services--&lt;Operates Liverpool Street - Gidea Park&gt;</p> <p><b>OFF-PEAK</b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt;  8 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Shenfield&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt;  1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;  6 per hour: MTR Crossrail Services--&lt;Operates Liverpool Street - Gidea Park&gt;</p>	<p><b>AM PEAK</b>  <b>All: Greater Anglia</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b>  <b>All: Greater Anglia</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b>  <b>All: Greater Anglia</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  <b>All: MTR Crossrail</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 102

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE18**

### Full Line Blockage Between Gidea Park & Shenfield

plan version: 6

<b>Instructions to Signallers / Controllers</b>	This plan will require a revised traincrew diagrams and constant stepping up of stock at Ilford / Shenfield to avoid platform congestion This will involve stepping up of stocks and crew. <b>Must have a train crew manager on site at Ilford to do this. Should also consider having a traincrew managers at GideaPark and Shenfield)</b>
<b>Operational Resources Required</b>	MOM's or Maintenance staff capable of route setting to be moved / positioned at Ilford & Shenfield to ensure that someone is on site should there be issues with pointwork
<b>Critical Infrastructure</b>	<p><b>Points at Ilford:</b> 2173, 2177, 2178, 2179,</p> <p><b>Points at Gidea:</b> 2223</p> <p><b>Points at Shenfield:</b> 2259, 2261, 2268, 2272, 2281, 2282, 2284, 2294, 2295,</p>
<b>Customer Service Staff Deployment</b>	<p>TfL Rail</p> <ul style="list-style-type: none"> <li>• CSL2 and line status to be declared by control</li> <li>• TFL Rail staff to follow TFL Rail's PIDD local delivery plan</li> <li>• CAT Team to be deployed where necessary to assist staff and customers.</li> </ul> <p>GREATER ANGLIA</p> <ul style="list-style-type: none"> <li>• CSL2 mobilised East and West via on-call structure</li> <li>• HQ staff support to Liverpool Street for evening peak</li> <li>• RPIs and MTST support at Liverpool Street, Stratford and Shenfield</li> <li>• Request Driver Manager to Liverpool Street, Stratford and Shenfield via On-Call Operations East</li> <li>• Advise contingency plan on traincrew information monitors (TIM) ) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich</li> <li>• Last shuttle train at Wickford must be held to connect with last down services for Southend</li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>• London Buses via any reasonable route, Bus 498 between Gidea Park and Brentwood via Harold Wood</li> <li>• London Underground via any reasonable route</li> <li>• Greater Anglia services between London Liverpool Street and Shenfield</li> <li>• c2c services between Fenchurch Street and Southend Central via Barking and Upminster.</li> <li>• London Overground services between Romford and Upminster</li> <li>• Great Northern services between King's Cross and Cambridge / Ely (journey time 45 minutes to Cambridge, 65 minutes to Ely) for connections on Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time 60 Minutes Ely-Norwich</li> <li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich.</li> </ul>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 103

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE18**

### Full Line Blockage Between Gidea Park & Shenfield

plan version: 6

#### Customer Message

**[delay reason]** at **[location]**

Trains will run between Liverpool Street and Gidea Park

Minor/Severe delays are operating on the rest of the line.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes from Fenchurch Street for c2c services, London Underground and Local Buses. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, London Overground, Greater Anglia and c2c services.

Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check [Abelliogreateranglia.co.uk](http://Abelliogreateranglia.co.uk), [tfl.gov.co.uk](http://tfl.gov.co.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.

#### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Southend Victoria, Braintree, Chelmsford, Witham, Colchester, Colchester Town, Harwich, Southminster, Ipswich and Norwich.*

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.*

*Customers to and from Southend Victoria are advised to use c2c services between Fenchurch Street and Southend Central  
Customers to and from Ipswich and Norwich are advised to travel via Cambridge on Greater Anglia services from Liverpool Street or Great Northern services from Kings's Cross.  
And tCambridge*

*Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
TfL Rail  
c2c  
Great Northern  
Journey times will be extended by up to [xx]mins.*

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 104

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**GE18**

**Full Line Blockage Between Gidea Park & Shenfield**

**plan version:** 6

**Internal  
Message to  
include**

Contingency Plan GE18 is in operation/ being implemented  
with no/ the following variations.

**Advise customers to postpone their travel where possible or use alternatives.**



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 105

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE18**

### Full Line Blockage Between Gidea Park & Shenfield

plan version: 6

**Electronic Information (whiteboard, website, social media)**

#### **Greater Anglia Service Update at xx:xx**

Owing to a xxx between Ilford and Gidea Park the lines are currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

Owing to the line closure, we are currently running a reduced train service and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a 30 minute frequency service between Shenfield and Southend. A shuttle service is in operation between Wickford and Southminster. Customers travelling to/from London to Southend are advised to use C2C services between Southend and Fenchurch Street. Customers travelling to/from Southminster and London should change at Wickford and travel to Southend for transfer to C2C services to and from London. Greater Anglia would like to apologise to customers for the limited service, extended journey times and any overcrowding which occurs as a result.

**London – Chelmsford, Colchester, Clacton, Ipswich and surrounding branch lines:** A limited train service is in operation between Chelmsford, Colchester, Clacton, Ipswich and Shenfield. Customers travelling to and from London to these destinations are advised to travel to Witham where a rail replacement bus is in operation to Stansted Airport. Customers may then continue their journey using Stansted Express services to/ from London Liverpool Street.

Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester.

Greater Anglia would like to apologise to customers for the limited service, extended journey times and any overcrowding which occurs as a result.

#### **London – Norwich**

Customers for Norwich may travel on GTR services between Kings Cross and Cambridge and transfer to Greater Anglia services between Cambridge and Norwich.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

#### **MTR Crossrail Service Update at xx:xx**

**Metro Services (London – Shenfield stopping services):** We are currently running a 10 minute frequency service stopping at all stations between Liverpool Street and Gidea Park in both directions. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on London Underground and London bus services on all reasonable routes. TfLBus 86 operates all stations between Stratford and Romford and TfL Bus 25 from Stratford to Ilford.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 106

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE19** Full Line Blockage Between Shenfield & Chelmsford (with Southend Line unaffected)

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham Shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt; 2 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Chelmsford&gt; 1 per hour: Greater Anglia Witham Shuttle--&lt;Operates as Norwich - Witham Shuttle&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham Shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt; 2 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Chelmsford&gt; 1 per hour: Greater Anglia Witham Shuttle--&lt;Operates as Norwich - Witham Shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham Shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt; 2 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Chelmsford&gt; 1 per hour: Greater Anglia Witham Shuttle--&lt;Operates as Norwich - Witham Shuttle&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 107

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE19 Full Line Blockage Between Shenfield & Chelmsford (with Southend Line unaffected)

plan version: 6

<b>Instructions to Signallers / Controllers</b>	<p><b>Must have a train crew manager on site at Chelmsford to do this.</b></p> <p>Divert freight via BurySt Edmunds &amp; across country up to W9 traffic only</p>
<b>Operational Resources Required</b>	<b>MOM's or Maintenance staff capable of route setting to be moved / positioned at Chelmsford to ensure that someone is on site should there be issues with pointwork</b>
<b>Critical Infrastructure</b>	<p><b>Points at Chelmsford:</b> 2349, 2356,</p> <p><b>Points at Witham:</b> 2367, 2368, 2374, 2377, 2381,</p>
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>• CSL2 mobilised North and Southeast via on-call structure.</li> <li>• HQ staff support to Liverpool Street for evening peak</li> <li>• RPIs and MTST support at Shenfield, Witham and Billericay.</li> <li>• <b>Request Driver Manager to Chelmsford, Witham &amp; Colchester</b></li> <li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich.</li> <li>• Request Octagon staff to attend Colchester Town (when booked unmanned)</li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>• TFL ticket Acceptance on Metropolitan line between Liverpool St and Kings Cross (must check as operating good service)</li> <li>• Customers London-Norwich to travel via Cambridge and GTR to Kings Cross.</li> <li>• Ticket acceptance on C2C (Essex Thameside routes)</li> <li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li> <li>• Establish rail replacement bus link Witham-Billericay.</li> <li>• Establish rail replacement bus link Shenfield, Ingatestone and Chelmsford. Between 15:30 and 16:30hrs, school children travelling London-bound from Ingatestone should be given priority.</li> </ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Shenfield and Chelmsford, the mainline is currently closed. Trains are operating to and from Chelmsford, Colchester and Ipswich. A rail replacement bus service is in <b>preparation/ operation</b> between Billericay and Witham where customers may continue their journey via Southend services to and from London.</p> <p>Customers for Ingatestone may travel to either Shenfield or Chelmsford where a limited rail-replacement bus service is in preparation/ operation. Normal services are expected to resume at <b>xxxxxxx</b>.</p>
<b>Internal Message to include</b>	Contingency Plan GE19 is in <b>operation/ being implemented</b> with <b>no/ the following</b> variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 108

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE19 Full Line Blockage Between Shenfield & Chelmsford (with Southend Line unaffected)

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Chelmsford and Shenfield the line is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from Shenfield and Chelmsford we are currently running a reduced train service and expect this to continue until approximately xx:xx

#### London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:

All services are currently suspended between Chelmsford and Shenfield. Customers to and from London are advised that a rail replacement bus service is operating between Witham and Billericay connecting with train services between London and Southend.

Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester.

Services which would normally run between London and Braintree are running between Witham and Braintree in both directions. Customers wishing to travel to/from these stations should change at Witham.

Services are suspended to/from Colchester Town. Customers are advised to use local buses to and from Colchester.

Customers wishing to travel to/from Ingatestone are advised to travel to either to Shenfield or to Chelmsford where a limited rail-replacement bus service is/ will be in operation.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 109

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE20**

### Full Line Blockage Between Chelmsford & Witham

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt; 2 per hour: Greater Anglia G/E Service--&lt;To Start &amp; Terminate at Witham&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Chelmsford&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt; 2 per hour: Greater Anglia G/E Service--&lt;To Start &amp; Terminate at Witham&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Chelmsford&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates as Norwich - Colchester Shuttle&gt; 2 per hour: Greater Anglia G/E Service--&lt;To Start &amp; Terminate at Witham&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Chelmsford&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 110

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE20**

### Full Line Blockage Between Chelmsford & Witham

plan version: 6

#### Instructions to Signallers / Controllers

##### **INSTRUCTIONS TO CONTROLLERS:**

**Must have train crew managers on site at Witham & Chelmsford to do this.**

Divert freight via BurySt Edmunds & across country up to W9 traffic only

#### Operational Resources Required

MOM's or Maintenance staff capable of route setting to be moved / positioned at Chelmsford & Witham to ensure that someone is on site should there be issues with pointwork

#### Critical Infrastructure

**Points at Chelmsford:** 2349, 2352

**Points at Witham:** 2367, 2368, 2374, 2377, 2381,

**Points at Kelvedon:** 2384, 2387

#### Customer Service Staff Deployment

- 
- CSL2 mobilised North via on-call structure
- HQ staff support to Liverpool Street for evening peak
- RPIs and MTST support at Witham
- Request Driver Manager to Chelmsford and Witham via On-Call Operations L1 North
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich.
- Request Octagon staff to attend Colchester Town (when booked unmanned)

#### Alternative Transport

- 
- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)
- Customers London-Norwich to travel via Cambridge and GTR to Kings Cross
- Establish rail replacement bus link Witham-Billericay

#### Customer Message

Owing to a {xxx} between Witham and Chelmsford, the mainline is currently closed. Trains are operating to and from Witham to Colchester, Clacton and Ipswich. A rail replacement bus service is in preparation/ operation between Billericay and Witham where customers may continue their journey via Southend services to and from London. Customers for Hatfield Peveral may travel to either Witham or Chelmsford where a limited rail-replacement bus service is in preparation/ operation. Normal services are expected to resume at xxxxxx.

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 111

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**GE20**

**Full Line Blockage Between Chelmsford & Witham**

**plan version:** 6

**Internal  
Message to  
include**

Contingency Plan GE20 is in operation/ being implemented  
with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 112

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE20**

### Full Line Blockage Between Chelmsford & Witham

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Chelmsford and Witham the line is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity between Shenfield and Chelmsford we are currently running a reduced train service and expect this to continue until approximately xx:xx

#### **London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:**

All services are currently suspended between Chelmsford and Shenfield. Customers to and from London are advised that a rail replacement bus service is operating between Witham and Billericay connecting with train services operating between London and Southend.

Services which would normally run between London and Harwich are running between Colchester and Harwich in both directions. Customers wishing to travel to/from these stations should change at Colchester.

Services which would normally run between London and Braintree are running between Witham and Braintree in both directions. Customers wishing to travel to/from these stations should change at Witham.

Services are suspended to/from Colchester Town. Customers are advised to use local buses to and from Colchester.

Customers wishing to travel to/from Ingatestone are advised to travel to either to Shenfield or to Chelmsford where a limited rail-replacement bus service is/ will be in operation.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 113

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE21**

### Full Line Blockage Between Witham & Colchester

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia Colchester Shuttle--<Operates Norwich - Colchester Shuttle> 2 per hour: Greater Anglia Witham Shuttle--<Operates Liverpool Street - Witham>	<u>AM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia Colchester Shuttle--<Operates Norwich - Colchester Shuttle> 2 per hour: Greater Anglia Witham Shuttle--<Operates Liverpool Street - Witham>	<u>PM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia Colchester Shuttle--<Operates Norwich - Colchester Shuttle> 2 per hour: Greater Anglia Witham Shuttle--<Operates Liverpool Street - Witham>	<u>OFF-PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 114

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE21

### Full Line Blockage Between Witham & Colchester

plan version: 6

<b>Instructions to Signallers / Controllers</b>	<b>Must have train crew managers on site at Colchester &amp; Witham</b> Divert freight via BurySt Edmunds & across country up to W9 traffic only
<b>Operational Resources Required</b>	MOM's or Maintenance staff capable of route setting to be moved / positioned at Witham & Colchester to ensure that someone is on site should there be issues with pointwork.
<b>Critical Infrastructure</b>	<b>Points at Witham:</b> 2367, 2368, 2369, 2370 <b>Points at Colchester:</b> 3025, 3026, 3029, 3032, 3033, 3059
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised North via on-call structure</li><li>• HQ staff support to Liverpool Street for evening peak</li><li>• RPIs and MTST support at Witham</li><li>• Request Driver Manager to Colchester and Witham via On-Call Operations L1 North</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich.</li><li>• Request Octagon staff to attend Colchester Town (when booked unmanned) and Colchester.</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Customers London-Norwich to travel via Cambridge and GTR to Kings Cross</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li><li>• Establish rail replacement bus link Witham-Colchester within 60 minutes.</li></ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Witham and Colchester, the mainline is currently closed. Trains are operating to and from Colchester to Clacton, Ipswich and Norwich. A rail replacement bus service is in preparation/ operation between Colchester and Witham where customers may continue their journey to and from London.</p> <p>Normal services are expected to resume at xxxxxxx.</p>
<b>Internal Message to include</b>	Contingency Plan GE21 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 115

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE21**

### Full Line Blockage Between Witham & Colchester

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Colchester and Witham the line is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

A rail replacement bus service is in preparation/ operation between Colchester and Witham where customers may continue their journey to and from London.

and expect this to continue until approximately xx:xx

#### **London – Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:**

All services are currently suspended between Colchester and Witham. Customers to and from London are advised that a rail replacement bus service is operating between Witham and Colchester connecting with train services operating to Clacton, Ipswich and Norwich and from Witham to London.

Services which would normally run between London and Harwich are running between Manningtree and Harwich in both directions. Customers wishing to travel to/from these stations should change at Manningtree.

Customers travelling to/ from Norwich are advised to travel via Cambridge and connect with Govia Thameslink Railway services to/ from Kings Cross.

Customers travelling to Kelvedon or Marks Tey are advised that a rail replacement bus service is in operation calling at all stations between Colchester and Witham.

Services are suspended to/from Colchester Town. Customers are advised to use local buses to and from Colchester.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 116

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE22**

### Full Line Blockage Between Colchester & Manningtree

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia G/E Service--&lt;Operates Norwich - Manningtree&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia G/E Service--&lt;Operates Norwich - Manningtree&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Greater Anglia G/E Service--&lt;Operates Norwich - Manningtree&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Colchester&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 117

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE22**

## Full Line Blockage Between Colchester & Manningtree

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Divert freight via BurySt Edmunds & across country up to W9 traffic only
<b>Operational Resources Required</b>	MOM's or Maintenance staff capable of route setting to be moved / positioned at Colchester & Manningtree to ensure that someone is on site should there be issues with pointwork.
<b>Critical Infrastructure</b>	<b>Points at Colchester:</b> 3012, 3015, 3023 <b>Points at Manningtree:</b> 1261
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised North via on-call structure</li> <li>• RPIs and MTST support at Manningtree</li> <li>• Request Driver Manager to Colchester and Manningtree via On-Call Operations L1 North</li> <li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Ipswich and Norwich.</li> <li>• Request Octagon staff to attend Colchester Town (when booked unmanned) and Colchester.</li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>•</li> <li>• Customers London-Norwich to travel via Cambridge and GTR to Kings Cross</li> <li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li> <li>• Establish rail replacement bus link Manningtree and Colchester within 60 minutes.</li> </ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Manningtree and Colchester, the mainline is currently closed. Trains are operating to and from Colchester to Clacton, Ipswich and Norwich. A rail replacement bus service is in preparation/ operation between Colchester and Manningtree where customers may continue their journey to and from London.</p> <p>Normal services are expected to resume at xxxxxx.</p>
<b>Internal Message to include</b>	Contingency Plan GE22 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 118

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE22**

### Full Line Blockage Between Colchester & Manningtree

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Greater Anglia Service Update at xx:xx

Owing to a xxx between Colchester and Manningtree the line is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

A rail replacement bus service is in preparation/ operation between Colchester and Manningtree where customers may continue their journey to and from London.

and expect this to continue until approximately xx:xx

#### **London – Ipswich, Norwich and surrounding branch lines:**

All services are currently suspended between Colchester and Manningtree. Customers to and from London are advised that a rail replacement bus service is operating between Manningtree and Colchester connecting with train services operating to and from Colchester to London.

Services which would normally run between London and Harwich are running between Manningtree and Harwich in both directions. Customers wishing to travel to/from these stations should change at Manningtree.

Customers travelling to/ from Norwich are advised to travel via Cambridge and connect with GTR services to/ from Kings Cross.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 119

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE23**

### Full Line Blockage Between Manningtree & Ipswich

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Freight-1 Freight Path each direction per hour-&lt;&gt; All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Manningtree&gt; 2 per hour: Greater Anglia Ipswich Shuttle--&lt;Operates as Norwich - Ipswich Shuttle&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Manningtree&gt; 2 per hour: Greater Anglia Ipswich Shuttle--&lt;Operates as Norwich - Ipswich Shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Manningtree&gt; 2 per hour: Greater Anglia Ipswich Shuttle--&lt;Operates as Norwich - Ipswich Shuttle&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 120

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE23**

### Full Line Blockage Between Manningtree & Ipswich

plan version: 6

<b>Instructions to Signallers / Controllers</b>	<p>Shunting to take place at Manningtree North Jn if available. Shunting can also take place at Mistley. Permission should be obtained from Operations on-call level 2 to start passenger services from the down main platform (platform 3) at Manningtree if this is necessary.</p> <p>Divert freight via BurySt Edmunds &amp; across country up to W9 traffic only</p>
<b>Operational Resources Required</b>	<p>MOM's or Maintenance staff capable of route setting to be moved / positioned at Manningtree &amp; Ipswich to ensure that someone is on site should there be issues with pointwork.</p>
<b>Critical Infrastructure</b>	<p><b>Points at Manningtree &amp; Mistley:</b> 1247, 1252, 1254, 1262, 1271, 1272  <b>Points at Ipswich:</b> 1323, 1326, 1327, 1341, 1342, 1343</p>
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised North via on-call structure</li> <li>• RPIs and MTST support at Manningtree</li> <li>• Request Driver Manager to Ipswich and Manningtree via On-Call Operations L1 North</li> <li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Ipswich and Norwich.</li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>•</li> <li>• Customers London-Norwich to travel via Cambridge and GTR to Kings Cross</li> <li>• Establish rail replacement bus link Manningtree and Colchester within 60 minutes.</li> <li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li> </ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Manningtree and Ipswich, the mainline is currently closed. Trains are operating at a reduced frequency to and from London and Manningtree and to and from, Ipswich and Norwich. A rail replacement bus service is in preparation/ operation between Ipswich and Manningtree where customers may continue their journey.</p> <p>Normal services are expected to resume at xxxxxxx.</p>
<b>Internal Message to include</b>	<p>Contingency Plan GE23 is in operation/ being implemented with no/ the following variations.</p>



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 121

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE23**

### Full Line Blockage Between Manningtree & Ipswich

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Ipswich and Manningtree the line is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

A rail replacement bus service is in preparation/ operation between Ipswich and Manningtree where customers may continue their journey to and from London and we expect this to continue until approximately xx:xx

#### London – Ipswich and Norwich:

All services are currently suspended between Ipswich and Manningtree. Customers to and from London are advised that a rail replacement bus service is operating between Manningtree and Colchester connecting with train services operating to and from Manningtree to London.

Customers travelling to/ from Ipswich are advised to travel to Manningtree and connect with rail replacement bus service.

Customers travelling to/ from Norwich are advised to travel via Cambridge and connect with GTR services to/ from Kings Cross.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 122

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE24** Full Line Blockage Between Ipswich & Stowmarket (Stowmarket - Haughley Jn Available)

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Stowmarket&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Stowmarket - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Stowmarket&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Stowmarket - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Stowmarket&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Stowmarket - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 123

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE24 Full Line Blockage Between Ipswich & Stowmarket (Stowmarket - Haughley Jn Available)

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Will require shunting in and out of the loop at Stowmarket
<b>Operational Resources Required</b>	MOM's or Maintenance staff capable of route setting to be moved / positioned at Ipswich & Stowmarket to ensure that someone is on site should there be issues with pointwork
<b>Critical Infrastructure</b>	<b>Points at Ipswich:</b> 1301, 1302, 1310, 1311, <b>Points at Stowmarket:</b> 2384, 2385, 2389 <b>Points at Diss:</b> 2451
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised North via on-call structure</li><li>• RPIs and MTSO support at Ipswich and Stowmarket</li><li>• CSL2 mobilised North via on-call structure</li><li>• Request Driver Manager to Ipswich and Stowmarket via On-Call Operations L1 North</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ipswich and Norwich.</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Norwich customers to/from London advised to travel GTR via Cambridge and take GA services Norwich-Cambridge or EMT services to Norwich-Ely.</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li><li>• Local buses (GA tickets not passed)</li><li>• Local Bus 87/88 operates all stations Ipswich to Stowmarket</li><li>• Local Bus 459 operates Stowmarket to Diss</li><li>• Establish rail replacement bus link calling all stations Ipswich-Diss</li></ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Stowmarket and Ipswich, the mainline is currently closed. A rail replacement bus service is in preparation/ operation between Ipswich and Diss where customers may continue their journey.</p> <p>Normal services are expected to resume at xxxxxx.</p>
<b>Internal Message to include</b>	Contingency Plan GE24 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 124

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE24 Full Line Blockage Between Ipswich & Stowmarket (Stowmarket - Haughley Jn Available)

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Haughley and Ipswich the line Norwich-bound and Ipswich-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

Train services are operating between London and Ipswich and between Norwich and Diss. Cambridge and Ipswich. We expect this to continue until approximately xx:xx

#### London – Stowmarket, Diss and Norwich:

Customers to/ from Diss and London are advised to travel to Norwich and then via Cambridge and GTR services to/from London Kings Cross.

Customers to/ from Stowmarket are advised to travel to via Cambridge and connect with GTR services to/from London Kings Cross.

Customers to/ from Norwich and London are advised to travel via Cambridge and GTR services to/from London Kings Cross.

Customers travelling between Stowmarket, Diss and Norwich to Ipswich and Colchester are advised that a limited rail-replacement bus service is currently in operation/ in preparation.

#### Ipswich – Cambridge and Peterborough:

Trains between Ipswich and Cambridge and between Ipswich and Peterborough will operate to/from Stowmarket. A rail replacement bus service is in operation/ in preparation between Ipswich and Stowmarket.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 125

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE24A** Full Line Blockage Between Ipswich & Stowmarket (If Stowmarket London End Crossover Available) plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Bury St Edmunds - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Bury St Edmunds - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Bury St Edmunds - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt; All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt; All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt; All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 126

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE24A** Full Line Blockage Between Ipswich & Stowmarket (If Stowmarket London End Crossover Available) plan version: 6

<b>Instructions to Signallers / Controllers</b>	In the event that Stowmarket loop is not accessible and Stowmarket London End crossover can not be used:
<b>Operational Resources Required</b>	MOM's or Maintenance staff capable of route setting to be moved / positioned at Ipswich & Stowmarket to ensure that someone is on site should there be issues with pointwork
<b>Critical Infrastructure</b>	<ul style="list-style-type: none"><li>•</li><li>• <b>Points at Ipswich:</b> 1301, 1302, 1310, 1311,</li><li>• <b>Points at Stowmarket:</b> 2384, 2385, 2389</li><li>• <b>Points at Diss:</b> 2451</li></ul>
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised North via on-call structure</li><li>• RPIs and MTSO support at Ipswich and Stowmarket</li><li>• CSL2 mobilised North via on-call structure</li><li>• Request Driver Manager to Ipswich and Stowmarket via On-Call Operations L1 North</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ipswich and Norwich.</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Norwich customers to/from London advised to travel GTR via Cambridge and take AGA services Norwich-Cambridge or EMT services to Norwich-Ely.</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li><li>• Local buses (AGA tickets not passed)</li><li>• Local Bus 87/88 operates all stations Ipswich to Stowmarket</li><li>• Local Bus 459 operates Stowmarket to Diss</li><li>• Establish rail replacement bus link calling all stations Ipswich-Diss</li></ul>
<b>Customer Message</b>	Owing to a {xxx} between Stowmarket and Ipswich, the mainline is currently closed. A rail replacement bus service is in preparation/ operation between Ipswich and Diss where customers may continue their journey. Normal services are expected to resume at xxxxxxx.
<b>Internal Message to include</b>	Contingency Plan GE24A is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 127

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE24A** Full Line Blockage Between Ipswich & Stowmarket (If Stowmarket London End Crossover Available) plan version: 6

#### **Electronic Information (whiteboard, website, social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a xxx between Haughley and Ipswich the line Norwich-bound and Ipswich-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

Train services are operating between London and Ipswich and between Norwich and Diss. Cambridge and Ipswich. We expect this to continue until approximately xx:xx

#### **London – Stowmarket, Diss and Norwich:**

Customers to/ from Diss and London are advised to travel to Norwich and then via Cambridge and GTR services to/from London Kings Cross.

Customers to/ from Stowmarket are advised to travel to via Cambridge and connect with GTR services to/from London Kings Cross.

Customers to/ from Norwich and London are advised to travel via Cambridge and GTR services to/from London Kings Cross.

Customers travelling between Stowmarket, Diss and Norwich to Ipswich and Colchester are advised that a limited rail-replacement bus service is currently in operation/ in preparation.

