

# 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>

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### 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.

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**Internal  
Message to  
include**

Contingency Plan GE20 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 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.