

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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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>

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#### 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

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#### **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.

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#### 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