

# ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 113

Issue: 6

Date: May 2017

## Service Management and Contingency Plans

**GE21**

### Full Line Blockage Between Witham & Colchester

plan version: 6

| RUNNING AS BOOKED   | AMENDED SERVICES <calling pattern>   | CANCELLED   |
|---|--|---|
| <p><b><u>AM PEAK</u></b><br/>All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>PM PEAK</u></b><br/>All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> <p><b><u>OFF-PEAK</u></b><br/>All: Greater Anglia services that are unaffected by this incident--&lt;&gt;</p> | <p><b><u>AM PEAK</u></b><br/>2 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Norwich - Colchester Shuttle&gt;<br/>2 per hour: Greater Anglia Witham Shuttle--&lt;Operates Liverpool Street - Witham&gt;</p> <p><b><u>PM PEAK</u></b><br/>2 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Norwich - Colchester Shuttle&gt;<br/>2 per hour: Greater Anglia Witham Shuttle--&lt;Operates Liverpool Street - Witham&gt;</p> <p><b><u>OFF-PEAK</u></b><br/>2 per hour: Greater Anglia Colchester Shuttle--&lt;Operates Norwich - Colchester Shuttle&gt;<br/>2 per hour: Greater Anglia Witham Shuttle--&lt;Operates Liverpool Street - Witham&gt;</p> | <p><b><u>AM PEAK</u></b><br/>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><br/>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><br/>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> | <b>Must have train crew managers on site at Colchester &amp; Witham</b><br><br>Divert freight via BurySt Edmunds & across country up to W9 traffic only  |
| <b>Operational Resources Required</b>           | MOM's or Maintenance staff capable of route setting to be moved / positioned at Witham & Colchester to ensure that someone is on site should there be issues with pointwork.   |
| <b>Critical Infrastructure</b>                  | <b>Points at Witham:</b> 2367, 2368, 2369, 2370<br><b>Points at Colchester:</b> 3025, 3026, 3029, 3032, 3033, 3059   |
| <b>Customer Service Staff Deployment</b>        | <ul style="list-style-type: none"><li>•</li><li>• CSL2 mobilised North via on-call structure</li><li>• HQ staff support to Liverpool Street for evening peak</li><li>• RPIs and MTST support at Witham</li><li>• Request Driver Manager to Colchester and Witham via On-Call Operations L1 North</li><li>• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich.</li><li>• Request Octagon staff to attend Colchester Town (when booked unmanned) and Colchester.</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>• Establish rail replacement bus link Witham-Colchester within 60 minutes.</li></ul>  |
| <b>Customer Message</b>                         | <p>Owing to a {xxx} between Witham and Colchester, the mainline is currently closed. Trains are operating to and from Colchester to Clacton, Ipswich and Norwich. A rail replacement bus service is in preparation/ operation between Colchester and Witham where customers may continue their journey to and from London.</p> <p>Normal services are expected to resume at xxxxxxx.</p>   |
| <b>Internal Message to include</b>              | Contingency Plan GE21 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 Colchester and Witham 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.

A rail replacement bus service is in preparation/ operation between Colchester and Witham where customers may continue their journey to and from London.

and expect this to continue until approximately xx:xx

#### **London – Colchester, Clacton, Ipswich, Norwich and surrounding branch lines:**

All services are currently suspended between Colchester and Witham. Customers to and from London are advised that a rail replacement bus service is operating between Witham and Colchester connecting with train services operating to Clacton, Ipswich and Norwich and from Witham to London.

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

Customers travelling to/ from Norwich are advised to travel via Cambridge and connect with Govia Thameslink Railway services to/ from Kings Cross.

Customers travelling to Kelvedon or Marks Tey are advised that a rail replacement bus service is in operation calling at all stations between Colchester and Witham.

Services are suspended to/from Colchester Town. Customers are advised to use local buses to and from Colchester.

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