

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 33

Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE06 Partial Line Blockage Between Chelmsford and Brickhouse Bi-Di working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p>AM PEAK 3 per hour: Greater Anglia G/E Services--<></p> <p>PM PEAK 3 per hour: Greater Anglia G/E Services--<></p> <p>OFF-PEAK 1 per hour: Freight-1 Freight Path each direction per hour-<> 3 per hour: Greater Anglia G/E Services--<></p>	<p>AM PEAK 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Norwich Shuttle--<Operates as Norwich - Colchester shuttle></p> <p>PM PEAK 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Norwich Shuttle--<Operates as Norwich - Colchester shuttle></p> <p>OFF-PEAK 1 per hour: Greater Anglia Braintree Shuttle--<Operates as Braintree - Witham shuttle> 1 per hour: Greater Anglia Norwich Shuttle--<Operates as Norwich - Colchester shuttle></p>	<p>AM PEAK All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p> <p>PM PEAK All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations></p> <p>OFF-PEAK 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: 34

Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE06 Partial Line Blockage Between Chelmsford and Brickhouse Bi-Di working

plan version: 6

Instructions to Signallers / Controllers

Priority to AM / PM Peak services over Bi-Di section.

Witham - Braintree shuttle to be used where resources allow...consider splitting an 8 car unit from elsewhere to provide a 4 car for the shuttle.

Operational Resources Required

MOM's or Maintenance staff capable of route setting to be moved / positioned at Chelmsford and Brickhouse to ensure that someone is on site should there be issues with pointwork.

Critical Infrastructure

Points Chelmsford: 2349, 2356
Points at Brickhouse: 2360, 236

Customer Service Staff Deployment

-
- CSL2 mobilised for North via on-call structure
- Request Driver Manager to Liverpool Street and Colchester via On-Call Operations L1 South East and L1 North
- Advise Liverpool Street Duty Station Manager
- RPIs and MTST support at Chelmsford for peak
- Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Clacton, Ilford, Southend, Ipswich and Norwich.

Customer staff deployment....If only 1 platform available, all staff to work open platform

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 35

Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE06

Partial Line Blockage Between Chelmsford and Brickhouse Bi-Di working

plan version: 6

Alternative Transport

- Colchester Town customers advised to use local buses to/from Colchester. Note AGA Tickets are not passed.
- Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich).

Customer Message

Owing to a {xxx} between Hatfield Peveral and Chelmsford. 1 of the 2 lines **London-bound/Colchester-bound** is currently closed. Trains between Chelmsford and Hatfield Peveral are experiencing 20 minute delays and an amended train service is in place.

Internal Message to include

Contingency Plan GE06 is in operation/ being implemented with no/ the following variations.
Customer staff deployment....If only 1 platform available, all staff to work open platform

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

Page: 36

Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE06 Partial Line Blockage Between Chelmsford and Brickhouse Bi-Di working

plan version: 6

Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Chelmsford and Hatfield Peverel 1 of the lines London-bound/Colchester-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 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:

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 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