

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE16**

### Full Line Blockage Between Stratford and Ilford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> None</p> <p><b>PM PEAK</b> None</p> <p><b>OFF-PEAK</b> None</p>	<p><b>AM PEAK</b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      3 per hour: Greater Anglia G/E Service--&lt;To Start &amp; Terminate at Shenfield&gt;                      3 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Ilford&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;                      4 per hour: MTR Crossrail Services--&lt;To Start &amp; Terminate at Ilford&gt;                 </p> <p><b>PM PEAK</b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      3 per hour: Greater Anglia G/E Service--&lt;To Start &amp; Terminate at Shenfield&gt;                      3 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Ilford&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;                      4 per hour: MTR Crossrail Services--&lt;To Start &amp; Terminate at Ilford&gt;                 </p> <p><b>OFF-PEAK</b>                      1 per hour: Greater Anglia Braintree Shuttle--&lt;Operates as Braintree - Witham shuttle&gt;                      3 per hour: Greater Anglia G/E Service--&lt;To Start &amp; Terminate at Shenfield&gt;                      3 per hour: Greater Anglia G/E Services--&lt;To Start &amp; Terminate at Ilford&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;                      4 per hour: MTR Crossrail Services--&lt;To Start &amp; Terminate at Ilford&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>

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#### Instructions to Signallers / Controllers

This plan will require a revised traincrew diagrams and constant stepping up of stock at Ilford / Shenfield to avoid platform congestion This will also involve stepping up of stocks and crew. **Must have a train crew manager on site at Ilford to do this. Should also consider having a traincrew manager at GideaPark).**

Divert freight via T&H where possible... divert GE freight via Bury St Edmunds & across country  
Block on freight to adjoining routes

1Kxx Services Southend Victoria - Ilford MUST be 8 car units.

#### Operational Resources Required

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

#### Critical Infrastructure

**Points:**, 2183, 2184, 2185, 2199, 2200, 2201

#### Customer Service Staff Deployment

TfL Rail  

- CSL2 and line status to be declared by control
- TFL Rail staff to follow TFL Rail's PIDD local delivery plan
- 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:
  - Bus 25 between Stratford and Ilford
  - Bus 86 between Stratford, Ilford and Romford
- London Underground via any reasonable route
- Greater Anglia services between Romford and Shenfield
- TfL Rail services between Ilford and Shenfield
- c2c services between Fenchurch Street and Upminster
- 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

##### TfL Rail

##### **STRATFORD TO ILFORD, – SUSPENDED**

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

Trains will start from Ilford and call at all stations to Shenfield.

Minor/Severe delays are operating on the rest of the line.

**[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, Greater Anglia and c2c services.

Greater Anglia train services between Liverpool St and Shenfield are also affected. Please check Greateranglia.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] all 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, Ipswich and Norwich.*

*TfL Rail services from Liverpool Street to Shenfield are also affected. Please check tfl.gov.uk or nationalrail.co.uk for further information.*

*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.*

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**Internal  
Message to  
include**

Contingency Plan GE16 is in **operation/ being implemented**  
with **no/ the following** variations.

**Advise customers to postpone their travel where possible or use alternatives.**

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

#### **Greater Anglia Service Update at xx:xx**

Owing to a xxx between Ilford and Stratford the lines are 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.

Owing to the line closure, we are currently running a reduced train service to/from Shenfield and a limited frequency Metro service to Ilford and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a 30 minute frequency service between Ilford and Southend. A shuttle service is in operation between Wickford and Southminster and customers travelling to/from Stratford to these stations should change at Wickford. Customers may also use C2C services between Southend and Fenchurch Street. Abellio Greater Anglia would like to apologise to customers for the limited service, extended journey times and any overcrowding which occurs as a result.

**London – Chelmsford, Colchester, Clacton, Ipswich and surrounding branch lines:** A limited train service is in operation between Chelmsford, Colchester, Clacton, Ipswich and Shenfield. Customers travelling to and from London to these destinations are advised to travel to Witham where a rail replacement bus is in operation to Stansted Airport. Customers may then continue their journey using Stansted Express services to/ from London Liverpool Street.

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.

Greater Anglia would like to apologise to customers for the limited service, extended journey times and any overcrowding which occurs as a result.

#### **London – Norwich**

Customers for Norwich may travel on GTR services between Kings Cross and Cambridge and transfer to Greater Anglia services between Cambridge and Norwich.

**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 Ilford 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. TfL Bus 86 operates all stations between Stratford and Romford and TfL Bus 25 from Stratford to Ilford.