

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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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><u>AM PEAK</u> None</p> <p><u>PM PEAK</u> None</p> <p><u>OFF-PEAK</u> None</p>	<p><u>AM PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Colchester Shuttle--<Operates as Norwich - Colchester Shuttle> 8 per hour: Greater Anglia G/E Services--<To Start & Terminate at Shenfield.> 1 per hour: Greater Anglia Harwich Shuttle--< Operates as Manningtree-Harwich shuttle> 1 per hour: Greater Anglia Southminster Shuttle--<Operates as Southminster-Wickford shuttle> 2 per hour: MTR Crossrail Service--<Operates Shenfield - Gidea Park> 4 per hour: MTR Crossrail Services--<Operates Liverpool Street - Ilford> </p> <p><u>PM PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Colchester Shuttle--<Operates as Norwich - Colchester Shuttle> 8 per hour: Greater Anglia G/E Services--<To Start & Terminate at Shenfield.> 1 per hour: Greater Anglia Harwich Shuttle--< Operates as Manningtree-Harwich shuttle> 1 per hour: Greater Anglia Southminster Shuttle--<Operates as Southminster-Wickford shuttle> 2 per hour: MTR Crossrail Service--<Operates Shenfield - Gidea Park> 4 per hour: MTR Crossrail Services--<Operates Liverpool Street - Ilford> </p> <p><u>OFF-PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Colchester Shuttle--<Operates as Norwich - Colchester Shuttle> 8 per hour: Greater Anglia G/E Services--<To Start & Terminate at Shenfield.> 1 per hour: Greater Anglia Harwich Shuttle--< Operates as Manningtree-Harwich shuttle> 1 per hour: Greater Anglia Southminster Shuttle--<Operates as Southminster-Wickford shuttle> 2 per hour: MTR Crossrail Service--<Operates Shenfield - Gidea Park> 4 per hour: MTR Crossrail Services--<Operates Liverpool Street - Ilford> </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> All: MTR Crossrail--<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> All: MTR Crossrail--<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> All: MTR Crossrail--<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	<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. 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)</p> <p>Freight Services to be diverted cross country where possible</p>
Operational Resources Required	<p>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</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"> • 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. <p>GREATER ANGLIA</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • London Buses via any reasonable route; Route 86 between Ilford and Romford, Routes 174, 294 496 and 498 run between Gidea Park and Romford • London Underground via any reasonable route • Greater Anglia services between Romford and Shenfield • c2c services between Fenchurch Street and Southend Central via Barking and Upminster • 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 Minutes Ely-Norwich) <p>Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich.</p>

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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, 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.

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.*

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**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.

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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.