

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE23

Full Line Blockage Between Manningtree & Ipswich

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<></p> <p><u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<></p> <p><u>OFF-PEAK</u> 1 per hour: Freight-1 Freight Path each direction per hour-<> All: Greater Anglia services that are unaffected by this incident--<></p>	<p><u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Liverpool Street - Manningtree> 2 per hour: Greater Anglia Ipswich Shuttle--<Operates as Norwich - Ipswich Shuttle></p> <p><u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Liverpool Street - Manningtree> 2 per hour: Greater Anglia Ipswich Shuttle--<Operates as Norwich - Ipswich Shuttle></p> <p><u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--<Operates Liverpool Street - Manningtree> 2 per hour: Greater Anglia Ipswich Shuttle--<Operates as Norwich - Ipswich Shuttle></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	<p>Shunting to take place at Manningtree North Jn if available. Shunting can also take place at Mistley. Permission should be obtained from Operations on-call level 2 to start passenger services from the down main platform (platform 3) at Manningtree if this is necessary.</p> <p>Divert freight via BurySt Edmunds & across country up to W9 traffic only</p>
Operational Resources Required	<p>MOM's or Maintenance staff capable of route setting to be moved / positioned at Manningtree & Ipswich to ensure that someone is on site should there be issues with pointwork.</p>
Critical Infrastructure	<p>Points at Manningtree & Mistley: 1247, 1252, 1254, 1262, 1271, 1272</p> <p>Points at Ipswich: 1323, 1326, 1327, 1341, 1342, 1343</p>
Customer Service Staff Deployment	<ul style="list-style-type: none">•• CSL2 mobilised North via on-call structure• RPIs and MTST support at Manningtree• Request Driver Manager to Ipswich and Manningtree via On-Call Operations L1 North• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Ipswich and Norwich.
Alternative Transport	<ul style="list-style-type: none">•• Customers London-Norwich to travel via Cambridge and GTR to Kings Cross• Establish rail replacement bus link Manningtree and Colchester within 60 minutes.• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)
Customer Message	<p>Owing to a {xxx} between Manningtree and Ipswich, the mainline is currently closed. Trains are operating at a reduced frequency to and from London and Manningtree and to and from, Ipswich and Norwich. A rail replacement bus service is in preparation/ operation between Ipswich and Manningtree where customers may continue their journey.</p> <p>Normal services are expected to resume at xxxxxxx.</p>
Internal Message to include	<p>Contingency Plan GE23 is in operation/ being implemented with no/ the following variations.</p>

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Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Ipswich and Manningtree 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.

A rail replacement bus service is in preparation/ operation between Ipswich and Manningtree where customers may continue their journey to and from London and we expect this to continue until approximately xx:xx

London – Ipswich and Norwich:

All services are currently suspended between Ipswich and Manningtree. Customers to and from London are advised that a rail replacement bus service is operating between Manningtree and Colchester connecting with train services operating to and from Manningtree to London.

Customers travelling to/ from Ipswich are advised to travel to Manningtree and connect with rail replacement bus service.

Customers travelling to/ from Norwich are advised to travel via Cambridge and connect with GTR services to/ from Kings Cross.

All other Greater Anglia Routes: There is currently a good service running on all other routes.