#### **Ipswich – Cambridge and Peterborough:**

Trains between Ipswich and Cambridge and between Ipswich and Peterborough will operate to/from Stowmarket. A rail replacement bus service is in operation/ in preparation between Ipswich and Stowmarket.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 128

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE25** Full Line Blockage Between Stowmarket & Diss (Stowmarket - Haughley Jn unavailable)

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Bury St Edmunds - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Bury St Edmunds - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Bury St Edmunds - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 129

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE25 Full Line Blockage Between Stowmarket & Diss (Stowmarket - Haughley Jn unavailable)

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Freight to be diverted via London Where possible
<b>Operational Resources Required</b>	None
<b>Critical Infrastructure</b>	<p><b>Points at Ipswich:</b> 1301, 1302, 1310, 1311</p> <p><b>Points at Diss:</b> 2451</p> <p><b>Points at Bury:</b> 27, 28</p>
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised North via on-call structure</li> <li>• RPIs and MTSO support at Ipswich and Stowmarket and unmanned stations where possible</li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>•</li> <li>• Norwich customers to/from London advised to travel GTR via Cambridge and take GA services Norwich-Cambridge or EMT services to Norwich-Ely.</li> <li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li> <li>• Local buses (GA tickets not passed)</li> <li>• Local Bus 384 operates all stations Bury St Edmunds to Stowmarket</li> <li>• Local Bus 87/88 operates all stations Ipswich to Stowmarket</li> <li>• Local Bus 459 operates Stowmarket to Diss</li> <li>• Establish rail replacement bus link calling all stations Ipswich-Diss</li> <li>• Establish rail replacement bus link calling all stations Ipswich-Bury St Edmunds</li> </ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Stowmarket and Haughley, train services between Ipswich and Norwich and between Bury St Edmunds and Ipswich have been suspended. A rail replacement bus service is in preparation/ operation to enable customers to continue their journey.</p> <p>Normal services are expected to resume at xxxxxxxx.</p>
<b>Internal Message to include</b>	Contingency Plan GE25 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 130

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE25 Full Line Blockage Between Stowmarket & Diss (Stowmarket - Haughley Jn unavailable)

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Haughley and Ipswich the line Norwich-bound and Ipswich-bound is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

Train services are operating between London and Ipswich and between Norwich and Diss. Cambridge and Peterborough services are operating as far as Bury St Edmunds. We expect this to continue until approximately xx:xx

#### London – Stowmarket, Diss and Norwich:

Customers to/ from Diss and London are advised to travel to Norwich and then via Cambridge and GTR services to/from London Kings Cross.

Customers to/ from Stowmarket are advised to travel to Ipswich and take local bus routes 87 or 88/ rail replacement bus.

Customers to/ from Norwich and London are advised to travel via Cambridge and GTR services to/from London Kings Cross.

#### Ipswich – Cambridge and Peterborough:

Trains between Ipswich and Cambridge and between Ipswich and Peterborough will operate to/from Bury St Edmunds. A rail replacement bus service is in operation/ in preparation all stations between Ipswich and Stowmarket. Alternatively, local bus route 384 operates all stations between Bury St Edmunds at Stowmarket. Customers should note that Greater Anglia tickets will not be passed on local buses.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 131

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE26**

### Full Line Blockage Between Diss and Trowse

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Diss&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Diss&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Diss&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 132

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

### GE26

### Full Line Blockage Between Diss and Trowse

plan version: 6

<b>Instructions to Signallers / Controllers</b>	6P40 / 6P41 to divert via Ely & Thetford
<b>Operational Resources Required</b>	None
<b>Critical Infrastructure</b>	<b>Points at Diss:</b> 2451, 2459
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised North via on-call structure</li><li>• RPIs and MTSO support at Diss</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Customers London-Norwich to travel via Cambridge and GTR to Kings Cross</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li><li>• Aim to have bus service in place 60 minutes into the incident:</li><li>• Establish rail replacement bus link Norwich-Diss</li></ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Diss and Norwich The line is currently closed.</p> <p>A rail replacement bus service is being established/ in operation between Diss and Norwich.</p>
<b>Internal Message to include</b>	Contingency train service plan GE26 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 133

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE26**

### Full Line Blockage Between Diss and Trowse

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Greater Anglia Service Update at xx:xx

Owing to a xxx between Diss and Norwich, the line is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

Train services are operating between London and Diss. We expect this to continue until approximately xx:xx

#### **London – Norwich**

Customers to/ from Norwich and London are advised to travel via Cambridge and GTR services to/from London Kings Cross.

Trains are operating at a half hour frequency between London and Diss.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 134

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE31**

### Full Line Blockage Between Romford and Upminster

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Arriva London Services-- <Service suspended>
<u>PM PEAK</u> None	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Arriva London Services-- <Service suspended>
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Arriva London Services-- <Service suspended>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 135

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE31**

### Full Line Blockage Between Romford and Upminster

plan version: 6

<b>Instructions to Signallers / Controllers</b>	To Note:-  In the event of a unit failing on the branch the unit can only be changed over between 10:00 & 16:00 At all other times the service will remain suspended due to route availability from Ilford to the branch.
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 and line status to be declared by LOROL control</li></ul> LOROL staff to follow LOROL's PIDD local delivery plan
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• London Buses via any reasonable route, including:<ul style="list-style-type: none"><li>• Routes 165 and 370 between Romford and Emerson Park</li><li>• Route 248, 347 and 370 between Romford and Upminster</li><li>• Route 370 between Emerson Park and Upminster</li></ul></li><li>• London Underground via any reasonable route, including District line between Elm Park and Upminster</li></ul>
<b>Customer Message</b>	<p><b>ROMFORD TO UPMINSTER - SUSPENDED</b></p> <p><b><u>LONDON OVERGROUND</u></b></p> <p><b>[delay reason]</b> at <b>[location]</b></p> <p>Trains will not call at all stations between Romford and Upminster.</p> <p>This disruption is expected to last until <b>[expected end time]</b>.</p> <p>Customers should use alternative routes. Valid National Rail tickets will be accepted by London Buses and London Underground.</p>

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 136

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**GE31**

### Full Line Blockage Between Romford and Upminster

plan version: 6

**Internal  
Message to  
include**

Contingency plan GE31 being implemented/ in operation with no amendments./ the following amendments:



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 137

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE31**

**Full Line Blockage Between Romford and Upminster**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 138

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE32**

### Full Line Blockage Between Witham and Braintree

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Braintree Service--&lt;Operates Liverpool, Street - Witham&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Braintree Service--&lt;Operates Liverpool, Street - Witham&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Braintree Service--&lt;Operates Liverpool, Street - Witham&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 139

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE32**

### Full Line Blockage Between Witham and Braintree

plan version: 6

<b>Instructions to Signallers / Controllers</b>	N/A
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	Staff deployment TBC
<b>Alternative Transport</b>	<b>Replacement Bus Strategy:</b> <b>Peak</b> <ul style="list-style-type: none"><li>• 4 buses running Witham - Braintree direct</li><li>• 2 buses calling all stations Witham - Braintree</li></ul> <b>Off-Peak</b> <ul style="list-style-type: none"><li>• 2 buses calling all stations Witham - Braintree</li></ul>
<b>Customer Message</b>	Add basic message here
<b>Internal Message to include</b>	Contingency plan GE32 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 140

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE32**

**Full Line Blockage Between Witham and Braintree**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 141

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE33**

### Full Line Blockage Between Colchester - Colchester Town

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Colchester Town Services Suspended.>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Colchester Town Services Suspended.>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--<Colchester Town Services Suspended.>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 142

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE33**

**Full Line Blockage Between Colchester - Colchester Town**

**plan version:** 6

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan XX being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 143

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE33**

**Full Line Blockage Between Colchester - Colchester Town**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 144

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE34 Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (No Access to Thorpe-Le-Soken)

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Clacton Service--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Clacton Service--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Clacton Service--&lt;Operates Liverpool Street - Colchester&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; 1 per hour: Greater Anglia Walton Service--&lt;Service suspended&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; 1 per hour: Greater Anglia Walton Service--&lt;Service suspended&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; 1 per hour: Greater Anglia Walton Service--&lt;Service suspended&gt;</p>



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 145

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE34 Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (No Access to Thorpe-Le-Soken)

plan version: 6

#### Instructions to Signallers / Controllers

#### Operational Resources Required

N/A

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

- 
- CSL2 mobilised North via on-call structure
- Bus co-ordinator required at Clacton
- RPIs and MTST support at Clacton
- Advise contingency plan CLT1 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton.

#### Alternative Transport

##### Rail Replacement Bus Strategy: Peak

- 8 buses running Clacton - Colchester direct
- 6 buses calling all stations Clacton - Colchester Town - Colchester
- 1 bus calling all stations Walton on the Naze, Thorpe-le-Soken - Clacton

##### Off-Peak

- 4 buses operating Clacton - Colchester
- 2 buses calling all stations Clacton - Colchester Town - Colchester
- 1 bus calling all stations Walton on the Naze, Thorpe-le-Soken - Clacton

#### Customer Message

Add basic message here

#### Internal Message to include

Contingency plan GE34 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 146

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE34 Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (No Access to Thorpe-Le-Soken)

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Colchester and Thorpe-le-Soken the line is currently closed/was closed until xx:xx. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

**Clacton-on-Sea and Walton on the Naze Services:** A rail replacement bus service is currently in preparation/ operation for all stations between Colchester and Clacton and between Colchester and Walton. A direct rail replacement bus is in preparation/ operation between Colchester and Clacton.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 147

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE35 Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (Access to Thorpe-Le-Soken)

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Clacton Service--&lt;Operates Liverpool Street - Colchester&gt; 1 per hour: Greater Anglia Walton Service--&lt;Operates Clacton - Walton-On-Naze, reversing at Thorpe-Le-Soken&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Clacton Service--&lt;Operates Liverpool Street - Colchester&gt; 1 per hour: Greater Anglia Walton Service--&lt;Operates Clacton - Walton-On-Naze, reversing at Thorpe-Le-Soken&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Clacton Service--&lt;Operates Liverpool Street - Colchester&gt; 1 per hour: Greater Anglia Walton Service--&lt;Operates Clacton - Walton-On-Naze, reversing at Thorpe-Le-Soken&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 148

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE35 Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (Access to Thorpe-Le-Soken)

plan version: 6

#### Instructions to Signallers / Controllers

Operational Resources Required

N/A

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

- 
- Driver Manager to attend Colchester & Clacton
- CSL2 mobilised North via on-call structure
- Bus co-ordinator required at Clacton
- RPIs and MTST support at Clacton
- Advise contingency plan CLT2 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton.

#### Alternative Transport

##### Rail Replacement Bus Strategy: Peak

- 8 buses running Clacton - Colchester direct
- 6 buses calling all stations Clacton - Colchester Town - Colchester

##### Off-Peak

- 4 buses operating Clacton - Colchester
- 2 buses calling all stations Clacton - Colchester Town - Colchester

#### Customer Message

Add basic message here

#### Internal Message to include

Contingency plan GE35 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 149

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE35 Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (Access to Thorpe-Le-Soken)

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Colchester and Thorpe-le-Soken the line is currently closed/was closed until xx:xx. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

**Clacton-on-Sea and Walton on the Naze Services:** A rail replacement bus service is currently in preparation/ operation for all stations between Colchester and Clacton. A shuttle train service is in operation between Clacton and Walton via Thorpe-le-Soken calling all stations.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 150

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE36**

### Full Line Blockage Between Thorpe-le-Soken and Clacton on Sea

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia G/E Services--&lt;Operates Clacton - Thorpe-le-Soken&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia G/E Services--&lt;Operates Clacton - Thorpe-le-Soken&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia G/E Services--&lt;Operates Clacton - Thorpe-le-Soken&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 151

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE36**

**Full Line Blockage Between Thorpe-le-Soken and Clacton on Sea**

plan version: 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- 
- Bus co-ordinator required at Clacton
- RPIs and MTST support at Clacton
- Advise contingency plan CLT3 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton.

### Alternative Transport

#### Rail Replacement Bus Strategy: Peak

- 10 buses required (min) Clacton - Thorpe-le-Soken

#### Off-Peak

- 4 buses running Clacton - Thorpe-le-Soken

### Customer Message

Add basic message here

### Internal Message to include

Contingency plan GE36 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 152

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE36**

### Full Line Blockage Between Thorpe-le-Soken and Clacton on Sea

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Thorpe-le-Soken and Clacton on Sea the line is currently closed/was closed until xx:xx. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

**Clacton-on-Sea Services:** Customers for Clacton are advised to travel by train to Thorpe-le-Soken and change for a rail replacement bus service which is currently in preparation/ operation between Thorpe-le-Soken and Clacton.

**Walton-on-the-Naze Services:** Services are running normal although customers should expect these services to be busier than normal.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 153

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE37**

**Full Line Blockage Between Thorpe-le-Soken and Walton on the Naze**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia Walton Service--<Service Suspended>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia Walton Service--<Service Suspended>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia Walton Service--<Service Suspended>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 154

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE37**

### Full Line Blockage Between Thorpe-le-Soken and Walton on the Naze

plan version: 6

#### Instructions to Signallers / Controllers

Operational Resources Required

N/A

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

- 
- CSL2 mobilised North via on-call structure
- Advise contingency plan WON1 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton.

#### Alternative Transport

##### Rail Replacement Bus Strategy: Peak

- 2 buses calling all stations Walton on the Naze, Thorpe-le-Soken - Clacton

##### Off-Peak

- 1 bus calling all stations Walton on the Naze, Thorpe-le-Soken - Clacton

#### Customer Message

Add basic message here

#### Internal Message to include

Contingency plan GE37 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 155

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE37**

### Full Line Blockage Between Thorpe-le-Soken and Walton on the Naze

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Thorpe-le-Soken and xxx the line is currently closed/was closed until xx:xx. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

**Walton-on-the-Naze Services:** Customers for stations to Walton are advised to travel by train to Thorpe-le-Soken and change for a rail replacement bus service which is currently in preparation/ operation between Thorpe-le-Soken and Walton calling at all stations.

**Clacton-on-Sea Services:** Services are running normally and are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 156

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE38**

### Full Line Blockage Between Maningtree and Harwich International

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia Harwich Service--<Service Suspended>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia Harwich Service--<Service Suspended>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia Harwich Service--<Service Suspended>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 157

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE38**

### Full Line Blockage Between Manningtree and Harwich International

plan version: 6

<b>Instructions to Signallers / Controllers</b>	
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised North via on-call structure</li> <li>• Bus co-ordinator required at Colchester</li> <li>• Advise contingency plan MNHW1 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton, Ipswich</li> <li>• 3rd Line on-call to be advised if customers miss sailing and require hotels</li> </ul>
<b>Alternative Transport</b>	<p><b>Rail Replacement Bus Strategy:</b></p> <p><u><b>Boat Train Customers:</b></u></p> <ul style="list-style-type: none"> <li>• 4 coaches running Colchester-Harwich International direct Customers from Liverpool St to be advised to travel to Colchester and change</li> </ul> <p><b>Peak</b></p> <ul style="list-style-type: none"> <li>• 3 buses calling all stations Manningtree - Harwich Town</li> <li>• 1 bus running Manningtree -Harwich International direct</li> </ul> <p><b>Off-Peak</b></p> <ul style="list-style-type: none"> <li>• 1 bus calling all stations Manningtree - Harwich Town</li> <li>• 1 bus running Manningtree -Harwich International direct</li> </ul>
<b>Customer Message</b>	Add basic message here
<b>Internal Message to include</b>	Contingency plan GE38 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 158

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE38**

**Full Line Blockage Between Maningtree and Harwich International**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 159

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE39**

### Full Line Blockage Between Harwich International and Harwich Town

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: Greater Anglia Harwich Service--<Operates Harwich - Liverpool Street>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> All: Greater Anglia Harwich Service--<Operates Harwich - Liverpool Street>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 160

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE39**

### Full Line Blockage Between Harwich International and Harwich Town

plan version: 6

#### Instructions to Signallers / Controllers

#### Operational Resources Required

N/A

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

- 
- CSL2 mobilised North via on-call structure
- Bus co-ordinator required at Manningtree
- Advise contingency plan MNHW2 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton, Ipswich

#### Alternative Transport

##### Rail Replacement Bus Strategy:

##### Peak

- 2 buses calling all stations Harwich International- Harwich Town

##### Off-Peak

1 bus calling all stations Harwich International- Harwich Town

#### Customer Message

Add basic message here

#### Internal Message to include

Contingency plan GE39 being implemented/ in operation with no amendments./ the following amendments:



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 161

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE39**

**Full Line Blockage Between Harwich International and Harwich Town**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 162

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

### Part 3: Southminster Branch Full Blockage

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 163

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WIS1**

### Full Line Blockage Between Wickford and North Fambridge

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations> All: Greater Anglia Southminster Service--<>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations> All: Greater Anglia Southminster Service--<>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations> All: Greater Anglia Southminster Service--<>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 164

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WIS1**

### Full Line Blockage Between Wickford and North Fambridge

plan version: 6

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan WIS1 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 165

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WIS1**

**Full Line Blockage Between Wickford and North Fambridge**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 166

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WIS2**

### Full Line Blockage Between North Fambridge and Southminster

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia Southminster Service--&lt;To Start &amp; terminate at North Fambridge&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia Southminster Service--&lt;To Start &amp; terminate at North Fambridge&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Greater Anglia Southminster Service--&lt;To Start &amp; terminate at North Fambridge&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 167

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WIS2**

**Full Line Blockage Between North Fambridge and Southminster**

**plan version: 6**

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan WIS2 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 168

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WIS2**

**Full Line Blockage Between North Fambridge and Southminster**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**



## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 169

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

### **Part 4: Southend Branch Partial Blockages**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 170

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE27 Partial Line Blockage Between Mountnessing Jn – Billericay/ Billericay – Wickford Bi-Di working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt; 3 per hour: Greater Anglia Southend Victoria Service--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt; 3 per hour: Greater Anglia Southend Victoria Service--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt; 3 per hour: Greater Anglia Southend Victoria Service--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt; All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt; All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt; All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 171

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE27**      **Partial Line Blockage Between Mountnessing Jn – Billericay/ Billericay – Wickford Bi-Di working**      plan version: 6

<b>Instructions to Signallers / Controllers</b>	Priority to AM / PM Peak flow over Bi-Di section.
<b>Operational Resources Required</b>	MOM's or Maintenance staff capable of route setting to remain in the Shenfield - Wickford area to ensure that someone is on site should there be issues with pointwork
<b>Critical Infrastructure</b>	<b>Points (Mountnessing – Billericay):</b> 2268,2294, 2295, 2296, 2297 (Billericay – Wickford): 2296, 2297, 2300, 2305
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised Southeast via on-call structure</li><li>• RPIs and MTST support at Wickford</li><li>• Request Driver Manager to Wickford via On-Call Operations L1 South East</li><li>• Last shuttle train at Wickford must be held to connect with last down services for Southend.</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Ticket acceptance on C2C (Essex Thameside routes)</li></ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Billericay and Shenfield/ Billericay and Wickford the line is partially closed.</p> <p>Trains to and from Southend Victoria and London and Southminster and London are experiencing 20 minute delays to between Shenfield and Wickford.</p> <p>Trains to Southminster will start/ terminate at Wickford.</p>
<b>Internal Message to include</b>	Contingency train service plan GE27 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 172

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE27 Partial Line Blockage Between Mountnessing Jn – Billericay/ Billericay – Wickford Bi-Di working

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Billericay and Shenfield/ Billericay and Wickford the line is partially closed.

We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal

In order to manage the reduced line capacity to/from Shenfield and Wickford, we are currently running a reduced train service and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a normal/20 minute frequency service between London and Southend. A shuttle service is in operation between Wickford and Southminster and customers travelling to/from London to these stations should change at Wickford. In order to manage the reduced capacity available on our services, customers may use C2C services instead.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 173

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE28**

**Partial Line Blockage Between Wickford & Hockley (Southminster Unaffected),  
& Hockley Southend Victoria Bi-Di working**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt; 2 per hour: Greater Anglia Southend Victoria Service--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt; 2 per hour: Greater Anglia Southend Victoria Service--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt; 2 per hour: Greater Anglia Southend Victoria Service--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Southend Vic Shuttle--&lt;Operates Liverpool Street - Shenfield&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Southend Vic Shuttle--&lt;Operates Liverpool Street - Shenfield&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Southend Vic Shuttle--&lt;Operates Liverpool Street - Shenfield&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt; All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt; All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt; All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 174

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE28**

### Partial Line Blockage Between Wickford & Hockley (Southminster Unaffected), & Hockley Southend Victoria Bi-Di working

plan version: 6

#### Instructions to Signallers / Controllers

- Priority to AM / PM Peakflow over Bi-Di section.
- Down 2Kxx Services from Liverpool Street to Terminate at Shenfield then wait for right time departure for the next booked working
- 2Kxx services from Southend Victoria to Start from Shenfield
- Some 2Kxx services will be CAPE
- Hold freight traffic at Colchester goods to ensure smooth filtering

#### Operational Resources Required

MOM's or Maintenance staff capable of route setting to be moved / positioned at Southend to ensure that someone is on site should there be issues with pointwork

#### Critical Infrastructure

Points (Wickford – Hockley): 2300, 2305, 2309, 2310  
Points (Hockley – Southend): 2309, 2310, 2311, 2316

#### Customer Service Staff Deployment

- CSL2 mobilised Southeast via on-call structure
- Down 2Kxx Services from Liverpool Street to Terminate at Shenfield then wait for right time departure for the next booked working
- 2Kxx services from Southend Victoria to Start from Shenfield
- Some 2Kxx services will be CAPE

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 175

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE28**

### Partial Line Blockage Between Wickford & Hockley (Southminster Unaffected), & Hockley Southend Victoria Bi-Di working

plan version: 6

#### Alternative Transport

Ticket acceptance on C2C (Essex Thameside routes)

#### Customer Message

Owing to a {xxx} between Wickford and Hockley/ Hockley and Southend Victoria the line is partially closed.

Trains to and from Southend Victoria are experiencing 20 minute delays to between Southend Victoria and Wickford.

#### Internal Message to include

Contingency train service plan GE28 is in operation/ being implemented with the following variations.

Down 2Kxx Services from Liverpool Street to Terminate at Shenfield then wait for right time departure for the next booked working

2Kxx services from Southend Victoria to Start from Shenfield

Some 2Kxx services will be CAPE

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 176

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE28**

### Partial Line Blockage Between Wickford & Hockley (Southminster Unaffected), & Hockley Southend Victoria Bi-Di working

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Wickford and Hockley/ Hockley and Southend Victoria the line is partially closed.

We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from Southend Victoria and Wickford, we are currently running a reduced train service and expect this to continue until approximately xx:xx

**London – Southend services:** We are running a normal/20 minute frequency service between London and Southend. In order to manage the reduced capacity available on our services, customers may use C2C services instead.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes.



## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 177

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

### Part 5: Southend Branch Full Blockages

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 178

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE29**

### Full Line Blockage Between Mountnessing Junction and Wickford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia Southend Victoria Service--&lt;Operates Southend Victoria - Wickford&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia Southend Victoria Service--&lt;Operates Southend Victoria - Wickford&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Greater Anglia Southend Victoria Service--&lt;Operates Southend Victoria - Wickford&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 179

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE29**

### Full Line Blockage Between Mountnessing Junction and Wickford

plan version: 6

<b>Instructions to Signallers / Controllers</b>	N/A
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	Points (Wickford – Hockley): 2300, 2305, 2309, 2310
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>• CSL2 mobilised Southeast via on-call structure</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Ticket acceptance on C2C (Essex Thameside routes)</li><li>• Rail replacement bus to operate Wickford-Billericay-Shenfield</li></ul>
<b>Customer Message</b>	<p>Due to a {xxx} between Billericay and Shenfield/ Billericay and Wickford the lines are closed.</p> <p>A limited shuttle train service is in preparation/ running between Southend Victoria and Wickford where a limited rail replacement bus service is being prepared/ in operation calling all stations Wickford-Shenfield.</p> <p>Trains to Southminster will start/ terminate at Wickford.</p>
<b>Internal Message to include</b>	Contingency plan GE29 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 180

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE29**

### Full Line Blockage Between Mountnessing Junction and Wickford

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Billericay and Shenfield/ Billericay and Wickford the line is closed.

We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal

In order to manage the reduced line capacity to/from Shenfield and Wickford, we are currently running a reduced train service and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** A limited shuttle train service is in preparation/ running between Southend Victoria and Wickford where a limited rail replacement bus service is being prepared/ in operation calling all stations Wickford-Shenfield. Customers for Southend are advised to use C2C services instead.

Trains to Southminster will start/ terminate at Wickford. In order to manage the reduced capacity available on our services, customers may use C2C services instead.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 181

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE30**

### Full Line Blockage Between Wickford and Southend Victoria

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia Southend Victoria Service--&lt;Operates Liverpool Street - Wickford&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia Southend Victoria Service--&lt;Operates Liverpool Street - Wickford&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Greater Anglia Southend Victoria Service--&lt;Operates Liverpool Street - Wickford&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 182

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE30**

**Full Line Blockage Between Wickford and Southend Victoria**

**plan version:** 6

**Instructions  
to Signallers  
/ Controllers**

N/A

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan GE30 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 183

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE30**

**Full Line Blockage Between Wickford and Southend Victoria**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 184

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

### **Part 6: West Anglia Partial Line Blockage**



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 185

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA01**

**Partial Line Blockage Between Liverpool Street & Bethnal Green**

**plan version: 6**

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Arriva London services that are unaffected by this incident--&lt;&gt; 8 per hour: Greater Anglia W/A Services--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Arriva London services that are unaffected by this incident--&lt;&gt; 8 per hour: Greater Anglia W/A Services--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Arriva London services that are unaffected by this incident--&lt;&gt; 8 per hour: Greater Anglia W/A Services--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt;</p> <p><b><u>PM PEAK</u></b> 4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt;</p> <p><b><u>OFF-PEAK</u></b> 4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt;</p>	<p><b><u>AM PEAK</u></b> All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 186

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA01**

### Partial Line Blockage Between Liverpool Street & Bethnal Green

plan version: 6

#### Instructions to Signallers / Controllers

Priority to be given to routing of 1Bxx & 2Hxx services in front of 2Oxx services.  
Drivers terminating at Hackney Downs to be advised via GSMR to go forward ESC to London Fields and return

#### Operational Resources Required

None

#### Critical Infrastructure

Points: 2091, 2092,

#### Customer Service Staff Deployment

##### LONDON OVERGROUND

- CSL2 and line status to be declared by LOROL control
- LOROL staff to follow LOROL's PIDD local delivery plan

##### GREATER ANGLIA

- CSL2 mobilised West via on-call structure
- HQ staff support to Liverpool Street for evening peak
- Advise Stratford DSM re 2Hxx diversion

#### Alternative Transport

- 
- London Buses via any reasonable route
  - Bus 48 LST-London Fields, Hackney Downs and Walthamstow Central
  - Bus 8 for Bethnal Green
- London Underground via any reasonable route
  - Central Line to Bethnal Green
  - Victoria to Walthamstow Central
- Greater Anglia services between Liverpool Street and Cheshunt
- London Overground services via any reasonable route
- Great Northern services between Kings Cross, Moorgate and Enfield Chase

#### Customer Message

**LIVERPOOL STREET TO CHESHUNT, CHINGFORD AND ENFIELD TOWN – PART-SUSPENDED**

##### LONDON OVERGROUND

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 187

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA01**

### Partial Line Blockage Between Liverpool Street & Bethnal Green

plan version: 6

**[delay reason]** at **[location]**

Trains will start from or terminate at Hackney Downs. Trains will not call at Liverpool Street, Bethnal Green, Cambridge Heath and London Fields.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes to and from Hackney Downs. Valid National Rail tickets will be accepted on reasonable routes by London Buses, London Underground, DLR, TfL Rail, Greater Anglia and Great Northern.

