

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Date: May 2017

## Service Management and Contingency Plans

### GE12 Partial Line Blockage Between East Suffolk Jn and Haughley Single Line Working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b>AM PEAK</b> 1 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Freight-1 Freight Path each direction per hour- &lt;Freight to be diverted via London where possible.,&gt; 1 per hour: Greater Anglia G/E Services--&lt;&gt;</p>	<p><b>AM PEAK</b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates as Cambridge - Stowmarket Shuttle where possible, however if Stowmarket unavailable, Shuttle to Bury St Edmunds only.&gt; 1 per hour: Greater Anglia Ipswich Shuttle--&lt;Operates as Liverpool Street - Ipswich&gt;</p> <p><b>PM PEAK</b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates as Cambridge - Stowmarket Shuttle where possible, however if Stowmarket unavailable, Shuttle to Bury St Edmunds only.&gt; 1 per hour: Greater Anglia Ipswich Shuttle--&lt;Operates as Liverpool Street - Ipswich&gt;</p> <p><b>OFF-PEAK</b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates as Cambridge - Stowmarket Shuttle where possible, however if Stowmarket unavailable, Shuttle to Bury St Edmunds only.&gt; 1 per hour: Greater Anglia Ipswich Shuttle--&lt;Operates as Liverpool Street - Ipswich&gt;</p>	<p><b>AM PEAK</b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>PM PEAK</b> All: Greater Anglia--&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p> <p><b>OFF-PEAK</b> 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>	Freight to be diverted via London Monitor inbound freight, liaise with freight York & SSM Cambridge re-holding points
<b>Operational Resources Required</b>	Pilotman Handsignaller Barrier man at Claydon CCTV Barrier man at Regent Street CCTV Barrier Man at Haughley AHBC Cow Green GSP Operator (if issue is between Stowmarket and Haughley Jn and SLW is over the Down Main Line)
<b>Critical Infrastructure</b>	<b>Points:</b> 1364, 2374, 2379 2384, 2385, 2389, 2392, 2416 (Cow Green GSP)
<b>Customer Service Staff Deployment</b>	<ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised for North via on-call structure</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Ipswich and Norwich</li></ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"><li>•</li><li>• TFL ticket acceptance (reasonable routes Liverpool St and Kings Cross)</li><li>• GTR ticket acceptance Kings Cross-Peterborough</li><li>• EMT Ticket acceptance Norwich-Peterborough</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).</li><li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).</li><li>• Norwich customers to/from London advised to travel GTR via Cambridge and GA services Norwich-Cambridge or EMT services to Norwich-Ely.</li><li>• Peterborough Customers from Ipswich to travel via Norwich and EMT services or via London and GTR services.</li></ul>

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### Customer Message

Owing to a {xxx} between Diss and Stowmarket/ Stowmarket and Needham Market/ Needham Market and Ipswich, trains between Norwich and Ipswich are experiencing 20 minute delays and an amended train service is in place.

### Internal Message to include

Contingency Plan GE12 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 one of the lines Norwich-bound/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.

In order to manage the reduced line capacity between Ipswich and Diss/ Stowmarket/ Needham Market, we are currently running a reduced train service between Norwich and Ipswich and Cambridge and Ipswich. We expect this to continue until approximately xx:xx

#### London – Norwich services:

Trains are running at an hourly frequency with extended journey times. Customers to/ from Norwich are advised to travel via Cambridge and GTR services to/from Kings Cross.

#### Ipswich – Cambridge services:

Trains between Ipswich and Cambridge will operate to/from Stowmarket. Customers for Cambridge should change at Stowmarket.

#### Ipswich – Peterborough services:

Trains between Ipswich and Peterborough are not operating. Customers for Peterborough and Ely should travel to Norwich and travel on East Midlands Trains services from Norwich to Liverpool Lime St. Customers may also travel via London using GTR services from Kings Cross.

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