

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE15**

### Full Line Blockage Between Liverpool Street and Stratford

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> None	<u>AM PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 7 per hour: Greater Anglia G/E Services--<To Start & Terminate at Stratford> 1 per hour: Greater Anglia Harwich Shuttle--<Operates as Manningtree-Harwich shuttle> 1 per hour: Greater Anglia Southminster Shuttle--<Operates as Southminster-Wickford shuttle> 8 per hour: MTR Crossrail Services--<To Start & Terminate at Stratford>	<u>AM PEAK</u> <b>All: Greater Anglia--</b> <All other services affected by this problem will be subject to cancellation and short notice alterations> <b>All: MTR Crossrail--</b> <All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> None	<u>PM PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 7 per hour: Greater Anglia G/E Services--<To Start & Terminate at Stratford> 1 per hour: Greater Anglia Harwich Shuttle--<Operates as Manningtree-Harwich shuttle> 1 per hour: Greater Anglia Southminster Shuttle--<Operates as Southminster-Wickford shuttle> 8 per hour: MTR Crossrail Services--<To Start & Terminate at Stratford>	<u>PM PEAK</u> <b>All: Greater Anglia--</b> <All other services affected by this problem will be subject to cancellation and short notice alterations> <b>All: MTR Crossrail--</b> <All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 7 per hour: Greater Anglia G/E Services--<To Start & Terminate at Stratford> 1 per hour: Greater Anglia Harwich Shuttle--<Operates as Manningtree-Harwich shuttle> 1 per hour: Greater Anglia Southminster Shuttle--<Operates as Southminster-Wickford shuttle> 6 per hour: MTR Crossrail Services--<To Start & Terminate at Stratford>	<u>OFF-PEAK</u> <b>All: Greater Anglia--</b> <All other services affected by this problem will be subject to cancellation and short notice alterations> <b>All: MTR Crossrail--</b> <All other services affected by this problem will be subject to cancellation and short notice alterations>

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#### Instructions to Signallers / Controllers

This plan will require a revised traincrew diagrams and constant stepping up of stock at Stratford to avoid Platform 10A to be kept clear for freight.

**Must have a train crew manager on site at Stratford to do this. Should also consider having a traincrew manager at Gidea Park.**

GA services to start & terminate in Stratford platforms 9 & 10 off peak and also 10A in AM peak

MTR Cross Rail Services to start & terminate in Stratford platforms 5 & 8

#### Operational Resources Required

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

#### Critical Infrastructure

Points: 2146, 2147, 2148, 2152, 2153, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2163

#### 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*

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#### Alternative Transport

- Bus 25 Between Bank or Aldgate and Stratford
  - Bus 205 between Liverpool Street and Bow Church connecting with DLR services between Bow Church and Stratford
  - London Underground via any reasonable route
  - DLR via any reasonable route
  - Greater Anglia via any reasonable route
  - c2c services via any reasonable route
  - London Overground services via any reasonable route
  - 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 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 - Stratford**

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

Trains will start from Stratford and will call at all stations.

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

This disruption is expected to last until **[expected end time]**.

Customers should use alternative routes. Valid National Rail tickets will be accepted by London Buses, London Underground, Greater Anglia, c2c and London Overground 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].*

*The trains that run will start and terminate at Stratford.*

*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.*

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*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 are advised to use London Underground Central line services on which Greater Anglia tickets will be accepted.*

*Greater Anglia tickets will be further accepted on:*

*London Buses on reasonable routes.*

*TfL Rail*

*c2c*

*Great Northern*

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

#### Internal Message to include

Contingency Plan GE15 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 London and Stratford the 2 lines London-bound/Stratford-bound 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.

In order to manage the reduced line capacity to/from London, we are currently running a reduced train service to/from Stratford and expect this to continue until approximately xx:xx

**London – Southend/Southminster services:** We are running a 20 minute frequency service between London 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 to Southend from Fenchurch Street.

**London – Chelmsford, Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:** Services which would normally run between London and Harwich are running between Manningtree and Harwich in both directions. Customers wishing to travel to/from these stations should change at Manningtree. We are running a limited service on all other routes to and from Stratford and Greater Anglia would like to apologise to customers for any overcrowding which occurs as a result. 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 ten-minute frequency service stopping at all stations between Stratford 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.