Greater Anglia services on this route are also affected. Please check [abelliogreateranglia.co.uk](http://abelliogreateranglia.co.uk) for more information.

#### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] some lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Stansted Airport, Cambridge, Hertford East, Broxbourne and Cheshunt.*

*London Overground services from Liverpool Street are also affected, please check [tfl.gov.uk](http://tfl.gov.uk) for more information.*

*Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
London Overground  
Great Northern*

*Journey times will be extended by up to [xx]mins.*

#### **Internal Message to include**

Contingency train service plan WA01 is in **operation/ being implemented** with **no/ the following** variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 188

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA01**

### Partial Line Blockage Between Liverpool Street & Bethnal Green

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Liverpool Street and Bethnal Green the line is currently partially closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from London Liverpool Street we are currently running an amended train service and expect this to continue until approximately xx:xx

**Stansted Express Services:** We are running a normal/30 minute frequency service calling at Tottenham Hale, Harlow Town and Bishop's Stortford. Peak trains will alternately call additionally at Sawbridgeworth and Stansted Mountfitchet.

**London – Cambridge Services:** Off-Peak Services trains are running a normal frequency but are start/ terminate at Stratford. Customers should change at Stratford for Greater Anglia services to London. Some peak services between London and Cambridge will start at London Liverpool St and call additionally at Broxbourne.

**London – Chingford services:** We are currently running a 30 minute frequency service starting and terminating at Hackney Downs. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route.

**London – Cheshunt via Southbury services:** We are currently running an hourly service starting and terminating at Hackney Downs. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route.

**London – Enfield Town services:** We are currently running an hourly service starting and terminating at Hackney Downs. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route. Govia Thameslink Railway will also accept Greater Anglia tickets on any reasonable route.

**London – Hertford East services:** We are currently running a 30 minute frequency service. In order to assist customers in making their journey, Govia Thameslink Railway will also accept Greater Anglia tickets on any reasonable route.

**Stratford – Broxbourne, Hertford East and Bishop's Stortford services via Tottenham Hale:** We are currently running a normal service and are unaffected by this problem.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 189

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA02**

**Partial Line Blockage Between Bethnal Green & Hackney Downs (Fast Lines Blocked)**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u><b>AM PEAK</b></u> 4 per hour: Arriva London Services--<> 6 per hour: Greater Anglia W/A Service--<>	<u><b>AM PEAK</b></u> 4 per hour: Arriva London Services--<To Liverpool Street but not calling Cambridge Heath & London Fields> 2 per hour: Greater Anglia W/A Service--<Services to Start & Terminate at Stratford> 2 per hour: Greater Anglia W/A Services--<Services to Start & Terminate Tottenham Hale>	<u><b>AM PEAK</b></u> 2 per hour: Greater Anglia--<>
<u><b>PM PEAK</b></u> 4 per hour: Arriva London Services--<> 6 per hour: Greater Anglia W/A Service--<>	<u><b>PM PEAK</b></u> 4 per hour: Arriva London Services--<To Liverpool Street but not calling Cambridge Heath & London Fields> 2 per hour: Greater Anglia W/A Service--<Services to Start & Terminate at Stratford> 2 per hour: Greater Anglia W/A Services--<Services to Start & Terminate Tottenham Hale>	<u><b>PM PEAK</b></u> 2 per hour: Greater Anglia--<>
<u><b>OFF-PEAK</b></u> 6 per hour: Arriva London Services--<> 6 per hour: Greater Anglia W/A Service--<>	<u><b>OFF-PEAK</b></u> 2 per hour: Arriva London Services--<To Liverpool Street but not calling Cambridge Heath & London Fields> 2 per hour: Greater Anglia W/A Services--<Services to Start & Terminate Tottenham Hale>	<u><b>OFF-PEAK</b></u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 190

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA02**

### Partial Line Blockage Between Bethnal Green & Hackney Downs (Fast Lines Blocked)

plan version: 6

#### Instructions to Signallers / Controllers

Drivers terminating at Hackney Downs to be advised via GSMR to go forward ECS to London Fields and return

#### Operational Resources Required

MOM's or Maintenance staff at Hackney Downs to ensure that someone is on site in the event of a points failure.

#### Critical Infrastructure

**Points:** 2098, 2099 ( If available)  
2503, 2504, 2507, 2508, 2509, 2514, 2515, 2516, 2517, 2518.

#### Customer Service Staff Deployment

##### LONDON OVERGROUND

- CSL2 and line status to be declared by LOROL control
- LOROL staff to follow LOROL's PIDD local delivery plan

##### ABELLIO GREATER ANGLIA

- *CSL2 mobilised West via on-call structure*

#### Alternative Transport

- - London Buses via any reasonable route
    - Bus 48 LST-London Fields, Hackney Downs and Walthamstow Central
    - Bus 8 for Bethnal Green
  - London Underground via any reasonable route
    - Central Line to Bethnal Green
- Victoria to Walthamstow Central

#### Customer Message

**LIVERPOOL STREET TO CHESHUNT, CHINGFORD AND ENFIELD TOWN – MINOR DELAYS**

##### LONDON OVERGROUND

**[delay reason]** at **[location]**

Trains will not call at Cambridge Heath or London Fields.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes. Valid National Rail tickets will be accepted on reasonable routes by London Buses and London Underground.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 191

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA02**

### Partial Line Blockage Between Bethnal Green & Hackney Downs (Fast Lines Blocked)

plan version: 6

Abellio Greater Anglia services on this route are also affected. Please check [abelliogreateranglia.co.uk](http://abelliogreateranglia.co.uk) for more information.

#### **ABELLIO GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] some lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Stansted Airport, Hertford East and Cheshunt. Trains to Stansted Airport will start or terminate at Stratford, trains to Hertford East will start or terminate at Tottenham Hale.*

*London Overground services from Liverpool Street are also affected, please check [tfl.gov.uk](http://tfl.gov.uk) for more information.*

*Abellio Greater Anglia tickets will be accepted on:*

*London Buses and London Underground on reasonable routes.*

*Great Northern*

*London Overground*

*Journey times will be extended by up to [xx]mins.*

#### **Internal Message to include**

Contingency train service plan WA02 is in **operation/ being implemented** with **no/ the following** variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 192

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA02**

### Partial Line Blockage Between Bethnal Green & Hackney Downs (Fast Lines Blocked)

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at **xx:xx**

Owing to a {**xxx**} between Bethnal Green and Hackney Downs the line is partially blocked . **We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.**

In order to manage the reduced line capacity to/from London Liverpool Street we are currently running an amended train service and expect this to continue until approximately **xx:xx**

**Stansted Express Services:** We are running a **normal/30 minute frequency** service calling at **Seven Sisters/ Tottenham Hale**, Harlow Town and Bishop's Stortford.

**London – Cheshunt via Southbury and Enfield Town services:** Services are running at a normal frequency however, Cambridge Heath and London Fields stations will not be served/will not be served by peak services between 07:00-09:30/ 16:00-19:00. Customers are advised that TfL Underground and buses are accepting Abellio Greater Anglia tickets on any reasonable route.

**London – Hertford East services via Seven Sisters:** This service is currently suspended. Customers for stations to Hertford East are advised to change at Broxbourne. Customers are advised that Hertford East services to Stratford are via unaffected and Govia Thameslink Railway will also accept Abellio Greater Anglia tickets on any reasonable route.

**Stratford – Broxbourne, Hertford East and Bishop's Stortford services via Tottenham Hale:** We are currently running a normal service and are unaffected by this problem.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 193

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA03**

**Partial Line Blockage Between Bethnal Green & Hackney Downs (Suburban Lines blocked)**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> 8 per hour: Greater Anglia W/A Services--<>	<u>AM PEAK</u> 4 per hour: Arriva London Services--<Services to Start & Terminate at Seven Sisters> 4 per hour: Arriva London Services--<To Liverpool Street but not calling at London Fields / Cambridge Heath and Bethnal Green>	<u>AM PEAK</u> None
<u>PM PEAK</u> 8 per hour: Greater Anglia W/A Services--<>	<u>PM PEAK</u> 4 per hour: Arriva London Services--<Services to Start & Terminate at Seven Sisters> 4 per hour: Arriva London Services--<To Liverpool Street but not calling at London Fields / Cambridge Heath and Bethnal Green>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> 8 per hour: Greater Anglia W/A Services--<>	<u>OFF-PEAK</u> 4 per hour: Arriva London Services--<Services to Start & Terminate at Seven Sisters> 4 per hour: Arriva London Services--<To Liverpool Street but not calling at London Fields / Cambridge Heath and Bethnal Green>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 194

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA03**

**Partial Line Blockage Between Bethnal Green & Hackney Downs (Suburban Lines blocked)**

plan version: 6

### Instructions to Signallers / Controllers

### Operational Resources Required

MOM's or Maintenance staff at Hackney Downs to ensure that someone is on site in the event of a points failure.

### Critical Infrastructure

**Points:** 2098, 2099 ( If available) 2514, 2515, 2516, 2517,2518

### Customer Service Staff Deployment

- 
- CSL2 and line status to be declared by LOROL control
- LOROL staff to follow LOROL's PIDD local delivery plan

### ABELLIO GREATER ANGLIA

- *CSL2 mobilised West via on-call structure*

### Alternative Transport

- - London Buses via any reasonable route
    - Bus 48 LST-London Fields, Hackney Downs and Walthamstow Central
    - Bus 8 for Bethnal Green
  - London Underground via any reasonable route
    - Central Line to Bethnal Green
    - Victoria Line to Walthamstow Central
  - Abellio Greater Anglia services via any reasonable route
- London Overground services via any reasonable route

### Customer Message

**LIVERPOOL STREET TO CHESHUNT AND ENFIELD TOWN – PART-SUSPENDED**

### LONDON OVERGROUND

**[delay reason] at [location]**

Trains to and from Cheshunt and Enfield Town will start or terminate at Seven Sisters. Trains will not call at Bethnal Green, Cambridge Heath, London Fields, Rectory Road, Stoke Newington or Stamford Hill.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes where trains are not running. Valid National Rail tickets will be accepted on reasonable routes by London

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 195

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA03**

### Partial Line Blockage Between Bethnal Green & Hackney Downs (Suburban Lines blocked)

plan version: 6

Buses, London Underground, DLR, TfL Rail, Abellio Greater Anglia and Great Northern.

Abellio Greater Anglia services on this route are also affected. Please check [abelliogreateranglia.co.uk](http://abelliogreateranglia.co.uk) for more information.

#### **ABELLIO GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] some lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Stansted Airport, Broxbourne, Hertford East and Cheshunt.*

*London Overground services from Liverpool Street are also affected.*

*Abellio Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
Great Northern  
London Overground*

*Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency train service plan WA03 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 196

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA03**

### Partial Line Blockage Between Bethnal Green & Hackney Downs (Suburban Lines blocked)

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Bethnal Green and Hackney Downs the line is partially blocked. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal

In order to manage the reduced line capacity to/from London Liverpool Street we are currently running an amended train service and expect this to continue until approximately xx:xx

**Stansted Express Services:** We are running a normal/30 minute frequency service calling at Tottenham Hale, Harlow Town and Bishop's Stortford. Peak trains will alternately call additionally at Sawbridgeworth and Stansted Mountfitchet.

**London – Cheshunt via Seven Sisters and Southbury and Enfield Town services:** These services are currently suspended. Customers are advised that TfL Underground and buses are accepting Greater Anglia tickets on any reasonable route and First Capital Connect will also accept Greater Anglia tickets on any reasonable route. Cambridge Heath and London Fields stations will not be served. Customers are advised that TfL Underground and buses are accepting Greater Anglia tickets on any reasonable route. TfL bus Route No 48 runs from Hackney Downs to Liverpool Street

**London – Hertford East services via Seven Sisters:** These services are being diverted via Tottenham Hale. Customers are advised that Hertford East services to Stratford are via unaffected and First Capital Connect will also accept Greater Anglia tickets on any reasonable route.

**Stratford – Broxbourne, Hertford East and Bishop's Stortford services via Tottenham Hale:** We are currently running a normal service and are unaffected by this problem.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 197

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA25**

**Partial Line Blockage Between Ely North Junction Partial Blockage**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> All: -EMT-East Midlands Trains-&lt;Services to Terminate &amp; Start Ely&gt; 2 per hour: Greater Anglia W/A Services--&lt;Service to Operate Norwich - Thetford&gt; 1 per hour: -GTR-Govia Thameslink Railway-&lt;Request a Kings Lynn - Downham Market Shuttle&gt; All: -XC--Cross Country-&lt;Services to Terminate &amp; Start Ely&gt;</p> <p><b><u>PM PEAK</u></b> All: -EMT-East Midlands Trains-&lt;Services to Terminate &amp; Start Ely&gt; 2 per hour: Greater Anglia W/A Services--&lt;Service to Operate Norwich - Thetford&gt; 1 per hour: -GTR-Govia Thameslink Railway-&lt;Request a Kings Lynn - Downham Market Shuttle&gt; All: -XC--Cross Country-&lt;Services to Terminate &amp; Start Ely&gt;</p> <p><b><u>OFF-PEAK</u></b> All: -EMT-East Midlands Trains-&lt;Services to Terminate &amp; Start Ely&gt; 2 per hour: Greater Anglia W/A Services--&lt;Service to Operate Norwich - Thetford&gt; 1 per hour: -GTR-Govia Thameslink Railway-&lt;Request a Kings Lynn - Downham Market Shuttle&gt; All: -XC--Cross Country-&lt;Services to Terminate &amp; Start Ely&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 198

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA25**

### Partial Line Blockage Between Ely North Junction Partial Blockage

plan version: 6

#### Instructions to Signallers / Controllers

Routes will be set, clipped & scotched for the up & Down Peteborough routes only.

Priority to be given to freight services between Ely & Peterborough to ensure clear routes for other traffic.

Norwich - Cambridge Services will start / terminate at Thetford.

Kings Lynn - Kings Cross services will start / terminate at Downham Market

Kings Cross - King Lynn Services will start / terminate Ely

Liverpool Lime St - Norwich to start ./ terminate Ely

Ipswich - Peterborough to run as booked

Birmingham New St - Stansted Airport..to run as booked

In certain circumstances it may be necessary to terminate Ipswich - Peterborough services at Ely to allow for additional freight paths.

#### Operational Resources Required

MOM to be based on site at Ely North Jn, to assist where possible in opening a route between Ely & Peterborough

#### Critical Infrastructure

Points

1151 Normal

1155 Reverse

1152 Normal

1154 Normal

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 199

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WA25**

### Partial Line Blockage Between Ely North Junction Partial Blockage

plan version: 6

#### Customer Service Staff Deployment

- MTSO/ RPI assistance at Ely

#### Alternative Transport

Rail Replacement Buses required as follows:

Downham Market - Ely  
Thetford - Ely

#### Customer Message

Owing to a {xxx} between Ely and {xxx} the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly. Services to Kings Lynn, & Norwich are starting/ terminating at Ely. Customers may travel via a rail replacement bus service for connection with a shuttle train service.

#### Internal Message to include

Contingency Plan WA25 is in operation/ being implemented  
with no/ the following variationsContingency plan XX being implemented/ in operation with no amendments./ the following amendments

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 200

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA25**

### Partial Line Blockage Between Ely North Junction Partial Blockage

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Ely and {xxx} the line beyond Ely is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal. We are currently running an amended train service and expect this to continue until approximately xx:xx

**London – Cambridge & Ely - Kings Lynn Services:** are starting/ terminating at Ely (This includes Abellio Greater Anglia and Govia Thameslink Railway services). A rail replacement bus service is in operation calling at all stations between Kings Lynn/ Ely-Downham

Market to connect with a shuttle train to Kings Lynn.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 201

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

## Part 7: West Anglia Full Line Blockage

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 202

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA01a** Full Line Blockage Between Liverpool street & Bethnal Green (No Access to Liverpool Street) plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt; 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Stratford&gt; 4 per hour: Greater Anglia W/A Services--&lt;Services to Start &amp; Terminating Tottenham Hale&gt;</p> <p><b><u>PM PEAK</u></b> 4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt; 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Stratford&gt; 4 per hour: Greater Anglia W/A Services--&lt;Services to Start &amp; Terminating Tottenham Hale&gt;</p> <p><b><u>OFF-PEAK</u></b> 4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt; 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Stratford&gt; 4 per hour: Greater Anglia W/A Services--&lt;Services to Start &amp; Terminating Tottenham Hale&gt;</p>	<p><b><u>AM PEAK</u></b> All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 203

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA01a**      **Full Line Blockage Between Liverpool street & Bethnal Green (No Access to Liverpool Street)**      plan version: 6

Instructions  
to Signallers  
/ Controllers

Operational  
Resources  
Required

Critical  
Infrastructure

Customer  
Service Staff  
Deployment

### LONDON OVERGROUND

- CSL2 and line status to be declared by LOROL control
- LOROL staff to follow LOROL's PIDD local delivery plan

### GREATER ANGLIA

- *CSL2 mobilised West via on-call structure*
  - *HQ staff support to Liverpool Street for evening peak*
  - *Advise Liverpool Street Duty Station Manager*
- Advise Stratford Duty Station Manager*

Alternative  
Transport

- - London Buses via any reasonable route
    - Bus 48 LST-London Fields, Hackney Downs and Walthamstow Central
    - Bus 8 for Bethnal Green
  - London Underground via any reasonable route
    - Central Line to Bethnal Green
    - Victoria to Walthamstow Central
  - Greater Anglia services between Liverpool Street, Stratford and Cheshunt
  - London Overground via any reasonable route
  - Great Northern services between Kings Cross, Moorgate and Enfield Chase
- TfL Rail services between Liverpool Street and Stratford

Customer  
Message

**LIVERPOOL STREET TO CHESHUNT, CHINGFORD AND ENFIELD TOWN – PART-SUSPENDED**

### LONDON OVERGROUND

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 204

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA01a**      **Full Line Blockage Between Liverpool street & Bethnal Green (No Access to Liverpool Street)**      plan version: 6

**[delay reason]** at **[location]**

Trains will start from or terminate at Hackney Downs. Trains will not call at Liverpool Street, Bethnal Green, Cambridge Heath or London Fields.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes to and from Hackney Downs. Valid National Rail tickets will be accepted on reasonable routes by London Buses, London Underground, DLR, TfL Rail, Greater Anglia and Great Northern.

Greater Anglia services on this route are also affected. Please check Greateranglia.co.uk for more information.

### **GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/ through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Stansted Airport, Cambridge, Hertford East, Broxbourne and Cheshunt. Trains to Stansted Airport and Cambridge will start or terminate at Stratford, trains to Hertford East will start or terminate at Tottenham Hale. Trains will not call at Liverpool Street.*

*London Overground services from Liverpool Street are also affected. Please check tfl.gov.uk for more information.*

*Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
Great Northern  
London Overground*

*Journey times will be extended by up to [xx]mins.*

### **Internal Message to include**

Contingency train service plan WA01a is in **operation/ being implemented** with **no/ the following** variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 205

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### WA01a Full Line Blockage Between Liverpool street & Bethnal Green (No Access to Liverpool Street) plan version: 6

#### Electronic Information (whiteboard, website, social media)

Anglia Service Update at xx:xx

Owing to a {xxx} between Liverpool Street and Bethnal Green the line is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from London Liverpool Street we are currently running an amended train service and expect this to continue until approximately xx:xx

**Stansted Express Services:** We are running a 30 minute frequency service starting at Stratford and calling at Tottenham Hale, Harlow Town and Bishop's Stortford.

**London – Cambridge, Ely and Kings Lynn Services:** Off-Peak Services trains are running a 30 minute frequency but are start/ terminate at Stratford. Services to Ely and Kings Lynn are suspended until further notice. Customers are advised that First Capital Connect are accepting Anglia tickets on any reasonable route.

**London – Chingford services:** We are currently running a 30 minute frequency service starting and terminating at Hackney Downs. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route.

**London – Cheshunt via Southbury services:** We are currently running an hourly service starting and terminating at Hackney Downs. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route.

**London – Enfield Town services:** We are currently running an hourly service starting and terminating at Hackney Downs. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route. First Capital Connect will also accept Greater Anglia tickets on any reasonable route.

**Stratford – Broxbourne, Hertford East and Bishop's Stortford services via Tottenham Hale:** We are currently running a 30 minute interval service to Hertford East starting/ terminating at Tottenham Hale. Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route. First Capital Connect will also accept Greater Anglia tickets on any reasonable route.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 206

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA04**

**Full Line Blockage Between Hackney Downs & Clapton Junction / Coppermill Jn**

**plan version: 6**

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b>  2 per hour: Arriva London Services--&lt;&gt;  All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b>  2 per hour: Arriva London Services--&lt;&gt;  All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b>  2 per hour: Arriva London Services--&lt;&gt;  All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b>  3 per hour: Arriva London Services--&lt;Operates as Chingford - Walthamstow Central Shuttle&gt;  8 per hour: Greater Anglia W/A Services--&lt;To Liverpool Street but diverted via Seven Sisters&gt;</p> <p><b><u>PM PEAK</u></b>  3 per hour: Arriva London Services--&lt;Operates as Chingford - Walthamstow Central Shuttle&gt;  8 per hour: Greater Anglia W/A Services--&lt;To Liverpool Street but diverted via Seven Sisters&gt;</p> <p><b><u>OFF-PEAK</u></b>  3 per hour: Arriva London Services--&lt;Operates as Chingford - Walthamstow Central Shuttle&gt;  8 per hour: Greater Anglia W/A Services--&lt;To Liverpool Street but diverted via Seven Sisters&gt;</p>	<p><b><u>AM PEAK</u></b>  All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b>  All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b>  All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 207

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA04**

### Full Line Blockage Between Hackney Downs & Clapton Junction / Coppermill Jn

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Staff are reminded NOT to divert any services via Stratford during AM or PM peak periods .
<b>Operational Resources Required</b>	Maintenance staff at Cheshunt Jn to ensure that someone is on site in the event of a points failure. MOM to Walthamstow Central GF to allow shuttle service
<b>Critical Infrastructure</b>	<b>Points:</b> 2543, 2544, 2545, 2675, 2677
<b>Customer Service Staff Deployment</b>	<p><b><u>LONDON OVERGROUND</u></b></p> <ul style="list-style-type: none"> <li>• CSL2 and line status to be declared by LOROL control</li> <li>• LOROL staff to follow LOROL's PIDD local delivery plan</li> </ul> <p><b><u>ABELLIO GREATER ANGLIA</u></b></p> <ul style="list-style-type: none"> <li>• <i>CSL2 mobilised West via on-call structure</i></li> <li>• <i>HQ staff support to Liverpool Street for evening peak</i></li> <li>• <i>Request Driver Manager to Liverpool Street via On-Call Operations West</i></li> <li>• <i>Advise contingency plan on Traincrew Information Monitors (TIM) in Bishop's Stortford and Cambridge traincrew depots.</i></li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>•</li> <li>• London Buses via any reasonable route <ul style="list-style-type: none"> <li>• Bus 212 all stations Chingford – Walthamstow Central, St James - Walthamstow Central</li> <li>• Bus 179 Chingford – South Woodford</li> <li>• Clapton: Bus 56 from Hackney Downs or Walthamstow Central</li> </ul> </li> <li>• London Underground via any reasonable route <ul style="list-style-type: none"> <li>• Central Line to South Woodford</li> <li>• Victoria Line to Walthamstow Central</li> </ul> </li> <li>• Abellio Greater Anglia services between Liverpool Street and Cheshunt</li> <li>• London Overground services via any reasonable route</li> </ul> <p>Great Northern services between Kings Cross, Moorgate and Enfield Chase</p>
<b>Customer Message</b>	<p><b>LIVERPOOL STREET TO CHESHUNT AND CHINGFORD – PART-SUSPENDED</b></p> <p><b><u>LONDON OVERGROUND</u></b></p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 208

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA04**

**Full Line Blockage Between Hackney Downs & Clapton Junction / Coppermill Jn**

plan version: 6

[delay reason] at [location]

Trains to and from Chingford will start or terminate at Walthamstow Central. Trains will not call at Clapton or St. James Street.

This disruption is expected to last until [expected end time].

Customers should use alternative routes to and from Clapton and St. James Street. Customers for Southbury, Turkey Street, Theobalds Grove and Cheshunt should use Abellio Greater Anglia services, which will call additionally at these stations. Valid National Rail tickets will be accepted on reasonable routes by London Buses, London Underground, DLR, TfL Rail, Abellio Greater Anglia and Great Northern.

Abellio Greater Anglia services on this route might also be affected. Please check [abelliogreateranglia.co.uk](http://abelliogreateranglia.co.uk) for more information.

### **ABELLIO GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Stansted Airport, Cambridge, Bishops Stortford, Broxbourne, Hertford East and Cheshunt. Trains to Stansted Airport will run via Seven Sisters. Trains to Cambridge will run via Seven Sisters or start and terminate at Stratford. Trains to Hertford East will run via Seven Sisters and call additionally at all stations between Hertford East and Edmonton Green.*

*London Overground services from Liverpool Street are also affected, please check [tfl.gov.uk](http://tfl.gov.uk) for more information.*

*Abellio Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
Great Northern  
London Overground*

*Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency Plan WA04 is in operation/ being implemented  
with no/ the following variations.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 209

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA04**

### Full Line Blockage Between Hackney Downs & Clapton Junction / Coppermill Jn

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Hackney Downs and Clapton Junction the line between London and Chingford are currently suspended is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from London Liverpool Street we are currently running a reduced train service and expect this to continue until approximately xx:xx

**London – Chingford services:** Services between London and Chingford are currently suspended. In order to assist customers in making their journey, Greater Anglia tickets are being accepted on London Underground and London bus services on all reasonable routes. Customers for Walthamstow Central may use TfL Underground Victoria line where customers may change to TfL bus route 212 for stations between St James Street and Chingford. Alternatively, bus route 48 operates between London Liverpool St and Walthamstow Central. Customers for Chingford may also use TfL Underground Central Line to South Woodford and change to TfL bus route 179 or the Central line to Leyton and change to Bus route 97. Customers for Clapton should use TfL bus route 48 from either Hackney Downs or Walthamstow Central.

**Stansted Express Services:** We are running a normal/30 minute frequency service calling at Seven Sisters/ Tottenham Hale, Harlow Town and Bishop's Stortford.

**London – Cambridge Services:** All services are running a normal frequency however, services will call at Seven Sisters instead of Tottenham Hale.

