

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE25** Full Line Blockage Between Stowmarket & Diss (Stowmarket - Haughley Jn unavailable)

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Bury St Edmunds - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Bury St Edmunds - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Cambridge - Ipswich Service--&lt;Operates Cambridge - Bury St Edmunds&gt; 1 per hour: Greater Anglia G/E Service--&lt;Operates Bury St Edmunds - Peterborough&gt; 2 per hour: Greater Anglia G/E Services--&lt;Operates Liverpool Street - Ipswich&gt;</p>	<p><b><u>AM PEAK</u></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><u>PM PEAK</u></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><u>OFF-PEAK</u></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 Where possible
<b>Operational Resources Required</b>	None
<b>Critical Infrastructure</b>	<p><b>Points at Ipswich:</b> 1301, 1302, 1310, 1311</p> <p><b>Points at Diss:</b> 2451</p> <p><b>Points at Bury:</b> 27, 28</p>
<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 Ipswich and Stowmarket and unmanned stations where possible</li> </ul>
<b>Alternative Transport</b>	<ul style="list-style-type: none"> <li>•</li> <li>• Norwich customers to/from London advised to travel GTR via Cambridge and take GA services Norwich-Cambridge or EMT services to Norwich-Ely.</li> <li>• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services)</li> <li>• Local buses (GA tickets not passed)</li> <li>• Local Bus 384 operates all stations Bury St Edmunds to Stowmarket</li> <li>• Local Bus 87/88 operates all stations Ipswich to Stowmarket</li> <li>• Local Bus 459 operates Stowmarket to Diss</li> <li>• Establish rail replacement bus link calling all stations Ipswich-Diss</li> <li>• Establish rail replacement bus link calling all stations Ipswich-Bury St Edmunds</li> </ul>
<b>Customer Message</b>	<p>Owing to a {xxx} between Stowmarket and Haughley, train services between Ipswich and Norwich and between Bury St Edmunds and Ipswich have been suspended. A rail replacement bus service is in preparation/ operation to enable customers to continue their journey.</p> <p>Normal services are expected to resume at xxxxxxxx.</p>
<b>Internal Message to include</b>	Contingency Plan GE25 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 Peterborough services are operating as far as Bury St Edmunds. 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 Ipswich and take local bus routes 87 or 88/ rail replacement bus.

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

#### Ipswich – Cambridge and Peterborough:

Trains between Ipswich and Cambridge and between Ipswich and Peterborough will operate to/from Bury St Edmunds. A rail replacement bus service is in operation/ in preparation all stations between Ipswich and Stowmarket. Alternatively, local bus route 384 operates all stations between Bury St Edmunds at Stowmarket. Customers should note that Greater Anglia tickets will not be passed on local buses.

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