

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE24 Full Line Blockage Between Ipswich & Stowmarket (Stowmarket - Haughley Jn Available)

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 Cambridge - Ipswich Service--<Operates Cambridge - Stowmarket> 1 per hour: Greater Anglia G/E Service--<Operates Stowmarket - Peterborough> 2 per hour: Greater Anglia G/E Services--<Operates Liverpool Street - Ipswich></p> <p><u>PM PEAK</u> 1 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Cambridge - Stowmarket> 1 per hour: Greater Anglia G/E Service--<Operates Stowmarket - Peterborough> 2 per hour: Greater Anglia G/E Services--<Operates Liverpool Street - Ipswich></p> <p><u>OFF-PEAK</u> 1 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Cambridge - Stowmarket> 1 per hour: Greater Anglia G/E Service--<Operates Stowmarket - Peterborough> 2 per hour: Greater Anglia G/E Services--<Operates Liverpool Street - Ipswich></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 | Will require shunting in and out of the loop at Stowmarket |
| Operational Resources Required | MOM's or Maintenance staff capable of route setting to be moved / positioned at Ipswich & Stowmarket to ensure that someone is on site should there be issues with pointwork |
| Critical Infrastructure | Points at Ipswich: 1301, 1302, 1310, 1311, Points at Stowmarket: 2384, 2385, 2389 Points at Diss: 2451 |
| Customer Service Staff Deployment | <ul style="list-style-type: none">•• CSL2 mobilised North via on-call structure• RPIs and MTSO support at Ipswich and Stowmarket• CSL2 mobilised North via on-call structure• Request Driver Manager to Ipswich and Stowmarket via On-Call Operations L1 North• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ipswich and Norwich. |
| Alternative Transport | <ul style="list-style-type: none">•• Norwich customers to/from London advised to travel GTR via Cambridge and take GA services Norwich-Cambridge or EMT services to Norwich-Ely.• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)• Local buses (GA tickets not passed)• Local Bus 87/88 operates all stations Ipswich to Stowmarket• Local Bus 459 operates Stowmarket to Diss• Establish rail replacement bus link calling all stations Ipswich-Diss |
| Customer Message | <p>Owing to a {xxx} between Stowmarket and Ipswich, the mainline is currently closed. A rail replacement bus service is in preparation/ operation between Ipswich and Diss where customers may continue their journey.</p> <p>Normal services are expected to resume at xxxxxx.</p> |
| Internal Message to include | Contingency Plan GE24 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 Haughley and Ipswich the line Norwich-bound and 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.

Train services are operating between London and Ipswich and between Norwich and Diss. Cambridge and Ipswich. We expect this to continue until approximately xx:xx

London – Stowmarket, Diss and Norwich:

Customers to/ from Diss and London are advised to travel to Norwich and then via Cambridge and GTR services to/from London Kings Cross.

Customers to/ from Stowmarket are advised to travel to via Cambridge and connect with GTR services to/from London Kings Cross.

Customers to/ from Norwich and London are advised to travel via Cambridge and GTR services to/from London Kings Cross.

Customers travelling between Stowmarket, Diss and Norwich to Ipswich and Colchester are advised that a limited rail-replacement bus service is currently in operation/ in preparation.

Ipswich – Cambridge and Peterborough:

Trains between Ipswich and Cambridge and between Ipswich and Peterborough will operate to/from Stowmarket. A rail replacement bus service is in operation/ in preparation between Ipswich and Stowmarket.

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

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GE24A Full Line Blockage Between Ipswich & Stowmarket (If Stowmarket London End Crossover Available) plan version: 6

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|---|---|--|
| <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 Cambridge - Ipswich Service--<Operates Cambridge - Bury St Edmunds> 1 per hour: Greater Anglia G/E Service--<Operates Bury St Edmunds - Peterborough> 2 per hour: Greater Anglia G/E Services--<Operates Liverpool Street - Ipswich></p> <p><u>PM PEAK</u> 1 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Cambridge - Bury St Edmunds> 1 per hour: Greater Anglia G/E Service--<Operates Bury St Edmunds - Peterborough> 2 per hour: Greater Anglia G/E Services--<Operates Liverpool Street - Ipswich></p> <p><u>OFF-PEAK</u> 1 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates Cambridge - Bury St Edmunds> 1 per hour: Greater Anglia G/E Service--<Operates Bury St Edmunds - Peterborough> 2 per hour: Greater Anglia G/E Services--<Operates Liverpool Street - Ipswich></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 | In the event that Stowmarket loop is not accessible and Stowmarket London End crossover can not be used: |
| Operational Resources Required | MOM's or Maintenance staff capable of route setting to be moved / positioned at Ipswich & Stowmarket to ensure that someone is on site should there be issues with pointwork |
| Critical Infrastructure | <ul style="list-style-type: none">•• Points at Ipswich: 1301, 1302, 1310, 1311,• Points at Stowmarket: 2384, 2385, 2389• Points at Diss: 2451 |
| Customer Service Staff Deployment | <ul style="list-style-type: none">•• CSL2 mobilised North via on-call structure• RPIs and MTSO support at Ipswich and Stowmarket• CSL2 mobilised North via on-call structure• Request Driver Manager to Ipswich and Stowmarket via On-Call Operations L1 North• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ipswich and Norwich. |
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