**London – Cheshunt and Hertford East via Southbury and Seven Sisters services:** We are running a normal/30 minute frequency service calling at Seven Sisters, Edmonton Green, Southbury, Turkey Street, Theobalds Grove, Cheshunt then all stations to Hertford East.

**London – Enfield Town services:** We are running a normal/30 minute frequency service stopping at all stations between London and Enfield Town.

**Stratford – Bishop's Stortford via Lea Valley:** Services will call at all stations between Cheshunt and Stratford.

**All other Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 210

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA05**

### Full Line Blockage Between Coppermill Junction & Cheshunt

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Arriva London--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia W/A Service--<To Start & Terminate at Cheshunt> 6 per hour: Greater Anglia W/A Services--<To Liverpool Street but diverted via Seven Sisters>	<u>AM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> All: Arriva London--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia W/A Service--<To Start & Terminate at Cheshunt> 6 per hour: Greater Anglia W/A Services--<To Liverpool Street but diverted via Seven Sisters>	<u>PM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> All: Arriva London--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia W/A Service--<To Start & Terminate at Cheshunt> 6 per hour: Greater Anglia W/A Services--<To Liverpool Street but diverted via Seven Sisters>	<u>OFF-PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 211

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA05**

### Full Line Blockage Between Coppermill Junction & Cheshunt

plan version: 6

#### Instructions to Signallers / Controllers

If Tottenham sth jn available divert freight via South tott-7 sisters and southbury loop  
If not available,...hold traffic at high meads for suitable path to ensure smooth filtering.

**To Note:- On Sundays where infrastructure allows, Hertford East services to run to & from Stratford only.**

**Hertford East to Cheshunt shuttle based on:-**

§ 2 minute de-training at Cheshunt

§ 16 minute wait by L5311 signal

**4 tph to Enfield can be accommodated with the following modification**

§ Trains leave in contingent path right time

§ Cheshunt service to be held for 3 mins at London Field to enable 2 fast services past

#### Operational Resources Required

MOM's or Maintenance staff at Cheshunt Jn to ensure that someone is on site in the event of a points failure.

#### Critical Infrastructure

**Points:** 2543, 2544, 2545, 2675, 2677.

#### Customer Service Staff Deployment

- 
- CSL2 mobilised West via on-call structure
- HQ staff support to Liverpool Street for evening peak
- RPIs and MTST support Seven Sisters and Walthamstow Central
- Request Driver Manager to Liverpool Street & 7 Sisters
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Chingford, Bishop's Stortford and Cambridge.

#### Alternative Transport

- 
- TFL ticket acceptance on buses (reasonable routes)
- TFL ticket Acceptance on Central and Victoria Underground routes (must check as operating good service)
- GTR ticket acceptance Moorgate-Hertford North and Kings Cross Cambridge
- Local Buses for stations not served:
  - Waltham Cross: Bus 251 from Theobalds Grove ( **Abellio Greater Anglia Tickets not accepted**) and TfL bus 317 from Enfield Town
  - Enfield Lock: TfL Bus 121 from Southbury
  - Brimsdawn: TfL Bus 307 from Southbury

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 212

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA05**

### Full Line Blockage Between Coppermill Junction & Cheshunt

plan version: 6

Ponders End: TfL Bus 191 or 313 from Southbury  
Angel Road: Bus TfL 192 from Tottenham Hale  
Northumberland Park: TfL Buses 192 and 341 from Tottenham Hale

#### Customer Message

Owing to a {xxx} between Tottenham Hale and Cheshunt, train services are being diverted via Seven Sisters and stations between Tottenham Hale and Waltham Cross are not being served. An amended train service **is currently in place/ will be in place shortly**. Customers for Tottenham Hale, Northumberland Park, Angel Road, Ponders End, Brimsdown, Enfield Lock and Waltham Cross are advised that TfL Underground and buses are accepting Abellio Greater Anglia tickets on any reasonable route. Stansted Airport services are running at a **normal/ reduced** frequency diverting via Seven Sisters. Cambridge services are operating at normal frequency diverting via Seven Sisters. Hertford East services to London are running at a 30minute frequency via Seven Sisters and Southbury calling all stations between Edmonton Green and Hertford East. Service disruption is expected to continue until approximately **xx:xx**

#### Internal Message to include

Contingency Plan WA05 is in **operation/ being implemented** with **no/ the following** variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 213

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA05**

### Full Line Blockage Between Coppermill Junction & Cheshunt

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Tottenham Hale and Cheshunt, train services normally routed via Tottenham Hale are currently suspended. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from London Liverpool Street we are currently running a revised train service and expect this to continue until approximately xx:xx

**Stansted Express Services:** We are running a normal/30 minute frequency service calling at Seven Sisters, Harlow Town and Bishop's Stortford (peak).

**London – Cambridge, Ely and Kings Lynn Services:** Off-Peak Services trains are running a normal frequency but are start/ terminate at Stratford. Customers should change at Stratford for Abellio Greater Anglia services to London. Peak Services between London, Cambridge, Ely and Kings Lynn will call at Seven Sisters instead of Tottenham Hale.

**London – Chingford services:** We are currently running a normal service and are unaffected by this problem.

**London – Cheshunt and Hertford East via Southbury services:** We are running a 30 minute frequency service calling at Seven Sisters, Edmonton Green, Southbury, Turkey Street, Theobalds Grove, Cheshunt then all stations to Hertford East.

**London – Enfield Town services:** We are running a normal/30 minute frequency service stopping at all stations between London and Enfield Town.

**Stratford – Bishop's Stortford and Hertford East services via Tottenham Hale:** Services are currently suspended. Customers are advised that TfL buses are accepting Abellio Greater Anglia tickets on any reasonable route. Customers for Waltham Cross may use Bus 251 from Theobalds Grove (Abellio Greater Anglia Tickets not accepted) or TfL bus 317 from Enfield Town. Enfield Lock: Customers for Enfield Lock may use Bus 121 from Southbury, Customers for Brimsdown may use TfL Bus route 307 from Southbury. Customers for Ponders End may use TfL Bus routes 191 or 313 from Southbury. Customers for Angel Road may use TfL bus routes 34 and 444 from Silver Street, Customers for Northumberland Park may use TfL bus route W3 from White Hart Lane or 341 from Bruce Grove, Customers for Cheshunt, Broxbourne, and all stations to Bishop's Stortford or Hertford East, should travel via London Liverpool Street.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 214

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA05a** Full Line Blockage Between Chingford (preventing stock from departing Chingford depot) plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Arriva London services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Arriva London Services--<>
<u>PM PEAK</u> All: Arriva London services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Arriva London Services--<>
<u>OFF-PEAK</u> All: Arriva London services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Arriva London Services--<>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 215

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **WA05a** Full Line Blockage Between Chingford (preventing stock from departing Chingford depot) plan version: 6

<b>Instructions to Signallers / Controllers</b>	In the event of a full line blockage at Chingford resulting in all stock trapped in Chingford depot, a not to travel policy must be declared
<b>Operational Resources Required</b>	Tottenham MOM to attend if applicable.
<b>Critical Infrastructure</b>	To be determined
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>• CSL2 mobilised West via on-call structure</li><li>• RPIs and MTST support Seven Sisters and Walthamstow Central</li><li>• Request Driver Manager to Liverpool Street &amp; 7 Sisters</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Chingford, Bishop's Stortford and Cambridge.</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>• TFL ticket acceptance on buses (reasonable routes)</li><li>• TFL ticket Acceptance on Central and Victoria Underground routes (must check as operating good service)</li><li>• GTR ticket acceptance Moorgate-Hertford North and Kings Cross Cambridge</li><li>• Local Buses for stations not served: Waltham Cross: Bus 251 from Theobalds Grove and TfL bus 317 from Enfield Town Enfield Lock: TfL Bus 121 from Southbury Brimsdown: TfL Bus 307 from Southbury Ponders End: TfL Bus 191 or 313 from Southbury Angel Road: Bus TfL 192 from Tottenham Hale Northumberland Park: TfL Buses 192 and 341 from Tottenham Hale</li></ul>
<b>Customer Message</b>	<p>Owing to a {xxx} at Chingford, train services are suspended between Chingford &amp; Liverpool St, Cheshunt &amp; Enfield Town Greater Anglia are accepting tickets on any reasonable route. Service disruption is expected to continue until approximately xx:xx</p> <p>Customers are advised to use alternative transport.</p>
<b>Internal Message to include</b>	Contingency plan WA05a being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 216

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WA05a** Full Line Blockage Between Chingford (preventing stock from departing Chingford depot) plan version: 6

Electronic  
Information  
(whiteboard,  
website,  
social media)



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 217

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA06**

### Full Line Blockage Between Hackney Downs & Seven Sisters

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> 4 per hour: Arriva London Services--<> All: Greater Anglia W/A Services--<>	<u>AM PEAK</u> 4 per hour: Arriva London Services--<To Start & Terminate at Seven Sisters>  <u>PM PEAK</u> 4 per hour: Arriva London Services--<To Start & Terminate at Seven Sisters>  <u>OFF-PEAK</u> 4 per hour: Arriva London Services--<To Start & Terminate at Seven Sisters>	<u>AM PEAK</u> None  <u>PM PEAK</u> None  <u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 218

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA06**

### Full Line Blockage Between Hackney Downs & Seven Sisters

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Enfield Town & Cheshunt shuttle services to cross-over using Seven Sisters L/E shunt signal (do not shunt on to Chord) to prevent delays with LOROL services through South Tottenham
<b>Operational Resources Required</b>	MOM's or Maintenance staff at Seven Sisters to ensure that someone is on site in the event of a points failure.
<b>Critical Infrastructure</b>	<b>Points:</b> 2672, 2673, 2674, 2675, 2676,
<b>Customer Service Staff Deployment</b>	<p><b><u>LONDON OVERGROUND</u></b></p> <ul style="list-style-type: none"><li>• CSL2 and line status to be declared by LOROL control</li><li>• LOROL staff to follow LOROL's PIDD local delivery plan</li></ul> <p><b><u>ABELLIO GREATER ANGLIA</u></b></p> <ul style="list-style-type: none"><li>• CSL2 mobilised West via On-Call structure</li></ul> <p>Driver Manager to attend Liverpool Street</p>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• London Buses via any reasonable route</li><li>• Local Buses for stations not served:<ul style="list-style-type: none"><li>• Stoke Newington and Rectory Road buses 76, 149 and 243 from Seven Sisters or bus 276 from Hackney Downs</li><li>• Stamford Hill 76, 149 and 243 from Seven Sisters or buses 253 and 254 from Hackney Downs</li><li>• Bus 48 Liverpool Street- London Fields, Cambridge Heath and Hackney Downs</li></ul></li><li>• London Underground via any reasonable route</li><li>• Abellio Greater Anglia services between Liverpool Street and Cheshunt</li><li>• London Overground services via any reasonable route</li></ul> <p>Great Northern services between Kings Cross, Moorgate and Enfield Chase</p>
<b>Customer Message</b>	<p><b>LIVERPOOL STREET TO CHESHUNT AND ENFIELD TOWN – PART-SUSPENDED</b></p> <p><b><u>LONDON OVERGROUND</u></b></p> <p><b>[delay reason]</b> at <b>[location]</b></p> <p>Trains to and from Cheshunt and Enfield Town will start or terminate at Seven Sisters. Trains will not call at Cambridge Heath, London Fields, Rectory Road, Stoke</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 219

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA06**

### Full Line Blockage Between Hackney Downs & Seven Sisters

plan version: 6

Newington or Stamford Hill.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes where trains are not running. Valid National Rail tickets will be accepted on reasonable routes by London Buses, London Underground, DLR, TfL Rail, Abellio Greater Anglia and Great Northern.

Abellio Greater Anglia services on this route are also affected. Please check [abelliogreateranglia.co.uk](http://abelliogreateranglia.co.uk) for more information.

#### **ABELLIO GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Hertford East and Cheshunt. Trains to Hertford East may be diverted via Tottenham Hale and will also call at Cheshunt, Broxbourne, Rye House, St. Margarets and Ware.*

*London Overground services from Liverpool Street are also affected, please check [tfl.gov.uk](http://tfl.gov.uk) for more information.*

*Abellio Greater Anglia tickets will be accepted on:*

*London Buses and London Underground on reasonable routes.*

*Great Northern*

*London Overground*

*Local buses (check bus routes!)*

*Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency Plan WA06 is in **operation/ being implemented**  
with **no/ the following** variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 220

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA06**

### Full Line Blockage Between Hackney Downs & Seven Sisters

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at **xx:xx**

Owing to a {xxx} between Seven Sisters and Hackney Downs the line is blocked and services are partially suspended. **We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.**

We are currently running an amended train service and expect this to continue until approximately **xx:xx**.

**London – Cheshunt via Seven Sisters and Southbury and Enfield Town services:** These services are currently starting/ terminating at Seven Sisters and Cambridge Heath and London Fields stations will not be served. Customers are advised that Govia Thameslink Railway, TfL Underground and TfL Buses are accepting Abellio Greater Anglia tickets on any reasonable route. Customers for Stoke Newington or Rectory Road may use TfL bus routes 76, 149 and 243 from Seven Sisters or TfL bus route 276 from Hackney Downs. Customers for Stamford Hill may use TfL bus routes 76, 149 and 243 from Seven Sisters or routes 253 and 254 from Hackney Downs. Customers for London Fields, Cambridge Heath may use TfL bus route 48 from Liverpool St or Hackney Downs.

**London – Hertford East services via Seven Sisters:** These services are being diverted via Tottenham Hale. Customers are advised that Hertford East services to Stratford are via unaffected and Govia Thameslink Railway will also accept Abellio Greater Anglia tickets on any reasonable route.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 221

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA07**

### Full Line Blockage Between Seven Sisters & Bury Street Junction

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Arriva London services that are unaffected by this incident--&lt;&gt; All: Greater Anglia W/A Services--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Arriva London services that are unaffected by this incident--&lt;&gt; All: Greater Anglia W/A Services--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Arriva London services that are unaffected by this incident--&lt;&gt; All: Greater Anglia W/A Services--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Arriva London Services--&lt;Operates Liverpool Street - Seven Sisters Shuttle&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Arriva London Services--&lt;Operates Liverpool Street - Seven Sisters Shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Arriva London Services--&lt;Operates Liverpool Street - Seven Sisters Shuttle&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Arriva London Services--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Arriva London Services--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Arriva London Services--&lt;&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 222

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA07**

### Full Line Blockage Between Seven Sisters & Bury Street Junction

plan version: 6

#### Instructions to Signallers / Controllers

#### Operational Resources Required

MOM's or Maintenance staff at Seven Sisters to ensure that someone is on site in the event of a points failure.

#### Critical Infrastructure

Points: 2672, 2673

#### Customer Service Staff Deployment

##### LONDON OVERGROUND

- CSL2 and line status to be declared by LOROL control
- LOROL staff to follow LOROL's PIDD local delivery plan

##### ABELLIO GREATER ANGLIA (PEAKS ONLY)

*CSL2 mobilised West via On-Call structure*

#### Alternative Transport

- - London Buses via any reasonable route
  - Local Buses:
    - Turkey Street: Bus 121 from Enfield Lock
    - Theobalds Grove: Bus 251 from Waltham Cross (AGA tickets not accepted)
    - Southbury: Bus 191 from Ponders End, 307 from Brimsdown, 121, 307, 313, 377 from Enfield Chase (Great Northern)
    - Bush Hill Park: Bus 192 from Tottenham Hale or 377 from Enfield Chase (Great Northern) or W8 192 from Edmonton Green
    - Enfield Town: Bus 191 from Ponders End, 307 from Brimsdown, 121, 307, 313, 377 from Enfield Chase (Great Northern)
    - Edmonton Green, Silver Street, White Hart Lane and Bruce Grove: buses 149, 259, 279, 349 from Seven Sisters
    - Silver Street: Bus as above to Edmonton Green and then bus 102, 144, 491
  - London Underground via any reasonable route
  - Abellio Greater Anglia services between Liverpool Street and Cheshunt
- Great Northern services between Kings Cross, Moorgate and Enfield Chase

#### Customer Message

LIVERPOOL STREET TO CHESHUNT AND ENFIELD TOWN – PART-SUSPENDED

##### LONDON OVERGROUND

[delay reason] at [location]

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 223

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA07**

### Full Line Blockage Between Seven Sisters & Bury Street Junction

plan version: 6

Trains from Liverpool Street will not call at stations beyond Seven Sisters.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes where trains are not running. Valid National Rail tickets will be accepted on reasonable routes by London Buses, London Underground, DLR, TfL Rail, Abellio Greater Anglia and Great Northern.

#### **ABELLIO GREATER ANGLIA**

#### **DURING PEAKS ONLY:**

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Hertford East, Broxbourne and Cheshunt.*

*London Overground services from Liverpool Street are also affected.*

*Abellio Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
Great Northern  
London Overground*

*Journey times will be extended by up to [xx]mins.*

#### **Internal Message to include**

Contingency Plan WA07 is in **operation/ being implemented**  
with **no/ the following** variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 224

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA07**

### Full Line Blockage Between Seven Sisters & Bury Street Junction

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Seven Sisters and Edmonton Green the line is blocked and services are partially suspended. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

We are currently running an amended train service and expect this to continue until approximately xx:xx.

**London – Cheshunt (via Seven Sisters and Southbury) and Enfield Town services:** These services are currently suspended. A shuttle service is in operation between London and Seven Sisters. Customers are advised that Govia Thameslink Railway and TfL Underground and Buses are accepting Abellio Greater Anglia tickets on any reasonable route. Customers for Turkey Street may travel via Tottenham Hale and change at Enfield Lock for TfL bus route 121. Customers for Theobalds Grove may travel via Tottenham Hale and change at Waltham Cross for bus route 251 (Abellio Greater Anglia tickets not accepted) Customers for Southbury may travel via Tottenham Hale and change at Ponders End for TfL bus route 191. Customers for Bush Hill Park may travel via Tottenham Hale and change for TfL bus route 192. Customers for Enfield Town and Southbury may travel via Govia Thameslink Railway services to Enfield Chase and change for TfL bus route 121 307 313 377. Customers for Edmonton Green, Bruce Grove, White Hart Lane Silver Street and Edmonton green should travel via Seven Sisters and change for TfL bus routes 149,259,279 or 349. Customers for Bush Hill park and Enfield Town could also use this route changing at Edmonton Green to TfL bus routes 192 or W8

**London – Hertford East services via Seven Sisters:** These services are being diverted via Tottenham Hale. Customers are advised that Hertford East services to Stratford are via unaffected and Govia Thameslink Railway will also accept Abellio Greater Anglia tickets on any reasonable route.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 225

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA08**

### Full Line Blockage Between Bury Street Jnc & Enfield Town

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Arriva London services that are unaffected by this incident--&lt;&gt; All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Arriva London services that are unaffected by this incident--&lt;&gt; All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Arriva London services that are unaffected by this incident--&lt;&gt; All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Arriva London Services--&lt;Enfield Town Services to Operate Liverpool Street - Cheshunt, Non Stop Edmonton Green - Cheshunt both ways,&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Arriva London Services--&lt;Enfield Town Services to Operate Liverpool Street - Cheshunt, Non Stop Edmonton Green - Cheshunt both ways,&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Arriva London Services--&lt;Enfield Town Services to Operate Liverpool Street - Cheshunt, Non Stop Edmonton Green - Cheshunt both ways,&gt;</p>	<p><b><u>AM PEAK</u></b> None</p> <p><b><u>PM PEAK</u></b> None</p> <p><b><u>OFF-PEAK</u></b> None</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 226

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA08**

**Full Line Blockage Between Bury Street Jnc & Enfield Town**

plan version: 6

### Instructions to Signallers / Controllers

Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- - CSL2 and line status to be declared by LOROL control
- LOROL staff to follow LOROL's PIDD local delivery plan

### Alternative Transport

- - London Buses via any reasonable route
  - Local Buses for stations not served:
    - Bush Hill Park: bus 192 from Edmonton Green
    - Enfield Town: bus 192 or W8 from Edmonton Green. Bus 191 from Southbury or Ponders End. Bus W8 from Gorden Hill (Great Northern)
  - London Underground via any reasonable route
- Great Northern services between Kings Cross, Moorgate and Enfield Chase

### Customer Message

**LIVERPOOL STREET TO ENFIELD TOWN – PART-SUSPENDED**

#### **LONDON OVERGROUND**

**[delay reason] at [location]**

Trains will not call at Bush Hill Park or Enfield Town.

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes to and from Bush Hill Park and Enfield Town. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, TfL Rail, Abellio Greater Anglia and Great Northern.

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 227

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**WA08**

**Full Line Blockage Between Bury Street Jnc & Enfield Town**

**plan version:** 6

**Internal  
Message to  
include**

Contingency Plan WA08 is in operation/ being implemented  
with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 228

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA08**

### Full Line Blockage Between Bury Street Jnc & Enfield Town

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Enfield Town and Edmonton Green the line is blocked and services on this route are currently suspended. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

We are currently running an amended train service and expect this to continue until approximately xx:xx.

**London –Enfield Town services:** These services are currently suspended. Customers are advised that Govia Thameslink Railway and TfL Underground and Buses are accepting Abellio Greater Anglia tickets on any reasonable route. Customers for Bush Hill Park may travel via Edmonton Green and change for TfL Bus Route 192. Customers for Enfield Town may travel via Edmonton Green and change for TfL Bus Route 192 and W8 or may also travel via Govia Thameslink Railway services to Enfield Chase.

**London – Cheshunt (via Seven Sisters and Southbury) services:** We are currently running a normal service and are unaffected by this problem.

**London – Hertford East services via Tottenham Hale:** Services are being diverted via Seven Sisters.

**Stratford – Bishop's Stortford and Hertford East services via Tottenham Hale:** We are currently running a normal service and are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 229

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA09**

### Full Line Blockage Between Bury Street Jnc & Cheshunt

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Arriva London services that are unaffected by this incident--<> All: Greater Anglia W/A Services--<>  <u>PM PEAK</u> All: Arriva London services that are unaffected by this incident--<> All: Greater Anglia W/A Services--<>  <u>OFF-PEAK</u> All: Arriva London services that are unaffected by this incident--<> All: Greater Anglia W/A Services--<>	<u>AM PEAK</u> 2 per hour: Arriva London Services--<Cheshunt Service to be diverted to Enfield Town>  <u>PM PEAK</u> 2 per hour: Arriva London Services--<Cheshunt Service to be diverted to Enfield Town>  <u>OFF-PEAK</u> 2 per hour: Arriva London Services--<Cheshunt Service to be diverted to Enfield Town>	<u>AM PEAK</u> None  <u>PM PEAK</u> None  <u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 230

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA09**

### Full Line Blockage Between Bury Street Jnc & Cheshunt

plan version: 6

#### Instructions to Signallers / Controllers

Operational Resources Required

N/A

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

##### LONDON OVERGROUND

- CSL2 and line status to be declared by LOROL control
- LOROL staff to follow LOROL's PIDD local delivery plan

##### ABELLIO GREATER ANGLIA (PEAKS ONLY)

*CSL2 mobilised West via On-Call structure*

#### Alternative Transport

- - London Buses via any reasonable route
  - Local Buses for stations not served:
    - Turkey street: bus 121 from Enfield Lock
    - Theobalds Grove: Bus 255 or 251 from Waltham Cross
    - Southbury: bus 191 from Ponders End or Enfield Town
  - London Underground via any reasonable route
  - Abellio Greater Anglia services between Liverpool Street and Cheshunt
- London Overground services via any reasonable route

#### Customer Message

**LIVERPOOL STREET TO CHESHUNT – PART-SUSPENDED**

##### LONDON OVERGROUND

**[delay reason] at [location]**

Trains are diverted to Enfield Town and will not call at Southbury, Turkey Street, Theobalds Grove or Cheshunt.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 231

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA09**

### Full Line Blockage Between Bury Street Jnc & Cheshunt

plan version: 6

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes where trains are not running. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, TfL Rail and Abellio Greater Anglia.

#### **ABELLIO GREATER ANGLIA**

#### **DURING PEAKS ONLY:**

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Hertford East and Cheshunt. Trains to Hertford East will be diverted via Tottenham Hale.*

*London Overground services to Cheshunt are diverted to Enfield Town.*

*Abellio Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
Great Northern  
London Overground  
Local buses (check bus routes!)*

*Journey times will be extended by up to [xx]mins*

#### **Internal Message to include**

Contingency Plan WA09 is in **operation/ being implemented**  
with **no/ the following** variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 232

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA09**

### Full Line Blockage Between Bury Street Jnc & Cheshunt

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at **xx:xx**

Owing to a {xxx} between Cheshunt and Edmonton Green the line is blocked and services on this route are currently being diverted to Enfield Town.

**We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.**

We are currently running an amended train service and expect this to continue until approximately **xx:xx**.

**London – Cheshunt (via Seven Sisters and Southbury) services:** Services are currently being diverted to Enfield Town. Customers are advised that Govia Thameslink Railway and TfL Underground and Buses are accepting Abellio Greater Anglia tickets on any reasonable route. Customers for Turkey Street may travel via Enfield Lock or Enfield Town and change for TfL bus route 121. Customers for Theobalds Grove may travel via Waltham Cross and change for bus route 251 (Abellio Greater Anglia tickets not accepted). Customers for Southbury may travel either via Enfield Town and change for TfL bus routes 121, 191, 307, 313, or via Ponders End and TfL route 191 or via Brimsdown and TfL route 307.

**London –Enfield Town services:** We are currently running a normal service. Some additional services are calling at Bush Hill Park and Edmonton Green.

**London – Hertford East services via Seven Sisters:** These services are being diverted via Tottenham Hale. Customers are advised that Hertford East services to Stratford are via unaffected and Govia Thameslink Railway will also accept Abellio Greater Anglia tickets on any reasonable route.

**Stratford – Bishop's Stortford and Hertford East services via Tottenham Hale:** We are currently running a normal service and are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 233

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA10**

**Full Line Blockage Between Cheshunt & Broxbourne (BXB London End Jnc available)**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u><b>AM PEAK</b></u> All: Arriva London Services--<>	<u><b>AM PEAK</b></u> 4 per hour: Greater Anglia W/A Service--<Operates Liverpool Street - Cheshunt> 4 per hour: Greater Anglia W/A Services--<Services to Start & Terminate at Broxbourne> 2 per hour: Greater Anglia WA Services--<Services to Start & Terminate at Bishops Stortford>	<u><b>AM PEAK</b></u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u><b>PM PEAK</b></u> All: Arriva London Services--<>	<u><b>PM PEAK</b></u> 4 per hour: Greater Anglia W/A Service--<Operates Liverpool Street - Cheshunt> 4 per hour: Greater Anglia W/A Services--<Services to Start & Terminate at Broxbourne> 2 per hour: Greater Anglia WA Services--<Services to Start & Terminate at Bishops Stortford>	<u><b>PM PEAK</b></u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u><b>OFF-PEAK</b></u> All: Arriva London Services--<>	<u><b>OFF-PEAK</b></u> 4 per hour: Greater Anglia W/A Service--<Operates Liverpool Street - Cheshunt> 4 per hour: Greater Anglia W/A Services--<Services to Start & Terminate at Broxbourne> 2 per hour: Greater Anglia WA Services--<Services to Start & Terminate at Bishops Stortford>	<u><b>OFF-PEAK</b></u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 234

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA10**

**Full Line Blockage Between Cheshunt & Broxbourne (BxB London End Jnc available)**

plan version: 6

### Instructions to Signallers / Controllers

### Operational Resources Required

MOM's or Maintenance staff at Broxbourne to ensure that someone is on site in the event of a points failure.

