

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 45

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE09 Partial Line Blockage Between Colchester & Maningtree/ Manningtree & Halifax Junction Single Line Working plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p><b><u>AM PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b><u>PM PEAK</u></b> 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Freight-1 Freight Path each direction per hour- &lt;&gt; 2 per hour: Greater Anglia G/E Services--&lt;&gt;</p>	<p><b><u>AM PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b><u>PM PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Liverpool Street - Colchester&gt;</p> <p><b><u>OFF-PEAK</u></b> 1 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Liverpool Street - Colchester&gt;</p>	<p><b><u>AM PEAK</u></b> <b>All: Greater Anglia--</b>&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> <b>All: Greater Anglia--</b>&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> <b>All: Greater Anglia--</b>&lt;All other services affected by this problem will be subject to cancellation and short notice alterations&gt;</p>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 46

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE09 Partial Line Blockage Between Colchester & Maningtree/ Manningtree & Halifax Junction Single Line Working plan version: 6

<b>Instructions to Signallers / Controllers</b>	<ul style="list-style-type: none"> <li>• <b>GriffinWharf may be blocked</b></li> <li>• “Flighting” of trains is preferable to ensure as many trains through the sections as possible.</li> </ul>
<b>Operational Resources Required</b>	<p>Colchester – Manningtree:</p> <p>Pilotman Handsignaller Barrier Operator for Ardleigh CCTV Barrier Operator for Manningtree CCTV (if SLW over the Down Main)</p> <p>Manningtree – Halifax Jn:</p> <p>Pilotman Handsignaller</p>
<b>Critical Infrastructure</b>	<p><b>Points at Colchester:</b> 3025, 3029, 3034</p> <p><b>Points at Manningtree:</b> 1247, 1253, 1261, 1262</p> <p><b>Points at Halifax Jn:</b> 1301, 130</p>
<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>• Request Driver Manager to Colchester via On-Call Operations L1 North</li> <li>• Advise Liverpool Street Duty Station Manager</li> <li>• Request RPI assistance to aid transfer of passengers to Harwich shuttle;</li> <li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ipswich and Norwich</li> </ul>

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 47

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### **GE09** Partial Line Blockage Between Colchester & Maningtree/ Manningtree & Halifax Junction Single Line Working plan version: 6

#### **Alternative Transport**

- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).
- Peak: Special service to operate COL-LST calling at all stations to CHM and then SNF and SRA in place of 1Yxx services.
- Off-Peak: None – train service operates as revised.

#### **Customer Message**

Owing to a {xxx} between Colchester and Manningtree/Ipswich and Manningtree , trains between Colchester and Ipswich are experiencing 20 minute delays and an amended train service is in place.

#### **Internal Message to include**

Contingency Plan GE9 is in operation/ being implemented with no/ the following variations.

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 48

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

### GE09 Partial Line Blockage Between Colchester & Maningtree/ Manningtree & Halifax Junction Single Line Working plan version: 6

#### Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Colchester and Manningtree/Ipswich and Manningtree, 1 of the lines Colchester-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 to/from Colchester and Ipswich we are currently running a reduced train service and expect this to continue until approximately xx:xx

#### London – Harwich, Ipswich and Norwich:

Services which would normally run between London and Harwich are running between Maningtree and Harwich in both directions. Customers wishing to travel to/from these stations should change at Manningtree.

Services which would normally run between London and Colchester Town are suspended Customers wishing to travel to/from Colchester Town are advised to use local buses to Colchester.

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