

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Date: May 2017

Service Management and Contingency Plans

GE04

Partial Line Blockage Between Gidea Park and Shenfield

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p>AM PEAK 6 per hour: Greater Anglia G/E Services--<> 3 per hour: MTR Crossrail Services--<></p> <p>PM PEAK 6 per hour: Greater Anglia G/E Services--<> 3 per hour: MTR Crossrail Services--<></p> <p>OFF-PEAK 1 per hour: Freight-1 Freight Path each direction per hour--<> 6 per hour: Greater Anglia G/E Services--<> 3 per hour: MTR Crossrail Services--<></p>	<p>AM PEAK 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Harwich Shuttle--<Operates as Manningtree-Harwich shuttle> 1 per hour: Greater Anglia Southminster Shuttle--<Operates as Southminster-Wickford shuttle> 3 per hour: MTR Crossrail Service--<Operates as Liverpool St - Gidea Park Shuttle.></p> <p>PM PEAK 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Harwich Shuttle--<Operates as Manningtree-Harwich shuttle> 1 per hour: Greater Anglia Southminster Shuttle--<Operates as Southminster-Wickford shuttle> 3 per hour: MTR Crossrail Service--<Operates as Liverpool St - Gidea Park Shuttle.></p> <p>OFF-PEAK 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Harwich Shuttle--<Operates as Manningtree-Harwich shuttle> 1 per hour: Greater Anglia Southminster Shuttle--<Operates as Southminster-Wickford shuttle> 3 per hour: MTR Crossrail Service--<Operates as Liverpool St - Gidea Park Shuttle.></p>	<p>AM PEAK 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>PM PEAK 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>OFF-PEAK 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

When diverting mains to electrics etc, priority should always be given to the TOC on the unaffected lines...eg GA for Issues on the electric lines & MTR for issues on the main lines

Operational Resources Required

MOM's or Maintenance staff capable of route setting to be moved / positioned at both Gidea Park and Shenfield to ensure that someone is on site should there be issues with pointwork

Critical Infrastructure

Points: All points between Stratford and Shenfield could have an impact on the implementation of this plan

Customer Service Staff Deployment

- . TfL Rail
- Dependant on delays ,CSL2 and line status to be declared by TFL control
- Dependant on delays, TFL Rail staff to follow TFL's PIDD local delivery plan
- Dependant on delays, CAT Team to be deployed where necessary to assist staff and customers.
- GREATER ANGLIA
- 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

- London Buses via any reasonable route including Routes 174, 294 496 and 498 run between Gidea Park and Romford,
- Routes 294,496 and 498 run from Harold Wood to Gidea Park and Romford,
- Route 498 runs from Brentwood to Harold Wood, Gidea Park and Romford,
- London Underground via any reasonable route
- Greater Anglia services between Liverpool Street and Shenfield
- TfL Rail services between Liverpool St and Shenfield
- c2c services between Fenchurch Street and Southend Central via Upminster
- London Overground services via any reasonable route
- 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

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Minutes Ely-Norwich
Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).

Customer Message

GIDEA PARK - SHENFIELD

[delay reason] at **[location]**

Peak - There are currently Minor / Severe Delays operating on TFL Rail, this is due to (xxxx).

Three services per hour will call at all stations.

Six services per hour will call at all stations between Chadwell Heath / Gidea Park(dependant on the blockage location) and Liverpool Street expected until (xxxx)

Same vice versa.

Off Peak – There are currently minor / severe delays operating on TFL Rail, this is due to (xxxx).

Three services per hour will call at all stations.

Three services per hour will call at all stations between Chadwell Heath / Gidea Park(dependant on the blockage location) and Liverpool Street expected until (xxxx)

[delay reason] at **[location]**

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, Abellio 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] some 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.

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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.

Customers to and from Ipswich and Norwich are advised to travel via Cambridge on Greater Anglia services from Liverpool Street or Great Northern services from Kings's Cross.

And Cambridge

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.

**Internal
Message to
include**

Contingency Plan GE04 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 Gidea Park and Shenfield 1 of the 2 lines London-bound/Shenfield-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 London Liverpool Street 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 normal/20 minute frequency service between London and Southend. A shuttle service is in operation between Wickford and Southminster and customers travelling to/from London to these stations should change at Wickford. To ease congestion on our services customers may use C2C services.

London – Chelmsford, 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. We are running a slightly reduced service on all other routes and would like to apologise to customers for any overcrowding which occurs as a result.

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 London and Shenfield in both directions and a 20-minute frequency limited stop service between London and Shenfield in both directions calling at Gidea Park, Ilford and Stratford. 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. Customers are advised to take TfL Bus Route 86 or 25 from either Ilford or Stratford.