### Critical Infrastructure

**Points:** 2554, 2555, 2559, 2560, 2565, 2566, 2571, 2572

### Customer Service Staff Deployment

- 
- CSL2 mobilised West via on-call structure
- HQ staff support to Liverpool Street for evening peak
- Driver manager to attend harlow Town & Broxbourne
- RPIs and MTST support at Cheshunt and Broxbourne.
- STEX on-board CS staff to assist
- Request Driver Manager to assist at Liverpool Street and Broxbourne

### Alternative Transport

#### Immediate alternatives available

- Liverpool St – Stansted Airport via Terravision or National Express A9 bus direct (journey takes 1 hour 15 minutes) Note AGA tickets will not be passed
- Invoke GTR ticket acceptance on any reasonable route
- TFL ticket acceptance on reasonable routes.

#### Other Alternatives Required

- Rail replacement bus calling all stations Cheshunt, Broxbourne and all stations Hertford East and then Hertford North GTR.

#### Stansted Airport Customers

06:00 to 21:00 (if GEML not disrupted): Witham – Stansted Airport rail replacement bus

Send customers to Liverpool Street and then by train to Witham to connect with rail replacement bus from Witham to Stansted Airport.

21:00 to 06:00 (or if GE disrupted) – Liverpool Street – Stansted Airport direct bus link

Send customers to Liverpool Street for rail replacement bus running directly to Stansted Airport. Check with LST DSM that the Primrose Street entrance is available and agree alternative provision if it is not. Advise Network Rail of requirement to keep platform 10 roadway area clear for bus turning.

### Customer Message

Owing to a {xxx} between Cheshunt and Broxbourne the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly.

Stansted Express Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street to Witham by train and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport. Customers travelling via Tottenham Hale should travel to Liverpool Street and then to Witham and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport.

London, Cambridge, Ely and Kings Lynn services are also suspended. Customers are advised that Govia Thameslink Railway will accept Abellio

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 235

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA10**

**Full Line Blockage Between Cheshunt & Broxbourne (BxB London End Jnc available)**

**plan version: 6**

Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service between Cambridge and Broxbourne and a rail replacement bus **is running/ in preparation** between Broxbourne and Cheshunt.

All Hertford East services are currently suspended and customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. A rail replacement bus is **running/ in preparation** calling at all stations between Broxbourne and Hertford North GTR station.

We are running a 15 minute interval service between London to Cheshunt all trains are calling at Tottenham Hale.. Angel Road, Brimsdown, Northumberland Park and Ponders End are being served hourly and Enfield Lock, Hackney Downs and Waltham Cross every 30 minutes.

**Internal  
Message to  
include**

Contingency Plan WA10 is in **operation/ being implemented** with **no/ the following** variations.

### **Notes for Stansted Airport Customers:**

**Hold Stansted Airport Customers at Liverpool Street until alternative transport arrangements are in place.**

**Tottenham Hale/ Seven Sisters to send Stansted Airport Customers by train to Liverpool Street for alternative transport.**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 236

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA10**

### Full Line Blockage Between Cheshunt & Broxbourne (BxB London End Jnc available)

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Cheshunt and Broxbourne the line is closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal

We are currently running an amended train service and expect this to continue until approximately xx:xx

Stansted Express Services: Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street to Witham by train and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport. Customers travelling via Tottenham Hale should travel to Liverpool Street and then to Witham and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport.

London – Cambridge, Ely and Kings Lynn Services: Services are currently suspended between Cheshunt and Broxbourne. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service between Cambridge and Broxbourne and a rail replacement bus is running/ in preparation between Broxbourne and Cheshunt. We are running a 30 minute interval service between Cheshunt and London calling at Tottenham Hale only.

London – Hertford East services via Seven Sisters: This service is currently suspended. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. A rail replacement bus is in operation calling at all stations between Broxbourne and Hertford North GTR station.

Stratford – Broxbourne, Hertford East and Bishop's Stortford services via Tottenham Hale: This service is currently suspended. We are running a 30 minute interval service starting/ terminating at London and Cheshunt. Customers are advised that these trains will call hourly at Angel Road, Brimsdown, Northumberland Park and Ponders End. All trains will call Enfield Lock, Hackney Downs, Tottenham Hale and Waltham Cross.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 237

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **WA11** Full Line Blockage Between Broxbourne & Harlow Town (Access available at Broxbourne Jnc to Hertford East branch) plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Bishops Stortford&gt; 4 per hour: Greater Anglia W/A Services--&lt;Operates Liverpool Street - Broxbourne&gt; 2 per hour: Greater Anglia WA Services--&lt;Services to Start &amp; Terminate at Harlow Town&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Bishops Stortford&gt; 4 per hour: Greater Anglia W/A Services--&lt;Operates Liverpool Street - Broxbourne&gt; 2 per hour: Greater Anglia WA Services--&lt;Services to Start &amp; Terminate at Harlow Town&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Bishops Stortford&gt; 4 per hour: Greater Anglia W/A Services--&lt;Operates Liverpool Street - Broxbourne&gt; 2 per hour: Greater Anglia WA Services--&lt;Services to Start &amp; Terminate at Harlow Town&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 238

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### WA11 Full Line Blockage Between Broxbourne & Harlow Town (Access available at Broxbourne Jnc to Hertford East branch) plan version: 6

Instructions to Signallers / Controllers	N/A
Operational Resources Required	<ul style="list-style-type: none"> <li>• <b>Harlow groundframe to be manned.</b></li> <li>• If available, MOM's or Maintenance staff at Broxbourne &amp; Bishops Stortford to ensure that someone is on site in the event of a points failure.</li> </ul>
Critical Infrastructure	<p><b>Points at Broxbourne:</b> 2554, 2555, 2559, 2560</p> <p><b>Points at Harlow Town:</b> Groundframe 2 &amp; 3 points,</p> <p><b>Points at Bishops Stortford:</b> 2629, 2630</p>
Customer Service Staff Deployment	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised West via on-call structure</li> <li>• HQ staff support to Liverpool Street for evening peak</li> <li>• RPIs and MTST support at Broxbourne, Harlow Town.</li> <li>• On-board CS staff to assist as above.</li> <li>• <b>Request Driver Manager to assist at Liverpool Street, Harlow and Broxbourne</b></li> </ul>
Alternative Transport	<p><b>Immediate alternatives available</b></p> <ul style="list-style-type: none"> <li>• Liverpool St – Stansted Airport via Terravision or National Express A9 bus direct (journey takes 1 hour 15 minutes) Note AGA tickets will not be passed</li> <li>• Invoke GTR ticket acceptance on any reasonable route</li> <li>• TFL ticket acceptance on reasonable routes.</li> </ul> <p><b>Other Alternatives Required</b></p> <ul style="list-style-type: none"> <li>• Rail replacement bus calling all stations Harlow Town – Broxbourne.</li> <li>• Rail replacement bus calling all stations Hertford East – Broxbourne.</li> </ul> <p><b>Stansted Airport Customers</b></p> <ul style="list-style-type: none"> <li>• <b>06:00 to 21:00 (if GEML not disrupted):</b> Witham – Stansted Airport rail replacement bus Send customers to Liverpool Street and then by train to Witham to connect with rail replacement bus from Witham to Stansted Airport.</li> <li>• <b>21:00 to 06:00 (or if GE disrupted):</b> Liverpool Street – Stansted Airport direct bus link Send customers to Liverpool Street for rail replacement bus running directly to Stansted Airport. Check with LST DSM that the Primrose Street entrance is available and agree alternative provision if it is not. Advise Network Rail of requirement to keep platform 10 roadway area clear for bus turning.</li> </ul>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 239

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **WA11 Full Line Blockage Between Broxbourne & Harlow Town (Access available at Broxbourne Jnc to Hertford East branch)** plan version: 6

<b>Customer Message</b>	<p>Owing to a {xxx} between Harlow Town and Broxbourne the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly.</p> <p>Stansted Express Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street to Witham by train and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport. Customers travelling via Tottenham Hale should travel to Liverpool Street and then to Witham and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport.</p> <p>London, Cambridge, Ely and Kings Lynn services are also suspended. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service calling all stations between Cambridge and Harlow Town where customers may change for rail replacement bus is running/ in preparation for stations to London.</p>
<b>Internal Message to include</b>	<p>Contingency Plan WA11 is in operation/ being implemented with no/ the following variations.</p> <p><b>Notes for Stansted Airport Customers:</b></p> <p>Hold Stansted Airport Customers at Liverpool Street until alternative transport arrangements are in place.</p> <p>Tottenham Hale/ Seven Sisters to send Stansted Airport Customers by train to Liverpool Street for alternative transport.</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 240

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **WA11** Full Line Blockage Between Broxbourne & Harlow Town (Access available at Broxbourne Jnc to Hertford East branch) plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Harlow Town and Broxbourne the line is closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

We are currently running an amended train service and expect this to continue until approximately xx:xx.

**Stansted Express Services:** Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street to Witham by train and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport. Customers travelling via Tottenham Hale should travel to Liverpool Street and then to Witham and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport.

**London – Cambridge, Ely and Kings Lynn Services:** Services are currently suspended between Harlow Town and Broxbourne. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service between starting/ terminating at Harlow Town and calling at all stations. Customers for stations to London should travel to Harlow where a rail replacement bus is running/ in preparation between Harlow Town and Broxbourne calling at Roydon.

**Stratford –Bishop's Stortford services via Tottenham Hale:** We are currently running a 30 minute frequency service between starting/ terminating at Broxbourne and a rail replacement bus is running/ in preparation between Broxbourne and Harlow Town calling at Roydon for customers to continue their journey.

**Stratford – Broxbourne and Hertford East services via Tottenham Hale:** We are currently running a normal service and are unaffected by this problem.

**London – Chingford, Enfield Town, Cheshunt via Southbury and Hertford East services via Seven Sisters:** We are currently running a normal service and are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 241

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### WA12 Full Line Blockage Between Broxbourne & Harlow Town (No access Broxbourne Jnc to Hertford East branch) plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Bishops Stortford&gt; 6 per hour: Greater Anglia W/A Services--&lt;Operating Liverpool Street - Broxbourne&gt; 2 per hour: Greater Anglia WA Services--&lt;Services to Start &amp; Terminate at Harlow Town&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Bishops Stortford&gt; 6 per hour: Greater Anglia W/A Services--&lt;Operating Liverpool Street - Broxbourne&gt; 2 per hour: Greater Anglia WA Services--&lt;Services to Start &amp; Terminate at Harlow Town&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Bishops Stortford&gt; 6 per hour: Greater Anglia W/A Services--&lt;Operating Liverpool Street - Broxbourne&gt; 2 per hour: Greater Anglia WA Services--&lt;Services to Start &amp; Terminate at Harlow Town&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 242

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### WA12 Full Line Blockage Between Broxbourne & Harlow Town (No access Broxbourne Jnc to Hertford East branch) plan version: 6

<b>Instructions to Signallers / Controllers</b>	
<b>Operational Resources Required</b>	<ul style="list-style-type: none"> <li>• <b>Harlow groundframe to be manned.</b></li> <li>• If available, MOM's or Maintenance staff at Broxbourne &amp; Bishops Stortford to ensure that someone is on site in the event of a points failure.</li> </ul>
<b>Critical Infrastructure</b>	<p><b>Points at Broxbourne:</b> 2554, 2555, 2559, 2560</p> <p><b>Points at Harlow Town:</b> Groundframe 2 &amp; 3 points,</p> <p><b>Points at Bishops Stortford:</b> 2629, 2630</p>
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised West via on-call structure</li> <li>• RPIs and MTST support at Broxbourne, Harlow Town, Ware and Hertford East.</li> <li>• On-board CS staff to assist as above.</li> <li>• <b>Request Driver Manager to assist at Liverpool Street, Harlow and Broxbourne</b></li> </ul>
<b>Alternative Transport</b>	<p><b>Immediate alternatives available</b></p> <ul style="list-style-type: none"> <li>• Liverpool St – Stansted Airport via Terravision or National Express A9 bus direct (journey takes 1 hour 15 minutes) Note AGA tickets will not be passed</li> <li>• Invoke GTR ticket acceptance on any reasonable route</li> <li>• TFL ticket acceptance on reasonable routes.</li> </ul> <p><b>Other Alternatives Required</b></p> <ul style="list-style-type: none"> <li>• Rail replacement bus calling all stations Harlow Town – Broxbourne.</li> <li>• Rail replacement bus calling all stations Broxbourne Hertford East and extend to Hertford North.</li> </ul> <p><b>Stansted Airport Customers</b></p> <ul style="list-style-type: none"> <li>• <b>06:00 to 21:00 (if GEML not disrupted):</b> Witham – Stansted Airport rail replacement bus Send customers to Liverpool Street and then by train to Witham to connect with rail replacement bus from Witham to Stansted Airport.</li> <li>• <b>21:00 to 06:00 (or if GE disrupted):</b> Liverpool Street – Stansted Airport direct bus link Send customers to Liverpool Street for rail replacement bus running directly to Stansted Airport. Check with LST DSM that the Primrose Street entrance is available and agree alternative provision if it is not. Advise Network Rail of requirement to keep platform 10 roadway area clear for bus turning.</li> </ul>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 243

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### WA12 Full Line Blockage Between Broxbourne & Harlow Town (No access Broxbourne Jnc to Hertford East branch) plan version: 6

**Customer Message**

Owing to a {xxx} in the Broxbourne area the lines to Stansted Airport, Cambridge and Hertford East are blocked. We expect this to continue until approximately xx:xx and an amended train service **is currently in place/ will be in place shortly**. Stansted Express Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street **to Witham by train and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport**. Customers travelling via Tottenham Hale should travel to Liverpool Street and then **to Witham and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport**. London, Cambridge, Ely and Kings Lynn services are also suspended. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service calling at all stations between Cambridge and Harlow Town where customers may change for a rail replacement bus service between Harlow Town and Broxbourne for trains to Cheshunt, Tottenham Hale and London. Hertford East services are currently suspended and customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. A rail replacement bus **is running/ in preparation** calling at all stations between Broxbourne and Hertford North GTR station. We are running a 15 minute interval service between London to Cheshunt all trains are calling at Tottenham Hale.. Angel Road, Brimsdown, Northumberland Park and Ponders End are being served hourly and Enfield Lock, Hackney Downs and Waltham Cross every 30 minutes.

**Internal Message to include**

Contingency Plan WA12 is in **operation/ being implemented** with **no/ the following** variations.

**Notes for Stansted Airport Customers:**

**Hold Stansted Airport Customers at Liverpool Street until alternative transport arrangements are in place.**

**Tottenham Hale/ Seven Sisters stations to send Stansted Airport Customers by train to Liverpool Street for alternative transport.**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 244

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### WA12 Full Line Blockage Between Broxbourne & Harlow Town (No access Broxbourne Jnc to Hertford East branch) plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} at Broxbourne the line is closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

We are currently running an amended train service and expect this to continue until approximately xx:xx.

**Stansted Express Services:** Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street to Witham by train and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport. Customers travelling via Tottenham Hale should travel to Liverpool Street and then to Witham and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport.

**London – Cambridge, Ely and Kings Lynn Services:** Services are currently suspended between Harlow Town and Broxbourne. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service between starting/ terminating at Harlow Town and a rail replacement bus is running/ in preparation between Harlow Town and Broxbourne calling at Roydon.

**London – Hertford East services via Seven Sisters:** This service is currently suspended. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. A rail replacement bus is running/ in preparation calling at all stations between Broxbourne and Hertford North GTR station.

**Stratford – Broxbourne, Hertford East and Bishop's Stortford services via Tottenham Hale:** This service is currently suspended. We are running a 30 minute interval service starting/ terminating at London and Cheshunt. Customers are advised that these trains will call hourly at Angel Road, Brimsdown, Northumberland Park and Ponders End. All trains will call Enfield Lock, Hackney Downs, Tottenham Hale and Waltham Cross.

**London – Chingford, Cheshunt via Southbury and Enfield Town services:** We are currently running a normal service and are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 245

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA13**

### Full Line Blockage Between Harlow Town & Bishops Stortford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 4 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Bishops Stortford&gt; 4 per hour: Greater Anglia W/A Services--&lt;Operates Liverpool Street - Broxbourne&gt;</p> <p><b><u>PM PEAK</u></b> 4 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Bishops Stortford&gt; 4 per hour: Greater Anglia W/A Services--&lt;Operates Liverpool Street - Broxbourne&gt;</p> <p><b><u>OFF-PEAK</u></b> 4 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Bishops Stortford&gt; 4 per hour: Greater Anglia W/A Services--&lt;Operates Liverpool Street - Broxbourne&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 246

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA13**

### Full Line Blockage Between Harlow Town & Bishops Stortford

plan version: 6

Instructions to Signallers / Controllers	Trains to turn at Harlow Mill if possible to avoid the need to use the ground frame at HarlowTown.
Operational Resources Required	<ul style="list-style-type: none"> <li>• <b>Harlow groundframe to be manned.</b></li> <li>• If available, MOM's or Maintenance staff at Broxbourne &amp; Bishops Stortford to ensure that someone is on site in the event of a points failure.</li> </ul>
Critical Infrastructure	<p><b>Points at Broxbourne:</b> 2554, 2555, 2559, 2560</p> <p><b>Points at HarlowTown:</b> Groundframe 2 &amp; 3 points,</p> <p><b>Points at Bishops Stortford:</b> 2629, 2630</p>
Customer Service Staff Deployment	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised West via on-call structure</li> <li>• RPIs and MTST support at Harlow Town and Bishop's Stortford.</li> <li>• CS On-board Staff to assist at Bishop's Stortford and Harlow</li> <li>• Request Driver Manager to assist at Bishop's Stortford &amp; Harlow</li> </ul>
Alternative Transport	<p><b>Immediate alternatives available</b></p> <ul style="list-style-type: none"> <li>• Liverpool St – Stansted Airport via Terravision or National Express A9 bus direct (journey takes 1 hour 15 minutes) Note AGA tickets will not be passed</li> <li>• Invoke GTR ticket acceptance on any reasonable route</li> <li>• TFL ticket acceptance on reasonable routes.</li> </ul> <p>Rail replacement bus calling all stations Harlow Town – Bishop's Stortford.</p> <p><b>Stansted Airport Customers</b></p> <ul style="list-style-type: none"> <li>• <b>06:00 to 21:00 (if GEML not disrupted):</b> Witham – Stansted Airport rail replacement bus</li> </ul> <p>Send customers to Liverpool Street and then by train to Witham to connect with rail replacement bus from Witham to Stansted Airport.</p> <ul style="list-style-type: none"> <li>• <b>21:00 to 06:00 (or if GE disrupted):</b> Liverpool Street – Stansted Airport direct bus link</li> </ul> <p>Send customers to Liverpool Street for rail replacement bus running directly to Stansted Airport. Check with LST DSM that the Primrose Street entrance is available and agree alternative provision if it is not. Advise Network Rail of requirement to keep platform 10 roadway area clear for bus turning.</p>
Customer Message	<p>Owing to a {xxx} between Harlow Town and Bishop's Stortford the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly.</p> <p>Stansted Express Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street to Witham by train and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport. Customers travelling via Tottenham Hale should travel to Liverpool Street and then to Witham and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport.</p> <p>London, Cambridge, Ely and Kings Lynn services are also suspended. Customers are advised that Govia Thameslink Railway will accept Abellio</p>

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 247

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**WA13**

### Full Line Blockage Between Harlow Town & Bishops Stortford

**plan version:** 6

Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service calling all stations between Cambridge and Bishop's Stortford where customers may change for rail replacement bus is **running/ in preparation** to Harlow Town and stations to London.

**Internal  
Message to  
include**

Contingency Plan WA13 is in **operation/ being implemented**  
with **no/ the following** variations.

**Notes for Stansted Airport, Customers:**

Hold Stansted Airport Customers at Liverpool Street until alternative transport arrangements are in place.

Tottenham Hale/ Seven Sisters to send Stansted Airport Customers by train to Liverpool Street for alternative transport.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 248

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA13**

### Full Line Blockage Between Harlow Town & Bishops Stortford

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Harlow Town and Bishop's Stortford the line is closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

We are currently running an amended train service and expect this to continue until approximately xx:xx.

**Stansted Express Services:** Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street to Witham by train and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport. Customers travelling via Tottenham Hale should travel to Liverpool Street and then to Witham and change for a rail replacement/ via direct rail-replacement bus to Stansted Airport. A 30 minute interval shuttle train service is running between Stansted Airport and Bishop's Stortford

**London – Cambridge, Ely and Kings Lynn Services:** Services are currently suspended between Harlow Town and Bishop's Stortford. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service between Cambridge and Bishop's Stortford and Harlow Town and London Liverpool Street. A rail replacement bus is running/ in preparation between Harlow Town and Bishop's Stortford calling at Harlow Mill and Sawbridgeworth.

**Stratford –Bishop's Stortford services via Tottenham Hale:** This service is currently starting/terminating at Broxbourne. We are running a 30 minute interval service starting/ terminating at Broxbourne.

Stratford – Broxbourne and Hertford East services via Tottenham Hale: We are currently running a normal service and are unaffected by this problem.

**London – Chingford, Enfield Town, Cheshunt via Southbury and Hertford East services via Seven Sisters:** We are currently running a normal service and are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 249

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA14**

### Full Line Blockage Between Bishops Stortford & Stansted South Jnc

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Audley End&gt; 4 per hour: Greater Anglia W/A Services--&lt;Operates Liverpool Street - Bishops Stortford&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Audley End&gt; 4 per hour: Greater Anglia W/A Services--&lt;Operates Liverpool Street - Bishops Stortford&gt;</p> <p><b><u>OFF-PEAK</u></b> 2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Audley End&gt; 4 per hour: Greater Anglia W/A Services--&lt;Operates Liverpool Street - Bishops Stortford&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 250

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA14**

### Full Line Blockage Between Bishops Stortford & Stansted South Jnc

plan version: 6

<b>Instructions to Signallers / Controllers</b>	<b>Arrivals at Bishops Stortford:-</b> Cambridge services to be routed into platform 1 Stansted services to be routed onto platform 2
<b>Operational Resources Required</b>	If available, MOM's or Maintenance staff at Bishops Stortford and Audley End to ensure that someone is on site in the event of a points failure.
<b>Critical Infrastructure</b>	<b>Points at Bishops Stortford:</b> 2613, 2614, 2625, 2627 <b>Points at Audley End:</b> 1006, 1008
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised West via on-call structure</li> <li>• RPIs and MTST support at Bishop's Stortford.</li> <li>• CS On-board Staff to assist at Bishop's Stortford and Harlow</li> <li>• Request Driver Manager to assist at Bishop's Stortford &amp; Cambridge</li> </ul>
<b>Alternative Transport</b>	<p><b>Immediate alternatives available</b></p> <ul style="list-style-type: none"> <li>• Liverpool St – Stansted Airport via Terravision bus direct (journey takes 1 hour 15 minutes) Note AGA tickets will not be passed</li> <li>• Arriva Bus route 510 and local route 308 operates between Stansted Airport and Bishop's Stortford. Note AGA tickets will not be passed unless arranged by Arriva Cross Country Control</li> <li>• Invoke GTR ticket acceptance on any reasonable route</li> <li>• TFL ticket acceptance on reasonable routes.</li> </ul> <p><b>Other Alternatives to Arrange</b></p> <ul style="list-style-type: none"> <li>• Rail replacement bus service calling all stations between Bishop's Stortford and Audley End.</li> </ul> <p><b>Stansted Airport Customers :</b></p> <ul style="list-style-type: none"> <li>• Bishop's Stortford – Stansted Airport rail replacement bus</li> <li>• Send customers to Bishop's Stortford for rail replacement bus running directly to Stansted Airport.</li> </ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Stansted Mountfitchet and Bishop's Stortford the line is blocked and we expect this to continue until approximately xx:xx. An amended train service <b>is currently in place/ will be in place shortly</b>.</p> <p>Stansted Express Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street to Bishop's Stortford by train and change for <b>local buses (note that AGA tickets will not be passed)/ a rail replacement bus which is operating/ in preparation</b> to Stansted Airport. London, Cambridge, Ely and Kings Lynn services are suspended between Audley End and Bishop's Stortford. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service calling all stations between Cambridge and Audley End where customers may change for rail replacement bus to Bishop's Stortford where trains are running to London.</p>

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 251

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**WA14**

**Full Line Blockage Between Bishops Stortford & Stansted South Jnc**

**plan version:** 6

**Internal  
Message to  
include**

Contingency Plan WA14 is in operation/ being implemented  
with no/ the following variations.

**Notes for Stansted Airport, Customers:**

Hold Stansted Airport Customers at Liverpool Street until alternative transport arrangements are in place.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 252

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA14**

### Full Line Blockage Between Bishops Stortford & Stansted South Jnc

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at **xx:xx**

Owing to a **{xxx}** between Stansted Mountfitchet and Bishop's Stortford the line is closed. **We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.**

We are currently running an amended train service and expect this to continue until approximately **xx:xx**.

**Stansted Express Services:** We are running a 30 minute interval service to Bishop's Stortford where customers may change for a rail replacement bus service to Stansted Airport.

**London – Cambridge, Ely and Kings Lynn Services:** Services are currently suspended between Audley End and Bishop's Stortford. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service between Cambridge and Audley End. A rail replacement bus **is running/ in preparation** between Audley End and Bishop's Stortford calling at Newport, Elsenham and Stansted Mountfitchet.

