

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 14

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE02**

### Partial Line Blockage Between Stratford and Ilford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 6 per hour: Greater Anglia G/E Services--&lt;&gt; 6 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b>PM PEAK</b> 6 per hour: Greater Anglia G/E Services--&lt;&gt; 6 per hour: MTR Crossrail Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Freight-1 Freight Path each direction per hour--&lt;&gt; 6 per hour: Greater Anglia G/E Services--&lt;&gt; 6 per hour: MTR Crossrail Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt; 1 per hour: Greater Anglia Harwich Shuttle--&lt;Operates as Manningtree-Harwich shuttle&gt; 1 per hour: Greater Anglia Southminster Shuttle--&lt;Operates as Southminster-Wickford shuttle&gt;</p>	<p><b>AM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt; <b>All: MTR Crossrail--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 15

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE02**

### Partial Line Blockage Between Stratford and Ilford

plan version: 6

**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

For those 2Wxx services running with reduced stops the principles are: Keep booked 2Wxx headcodes. This best for workload on signaller, controllers and customer service.

Down road - Trains running with reduced stops as per the plan - xx10, xx30, xx50 ex Liverpool St, Trains running all stations as booked xx00, xx20, xx40 ex Liverpool St.

Up road – Trains running with reduced stops as per the plan - xx04, xx24, xx44 ex Shenfield, Trains running all stations as booked xx14, xx34, xx54 ex Shenfield.

**Operational Resources Required** MOM's or Maintenance staff at either end of the affected section where trains are crossing mains to electrics / electrics to mains to ensure that someone is on site should there be issues with pointwork.

**Critical Infrastructure** **Points:** All points between Liverpool Street and Bethnal Green 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 Buses 25 and 86 between Stratford and Ilford
- 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 Barking and 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

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 16

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE02**

### Partial Line Blockage Between Stratford and Ilford

plan version: 6

connections on Abellio Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time 60 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

#### STRATFORD TO ILFORD

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

Peak - There are currently Minor / Severe Delays operating on TFL Rail, this is due to (xxxx). An amended service is in operation between Stratford and Gidea Park calling at all stations expected until (xxxx)

Same vice versa.

Off Peak – There are currently minor / severe delays operating on TFL Rail, this is due to (xxxx).  
Certain TFL Rail services will not call at Maryland, Forest Gate and Manor Park expected until (xxxx)

Same vice versa.

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.

Abellio Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check [Abelliogreateranglia.co.uk](http://Abelliogreateranglia.co.uk), [tfl.gov.co.uk](http://tfl.gov.co.uk) or [nationalrail.co.uk](http://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, Clacton, Harwich, Southminster, Ipswich and Norwich.*

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.*

**Customers are advised to use TfL Rail services between Ilford and Shenfield although their rail services are also affected** Please check [tfl.gov.uk](http://tfl.gov.uk) or [nationalrail.co.uk](http://nationalrail.co.uk) for further information.

# ANGLIA ROUTE OPERATING INSTRUCTION

**Procedure:** AICC-05

**Page:** 17

**Issue:** 6

**Date:** May 2017

## Service Management and Contingency Plans

**GE02**

**Partial Line Blockage Between Stratford and Ilford**

**plan version:** 6

*Abellio 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 GE02 is in operation/ being implemented  
with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 18

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE02**

### Partial Line Blockage Between Stratford and Ilford

plan version: 6

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

Abellio Greater Anglia Service Update at xx:xx

Owing to a xxx between London and Stratford 1 of the 2 lines London-bound/Stratford-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 reduce congestion to/from London Liverpool Street we are currently running a reduced train service to/from London Liverpool Street and expect this to continue until approximately xx:xx

**Metro Services (London – Shenfield stopping services):** We are currently running a ten-minute frequency service stopping at all stations between London and Shenfield in both directions. 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.

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