

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE37

Full Line Blockage Between Thorpe-le-Soken and Walton on the Naze

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 Walton 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 Walton 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 Walton Service--<Service Suspended>

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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
- Advise contingency plan WON1 on traincrew information monitors (TIM) in the following traincrew depots: Colchester, Clacton.

Alternative Transport

Rail Replacement Bus Strategy: Peak

- 2 buses calling all stations Walton on the Naze, Thorpe-le-Soken - Clacton

Off-Peak

- 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 GE37 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 Thorpe-le-Soken and xxx 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.

Walton-on-the-Naze Services: Customers for stations to Walton are advised to travel by train to Thorpe-le-Soken and change for a rail replacement bus service which is currently in preparation/ operation between Thorpe-le-Soken and Walton calling at all stations.

Clacton-on-Sea Services: Services are running normally and are unaffected by this problem.

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