

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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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>AM PEAK 2 per hour: Greater Anglia G/E Services--<></p> <p>PM PEAK 2 per hour: Greater Anglia G/E Services--<></p> <p>OFF-PEAK 1 per hour: Freight-1 Freight Path each direction per hour-<> 2 per hour: Greater Anglia G/E Services--<></p>	<p>AM PEAK 1 per hour: Greater Anglia Harwich Shuttle--<Operates as Colchester-Harwich shuttle> 1 per hour: Greater Anglia Norwich Shuttle--<Operates as Norwich - Colchester shuttle></p> <p>PM PEAK 1 per hour: Greater Anglia Harwich Shuttle--<Operates as Colchester-Harwich shuttle> 1 per hour: Greater Anglia Norwich Shuttle--<Operates as Norwich - Colchester shuttle></p> <p>OFF-PEAK 1 per hour: Greater Anglia Harwich Shuttle--<Operates as Colchester-Harwich shuttle> 1 per hour: Greater Anglia Norwich Shuttle--<Operates as Norwich - Colchester shuttle></p>	<p>AM PEAK All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p> <p>PM PEAK All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p> <p>OFF-PEAK 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	"Flighting" of trains is preferable to ensure as many trains through the sections as possible.
Operational Resources Required	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.
Critical Infrastructure	Points at Witham: 2367, 2368 Points at Kelvedon: 2384, 2387 Points at Marks Tey: 2389, 2392 Points at Colchester: 3009, 301
Customer Service Staff Deployment	<ul style="list-style-type: none">•• 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).• Advise Liverpool Street Duty Station Manager• Request Octagon staff to attend Colchester Town (when booked unmanned)• RPIs/ MTST staff request to assist at Colchester and for AM peak• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, 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} 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.

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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.

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

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Service Management and Contingency Plans

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

Instructions to Signallers / Controllers	<ul style="list-style-type: none"> • GriffinWharf may be blocked • “Flighting” of trains is preferable to ensure as many trains through the sections as possible.
Operational Resources Required	<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>
Critical Infrastructure	<p>Points at Colchester: 3025, 3029, 3034</p> <p>Points at Manningtree: 1247, 1253, 1261, 1262</p> <p>Points at Halifax Jn: 1301, 130</p>
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 aid transfer of passengers to Harwich shuttle; • Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ipswich and Norwich

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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.

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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, 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.