

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 144

Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE34 Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (No Access to Thorpe-Le-Soken)

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 Clacton Service--<Operates Liverpool Street - Colchester></p> <p><u>PM PEAK</u> 1 per hour: Greater Anglia Clacton Service--<Operates Liverpool Street - Colchester></p> <p><u>OFF-PEAK</u> 1 per hour: Greater Anglia Clacton Service--<Operates Liverpool Street - Colchester></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> 1 per hour: Greater Anglia Walton Service--<Service suspended></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> 1 per hour: Greater Anglia Walton Service--<Service suspended></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> 1 per hour: Greater Anglia Walton Service--<Service suspended></p>

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Instructions to Signallers / Controllers

Operational Resources Required

N/A

Critical Infrastructure

N/A

Customer Service Staff Deployment

-
- CSL2 mobilised North via on-call structure
- Bus co-ordinator required at Clacton
- RPIs and MTST support at Clacton
- Advise contingency plan CLT1 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton.

Alternative Transport

Rail Replacement Bus Strategy: Peak

- 8 buses running Clacton - Colchester direct
- 6 buses calling all stations Clacton - Colchester Town - Colchester
- 1 bus calling all stations Walton on the Naze, Thorpe-le-Soken - Clacton

Off-Peak

- 4 buses operating Clacton - Colchester
- 2 buses calling all stations Clacton - Colchester Town - Colchester
- 1 bus calling all stations Walton on the Naze, Thorpe-le-Soken - Clacton

Customer Message

Add basic message here

Internal Message to include

Contingency plan GE34 being implemented/ in operation with no amendments./ the following amendments:

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

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Colchester and Thorpe-le-Soken the line is currently closed/was closed until xx:xx. 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.

Clacton-on-Sea and Walton on the Naze Services: A rail replacement bus service is currently in preparation/ operation for all stations between Colchester and Clacton and between Colchester and Walton. A direct rail replacement bus is in preparation/ operation between Colchester and Clacton.

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

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GE35 Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (Access to Thorpe-Le-Soken)

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 Clacton Service--<Operates Liverpool Street - Colchester> 1 per hour: Greater Anglia Walton Service--<Operates Clacton - Walton-On-Naze, reversing at Thorpe-Le-Soken></p> <p><u>PM PEAK</u> 1 per hour: Greater Anglia Clacton Service--<Operates Liverpool Street - Colchester> 1 per hour: Greater Anglia Walton Service--<Operates Clacton - Walton-On-Naze, reversing at Thorpe-Le-Soken></p> <p><u>OFF-PEAK</u> 1 per hour: Greater Anglia Clacton Service--<Operates Liverpool Street - Colchester> 1 per hour: Greater Anglia Walton Service--<Operates Clacton - Walton-On-Naze, reversing at Thorpe-Le-Soken></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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GE35 Full Line Blockage Between Hythe Junction and Thorpe-le-Soken (Access to Thorpe-Le-Soken)

plan version: 6

Instructions to Signallers / Controllers

Operational Resources Required

N/A

Critical Infrastructure

N/A

Customer Service Staff Deployment

-
- Driver Manager to attend Colchester & Clacton
- CSL2 mobilised North via on-call structure
- Bus co-ordinator required at Clacton
- RPIs and MTST support at Clacton
- Advise contingency plan CLT2 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton.

Alternative Transport

Rail Replacement Bus Strategy: Peak

- 8 buses running Clacton - Colchester direct
- 6 buses calling all stations Clacton - Colchester Town - Colchester

Off-Peak

- 4 buses operating Clacton - Colchester
- 2 buses calling all stations Clacton - Colchester Town - Colchester

Customer Message

Add basic message here

Internal Message to include

Contingency plan GE35 being implemented/ in operation with no amendments./ the following amendments:

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Electronic Information (whiteboard, website, social media)

Abellio Greater Anglia Service Update at xx:xx

Due to a xxx between Colchester and Thorpe-le-Soken the line is currently closed/was closed until xx:xx. 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.

Clacton-on-Sea and Walton on the Naze Services: A rail replacement bus service is currently in preparation/ operation for all stations between Colchester and Clacton. A shuttle train service is in operation between Clacton and Walton via Thorpe-le-Soken calling all stations.

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