

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Date: May 2017

## Service Management and Contingency Plans

**GE01**

### Partial Line Blockage Between Liverpool Street and Stratford

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>  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;  2 per hour: MTR Crossrail Services--&lt;Gidea Park - Stratford Shuttle, then ECS to Gidea Park for next working&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;  2 per hour: MTR Crossrail Services--&lt;ECS Gidea Park - Stratford to form Stratford - Gidea Park 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>

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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**

**Where possible avoid crossing up and down line services over the same Jn's** i.e. if there is a main line blockage between Bethnal Green and Bow, up main services to cross back the mains at Wheler Street and down line service to cross to electrics at Bethnal Green West Jn.

**Sub lines not to be used for GE services**

#### 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
- London Underground via any reasonable route
- Abellio 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 Abellio Greater Anglia, Cross Country and East Midlands Trains services between Cambridge / Ely and Norwich. (Journey time

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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

##### TfL Rail

##### **LIVERPOOL STREET TO STRATFORD**

**[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).

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](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 Abellio Greater Anglia train services [from/towards], [between, in both directions] Liverpool Street and Braintree, Chelmsford, Witham, Colchester, Colchester Town, Harwich, Southminster.*

*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 could also use London Underground Central line services on which Abellio Greater Anglia tickets will be accepted.**

*Greater Anglia tickets will be accepted on:*

*London Buses and London Underground on reasonable routes.*

*TfL Rail*

*c2c*

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*Journey times will be extended by up to [xx]mins.*

**Internal  
Message to  
include**

Contingency Plan GE01 is in operation/ being implemented

With no/ the following amendments.

East bound freight to be held to be held Westbourne Rd Jn until a firm path has been identified.....Speak with SSM Upminster to hold

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

#### **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

**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 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.