Stratford – Bishop's Stortford, Broxbourne and Hertford East services via Tottenham Hale: We are currently running a normal service and are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 253

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA15**

**Full Line Blockage Between Stansted South Jn & Audley End (Stansted South Jnc Available)**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u><b>AM PEAK</b></u> All: Greater Anglia W/A services unaffected by this incident--<>	<u><b>AM PEAK</b></u> 2 per hour: Greater Anglia W/A Service--<Service to Start & Teminate at Audley End> 2 per hour: Greater Anglia W/A Services--<Cambridge Service to Operate Liverpool Street - Bishops Stortford> All: -XC--Cross Country--<Services to Start & Terminate at Cambridge>	<u><b>AM PEAK</b></u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u><b>PM PEAK</b></u> All: Greater Anglia W/A services unaffected by this incident--<>	<u><b>PM PEAK</b></u> 2 per hour: Greater Anglia W/A Service--<Service to Start & Teminate at Audley End> 2 per hour: Greater Anglia W/A Services--<Cambridge Service to Operate Liverpool Street - Bishops Stortford> All: -XC--Cross Country--<Services to Start & Terminate at Cambridge>	<u><b>PM PEAK</b></u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u><b>OFF-PEAK</b></u> All: Greater Anglia W/A services unaffected by this incident--<>	<u><b>OFF-PEAK</b></u> 2 per hour: Greater Anglia W/A Service--<Service to Start & Teminate at Audley End> 2 per hour: Greater Anglia W/A Services--<Cambridge Service to Operate Liverpool Street - Bishops Stortford> All: -XC--Cross Country--<Services to Start & Terminate at Cambridge>	<u><b>OFF-PEAK</b></u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 254

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA15**

**Full Line Blockage Between Stansted South Jn & Audley End (Stansted South Jnc Available)**

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Cambridge services terminating at Bishops Stortford to run empty to Stansted Mountfitchet down loop to wait for right time departure from Bishops Stortford
<b>Operational Resources Required</b>	If available, MOM's or Maintenance staff at Bishops Stortford and Audley End to ensure that someone is on site in the event of a points failure.
<b>Critical Infrastructure</b>	<b>Points at Bishops Stortford:</b> 2613, 2614, 2625, 2627 <b>Points at Audley End:</b> 1006, 1008
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised West via on-call structure</li><li>• RPI/ MTSOs to Audley End and Bishop's Stortford</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• GTR Ticket Acceptance Cambridge and Royston to Kings Cross plus TFL acceptance Liverpool Street – Kings Cross.</li><li>• Bus rail replacement to operate all stations Audley End– Bishop's Stortford.</li></ul>
<b>Customer Message</b>	Owing to a {xxx} between Stansted Mountfitchet and Elsenham/ Elsenham and Newport/ Newport and Audley End the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly. Cambridge, Ely and Kings Lynn services are suspended between Audley End and Bishop's Stortford. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service calling all stations between Cambridge and Audley End where customers may change for rail replacement bus to Bishop's Stortford where trains are running to London.
<b>Internal Message to include</b>	Contingency Plan WA15 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 255

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA15**

### Full Line Blockage Between Stansted South Jn & Audley End (Stansted South Jnc Available)

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Stansted Mountfitchet and Elsenham/ Elsenham and Newport/ Newport and Audley End the line is closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

We are currently running an amended train service and expect this to continue until approximately xx:xx

**London – Cambridge, Ely and Kings Lynn Services:** Services are currently suspended between Audley End and Bishop's Stortford. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service between Cambridge and Audley End. A rail replacement bus is running/ in preparation between Audley End and Bishop's Stortford calling at Newport, Elsenham and Stansted Mountfitchet.

**Stansted Express Services:** We are currently running a normal service and are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 256

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA16**

### Full Line Blockage Between Audley End & Cambridge

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><u>AM PEAK</u> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><u>PM PEAK</u> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p> <p><u>OFF-PEAK</u> All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;</p>	<p><u>AM PEAK</u> 2 per hour: Greater Anglia W/A Services--&lt;Service to Operate Liverpool Street - Audley End&gt; All: -XC--Cross Country--&lt;Services to Start &amp; Terminate at Cambridge&gt;</p> <p><u>PM PEAK</u> 2 per hour: Greater Anglia W/A Services--&lt;Service to Operate Liverpool Street - Audley End&gt; All: -XC--Cross Country--&lt;Services to Start &amp; Terminate at Cambridge&gt;</p> <p><u>OFF-PEAK</u> 2 per hour: Greater Anglia W/A Services--&lt;Service to Operate Liverpool Street - Audley End&gt; All: -XC--Cross Country--&lt;Services to Start &amp; Terminate at Cambridge&gt;</p>	<p><u>AM PEAK</u> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><u>PM PEAK</u> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><u>OFF-PEAK</u> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 257

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA16**

### Full Line Blockage Between Audley End & Cambridge

plan version: 6

#### Instructions to Signallers / Controllers

#### Operational Resources Required

If available, MOM's or Maintenance staff at Audley End to ensure that someone is on site in the event of a points failure.

#### Critical Infrastructure

**Points at Audley End:** 1006, 1008

#### Customer Service Staff Deployment

- 
- CSL2 mobilised West via on-call structure;
- RPI/ MTSOs to Cambridge and Audley End

#### Alternative Transport

- 
- Bus rail replacement to operate all stations Cambridge to Audley End
- Ticket acceptance on GTR services from Cambridge and Royston to Kings Cross.
- TFL Ticket Acceptance for reasonable routes Kings Cross- Liverpool Street.

#### Customer Message

Owing to a {xxx} between Audley End and Great Chesterford/ Great Chesterford and Whittlesford/ Whittlesford and Shelford/ Shelford and Cambridge the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly.  
Customers for Cambridge, Ely and Kings Lynn are advised that we are running a 30 minute interval service are starting/ terminating at Audley End. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable. A rail replacement bus is running/ in preparation between Audley End and Cambridge calling at Great Chesterford, Whittlesford and Shelford.

#### Internal Message to include

Contingency Plan WA16 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 258

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA16**

### Full Line Blockage Between Audley End & Cambridge

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Audley End and Great Chesterford/ Great Chesterford and Whittlesford/ Whittlesford and Shelford/ Shelford and Cambridge the line is closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

We are currently running an amended train service and expect this to continue until approximately xx:xx.

**London – Cambridge, Ely and Kings Lynn Services:** Services are running at a 30 minute interval starting/ terminating at Audley End. Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. We are currently running a 30 minute frequency service between Cambridge and Audley End. A rail replacement bus is running/ in preparation between Audley End and Cambridge at Great Chesterford and Shelford.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 259

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA17**

### Full Line Blockage Between Cambridge & Cambridge North

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> None</p> <p><b><u>PM PEAK</u></b> None</p> <p><b><u>OFF-PEAK</u></b> None</p>	<p><b><u>AM PEAK</u></b> All: Govia Thameslink Railway--&lt;Services to Operate Kings Cross - Cambridge&gt; 2 per hour: Greater Anglia W/A Services--&lt;Services to Operate Norwich - Cambridge North&gt; 2 per hour: -GTR-Govia Thameslink Railway-&lt;Request a Shuttle Service Kings Lynn - Cambridge North&gt; 1 per hour: -XC--Cross Country-&lt;Services to Start &amp; Terminate at Cambridge North&gt;</p> <p><b><u>PM PEAK</u></b> All: Govia Thameslink Railway--&lt;Services to Operate Kings Cross - Cambridge&gt; 2 per hour: Greater Anglia W/A Services--&lt;Services to Operate Norwich - Cambridge North&gt; 2 per hour: -GTR-Govia Thameslink Railway-&lt;Request a Shuttle Service Kings Lynn - Cambridge North&gt; 1 per hour: -XC--Cross Country-&lt;Services to Start &amp; Terminate at Cambridge North&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Govia Thameslink Railway--&lt;Services to Operate Kings Cross - Cambridge&gt; 2 per hour: Greater Anglia W/A Services--&lt;Services to Operate Norwich - Cambridge North&gt; 2 per hour: -GTR-Govia Thameslink Railway-&lt;Request a Shuttle Service Kings Lynn - Cambridge North&gt; 1 per hour: -XC--Cross Country-&lt;Services to Start &amp; Terminate at Cambridge North&gt;</p>	<p><b><u>AM PEAK</u></b> None</p> <p><b><u>PM PEAK</u></b> None</p> <p><b><u>OFF-PEAK</u></b> None</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 260

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA17**

### Full Line Blockage Between Cambridge & Cambridge North

plan version: 6

<b>Instructions to Signallers / Controllers</b>	<p>If Blockage extends to Coldham Lane Jnc 2Wxx services from Ipswich divert to Ely. If no access to Ely terminate / start Dullingham</p> <p>1L** (from Birmingham New Street) to terminate at Ely / 1N** to terminate at Cambridge or run as normal if Down Road open 1L** (from Peterborough AGA) to terminate at Ely and 1E** (to Peterborough AGA) to start Ely, if access to Soham is affected .... if Soham Branch is not affected then these trains to run as normal.</p>
<b>Operational Resources Required</b>	<b>Cambridge MOM to stay located at Cambridge if possible.</b>
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised West via on-call structure</li> <li>• RPI/ MTSOs to Cambridge/ Newmarket/ Ely</li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>•</li> <li>• Rail Replacement bus to operate</li> <li>• Cambridge-Waterbeach-Ely.</li> <li>• Ipswich customers</li> <li>• Use rail replacement bus to Ely if Ipswich trains terminating or a separate rail replacement bus will be required if there is no access to Ely operating Newmarket – Cambridge</li> <li>• Taxis to Dullingham as required.</li> </ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Cambridge and Waterbeach/Cambridge and Ely the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly. Services to Ely and Kings Lynn are starting/ terminating at Cambridge. Customers may travel via a rail replacement bus service calling at Cambridge, Waterbeach and Ely for connection with a shuttle train service to Kings Lynn. Services to/ from Norwich are starting/ terminating at Ely where customers for Cambridge may travel via a rail replacement bus service calling at Cambridge, Waterbeach and Ely.</p> <p>Services to/ from Ipswich are being diverted to Ely and Dullingham station is not being served until further notice/Services are starting/terminating at Dullingham. Customers for Cambridge should travel to Newmarket and change for a rail replacement bus service.</p>

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 261

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**WA17**

**Full Line Blockage Between Cambridge & Cambridge North**

**plan version:** 6

**Internal  
Message to  
include**

Contingency Plan WA17 is in operation/ being implemented  
with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 262

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA17**

### Full Line Blockage Between Cambridge & Cambridge North

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Cambridge and Waterbeach/Cambridge and Ely the line is closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

We are currently running an amended train service and expect this to continue until approximately xx:xx

**London – Cambridge, Ely and Kings Lynn Services:** Services to Ely and Kings Lynn are starting/ terminating at Cambridge. Customers may travel via a rail replacement bus service calling at Cambridge, Waterbeach and Ely for connection with a shuttle train service to Kings Lynn.

**Norwich – Cambridge Services:** Services to/ from Norwich are starting/ terminating at Ely. Customers for Cambridge may travel via a rail replacement bus service calling at Cambridge, Waterbeach and Ely.

**Ipswich – Cambridge Services:** A normal service is in operation / Services to/ from Ipswich are being diverted to Ely. Customers for Cambridge may travel via a rail replacement bus service calling at Cambridge, Waterbeach and Ely.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 263

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA17a**

### Full Line Blockage Between Cambridge North -Ely

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> All: Govia Thameslink Railway--<Services to Operate Kings Cross - Cambridge North> 2 per hour: Greater Anglia W/A Services--<Services to Operate Norwich - Ely> 2 per hour: -GTR-Govia Thameslink Railway-<Request a Shuttle Service Kings Lynn - Ely> All: -XC--Cross Country-<Services to Terminate & Start Ely>	<u>AM PEAK</u> None
<u>PM PEAK</u> None		<u>PM PEAK</u> None
<u>OFF-PEAK</u> None	<u>PM PEAK</u> All: Govia Thameslink Railway--<Services to Operate Kings Cross - Cambridge North> 2 per hour: Greater Anglia W/A Services--<Services to Operate Norwich - Ely> 2 per hour: -GTR-Govia Thameslink Railway-<Request a Shuttle Service Kings Lynn - Ely> All: -XC--Cross Country-<Services to Terminate & Start Ely>  <u>OFF-PEAK</u> All: Govia Thameslink Railway--<Services to Operate Kings Cross - Cambridge North> 2 per hour: Greater Anglia W/A Services--<Services to Operate Norwich - Ely> 2 per hour: -GTR-Govia Thameslink Railway-<Request a Shuttle Service Kings Lynn - Ely> All: -XC--Cross Country-<Services to Terminate & Start Ely>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 264

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WA17a**

**Full Line Blockage Between Cambridge North -Ely**

**plan version:** 6

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan XX being implemented/ in operation with no amendments./ the following amendments:



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 265

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WA17a**

**Full Line Blockage Between Cambridge North -Ely**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 266

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA18**

### Full Line Blockage Between Ely & Ely North Jnc

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> 1 per hour: Govia Thameslink Railway--<Request Shuttle Kings Lynn - Downham Market> 1 per hour: Greater Anglia G/E Service--<Service Operates Ipswich - Ely> 1 per hour: Greater Anglia W/A Services--<Service Operates Norwich - Thetford> All: -GTR-Govia Thameslink Railway-<Service Operates Kings Cross - Ely>	<u>AM PEAK</u> None
<u>PM PEAK</u> None	<u>PM PEAK</u> 1 per hour: Govia Thameslink Railway--<Request Shuttle Kings Lynn - Downham Market> 1 per hour: Greater Anglia G/E Service--<Service Operates Ipswich - Ely> 1 per hour: Greater Anglia W/A Services--<Service Operates Norwich - Thetford> All: -GTR-Govia Thameslink Railway-<Service Operates Kings Cross - Ely>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> 1 per hour: Govia Thameslink Railway--<Request Shuttle Kings Lynn - Downham Market> 1 per hour: Greater Anglia G/E Service--<Service Operates Ipswich - Ely> 1 per hour: Greater Anglia W/A Services--<Service Operates Norwich - Thetford> All: -GTR-Govia Thameslink Railway-<Service Operates Kings Cross - Ely>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 267

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA18**

### Full Line Blockage Between Ely & Ely North Jnc

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Speak with York Control regarding the holding of freight traffic at Peterborough Hold 1 freight train at stowmarket, Hold 1 freight train at Ely Divert where possible via London
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised West and North via on-call structure.</li><li>• MTSO/ RPI assistance at Ely (check with station supervisor if required first)</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Rail Replacement Buses required</li><li>• Ely-Downham Market (and to Kings Lynn if no shuttle)-GTR co-ordinate.</li></ul>
<b>Customer Message</b>	Owing to a {xxx} between Ely and {xxx} the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly. Services to Kings Lynn are starting/ terminating at Ely. Customers may travel via a rail replacement bus service for connection with a shuttle train service to Kings Lynn.
<b>Internal Message to include</b>	Contingency Plan WA18 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 268

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA18**

### Full Line Blockage Between Ely & Ely North Jnc

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Ely and {xxx} the line to Kings Lynn is currently blocked. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

**London – Kings Lynn Services:** Services to Kings Lynn are starting/ terminating at Ely. Customers may travel via a rail replacement bus service is running/ in preparation for connection with a shuttle train service to Kings Lynn.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 269

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA19**

### Full Line Blockage Between Clapton Junction & Chingford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Arriva London services that are unaffected by this incident--<>	<u>AM PEAK</u> 3 per hour: Arriva London Services--<Service to Operate Chingford - Walthamstow Central Shuttle>	<u>AM PEAK</u> 1 per hour: Arriva London--<>
<u>PM PEAK</u> All: Arriva London services that are unaffected by this incident--<>	<u>PM PEAK</u> 3 per hour: Arriva London Services--<Service to Operate Chingford - Walthamstow Central Shuttle>	<u>PM PEAK</u> 1 per hour: Arriva London--<>
<u>OFF-PEAK</u> All: Arriva London services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 3 per hour: Arriva London Services--<Service to Operate Chingford - Walthamstow Central Shuttle>	<u>OFF-PEAK</u> 1 per hour: Arriva London--<>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 270

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA19**

### Full Line Blockage Between Clapton Junction & Chingford

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Tottenham MOM to be deployed to Walthamstow Central Ground Frame
---	--

<b>Operational Resources Required</b>	N/A
---------------------------------------	-----

<b>Critical Infrastructure</b>	N/A
--------------------------------	-----

<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 and line status to be declared by LOROL control</li></ul> LOROL staff to follow LOROL's PIDD local delivery plan
--	---

<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• London Buses via any reasonable route</li></ul> London Underground via any reasonable route
------------------------------	---

<b>Customer Message</b>	<p><b>LIVERPOOL STREET TO CHINGFORD – PART-SUSPENDED</b></p> <p><b><u>LONDON OVERGROUND</u></b></p> <p><b>[delay reason]</b> at <b>[location]</b></p> <p>Trains to and from Chingford will start from or terminate at Walthamstow Central. Trains will not call at Clapton or St. James Street.</p> <p>This disruption is expected to last until <b>[expected end time]</b>.</p> <p>Customers should use alternative routes to and from Clapton and St. James Street. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR and TFL Rail.</p>
-------------------------	---

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 271

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**WA19**

**Full Line Blockage Between Clapton Junction & Chingford**

**plan version:** 6

**Internal  
Message to  
include**

Contingency Plan WA19 is in operation/ being implemented  
with no/ the following variations.  
With no/ the following amendments

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 272

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA19**

### Full Line Blockage Between Clapton Junction & Chingford

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at **xx:xx**

Owing to a **{xxx}** between Clapton Junction and Chingford. The lines in both directions are closed and services between London and Chingford are currently **suspended / disrupted**. **We are working to assess the problem / The line has reopened but there are delays of up to xx minutes expected / We are currently running a reduced service to avoid congestion due to reduced line capacity**. Customers are advised that London Underground and TfL buses are currently accepting Abellio Greater Anglia tickets on any reasonable route. Service disruption is expected to continue until approximately **xx:xx**

**Chingford Services:** Customers travelling between London and Chingford should use the Central Line changing at South Woodford for bus 179. Customers travelling between London and Walthamstow should use London Underground Victoria Line services. TfL bus route 48 runs from Walthamstow Central to Liverpool Street via Clapton and Hackney Downs.

As a result of this disruption there may be some knock on impact to services between London and Enfield Town and between London and Cheshunt (stopping services via Seven Sisters). Customers should check their journey and may use their tickets on all reasonable London Underground/TfL Buses until further notice.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 273

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA20**

### Full Line Blockage Between Broxbourne Junction & Ware

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia W/A services unaffected by this incident--<>	<u>AM PEAK</u> 4 per hour: Greater Anglia W/A Services--<Hertford East Service Operates Liverpool Street - Broxbourne>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia W/A services unaffected by this incident--<>	<u>PM PEAK</u> 4 per hour: Greater Anglia W/A Services--<Hertford East Service Operates Liverpool Street - Broxbourne>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia W/A services unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia W/A Services--<Hertford East Service Operates Liverpool Street - Broxbourne>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 274

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA20**

**Full Line Blockage Between Broxbourne Junction & Ware**

plan version: 6

<b>Instructions to Signallers / Controllers</b>	
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised West via on-call structure</li><li>• Driver Manager to attend Broxbourne</li><li>• • RPIs and MTST support at St Margarets, Ware and Hertford East.</li><li>• • On-board CS staff to assist as above.</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Invoke GTR ticket acceptance on any reasonable route</li><li>• TFL ticket acceptance on reasonable routes.</li><li>• Rail replacement bus calling all stations Broxbourne - Hertford East and extend to Hertford North.</li></ul>
<b>Customer Message</b>	<p>Owing to a {xxx} in the Broxbourne area the line to Hertford East is blocked. We expect this to continue until approximately xx:xx and an amended train service <b>is currently in place/ will be in place shortly.</b></p> <p>Customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route.</p> <p>Hertford East branch services are currently suspended and customers are advised that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. A rail replacement bus is running/ in preparation calling at all stations between Broxbourne and Hertford North GTR station.</p>
<b>Internal Message to include</b>	Contingency Plan WA20 is in <b>operation/ being implemented</b> with <b>no/ the following</b> variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 275

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA20**

### Full Line Blockage Between Broxbourne Junction & Ware

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Broxbourne and Ware the line is closed with no services in either direction between Broxbourne and Hertford East. We expect the line to reopen at xxx / we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

We are currently running an amended train service and expect this to continue until approximately xx:xx.

**Hertford East Services:** Services which would usually run between London Liverpool St/Stratford and Hertford East are starting/terminating at Broxbourne. Other services which would normally run through Broxbourne are currently running normally. Customers are also advised Abellio Greater Anglia tickets are currently being accepted on Govia Thameslink Railway services between Moorgate/Kings Cross and Hertford North

A replacement bus service is in operation/will shortly be in operation which calls as follows:

Either

Buses are calling at all stations in both directions and will run additionally to/from Hertford North in order to assist customers wishing to travel via Govia Thameslink Railway services.

Or

A fast bus calling at Broxbourne, Ware, Hertford East and Hertford North (and the reverse journey) is in operation.

A stopping bus calling at all stations between Broxbourne and Hertford East before travelling on to Hertford North (and the reverse journey) is in operation.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 276

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA21**

### Full Line Blockage Between Ware & Hertford East

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> 4 per hour: Greater Anglia W/A Services--<Hertford East Services to Start & Terminate at Ware>	<u>AM PEAK</u> None
<u>PM PEAK</u> None	<u>PM PEAK</u> 4 per hour: Greater Anglia W/A Services--<Hertford East Services to Start & Terminate at Ware>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> 2 per hour: Greater Anglia W/A Services--<Hertford East Services to Start & Terminate at Ware>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 277

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### WA21

### Full Line Blockage Between Ware & Hertford East

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Use down passenger loop at Broxbourne to avoid congestion.
<b>Operational Resources Required</b>	
<b>Critical Infrastructure</b>	
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised West via on-call structure</li><li>• RPIs and MTST suppo at Ware and Hertford East.</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Invoke GTR ticket acceptance on any reasonable route</li><li>• TFL ticket acceptance on reasonable routes.</li><li>• Rail replacement bus calling all stations Broxbourne-Hertford East and extend to Hertford North.</li></ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Ware and Hertford East, the line is blocked. We expect this to continue until approximately xx:xx and an amended train service is currently in place/ will be in place shortly.</p> <p>Customers are advised that Hertford East branch services are currently starting/ terminating at Ware and that Govia Thameslink Railway will accept Abellio Greater Anglia tickets on any reasonable route. A rail replacement bus is running/ in preparation calling at Ware, Hertford East and Hertford North GTR station.</p>
<b>Internal Message to include</b>	Contingency Plan WA21 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 278

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA21**

### Full Line Blockage Between Ware & Hertford East

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Hertford East and Ware the line is currently closed/was closed until xx:xx. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

**Hertford East Services:** There are currently no trains in either direction between Ware and Hertford East. Trains are running to/from London/Stratford to/from Ware and customers may also use Govia Thameslink Railway services between London Kings Cross/Moorgate and Hertford North where Abellio Greater Anglia tickets will be valid. A replacement bus service is currently in operation calling at Ware, Hertford East and Hertford North (and the reverse direction) until further notice.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 279

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA22**

### Full Line Blockage Between Stansted South Junction & Stansted Airport

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> 2 per hour: Greater Anglia W/A Services--<Stansted Services to Operate Liverpool Street - Bishops Stortford> All: -XC--Cross Country--<Services to Start & Terminate at Cambridge>	<u>AM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> None	<u>PM PEAK</u> 2 per hour: Greater Anglia W/A Services--<Stansted Services to Operate Liverpool Street - Bishops Stortford> All: -XC--Cross Country--<Services to Start & Terminate at Cambridge>	<u>PM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> 2 per hour: Greater Anglia W/A Services--<Stansted Services to Operate Liverpool Street - Bishops Stortford> All: -XC--Cross Country--<Services to Start & Terminate at Cambridge>	<u>OFF-PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 280

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA22**

### Full Line Blockage Between Stansted South Junction & Stansted Airport

plan version: 6

<b>Instructions to Signallers / Controllers</b>	
<b>Operational Resources Required</b>	<ul style="list-style-type: none"> <li>• If available, MOM's or Maintenance staff at Bishops Stortford to ensure that someone is on site in the event of a points failure.</li> </ul>
<b>Critical Infrastructure</b>	<b>Points at Bishops Stortford:</b> 2613, 2614, 2625, 2627
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"> <li>•</li> <li>• CSL2 mobilised West via on-call structure</li> <li>• RPIs and MTST support at Bishop's Stortford.</li> <li>• CS On-board Staff to assist at Bishop's Stortford anStansted Airport</li> <li>• Request Driver Manager to assist at Bishop's Stortford</li> </ul>
<b>Alternative Transport</b>	<p><b>Immediate alternatives available:</b></p> <ul style="list-style-type: none"> <li>• Liverpool St – Stansted Airport via Terravision bus direct (journey takes 1 hour 15 minutes) Note AGA tickets will not be passed</li> <li>• Arriva Bus route 510 and local route 308 operates between Stansted Airport and Bishop's Stortford. Note AGA tickets will not be passed on route 510 unless arranged by Arriva Cross Country Control. Route 308 will not accept AGA tickets.</li> <li>• Taxis available at Bishop's Stortford Note AGA tickets will not be passed without official order from AGA.</li> </ul> <p><b>Stansted Airport Customers:</b></p> <ul style="list-style-type: none"> <li>• Bishop's Stortford – Stansted Airport rail replacement bus</li> <li>• Send customers to Bishop's Stortford for rail replacement bus running directly to Stansted Airport.</li> </ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Stansted Mountfitchet and Stansted Airport the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly.</p> <p>Stansted Express Services are currently suspended. Customers for Stansted Airport may travel from Liverpool Street to Bishop's Stortford by train and change for local buses (note that AGA tickets will not be passed)/ a rail replacement bus which is operating/ in preparation to Stansted Airport. Services between London and Cambridge, Ely and Kings Lynn are operating normally.</p>
<b>Internal Message to include</b>	<p>Contingency Plan WA22 is in operation/ being implemented with no/ the following variations.</p> <p>With no/ the following amendments</p>



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 281

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA22**

### Full Line Blockage Between Stansted South Junction & Stansted Airport

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between near Stansted Airport all lines to/from Stansted Airport are currently closed. We expect the lines to reopen at xxx / The lines are currently closed and we are working to assess the problem / The lines have now reopened and we are working to return train services to normal / We are currently running an amended train service and expect this to continue until approximately xx:xx

**Stansted Express Services:** Stansted Express is currently operating a 30 minute frequency service between London and Bishops Stortford in both directions. Services will depart London at xx:25 and xx:55. Services will depart Bishops Stortford at xx:24 and xx:53. A replacement bus service is in operation / will be in operation from xx:xx between Bishops Stortford and Stansted Airport in both directions. Customers travelling to Stansted Airport are strongly advised to leave additional time to complete their journey

Cross Country Services to/from Stansted Airport to/from Cambridge, Peterborough and the Midlands are currently starting and terminating at Cambridge. Cross Country customers should use Abellio Greater Anglia services to/from Bishop's Stortford for the Rail Replacement bus.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 282

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA23**

### Full Line Blockage Between Ely North Junction & Downham Market

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> 1 per hour: Govia Thameslink Railway--<Resources Permitting request a Kings Lynn - Downham Market Shuttle> All: -GTR-Govia Thameslink Railway-<Services to Operate Kings Cross - Ely>	<u>AM PEAK</u> None
<u>PM PEAK</u> None	<u>PM PEAK</u> 1 per hour: Govia Thameslink Railway--<Resources Permitting request a Kings Lynn - Downham Market Shuttle> All: -GTR-Govia Thameslink Railway-<Services to Operate Kings Cross - Ely>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> 1 per hour: Govia Thameslink Railway--<Resources Permitting request a Kings Lynn - Downham Market Shuttle> All: -GTR-Govia Thameslink Railway-<Services to Operate Kings Cross - Ely>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 283

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WA23**

### Full Line Blockage Between Ely North Junction & Downham Market

plan version: 6

<b>Instructions to Signallers / Controllers</b>	If partial line blockage...modified working for 2 freight paths... If full line blockage...cancelled freight until line re-opens.
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised West and North via on-call structure.</li><li>• MTSO/ RPI assistance at Ely</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Rail Replacement Buses required</li><li>• Ely-Downham Market (and to Kings Lynn if no shuttle)-GTR co-ordinate.</li></ul>
<b>Customer Message</b>	Owing to a {xxx} between Ely and {xxx} the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly. Services to Kings Lynn are starting/ terminating at Ely. Customers may travel via a rail replacement bus service for connection with a shuttle train service to Kings Lynn.
<b>Internal Message to include</b>	Contingency Plan WA23 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 284

