

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 106

Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE19 Full Line Blockage Between Shenfield & Chelmsford (with Southend Line unaffected)

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--<></p> <p><u>PM PEAK</u> All: Greater Anglia services that are unaffected by this incident--<></p> <p><u>OFF-PEAK</u> All: Greater Anglia services that are unaffected by this incident--<></p>	<p><u>AM PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham Shuttle> 1 per hour: Greater Anglia Colchester Shuttle--<Operates as Norwich - Colchester Shuttle> 2 per hour: Greater Anglia G/E Services--<To Start & Terminate at Chelmsford> 1 per hour: Greater Anglia Witham Shuttle--<Operates as Norwich - Witham Shuttle></p> <p><u>PM PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham Shuttle> 1 per hour: Greater Anglia Colchester Shuttle--<Operates as Norwich - Colchester Shuttle> 2 per hour: Greater Anglia G/E Services--<To Start & Terminate at Chelmsford> 1 per hour: Greater Anglia Witham Shuttle--<Operates as Norwich - Witham Shuttle></p> <p><u>OFF-PEAK</u> 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham Shuttle> 1 per hour: Greater Anglia Colchester Shuttle--<Operates as Norwich - Colchester Shuttle> 2 per hour: Greater Anglia G/E Services--<To Start & Terminate at Chelmsford> 1 per hour: Greater Anglia Witham Shuttle--<Operates as Norwich - Witham Shuttle></p>	<p><u>AM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p> <p><u>PM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p> <p><u>OFF-PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p>

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 107

Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE19 Full Line Blockage Between Shenfield & Chelmsford (with Southend Line unaffected)

plan version: 6

Instructions to Signallers / Controllers	<p>Must have a train crew manager on site at Chelmsford to do this.</p> <p>Divert freight via BurySt Edmunds & across country up to W9 traffic only</p>
Operational Resources Required	MOM's or Maintenance staff capable of route setting to be moved / positioned at Chelmsford to ensure that someone is on site should there be issues with pointwork
Critical Infrastructure	<p>Points at Chelmsford: 2349, 2356,</p> <p>Points at Witham: 2367, 2368, 2374, 2377, 2381,</p>
Customer Service Staff Deployment	<ul style="list-style-type: none"> • • CSL2 mobilised North and Southeast via on-call structure. • HQ staff support to Liverpool Street for evening peak • RPIs and MTST support at Shenfield, Witham and Billericay. • Request Driver Manager to Chelmsford, Witham & Colchester • Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich. • Request Octagon staff to attend Colchester Town (when booked unmanned)
Alternative Transport	<ul style="list-style-type: none"> • • TFL ticket Acceptance on Metropolitan line between Liverpool St and Kings Cross (must check as operating good service) • Customers London-Norwich to travel via Cambridge and GTR to Kings Cross. • Ticket acceptance on C2C (Essex Thameside routes) • Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services) • Establish rail replacement bus link Witham-Billericay. • Establish rail replacement bus link Shenfield, Ingatestone and Chelmsford. Between 15:30 and 16:30hrs, school children travelling London-bound from Ingatestone should be given priority.
Customer Message	<p>Owing to a {xxx} between Shenfield and Chelmsford, the mainline is currently closed. Trains are operating to and from Chelmsford, Colchester and Ipswich. A rail replacement bus service is in preparation/ operation between Billericay and Witham where customers may continue their journey via Southend services to and from London.</p> <p>Customers for Ingatestone may travel to either Shenfield or Chelmsford where a limited rail-replacement bus service is in preparation/ operation. Normal services are expected to resume at xxxxxxx.</p>
Internal Message to include	<p>Contingency Plan GE19 is in operation/ being implemented with no/ the following variations.</p>

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 108

Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE19 Full Line Blockage Between Shenfield & Chelmsford (with Southend Line unaffected)

plan version: 6

Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Chelmsford and Shenfield 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.

In order to manage the reduced line capacity to/from Shenfield and Chelmsford we are currently running a reduced train service and expect this to continue until approximately xx:xx

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

All services are currently suspended between Chelmsford and Shenfield. Customers to and from London are advised that a rail replacement bus service is operating between Witham and Billericay connecting with train services between London and Southend.

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

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

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

Customers wishing to travel to/from Ingatestone are advised to travel to either to Shenfield or to Chelmsford where a limited rail-replacement bus service is/ will be in operation.

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