

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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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><u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<></p> <p><u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<></p> <p><u>OFF-PEAK</u> 1 per hour: Freight-1 Freight Path each direction per hour- <> 2 per hour: Greater Anglia G/E Services--<></p>	<p><u>AM PEAK</u> 1 per hour: Greater Anglia Colchester Shuttle--<Operates Liverpool Street - Colchester></p> <p><u>PM PEAK</u> 1 per hour: Greater Anglia Colchester Shuttle--<Operates Liverpool Street - Colchester></p> <p><u>OFF-PEAK</u> 1 per hour: Greater Anglia Colchester Shuttle--<Operates Liverpool Street - Colchester></p>	<p><u>AM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p> <p><u>PM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p> <p><u>OFF-PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p>

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Instructions to Signallers / Controllers	Consider extending services through to Manningtree / ECS to Mistley and return for PM peak & Off peak also where possible.
Operational Resources Required	Ipswich MOM to be stationed at Halifax Jn During AM peak Colchester MOM to be stationed at Manningtree
Critical Infrastructure	Points: 1301, 1302, 1312, 1326, 1341, 1343
Customer Service Staff Deployment	<ul style="list-style-type: none">•• CSL2 mobilised for North via on-call structure• Request Driver Manager to Colchester via On-Call Operations L1 North• Advise Liverpool Street Duty Station Manager• Request RPI assistance to Ipswich.• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ipswich and Norwich
Alternative Transport	<ul style="list-style-type: none">•• 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 Manningtree and Ipswich trains between Colchester and Ipswich are experiencing 20 minute delays and an amended train service is in place.
Internal Message to include	Contingency Plan GE10 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 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.