

ANGLIA ROUTE OPERATING INSTRUCTION

Procedure: AICC-05

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Issue: 6

Date: May 2017

Service Management and Contingency Plans

GE11 Partial Line Blockage Between Ipswich & East Suffolk Junction (Down Main Blocked, Bi-Di over the Up Main and Up and Down Lowestoft) plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<u>AM PEAK</u> 4 per hour: Greater Anglia G/E Services--<>	<u>AM PEAK</u> None	<u>AM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>PM PEAK</u> 4 per hour: Greater Anglia G/E Services--<>	<u>PM PEAK</u> None	<u>PM PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>
<u>OFF-PEAK</u> 1 per hour: Freight-1 Freight Path each direction per hour-<> 4 per hour: Greater Anglia G/E Services--<>	<u>OFF-PEAK</u> None	<u>OFF-PEAK</u> All: Greater Anglia--<All other services affected by this problem will be subject to cancellation and short notice alterations>

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Instructions to Signallers / Controllers	All 1Pxx services stop addl Stowmarket If 2Wxx term stowmarket...bus service Ipswich-Needham Mkt-Stowmarket
Operational Resources Required	MOM's or Maintenance staff capable of route setting to be moved / positioned Ipswich to ensure that someone is on site should there be issues with pointwork.
Critical Infrastructure	Points: 1341, 1326, 1364
Customer Service Staff Deployment	<ul style="list-style-type: none">• CSL2 mobilised for North via on-call structure.• Advise contingency plan on traincrew information monitors (TIM) in the following traincrew depots: Liverpool Street, Colchester, Ipswich and Norwich. All 1Pxx services stop addl Stowmarket <ul style="list-style-type: none">• If 2Wxx term stowmarket...bus service Ipswich-Needham Mkt-Stowmarket
Alternative Transport	<ul style="list-style-type: none">• Advance Purchase Ticket holders may travel up to 60 minutes earlier/later than their booked train (Intercity services between London and Norwich). Or• Norwich customers to/from London advised to travel GTR via Cambridge and take GA services via Ely and Thetford.• Buses to operate Felixstowe services calling all stations except Westerfield.
Customer Message	Owing to a {xxx} in the Ipswich area, an amended train service is in place
Internal Message to include	Contingency Plan GE11 is in operation/ being implemented with no/ the following variations. All 1Pxx services stop addl Stowmarket If 2Wxx term stowmarket...bus service Ipswich-Needham Mkt-Stowmarket

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Electronic Information (whiteboard, website, social media)

Greater Anglia Service Update at xx:xx

Owing to a xxx between Ipswich and East Suffolk Junction one of the lines Norwich-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 into Ipswich from the North, we are currently running a reduced train service and expect this to continue until approximately xx:xx

Ipswich – Felixstowe:

Buses are replacing trains between Ipswich and Felixstowe. Please note that rail replacement buses will not call at Westerfield. Customers for Westerfield should use trains bound for Lowestoft.

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

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GE12 Partial Line Blockage Between East Suffolk Jn and Haughley Single Line Working

plan version: 6

RUNNING AS BOOKED	AMENDED SERVICES <calling pattern>	CANCELLED
<p>AM PEAK 1 per hour: Greater Anglia G/E Services--<></p> <p>PM PEAK 1 per hour: Greater Anglia G/E Services--<></p> <p>OFF-PEAK 1 per hour: Freight-1 Freight Path each direction per hour- <Freight to be diverted via London where possible.,> 1 per hour: Greater Anglia G/E Services--<></p>	<p>AM PEAK 1 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates as Cambridge - Stowmarket Shuttle where possible, however if Stowmarket unavailable, Shuttle to Bury St Edmunds only.> 1 per hour: Greater Anglia Ipswich Shuttle--<Operates as Liverpool Street - Ipswich></p> <p>PM PEAK 1 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates as Cambridge - Stowmarket Shuttle where possible, however if Stowmarket unavailable, Shuttle to Bury St Edmunds only.> 1 per hour: Greater Anglia Ipswich Shuttle--<Operates as Liverpool Street - Ipswich></p> <p>OFF-PEAK 1 per hour: Greater Anglia Cambridge - Ipswich Service--<Operates as Cambridge - Stowmarket Shuttle where possible, however if Stowmarket unavailable, Shuttle to Bury St Edmunds only.> 1 per hour: Greater Anglia Ipswich Shuttle--<Operates as Liverpool Street - Ipswich></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>