

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Date: May 2017

## Service Management and Contingency Plans

**GE26**

### Full Line Blockage Between Diss and Trowse

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--&lt;&gt;</p> <p><u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><u>AM PEAK</u> 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Diss&gt;</p> <p><u>PM PEAK</u> 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Diss&gt;</p> <p><u>OFF-PEAK</u> 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Diss&gt;</p>	<p><u>AM PEAK</u> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><u>PM PEAK</u> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><u>OFF-PEAK</u> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

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<b>Instructions to Signallers / Controllers</b>	6P40 / 6P41 to divert via Ely & Thetford
<b>Operational Resources Required</b>	None
<b>Critical Infrastructure</b>	<b>Points at Diss:</b> 2451, 2459
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised North via on-call structure</li><li>• RPIs and MTSO support at Diss</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• Customers London-Norwich to travel via Cambridge and GTR to Kings Cross</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li><li>• Aim to have bus service in place 60 minutes into the incident:</li><li>• Establish rail replacement bus link Norwich-Diss</li></ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Diss and Norwich The line is currently closed.</p> <p>A rail replacement bus service is being established/ in operation between Diss and Norwich.</p>
<b>Internal Message to include</b>	Contingency train service plan GE26 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, the line 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 Diss. We expect this to continue until approximately xx:xx

#### **London – Norwich**

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

Trains are operating at a half hour frequency between London and Diss.

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