

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Date: May 2017

Service Management and Contingency Plans

GE38

Full Line Blockage Between Maningtree and Harwich International

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> None	<u>AM PEAK</u> All: Greater Anglia Harwich Service--<Service Suspended>
<u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia Harwich Service--<Service Suspended>
<u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia Harwich Service--<Service Suspended>

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Instructions to Signallers / Controllers	
Operational Resources Required	N/A
Critical Infrastructure	N/A
Customer Service Staff Deployment	<ul style="list-style-type: none"> • • CSL2 mobilised North via on-call structure • Bus co-ordinator required at Colchester • Advise contingency plan MNHW1 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton, Ipswich • 3rd Line on-call to be advised if customers miss sailing and require hotels
Alternative Transport	<p>Rail Replacement Bus Strategy:</p> <p><u>Boat Train Customers:</u></p> <ul style="list-style-type: none"> • 4 coaches running Colchester-Harwich International direct Customers from Liverpool St to be advised to travel to Colchester and change <p>Peak</p> <ul style="list-style-type: none"> • 3 buses calling all stations Manningtree - Harwich Town • 1 bus running Manningtree -Harwich International direct <p>Off-Peak</p> <ul style="list-style-type: none"> • 1 bus calling all stations Manningtree - Harwich Town • 1 bus running Manningtree -Harwich International direct
Customer Message	Add basic message here
Internal Message to include	Contingency plan GE38 being implemented/ in operation with no amendments./ the following amendments:

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