

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 37

Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE07

Partial Line Blockage Between Brickhouse and Witham Bi-Di working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><u>AM PEAK</u> 3 per hour: Greater Anglia G/E Services--<></p> <p><u>PM PEAK</u> 3 per hour: Greater Anglia G/E Services--<></p> <p><u>OFF-PEAK</u> 1 per hour: Freight-1 Freight Path each direction per hour-<> 3 per hour: Greater Anglia G/E Services--<></p>	<p><u>AM PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Norwich Shuttle--<Operates as Norwich - Colchester shuttle></p> <p><u>PM PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Norwich Shuttle--<Operates as Norwich - Colchester shuttle></p> <p><u>OFF-PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Norwich Shuttle--<Operates as Norwich - Colchester 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

Priority to AM / PM Peak services over Bi-Di section.

Witham - Braintree shuttle to be used where resources allow...consider splitting an 8 car unit from elsewhere to provide a 4 car for the shuttle.

Operational Resources Required

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

Critical Infrastructure

Points at Brickhouse: 2360, 2361

Points at Witham: 2367, 236

Customer Service Staff Deployment

-
- 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).
- Request Driver Manager to Liverpool Street and Colchester via On-Call Operations L1 South East and L1 North
- Advise Liverpool Street Duty Station Manager
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, 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} between Chelmsford and Witham. 1 of the 2 lines **London-bound/Colchester-bound** is currently closed. Trains between Chelmsford and Witham are experiencing 20 minute delays and an amended train service is in place.

Internal Message to include

Contingency Plan GE07 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 Chelmsford 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 Chelmsford 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 which would normally run between London and Braintree are running between Witham and Braintree in both directions. Customers wishing to travel to/from these stations should change at Witham.

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.