

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE14

Partial Line Blockage Between Diss and Trowse Single Line Working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><u>AM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<></p> <p><u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<></p> <p><u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<></p>	<p><u>AM PEAK</u> 1 per hour: Greater Anglia Colchester Shuttle--<Operate as Norwich - Colchester Shuttle></p> <p><u>PM PEAK</u> 1 per hour: Greater Anglia Colchester Shuttle--<Operate as Norwich - Colchester Shuttle></p> <p><u>OFF-PEAK</u> 1 per hour: Greater Anglia Colchester Shuttle--<Operate 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	None
Operational Resources Required	Pilotman Handsignaller Groundframe Operator at Flordon if needed
Critical Infrastructure	Points: 2451, 2459, Flordon Groundframe (if needed), 2837 (Lakenham), 2845.
Customer Service Staff Deployment	<ul style="list-style-type: none">• TFL ticket acceptance (reasonable routes Liverpool St and Kings Cross)• GTR ticket acceptance Kings Cross-Ely• EMT Ticket acceptance Norwich-Ely• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).• Norwich customers to/from London advised to travel GTR via Cambridge and take GA services via Ely and Thetford
Alternative Transport	<ul style="list-style-type: none">• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).• Norwich customers to/from London advised to travel GTR via Cambridge and GA services Norwich-Cambridge or EMT services to Norwich-Ely.
Customer Message	Owing to a {xxx} between Diss and Norwich, trains between Norwich and Ipswich are experiencing 20 minute delays and an amended train service is in place.
Internal Message to include	Contingency Plan GE14 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 Diss and Norwich one of the lines Norwich-bound/Ipswich-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 between Diss and Stowmarket, we are currently running a reduced train service between Norwich and London. We expect this to continue until approximately xx:xx

London – Norwich services:

Trains are running at an hourly frequency with extended journey times. Customers to/ from Norwich are advised to travel via Cambridge and GTR services to/from Kings Cross.

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