

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE39

Full Line Blockage Between Harwich International and Harwich Town

plan version: 6

| RUNNING AS BOOKED | AMENDED SERVICES <calling pattern> | CANCELLED |
|--|--|-------------------------|
| <u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<> | <u>AM PEAK</u> All: Greater Anglia Harwich Service--<Operates Harwich - Liverpool Street> | <u>AM PEAK</u> None |
| <u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<> | <u>PM PEAK</u> All: Greater Anglia Harwich Service--<Operates Harwich - Liverpool Street> | <u>PM PEAK</u> None |
| <u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<> | <u>OFF-PEAK</u> None | <u>OFF-PEAK</u> None |

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Instructions to Signallers / Controllers

Operational Resources Required N/A

Critical Infrastructure N/A

Customer Service Staff Deployment

-
- CSL2 mobilised North via on-call structure
- Bus co-ordinator required at Manningtree
- Advise contingency plan MNHW2 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton, Ipswich

Alternative Transport

Rail Replacement Bus Strategy:

Peak

- 2 buses calling all stations Harwich International- Harwich Town

Off-Peak

1 bus calling all stations Harwich International- Harwich Town

Customer Message

Add basic message here

Internal Message to include

Contingency plan GE39 being implemented/ in operation with no amendments./ the following amendments:

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**Electronic
Information
(whiteboard,
website,
social media)**