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA23**

### Full Line Blockage Between Ely North Junction & Downham Market

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Ely and {xxx} the line to Kings Lynn is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal. We are currently running an amended train service and expect this to continue until approximately xx:xx

**London – Cambridge, Ely and Kings Lynn Services:** All services to Ely and Kings Lynn are starting/ terminating at Ely (This includes Abellio Greater Anglia and Govia Thameslink Railway services). A rail replacement bus service is in operation calling at all stations between Kings Lynn/ Ely-Downham Market to connect with a shuttle train to Kings Lynn.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 285

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA24**

### Full Line Blockage Between Ely north Junction Full Blockage

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> All: -EMT-East Midlands Trains-<Services to Terminate & Start at Peterborough> 1 per hour: Greater Anglia G/E Services--<Service to Operate Ipswich - Ely> 2 per hour: Greater Anglia W/A Services--<Service to Operate Norwich - Thetford> All: -GTR-Govia Thameslink Railway-<Service to Operate Kings Cross - Ely> All: -XC--Cross Country-<Services to Terminate & Start at Peterborough>	<u>AM PEAK</u> None
<u>PM PEAK</u> None	2 per hour: Greater Anglia W/A Services--<Service to Operate Norwich - Thetford> All: -GTR-Govia Thameslink Railway-<Service to Operate Kings Cross - Ely> All: -XC--Cross Country-<Services to Terminate & Start at Peterborough>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> None	<u>PM PEAK</u> All: -EMT-East Midlands Trains-<Services to Terminate & Start at Peterborough> 1 per hour: Greater Anglia G/E Services--<Service to Operate Ipswich - Ely> 2 per hour: Greater Anglia W/A Services--<Service to Operate Norwich - Thetford> All: -GTR-Govia Thameslink Railway-<Service to Operate Kings Cross - Ely> All: -XC--Cross Country-<Services to Terminate & Start at Peterborough>	<u>OFF-PEAK</u> None
	<u>OFF-PEAK</u> All: -EMT-East Midlands Trains-<Services to Terminate & Start at Peterborough> 1 per hour: Greater Anglia G/E Services--<Service to Operate Ipswich - Ely> 2 per hour: Greater Anglia W/A Services--<Service to Operate Norwich - Thetford> All: -GTR-Govia Thameslink Railway-<Service to Operate Kings Cross - Ely> All: -XC--Cross Country-<Services to Terminate & Start at Peterborough>	

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 286

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA24**

### Full Line Blockage Between Ely north Junction Full Blockage

plan version: 6

#### Instructions to Signallers / Controllers

Norwich - Cambridge Services will start / terminate at **Thetford**.  
Kings Lynn - Kings Cross services will start / terminate at **Downham Market**  
Kings Cross - King Lynn Services will start / terminate **Ely**  
Ipswich - Peterborough service to start ./ terminate **Ely**  
Liverpool Lime St - Norwich will be suspended....starting / terminating at **Peterborough**  
Birmingham New St - Stansted Airport....starting / terminating at **Peterborough**

**Freight services to be berthed at signals between Ely Nth Jn & Whittlesea**

#### Operational Resources Required

MOM to be based on site at Ely North Jn, to assist where possible in opening a route between Ely & Peterborough

#### Critical Infrastructure

Points  
1151 Normal  
1155 Reverse  
1152 Normal  
1154 Normal

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 287

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WA24**

### Full Line Blockage Between Ely north Junction Full Blockage

plan version: 6

<b>Customer Service Staff Deployment</b>	CSL2 mobilised West and North via on-call structure. <ul style="list-style-type: none"><li>• MTSO/ RPI assistance at Ely</li><li>• Driver Mmanager to attend Ely</li></ul>
<b>Alternative Transport</b>	Rail Replacement Buses required as follows:  Ely to Peterborough Downham Market - Ely Thetford - Ely
<b>Customer Message</b>	Owing to a {xxx} between Ely and {xxx} the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly. Services to Kings Lynn, Peterborough & Norwich are starting/ terminating at Ely. Customers may travel via a rail replacement bus service for connection with a shuttle train service.
<b>Internal Message to include</b>	Contingency plan WA24 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 288

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA24**

### Full Line Blockage Between Ely north Junction Full Blockage

plan version: 6

#### Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Ely and {xxx} the line beyond Ely is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal. We are currently running an amended train service and expect this to continue until approximately xx:xx

**London – Cambridge, Ely - Kings Lynn & Peterborough Services:** are starting/ terminating at Ely (This includes Abellio Greater Anglia and Govia Thameslink Railway services). A rail replacement bus service is in operation calling at all stations between Kings Lynn/ Ely-Downham Market to connect with a shuttle train to Kings Lynn.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 289

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA26**

### Full Line Blockage Between Downham Market and Kings Lynn

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> All: -GTR-Govia Thameslink Railway-<Service Operates Kings Cross - Ely>	<u>AM PEAK</u> All: <b>Greater Anglia</b> --<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> None	<u>PM PEAK</u> All: -GTR-Govia Thameslink Railway-<Service Operates Kings Cross - Ely>	<u>PM PEAK</u> All: <b>Greater Anglia</b> --<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: -GTR-Govia Thameslink Railway-<Service Operates Kings Cross - Ely>	<u>OFF-PEAK</u> All: <b>Greater Anglia</b> --<All other services affected by this problem will be subject to cancellation and short notice alterations>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 290

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WA26**

### Full Line Blockage Between Downham Market and Kings Lynn

plan version: 6

<b>Instructions to Signallers / Controllers</b>	If partial line blockage...modified working for 2 freight paths... If full line blockage...cancelled freight until line re-opens.
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>• CSL2 mobilised West and North via on-call structure.</li><li>• MTSO/ RPI assistance at Ely</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>• Rail Replacement Buses required</li><li>• Ely-Downham Market (and to Kings Lynn if no shuttle)-GTR co-ordinate.</li></ul>
<b>Customer Message</b>	Owing to a {xxx} between Ely and {xxx} the line is blocked and we expect this to continue until approximately xx:xx. An amended train service is currently in place/ will be in place shortly. Services to Kings Lynn are starting/ terminating at Ely. Customers may travel via a rail replacement bus service for connection with a shuttle train service to Kings Lynn.
<b>Internal Message to include</b>	Contingency plan WA26 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 291

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WA26**

### Full Line Blockage Between Downham Market and Kings Lynn

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Ely and {xxx} the line to Kings Lynn is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal. We are currently running an amended train service and expect this to continue until approximately xx:xx

**London – Cambridge, Ely and Kings Lynn Services:** All services to Ely and Kings Lynn are starting/ terminating at Ely (This includes Abellio Greater Anglia and Govia Thameslink Railway services). A rail replacement bus service is in operation calling at all stations between Kings Lynn/ Ely-Downham Market to connect with a shuttle train to Kings Lynn.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 292

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

## Part 8: Liverpool Street Platform Plans

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 293

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST01**

**Full & Partial Line Blockage Between Liverpool Street Platforms 01-04**

**plan version: 6**

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b>  3 per hour: Greater Anglia G/E Services--&lt;&gt;  All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b>  3 per hour: Greater Anglia G/E Services--&lt;&gt;  All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b>  2 per hour: Greater Anglia G/E Services--&lt;&gt;  All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b>  4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt;  2 per hour: Greater Anglia W/A Service--&lt;Services Starting &amp; Terminating Tottenham Hale&gt;  2 per hour: Greater Anglia W/A Services--&lt;Services Starting &amp; Terminating at Stratford&gt;</p> <p><b><u>PM PEAK</u></b>  4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt;  2 per hour: Greater Anglia W/A Service--&lt;Services Starting &amp; Terminating Tottenham Hale&gt;  2 per hour: Greater Anglia W/A Services--&lt;Services Starting &amp; Terminating at Stratford&gt;</p> <p><b><u>OFF-PEAK</u></b>  4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt;  2 per hour: Greater Anglia W/A Service--&lt;Services Starting &amp; Terminating Tottenham Hale&gt;  2 per hour: Greater Anglia W/A Services--&lt;Services Starting &amp; Terminating at Stratford&gt;</p>	<p><b><u>AM PEAK</u></b>  All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b>  All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b>  All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 294

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST01**

### Full & Partial Line Blockage Between Liverpool Street Platforms 01-04

plan version: 6

<b>Instructions to Signallers / Controllers</b>	<p>If 1 or 2 of the 4 platforms become available, then consideration should be given to extending 2Txx services to Liverpool St</p> <p>To note:- On Sundays where the infrastructure is available, Hertford East services to run to Stratford vice Liverpool St</p> <p>Cambridge to Stansted services to be implemented</p>
<b>Operational Resources Required</b>	
<b>Critical Infrastructure</b>	
<b>Customer Service Staff Deployment</b>	<p><b><u>LONDON OVERGROUND</u></b></p> <ul style="list-style-type: none"> <li>• CSL2 and line status to be declared by LOROL control</li> <li>• LOROL staff to follow LOROL's PIDD local delivery plan</li> </ul> <p><b><u>ABELLIO GREATER ANGLIA</u></b></p> <ul style="list-style-type: none"> <li>• <i>CSL2 mobilised West via on-call structure</i></li> <li>• <i>HQ staff support to Liverpool Street for evening peak</i></li> <li>• <i>Advise Liverpool Street Duty Station Manager</i></li> </ul> <p><i>Advise Stratford Duty Station Manager</i></p>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>• London Buses via any reasonable route <ul style="list-style-type: none"> <li>• Bus 48 LST-London Fields, Hackney Downs and Walthamstow Central</li> <li>• Bus 8 for Bethnal Green</li> </ul> </li> <li>• London Underground via any reasonable route <ul style="list-style-type: none"> <li>• Central Line to Bethnal Green</li> <li>• Victoria to Walthamstow Central</li> </ul> </li> <li>• Abellio Greater Anglia services between Liverpool Street, Stratford and Cheshunt</li> <li>• London Overground via any reasonable route</li> <li>• Great Northern services between Kings Cross, Moorgate and Enfield Chase</li> </ul> <p>TfL Rail services between Liverpool Street and Stratford</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 295

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST01**

**Full & Partial Line Blockage Between Liverpool Street Platforms 01-04**

plan version: 6

### Customer Message

#### LONDON OVERGROUND

[delay reason] at [location]

Trains will start from or terminate at Hackney Downs. Trains will not call at Liverpool Street, Bethnal Green, Cambridge Heath or London Fields.

This disruption is expected to last until [expected end time].

Customers should use alternative routes to and from Hackney Downs. Valid National Rail tickets will be accepted on reasonable routes by London Buses, London Underground, DLR, TfL Rail, Abellio Greater Anglia and Great Northern.

Abellio Greater Anglia services on this route are also affected. Please check [abelliogreateranglia.co.uk](http://abelliogreateranglia.co.uk) for more information.

#### ABELLIO GREATER ANGLIA

*Due to [delay reason] at [location]/between [location and location] all lines are blocked.*

*Train services to and from this station/ through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Stansted Airport, Cambridge, Hertford East, Broxbourne and Cheshunt. Trains to Stansted Airport and Cambridge will start or terminate at Stratford, trains to Hertford East will start or terminate at Tottenham Hale. Trains will not call at Liverpool Street.*

*London Overground services from Liverpool Street are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) for more information.*

*Abellio Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.*

*Great Northern*

*London Overground*

*Journey times will be extended by up to [xx]mins.*

### Internal Message to include

Contingency train service plan LST01 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 296

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST01**

### Full & Partial Line Blockage Between Liverpool Street Platforms 01-04

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Owing to a {xxx} between Liverpool Street and Bethnal Green the line is currently closed. We expect the line to reopen at xxx / the line is currently closed and we are working to assess the problem / The line has now reopened and we are working to return train services to normal.

In order to manage the reduced line capacity to/from London Liverpool Street we are currently running an amended train service and expect this to continue until approximately xx:xx

**Stansted Express Services:** We are running a 30 minute frequency service

**London – Cambridge, Ely and Kings Lynn Services:** Off-Peak Services trains are running a 30 minute frequency.

**London – Chingford services:** We are currently running a 30 minute frequency service starting and terminating at Hackney Downs. In order to assist customers in making their journey, Abellio Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route.

**London – Cheshunt via Southbury services:** We are currently running an hourly service starting and terminating at Hackney Downs. In order to assist customers in making their journey, Abellio Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route.

**London – Enfield Town services:** We are currently running an hourly service starting and terminating at Hackney Downs. In order to assist customers in making their journey, Abellio Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route. Govia Thameslink Railway will also accept Abellio Greater Anglia tickets on any reasonable route.

**Stratford – Broxbourne, Hertford East and Bishop's Stortford services via Tottenham Hale:** We are currently running a 30 minute interval service to Hertford East starting/ terminating at Tottenham Hale. Abellio Greater Anglia tickets are being accepted on TfL Underground and TfL London bus services on any reasonable route. Govia Thameslink Railway will also accept Abellio Greater Anglia tickets on any reasonable route.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 297

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST02**

**Full & Partial Line Blockage Between Liverpool Street Platforms 05-10**

**plan version: 6**

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b>            9 per hour: Greater Anglia G/E Services--&lt;&gt;            4 per hour: Greater Anglia W/A Services--&lt;&gt;            All: MTR Crossrail services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b>            9 per hour: Greater Anglia G/E Services--&lt;&gt;            4 per hour: Greater Anglia W/A Services--&lt;&gt;            All: MTR Crossrail services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b>            9 per hour: Greater Anglia G/E Services--&lt;&gt;            4 per hour: Greater Anglia W/A Services--&lt;&gt;            All: MTR Crossrail services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b>            4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt;            1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Norwich - Colchester Shuttle&gt;            1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Colchester - Harwich shuttle&gt;            2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Stratford&gt;</p> <p><b><u>PM PEAK</u></b>            4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt;            1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Norwich - Colchester Shuttle&gt;            1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Colchester - Harwich shuttle&gt;            2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Stratford&gt;</p> <p><b><u>OFF-PEAK</u></b>            4 per hour: Arriva London Services--&lt;Terminate at Hackney Downs, ECS to London Fields &amp; return for next working&gt;            1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Norwich - Colchester Shuttle&gt;            1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Colchester - Harwich shuttle&gt;            2 per hour: Greater Anglia W/A Service--&lt;Services to Start &amp; Terminate at Stratford&gt;</p>	<p><b><u>AM PEAK</u></b>            All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;            All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b>            All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;            All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b>            All: Arriva London--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;            All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 298

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST02**

**Full & Partial Line Blockage Between Liverpool Street Platforms 05-10**

plan version: 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

#### **ABELLIO GREATER ANGLIA**

- CSL2 mobilised West via on-call structure
- HQ staff support to Liverpool Street for evening peak
- Advise Stratford DSM re 2Oxx diversion

### Alternative Transport

- London Buses via any reasonable route
    - Bus 48 LST-London Fields, Hackney Downs and Walthamstow Central
    - Bus 8 for Bethnal Green
  - London Underground via any reasonable route
    - Central Line to Bethnal Green
    - Victoria to Walthamstow Central
    - Central Line to Stratford
  - Abellio Greater Anglia services between Liverpool Street and Cheshunt
  - London Overground services via any reasonable route
- Great Northern services between Kings Cross, Moorgate and Enfield Chase

### Customer Message

#### **ABELLIO GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] some lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Norwich, Stansted and Hertford East*

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 299

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**LST02**

**Full & Partial Line Blockage Between Liverpool Street Platforms 05-10**

**plan version:** 6

*Customers could also use London Underground Central line services to Stratford, Tottenham Hale, Seven Sister and Walthamstowe on which Abellio Greater Anglia tickets will be accepted.*

*Abellio Greater Anglia tickets will be accepted on:  
London Buses and London Underground on reasonable routes.  
TfL Rail*

*Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency plan LST02 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 300

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**LST02**

**Full & Partial Line Blockage Between Liverpool Street Platforms 05-10**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 301

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST03**

**Full & Partial Line Blockage Between Liverpool Street Platforms 11&12 or 13&14**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b>  All: Arriva London services that are unaffected by this incident--&lt;&gt;  9 per hour: Greater Anglia G/E Services--&lt;&gt;  All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;  All: MTR Crossrail services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b>  All: Arriva London services that are unaffected by this incident--&lt;&gt;  9 per hour: Greater Anglia G/E Services--&lt;&gt;  All: Greater Anglia W/A services unaffected by this incident--&lt;&gt;  All: MTR Crossrail services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b>  All: Normal Service-All-&lt;&gt;</p>	<p><b><u>AM PEAK</u></b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Colchester - Harwich shuttle&gt;  1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b><u>PM PEAK</u></b>  1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;  1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Colchester - Harwich shuttle&gt;  1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b>  None</p>	<p><b><u>AM PEAK</u></b>  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b>  All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b>  None</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 302

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST03**

**Full & Partial Line Blockage Between Liverpool Street Platforms 11&12 or 13&14**

plan version: 6

Instructions to Signallers / Controllers	<b>Cambridge to Stansted services to be implemented</b>  1N03 05:40 Clacton – Liverpool Street – Terminates at Colchester and then ECS into the up loop, Then follow 1P07 from Colchester ECS to Chelmsford to form 1F19 08:09 Chelmsford – Liverpool Street
Operational Resources Required	N/A
Critical Infrastructure	N/A
Customer Service Staff Deployment	<b><u>ABELLIO GREATER ANGLIA</u></b> <ul style="list-style-type: none"><li>• CSL2 mobilised West via on-call structure</li><li>• HQ staff support to Liverpool Street for evening peak</li></ul>
Alternative Transport	<ul style="list-style-type: none"><li>• London Overground services via any reasonable route</li><li>• TfL services via any reasonable route</li><li>• c2c via any reasonable route</li></ul>
Customer Message	<b><u>ABELLIO GREATER ANGLIA</u></b>  <i>Due to [delay reason] at [location]/between [location and location] some lines are blocked.</i>  <i>Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].</i>  <i>This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Stansted, Southend, Colchester Town, Chelmsford, Harwich, Braintree and Southminster</i>  <i>Abellio Greater Anglia tickets will be accepted on: London Buses and London Underground on reasonable routes.</i>

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 303

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**LST03**

**Full & Partial Line Blockage Between Liverpool Street Platforms 11&12 or 13&14**

**plan version:** 6

*TfL Rail  
London Overground  
C2c*

*Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency plan LST03 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 304

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**LST03**

**Full & Partial Line Blockage Between Liverpool Street Platforms 11&12 or 13&14**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 305

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST04**

**Full & Partial Line Blockage Between Liverpool Street Platforms 15-18**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b>  All: Arriva London services that are unaffected by this incident--&lt;&gt;  12 per hour: Greater Anglia G/E Services--&lt;&gt;  5 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b><u>PM PEAK</u></b>  All: Arriva London services that are unaffected by this incident--&lt;&gt;  12 per hour: Greater Anglia G/E Services--&lt;&gt;  5 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b>  All: Normal Service-All-&lt;&gt;</p>	<p><b><u>AM PEAK</u></b>  3 per hour: MTR Crossrail Service--&lt;Operates as Gidea Park - Stratford Shuttle then ECS to Gidea Park for next working&gt;</p> <p><b><u>PM PEAK</u></b>  3 per hour: MTR Crossrail Service--&lt;ECS Gidea Park - Stratford to form Stratford - Gidea Park Shuttle&gt;</p> <p><b><u>OFF-PEAK</u></b>  None</p>	<p><b><u>AM PEAK</u></b>  All: <b>Greater Anglia</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  All: <b>MTR Crossrail</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b>  All: <b>Greater Anglia</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;  All: <b>MTR Crossrail</b>--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b>  None</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 306

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**LST04**

### Full & Partial Line Blockage Between Liverpool Street Platforms 15-18

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Must have a train crew manager on site at Stratford to do this. Should also consider having a traincrew manager at Gidea Park.
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<p>.</p> <p>TfL Rail</p> <ul style="list-style-type: none"> <li>• Dependant on delays ,CSL2 and line status to be declared by TFL control</li> <li>• Dependant on delays, TFL Rail staff to follow TFL's PIDD local delivery plan</li> <li>• Dependant on delays, CAT Team to be deployed where necessary to assist staff and customers.</li> </ul> <p>ABELLIO GREATER ANGLIA</p> <ul style="list-style-type: none"> <li>• CSL2 mobilised East and West via on-call structure</li> <li>• HQ staff support to Liverpool Street for evening peak</li> <li>• RPIs and MTST support at Liverpool Street, Stratford and Shenfield</li> <li>• Request Driver Manager to Liverpool Street, Stratford and Shenfield via On-Call Operations East</li> <li>• Advise contingency plan on traincrew information monitors (TIM) ) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich</li> <li>• Last shuttle train at Wickford must be held to connect with last down services for Southend</li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>•</li> <li>• London Buses via any reasonable route</li> <li>• London Underground via any reasonable route</li> <li>• Abellio Greater Anglia services between Liverpool Street and Shenfield</li> <li>• TfL rail services between Liverpool St and Shenfield</li> <li>• c2c services between Fenchurch Street and Southend Central via Upminster</li> <li>• London Overground services via any reasonable route</li> <li>• London Overground services between Romford and Upminster</li> <li>• Great Northern services between King's Cross and Cambridge / Ely (journey time 45 minutes to Cambridge, 65 minutes to Ely) for connections on Abellio Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time 60 Minutes Ely-Norwich</li> <li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich.</li> </ul>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 307

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST04**

**Full & Partial Line Blockage Between Liverpool Street Platforms 15-18**

plan version: 6

### Customer Message

#### TfL Rail

#### **LIVERPOOL STREET TO STRATFORD**

**[delay reason]** at **[location]**

Peak - There are currently Minor / Severe Delays operating on TFL Rail, this is due to (xxxx). Trains will not call at Maryland, Forest Gate and Manor Park. In addition, an amended service is in operation between Stratford and Gidea Park calling at all stations expected until (xxxx)

Same vice versa.

Off Peak – There are currently minor / severe delays operating on TFL Rail, this is due to (xxxx).

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes from Fenchurch Street for c2c services, London Underground and Local Buses. Valid National Rail tickets will be accepted by London Buses, London Underground, DLR, London Overground, Abellio Greater Anglia and c2c services.

Abellio Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check [Abelliogreateranglia.co.uk](http://Abelliogreateranglia.co.uk), [tfl.gov.co.uk](http://tfl.gov.co.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.

#### **ABELLIO GREATER ANGLIA**

*Due to [delay reason] at [location]/between [location and location] some lines are blocked.*

*Train services to and from this station/through these stations may be cancelled, delayed by up to [xx] mins or revised. Disruption is expected until [expected end time].*

*This is affecting Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Braintree, Chelmsford, Witham, Colchester, Colchester Town, Harwich, Southminster.*

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.*

*Customers could also use London Underground Central line services on which Abellio Greater Anglia tickets will be accepted.*

*Abellio Greater Anglia tickets will be accepted on:*

*London Buses and London Underground on reasonable routes.*

*TfL Rail*

*c2c*

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 308

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

**LST04**

**Full & Partial Line Blockage Between Liverpool Street Platforms 15-18**

**plan version:** 6

*Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency plan LST04 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 309

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**LST04**

**Full & Partial Line Blockage Between Liverpool Street Platforms 15-18**

plan version: 6

Electronic  
Information  
(whiteboard,  
website,  
social media)

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 310

**Issue:** 6

**Date:** May 2017

Service Management and Contingency Plans

## Part 9: Branch Lines

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 311

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**CCH1**

### Rural Line Blockage Between Haughley Junction & Bury St Edmunds

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><u>AM PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt;</p> <p><u>PM PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt;</p> <p><u>OFF-PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt;</p>	<p><u>AM PEAK</u> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><u>PM PEAK</u> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><u>OFF-PEAK</u> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 312

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**CCH1**

### Rural Line Blockage Between Haughley Junction & Bury St Edmunds

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Speak with York Control regarding holding freight traffic at Peterborough Hold 1 freight train at stowmarket, Hold 1 freight train at Ely Divert where possible via London  SLW for freight paths if partial line blockage....ensure freight runs in front of 2Wxx services from chippenham - Bury St Edmunds
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised for North via on-call structure</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich, Ipswich &amp; Colchester</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Bus replacement to operate calling all stations Stowmarket - Bury St Edmunds.</li><li>• Customers to/from Ely and Peterborough to Ipswich travel via Norwich and use EMT and AGA Intercity services.</li></ul>
<b>Customer Message</b>	Add basic message here
<b>Internal Message to include</b>	Contingency train service plan CCH1 is in operation/ being implemented With no/ the following amendments.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 313

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**CCH1**

### Rural Line Blockage Between Haughley Junction & Bury St Edmunds

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Bury St Edmunds and Needham Market the train service between these two stations is currently suspended. We are currently working to assess the problem / We expect the line to reopen at xx:xx

An hourly train service is in operation between Cambridge and Bury St Edmunds (in both directions) calling at all intermediate stations. A rail replacement service is in operation / From xx:xx a rail replacement service will operate between Bury St Edmunds and Stowmarket (in both directions) calling at all intermediate stations.

Customers wishing between Cambridge/Ely and Ipswich/Stowmarket should travel via Norwich where tickets will be valid.

Services between Ipswich, Stowmarket and Norwich are unaffected by this problem

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 314

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**CCH2**

### Rural Line Blockage Between Bury St Edmunds & Chippenham Junction

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Ipswich-Bury St Edmunds>	<u>AM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Ipswich-Bury St Edmunds>	<u>PM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Ipswich-Bury St Edmunds>	<u>OFF-PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 315

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**CCH2**

### Rural Line Blockage Between Bury St Edmunds & Chippenham Junction

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Speak with York Control regarding holding freight traffic at Peterborough Hold 1 freight train at stowmarket, Hold 1 freight train at Ely Divert where possible via London  SLW for freight paths if partial line blockage....ensure freight runs in front of 2Wxx services from chippenham - Bury St Edmunds
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised for Nort&amp; West via on-call structure</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich, Ipswich &amp; Colchester</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Bus replacement to operate calling all stations Cambridge - Bury St Edmunds.</li><li>• Customers to/from Ely and Peterborough to/from Ipswich travel via Norwich and use EMT and AGA Intercity services.</li></ul>
<b>Customer Message</b>	Add basic message here
<b>Internal Message to include</b>	Contingency train service plan CCH2 is in operation/ being implemented With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 316

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**CCH2**

### Rural Line Blockage Between Bury St Edmunds & Chippenham Junction

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Bury St Edmunds and Cambridge the train service between these two stations is currently suspended. We are currently working to assess the problem / We expect the line to reopen at xx:xx

An hourly train service is in operation between Bury St Edmunds and Ipswich (in both directions) calling at all intermediate stations. A rail replacement service is in operation / From xx:xx a rail replacement service will operate between Bury St Edmunds and Cambridge (in both directions) calling at all intermediate stations.

Customers wishing between Cambridge/Ely and Ipswich/Stowmarket should travel via Norwich where tickets will be valid.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05  
Page: 317

Issue: 6  
Date: May 2017

## Service Management and Contingency Plans

**CCH3**

### Rural Line Blockage Between Chippenham Junction & Dullingham

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Ipswich-Ely>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Ipswich-Ely>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Ipswich-Ely>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 318

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**CCH3**

### Rural Line Blockage Between Chippenham Junction & Dullingham

plan version: 6

<b>Instructions to Signallers / Controllers</b>	2Wxx Ipswich -Cambridge services to be diverted to Ely
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised for Nort&amp; West via on-call structure</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Ipswich &amp; Colchester</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Bus replacement to operate calling all stations Cambridge - Bury St Edmunds.</li></ul>
<b>Customer Message</b>	Add basic message here
<b>Internal Message to include</b>	Contingency train service plan CCH3 is in operation/ being implemented With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 319

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**CCH3**

### Rural Line Blockage Between Chippenham Junction & Dullingham

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Kennet and Dullingham the train service between these two stations is currently suspended. We are currently working to

assess the problem / We expect the line to reopen at xx:xx

A rail replacement service is in operation / From xx:xx a rail replacement service will operate between Cambridge and Bury St Edmunds with trains which would usually operate between Cambridge and Ipswich starting are being diverted to Ely.

Trains between Ipswich and Peterborough and all other services through Cambridge are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 320

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**CCH4**

### Rural Line Blockage Between Dullingham & Coldham Lane Junction

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Ipswich-Dullingham>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Ipswich-Dullingham>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Ipswich-Dullingham>	<u>OFF-PEAK</u> None



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 321

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**CCH4**

### Rural Line Blockage Between Dullingham & Coldham Lane Junction

plan version: 6

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

**Critical  
Infrastructure**

**Customer  
Service Staff  
Deployment**

- 
- CSL2 mobilised West & North via on-call structure
- West level 1 CS on-call to Dullingham

**Alternative  
Transport**

- 
- Buses to operate Cambridge - Dullingham.
- Deploy x2 Dullingham & x2 Cambridge

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency train service plan CCH4 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 322

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**CCH4**

### Rural Line Blockage Between Dullingham & Coldham Lane Junction

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Cambridge and Dullingham the train service between these two stations is currently suspended. We are currently working to assess the problem / We expect the line to reopen at xx:xx

A replacement bus service is in operation between these two stations with trains which would usually operate between Cambridge and Ipswich starting/terminating at Dullingham.

Trains between Ipswich and Peterborough and all other services through Cambridge are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 323

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**CRS1**

### Rural Line Blockage Between Cromer and Sheringham

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: Greater Anglia G/E Services--<Services to Start & terminate at Cromer>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> All: Greater Anglia G/E Services--<Services to Start & terminate at Cromer>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> All: Greater Anglia G/E Services--<Services to Start & terminate at Cromer>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 324

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**CRS1**

**Rural Line Blockage Between Cromer and Sheringham**

**plan version:** 6

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan CRS1 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 325

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**CRS1**

**Rural Line Blockage Between Cromer and Sheringham**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 326

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**EMP1**

### Rural Line Blockage Between Ely North Junction & March

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> All: -EMT-East Midlands Trains-<Services to Start & Terminate at Peterborough> 1 per hour: Greater Anglia Ipswich - Peterborough service--<Services to Start & Terminate at Ely> All: -XC--Cross Country-<Services to Start & Terminate at Peterborough>	<u>AM PEAK</u> None
<u>PM PEAK</u> None	<u>PM PEAK</u> All: -EMT-East Midlands Trains-<Services to Start & Terminate at Peterborough> 1 per hour: Greater Anglia Ipswich - Peterborough service--<Services to Start & Terminate at Ely> All: -XC--Cross Country-<Services to Start & Terminate at Peterborough>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: -EMT-East Midlands Trains-<Services to Start & Terminate at Peterborough> 1 per hour: Greater Anglia Ipswich - Peterborough service--<Services to Start & Terminate at Ely> All: -XC--Cross Country-<Services to Start & Terminate at Peterborough>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 327

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

### EMP1

### Rural Line Blockage Between Ely North Junction & March

plan version: 6

#### Instructions to Signallers / Controllers

Speak with York Control regarding holding freight traffic at Peterborough  
Hold 1 freight train at stowmarket, Hold 1 freight train at Ely  
Divert where possible via London

EMT services to start / terminate at Peterborough

XC services to start / terminate at Peterborough

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 328

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

### EMP1

### Rural Line Blockage Between Ely North Junction & March

plan version: 6

#### Operational Resources Required

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

- 
- CSL2 invoked via Level 2 West on call
- Level 1 on -call west deployed to Ely
- MTSO and RPI support required at Ely & Cambridge.

#### Alternative Transport

- 
- Rail Replacement Buses required:
- All stations Ely-Peterborough
- Customers for Peterborough, Leicester, Birmingham etc. should be advised to travel via GTR to Hitchin and change for trains to Peterborough to continue their journey.

#### Customer Message

Add basic message here

#### Internal Message to include

Contingency train service plan EMP1 is in operation/ being implemented  
With no/ the following amendments.



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 329

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**EMP1**

**Rural Line Blockage Between Ely North Junction & March**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 330

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**EMP2**

### Rural Line Blockage Between March & Peterborough

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> 1 per hour: Greater Anglia Ipswich - Peterborough service--<Services to Start & Terminate at March> All: -XC--Cross Country-<Services to Start & Terminate at Peterborough>	<u>AM PEAK</u> None
<u>PM PEAK</u> None	<u>PM PEAK</u> 1 per hour: Greater Anglia Ipswich - Peterborough service--<Services to Start & Terminate at March> All: -XC--Cross Country-<Services to Start & Terminate at Peterborough>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> 1 per hour: Greater Anglia Ipswich - Peterborough service--<Services to Start & Terminate at March> All: -XC--Cross Country-<Services to Start & Terminate at Peterborough>	<u>OFF-PEAK</u> None

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 331

**Issue:** 6

**Date:** May 2017

### Service Management and Contingency Plans

#### EMP2

#### Rural Line Blockage Between March & Peterborough

plan version: 6

**Instructions  
to Signallers  
/ Controllers**

Speak with York Control regarding holding freight traffic at Peterborough  
Hold 1 freight train at stowmarket, Hold 1 freight train at Ely  
Divert where possible via London

XC services to start / terminate at Peterborough

EMT to implement shuttle between Norwich and Ely if needed

XC to implement shuttle between Stansted Airport and Ely if needed

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 332

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

### EMP2

### Rural Line Blockage Between March & Peterborough

plan version: 6

#### Operational Resources Required

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

- 
- CSL2 invoked via Level 2 West on call
- Level 1 CS on -call west deployed to March
- MTSO and RPI support required at Ely.

#### Alternative Transport

- 
- Rail Replacement Buses required:
- All stations March-Peterborough
- Customers for Peterborough, Leicester, Birmingham etc should be advised to travel via GTR to Hitchin and change for trains to Peterborough to continue their journey.

#### Customer Message

Add basic message here

#### Internal Message to include

Contingency train service plan EMP2 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 333

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**EMP2**

**Rural Line Blockage Between March & Peterborough**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 334

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK1**

### Rural Line Blockage Between Ipswich & Westerfield

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Lowestoft - Woodbridge>	<u>AM PEAK</u> All: Greater Anglia Felixstowe Services--<>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Lowestoft - Woodbridge>	<u>PM PEAK</u> All: Greater Anglia Felixstowe Services--<>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Lowestoft - Woodbridge>	<u>OFF-PEAK</u> All: Greater Anglia Felixstowe Services--<>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 335

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ESK1**

### Rural Line Blockage Between Ipswich & Westerfield

plan version: 6

#### Instructions to Signallers / Controllers

#### Operational Resources Required

N/A

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Ipswich

#### Alternative Transport

- 
- Felixstowe bus replacement to call all stations except Westerfield.
- Bus replacement to operate Ipswich- Westerfield-Woodbridge
- Customers to/from Oulton Broad South and Lowestoft should be advised to travel via Norwich

#### Customer Message

Add basic message here

#### Internal Message to include

Contingency train service plan ESK1 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 336

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK1**

### Rural Line Blockage Between Ipswich & Westerfield

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Ipswich and Westerfield there are currently no trains between these two stations.

Services which would usually run between Ipswich and Lowestoft are starting/terminating at Westerfield with a replacement bus in operation/due to be in operation at xx:xx between Westerfield and Ipswich in both directions. .

Services between Ipswich and Felixstowe are currently suspended with a replacement bus in operation/due to be in operation at xx:xx between these stations, calling at all intermediate stations.

Other services through Ipswich are unaffected by this problem.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 337

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK2**

### Rural Line Blockage Between Westerfield & Woodbridge

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Lowestoft-Woodbridge>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Lowestoft-Woodbridge>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Lowestoft-Woodbridge>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 338

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ESK2**

### Rural Line Blockage Between Westerfield & Woodbridge

plan version: 6

#### Instructions to Signallers / Controllers

#### Operational Resources Required

N/A

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich

#### Alternative Transport

- 
- Bus replacement to operate all stations Ipswich- Woodbridge.
- Customers to/from Oulton Broad South and Lowestoft should be advised to travel via Norwich

#### Customer Message

Add basic message here

#### Internal Message to include

Contingency train service plan ESK2 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 339

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK2**

### Rural Line Blockage Between Westerfield & Woodbridge

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at **xx:xx**

Due to a **xxx** between Westerfield and Woodbridge there are currently no trains between Ipswich and Woodbridge.

Services which would usually run between Ipswich and Lowestoft are starting/terminating at Woodbridge with a replacement bus **in operation/due to  
be in operation at xx:xx** between Woodbridge, Westerfield and Ipswich in both directions.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 340

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK3**

### Rural Line Blockage Between Woodbridge & Saxmundham

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Lowestoft - Saxmundham>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Lowestoft - Saxmundham>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Lowestoft - Saxmundham>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 341

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ESK3**

**Rural Line Blockage Between Woodbridge & Saxmundham**

**plan version:** 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich

### Alternative Transport

- 
- Bus replacement to operate all stations Ipswich- Saxmundham.
- Customers to/from Oulton Broad South and Lowestoft should be advised to travel via Norwich

### Customer Message

Add basic message here

### Internal Message to include

Contingency train service plan ESK3 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 342

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK3**

### Rural Line Blockage Between Woodbridge & Saxmundham

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Woodbridge and Saxmundham there are currently no trains between Ipswich and Saxmundham.

Services which would usually run between Ipswich and Lowestoft are starting/terminating at Saxmundham with a replacement bus in operation/due to be in operation at xx:xx calling at all stations between Saxmundham Ipswich in both directions.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 343

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK4**

### Rural Line Blockage Between Saxmundham & Halesworth

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Saxmundham>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Saxmundham>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Saxmundham>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 344

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ESK4**

**Rural Line Blockage Between Saxmundham & Halesworth**

**plan version:** 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich

### Alternative Transport

- 
- Bus replacement to operate all stations Lowestoft- Saxmundham.
- Customers to/from Oulton Broad South and Lowestoft to/from Ipswich should be advised to travel via Norwich

### Customer Message

Add basic message here

### Internal Message to include

Contingency train service plan ESK4 is in operation/ being implemented  
With no/ the following amendments.



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 345

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK4**

### Rural Line Blockage Between Saxmundham & Halesworth

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Saxmundham and Halesworth there are currently no trains between Saxmundham and Lowestoft.

Services which would usually run between Ipswich and Lowestoft are starting/terminating at Saxmundham with a replacement bus in operation/due to be in operation at xx:xx calling at all stations between Saxmundham and Lowestoft in both directions.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 346

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK5**

### Rural Line Blockage Between Halesworth & Beccles

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Halesworth>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Halesworth>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Halesworth>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 347

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ESK5**

**Rural Line Blockage Between Halesworth & Beccles**

**plan version:** 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich

### Alternative Transport

- 
- Bus replacement to operate all stations Lowestoft- Halesworth.
- Customers to/from Oulton Broad South/ Lowestoft to/from Ipswich should be advised to travel via Norwich

### Customer Message

Add basic message here

### Internal Message to include

Contingency train service plan ESK5 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 348

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK5**

### Rural Line Blockage Between Halesworth & Beccles

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Halesworth and Beccles there are currently no trains between Halesworth and Lowestoft.

Services which would usually run between Ipswich and Lowestoft are starting/terminating at Halesworth with a replacement bus in operation/due to be in operation at xx:xx calling at all stations between Halesworth and Lowestoft in both directions.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 349

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK6**

### Rural Line Blockage Between Beccles & Oulton Broad South

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Beccles>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Beccles>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Beccles>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 350

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ESK6**

**Rural Line Blockage Between Beccles & Oulton Broad South**

**plan version:** 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich

### Alternative Transport

- 
- Bus replacement to operate all stations Lowestoft- Beccles.

### Customer Message

Add basic message here

### Internal Message to include

Contingency train service plan ESK6 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 351

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK6**

### Rural Line Blockage Between Beccles & Oulton Broad South

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Oulton Broad South and Beccles there are currently no trains between Beccles and Lowestoft.

Services which would usually run between Ipswich and Lowestoft are starting/terminating at Halesworth with a replacement bus in operation/due to be in operation at xx:xx calling at all stations between Beccles and Lowestoft in both directions.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 352

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK7**

**Rural Line Blockage Between Oulton Broad South & Lowestoft.**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Oulton Broad South>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Oulton Broad South>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Ipswich - Oulton Broad South>	<u>OFF-PEAK</u> None



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 353

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ESK7**

**Rural Line Blockage Between Oulton Broad South & Lowestoft.**

**plan version:** 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich

### Alternative Transport

- Bus replacement to operate all stations Lowestoft- Oulton Broad South.

### Customer Message

Add basic message here

### Internal Message to include

Contingency train service plan ESK7 is in operation/ being implemented With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 354

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK7**

### Rural Line Blockage Between Oulton Broad South & Lowestoft.

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Oulton Broad South and Lowestoft there are currently no trains between Oulton Broad South and Lowestoft.

Services which would usually run between Ipswich and Lowestoft are starting/terminating at Oulton Broad South with a replacement bus in operation/due to

be in operation at xx:xx calling at all stations between Oulton Broad South and Lowestoft in both directions.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 355

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK8**

**Rural Line Blockage Between Woodbridge & Oulton Broad South**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia ESK Services--<>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia ESK Services--<>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia ESK Services--<>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 356

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ESK8**

### Rural Line Blockage Between Woodbridge & Oulton Broad South

plan version: 6

#### Instructions to Signallers / Controllers

#### Operational Resources Required

N/A

#### Critical Infrastructure

N/A

#### Customer Service Staff Deployment

Staff deployment TBC

#### Alternative Transport

Rail replacement bus service in operation

#### Customer Message

Due to a xxx between Woodbridge and Oulton Broad South there are currently no trains between Woodbridge and Lowestoft. Services which would usually run between Ipswich and Lowestoft are cancelled with a replacement bus service in operation at xx:xx between Woodbridge, and Lowestoft in both directions.

#### Internal Message to include

Contingency plan XX being implemented/ in operation with no amendments./ the following amendments:  
Due to a xxx between Woodbridge and Oulton Broad South there are currently no trains between Woodbridge and Lowestoft. Services which would usually run between Ipswich and Lowestoft are cancelled with a replacement bus service in operation at xx:xx between Woodbridge, and Lowestoft in both directions.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 357

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ESK8**

### Rural Line Blockage Between Woodbridge & Oulton Broad South

plan version: 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Woodbridge and Oulton Broad South there are currently no trains between Woodbridge and Lowestoft.

Services which would usually run between Ipswich and Lowestoft are cancelled with a replacement bus service in operation at xx:xx between Woodbridge, and Lowestoft in both directions.

**All other Abellio Greater Anglia Routes:** There is currently a good service running on all other routes.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 358

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ETN1**

### Rural Line Blockage Between Ely & Brandon

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: -EMT-East Midlands Trains--<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Services--<Operates Norwich - Thetford>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> All: -EMT-East Midlands Trains--<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Services--<Operates Norwich - Thetford>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> All: -EMT-East Midlands Trains--<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Services--<Operates Norwich - Thetford>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 359

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

### ETN1

### Rural Line Blockage Between Ely & Brandon

plan version: 6

<b>Instructions to Signallers / Controllers</b>	Run freight train to stowmarket, run round then back via Diss.
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised for North via on-call structure</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich, Ipswich &amp; Colchester</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Customers to/from Norwich to travel on AGA services and change at Ipswich for Ely.</li><li>• Bus replacement to call all stations Ely - Thetford.</li></ul>
<b>Customer Message</b>	Add basic message here
<b>Internal Message to include</b>	Contingency train service plan ETN1 is in operation/ being implemented With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 360

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

### Rural Line Blockage Between Ely & Brandon

plan version: 6

#### ETN1

Electronic  
Information  
(whiteboard,  
website,  
social media)



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 361

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ETN2**

### Rural Line Blockage Between Brandon & Thetford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: -EMT-East Midlands Trains-<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Service--<Operates Norwich - Thetford> 2 per hour: Greater Anglia W/A Services--<Operates Cambridge - Brandon>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> All: -EMT-East Midlands Trains-<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Service--<Operates Norwich - Thetford> 2 per hour: Greater Anglia W/A Services--<Operates Cambridge - Brandon>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> All: -EMT-East Midlands Trains-<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Service--<Operates Norwich - Thetford> 2 per hour: Greater Anglia W/A Services--<Operates Cambridge - Brandon>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 362

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETN2**

**Rural Line Blockage Between Brandon & Thetford**

**plan version:** 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich, Ipswich & Colchester

### Alternative Transport

- 
- Customers to/from Norwich to travel on AGA services and change at Ipswich for Ely.
- Bus replacement to call all stations Ely - Thetford.

### Customer Message

Add basic message here

### Internal Message to include

Contingency train service plan ETN2 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 363

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETN2**

**Rural Line Blockage Between Brandon & Thetford**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 364

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ETN3**

### Rural Line Blockage Between Thetford & Wymondham

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: -EMT-East Midlands Trains--<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Services--<Operates Norwich - Wymondham>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> All: -EMT-East Midlands Trains--<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Services--<Operates Norwich - Wymondham>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> All: -EMT-East Midlands Trains--<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Services--<Operates Norwich - Wymondham>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 365

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETN3**

**Rural Line Blockage Between Thetford & Wymondham**

**plan version:** 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich, Ipswich & Colchester

### Alternative Transport

- 
- Customers to/from Norwich to travel on AGA services and change at Ipswich for Ely.
- Bus replacement to call all stations Ely - Wymondham.

### Customer Message

Add basic message here

### Internal Message to include

Contingency train service plan ETN3 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 366

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETN3**

**Rural Line Blockage Between Thetford & Wymondham**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 367

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**ETN4**

### Rural Line Blockage Between Wymondham & Norwich

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: -EMT-East Midlands Trains--<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Services--<Operates Cambridge-Wymondham (subject to available resource)>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> All: -EMT-East Midlands Trains--<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Services--<Operates Cambridge-Wymondham (subject to available resource)>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> All: -EMT-East Midlands Trains--<Services to Start & Terminate at Ely> 2 per hour: Greater Anglia W/A Services--<Operates Cambridge-Wymondham (subject to available resource)>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 368

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETN4**

**Rural Line Blockage Between Wymondham & Norwich**

**plan version:** 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Norwich

### Alternative Transport

- 
- Bus replacement to call operate Norwich-Wymondham.

### Customer Message

Add basic message here

### Internal Message to include

Contingency train service plan ETN4 is in operation/ being implemented  
With no/ the following amendments.



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 369

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**ETN4**

**Rural Line Blockage Between Wymondham & Norwich**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 370

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**FLX1**

**Rural Line Blockage Between Westerfield & Felixstowe**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia Felixstowe Services--<>
<u>PM PEAK</u> None	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia Felixstowe Services--<>
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia Felixstowe Services--<>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 371

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**FLX1**

**Rural Line Blockage Between Westerfield & Felixstowe**

**plan version:** 6

### Instructions to Signallers / Controllers

### Operational Resources Required

N/A

### Critical Infrastructure

N/A

### Customer Service Staff Deployment

- 
- CSL2 mobilised for North via on-call structure
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Ipswich

### Alternative Transport

- 
- Buses to operate all stations Ipswich - Felixstowe except Westerfield (to be served by Lowestoft services)

### Customer Message

Add basic message here

### Internal Message to include

Contingency train service plan FLX1 is in operation/ being implemented  
With no/ the following amendments.

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 372

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**FLX1**

**Rural Line Blockage Between Westerfield & Felixstowe**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 373

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**NAY1**

### Rural Line Blockage Between Brundall and Great Yarmouth

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: Greater Anglia G/E Services--<Great Yarmouth services divert via Reedham>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> All: Greater Anglia G/E Services--<Great Yarmouth services divert via Reedham>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> All: Greater Anglia G/E Services--<Great Yarmouth services divert via Reedham>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 374

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**NAY1**

**Rural Line Blockage Between Brundall and Great Yarmouth**

**plan version: 6**

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan NAY1 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 375

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**NAY1**

**Rural Line Blockage Between Brundall and Great Yarmouth**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 376

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**NOL1**

**Rural Line Blockage Between Norwich and Brundall**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia G/E Services--<All services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia G/E Services--<All services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia G/E Services--<All services affected by this problem will be subject to cancellation and short notice alterations>



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 377

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**NOL1**

**Rural Line Blockage Between Norwich and Brundall**

**plan version: 6**

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan NOL1 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 378

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**NOL1**

**Rural Line Blockage Between Norwich and Brundall**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 379

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**NOL2**

### Rural Line Blockage Between Brundall and Reedham

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia G/E Services--&lt;Great Yarmouth Services divert via Acle&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia G/E Services--&lt;Great Yarmouth Services divert via Acle&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia G/E Services--&lt;Great Yarmouth Services divert via Acle&gt;</p>	<p><b><u>AM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 380

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**NOL2**

**Rural Line Blockage Between Brundall and Reedham**

**plan version: 6**

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan NOL2 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 381

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**NOL2**

**Rural Line Blockage Between Brundall and Reedham**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 382

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**NOL3**

### Rural Line Blockage Between Reedham and Oulton Broad North

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: Greater Anglia G/E Services--<Norwich - Lowestoft services Starts & terminates at Reedham>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> All: Greater Anglia G/E Services--<Norwich - Lowestoft services Starts & terminates at Reedham>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> All: Greater Anglia G/E Services--<Norwich - Lowestoft services Starts & terminates at Reedham>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 383

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**NOL3**

**Rural Line Blockage Between Reedham and Oulton Broad North**

**plan version:** 6

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan NOL3 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 384

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**NOL3**

**Rural Line Blockage Between Reedham and Oulton Broad North**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**



# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 385

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**RBV1**

### Rural Line Blockage Between Reedham and Great Yarmouth

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: Greater Anglia G/E Services--<Great Yarmouth services divert via Acle>	<u>AM PEAK</u> None
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> All: Greater Anglia G/E Services--<Great Yarmouth services divert via Acle>	<u>PM PEAK</u> None
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> All: Greater Anglia G/E Services--<Great Yarmouth services divert via Acle>	<u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 386

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**RBV1**

**Rural Line Blockage Between Reedham and Great Yarmouth**

**plan version:** 6

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan RBV1 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 387

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**RB**

**Rural Line Blockage Between Reedham and Great Yarmouth**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 388

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**SOB1**

**Rural Line Blockage Between Ely Dk Jn , Soham & Chippenham Jn**

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia Ipswich - Peterborough service--<>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia Ipswich - Peterborough service--<>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia Ipswich - Peterborough service--<>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 389

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**SOB1**

### Rural Line Blockage Between Ely Dk Jn , Soham & Chippenham Jn

plan version: 6

<b>Instructions to Signallers / Controllers</b>	If partial line blockage...use modified working for 2 freight paths Divert where possible via London
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 invoked via Level 2 North on call</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Customers to travel to/ from Ely via Cambridge on AGA and GTR services and change to Cross Country or East Midlands services to/from Peterborough.</li></ul>
<b>Customer Message</b>	Add basic message here
<b>Internal Message to include</b>	Contingency train service plan SOB1 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 390

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**SOB1**

**Rural Line Blockage Between Ely Dk Jn , Soham & Chippenham Jn**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 391

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**SUD1**

### Rural Line Blockage Between Marks Tey and Sudbury

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia Sudbury Service--<>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia Sudbury Service--<>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia Sudbury Service--<>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 392

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**SUD1**

**Rural Line Blockage Between Marks Tey and Sudbury**

**plan version:** 6

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

Rail replacement bus to replace trains calling at all stations

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan SUD1 being implemented/ in operation with no amendments./ the following amendments:



# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 393

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**SUD1**

**Rural Line Blockage Between Marks Tey and Sudbury**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 394

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**WHC1**

### Rural Line Blockage Between Whittlingham Junction and North Walsham

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia--<All services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia--<All services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia--<All services affected by this problem will be subject to cancellation and short notice alterations>

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 395

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WHC1**

### Rural Line Blockage Between Whittlingham Junction and North Walsham

plan version: 6

<b>Instructions to Signallers / Controllers</b>	If partial line blockage...use modified working for 2 freight paths
<b>Operational Resources Required</b>	N/A
<b>Critical Infrastructure</b>	N/A
<b>Customer Service Staff Deployment</b>	Staff deployment TBC
<b>Alternative Transport</b>	TBA
<b>Customer Message</b>	Add basic message here
<b>Internal Message to include</b>	Contingency plan WHC1 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 396

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WHC1**

**Rural Line Blockage Between Whittlingham Junction and North Walsham**

**plan version: 6**

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05  
Page: 397

Issue: 6  
Date: May 2017

## Service Management and Contingency Plans

**WHC2**

### Rural Line Blockage Between North Walsham and Cromer

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>  <u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>  <u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>AM PEAK</u> All: Greater Anglia G/E Services--<Sheringham services to Start & Terminate at North Walsham>  <u>PM PEAK</u> All: Greater Anglia G/E Services--<Sheringham services to Start & Terminate at North Walsham>  <u>OFF-PEAK</u> All: Greater Anglia G/E Services--<Sheringham services to Start & Terminate at North Walsham>	<u>AM PEAK</u> None  <u>PM PEAK</u> None  <u>OFF-PEAK</u> None

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 398

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WHC2**

**Rural Line Blockage Between North Walsham and Cromer**

**plan version:** 6

**Instructions  
to Signallers  
/ Controllers**

**Operational  
Resources  
Required**

N/A

**Critical  
Infrastructure**

N/A

**Customer  
Service Staff  
Deployment**

Staff deployment TBC

**Alternative  
Transport**

TBA

**Customer  
Message**

Add basic message here

**Internal  
Message to  
include**

Contingency plan WHC2 being implemented/ in operation with no amendments./ the following amendments:

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 399

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**WHC2**

**Rural Line Blockage Between North Walsham and Cromer**

**plan version:** 6

**Electronic  
Information  
(whiteboard,  
website,  
social media)**

## ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 400

**Issue:** 6

**Date:** May 2017

**Service Management and Contingency Plans**