



**CrossCountry Train Service Contingency Plans
13th December 2009 – 12th December 2010**

This standard defines the working practices for the CrossCountry control centre for train service delivery during disruption to the network through a blockage of the line.

Prepared and Network Rail Plans Verified by:

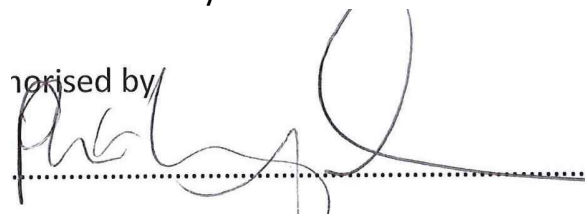


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CrossCountry Train Service Contingency Plans

Version 1.1.

Introduction

This is the first of the new style CrossCountry Contingency Plans that become current at the start of the December 09 timetable (13/12/09).

These contingencies have been created using previous experiences and operational knowledge of the railway with the aim of best meeting CrossCountry's business needs (as dictated by 'Rules of the Revenue') in times of perturbation.

These contingencies have been agreed with some Network Rail routes in principle, whilst others have yet to confirm, however it is the intention of the CrossCountry Performance Team to receive this confirmation in the first few weeks of the new timetable.

The first plan in this document looks at the closure of Birmingham New Street. All subsequent plans look at the radial routes from Birmingham New Street.

Each plan first looks at principal objectives for the particular route. Next a section of the route is taken (apart from the New Street closure plan which looks at service groups) and the principles for dealing with a line blockage along that line of route both in terms of service provision and customer actions.

The final section of each plan discusses issues to consider and some key facts regarding the route.

Certain plans are subject to review. If you feel that these plans could be improved, or need reviewing then please email the relevant Route Performance Manager below.

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December 2009

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Plan Number: 01 Principal Objectives:		Route: Birmingham New Street Closed	
		<p>■ Should a scenario occur that closes Birmingham New Street station then it will be difficult to maintain all customer flows, therefore consideration of maintaining journey opportunities by best using peripheral locations should be the ultimate priority.</p>	
Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
A	Anglo – Scottish Services	All services to call at Tamworth then divert via Landor Street and Camp Hill to Cheltenham. ALL trains to call at Longbridge, except multiple Voyager sets and HSTs	Road replacement services Birmingham – Tamworth (via Coleshill Parkway) and v.v.
B	Manchester – Bristol	All services to divert from Wolverhampton via Bescot, Soho, Galton Junction and Kidderminster. All services to call at Stafford, Macclesfield & Stockport.	Road replacement services Birmingham – Wolverhampton with other operators.
C	Manchester – South Coast	Manchester – South Coast services to divert via Aston and Stetchford to International (crew change), then as booked. All services to call at Stafford, Macclesfield & Stockport	Road replacement services New Street – International with other operators.
D	Newcastle – Reading	Newcastle – Reading services to divert via Lichfield, Aston, Stetchford and Kenilworth. Calling additionally at International.	Road replacement services New Street – International with other operators.
E	Nottingham – Cardiff	Nottingham – Cardiff services to divert via Camp Hill & Droitwich Spa (open stops for connections with Snow Hill services). Call additionally at Longbridge and / or Coleshill Parkway if required.	Road replacement services Birmingham – Tamworth (via Coleshill Parkway) and v.v.
F	Nottingham – Birmingham (local services)	Withdraw.	Customers to be conveyed by other service groups.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
G	Stansted Airport – Birmingham	Terminate / Start Coleshill Parkway Additional station calls as necessary to cover for Leicester local services.	Road replacement services Birmingham – Tamworth (via Coleshill Parkway) and v.v.
H	Leicester – Birmingham (local services)	Withdraw.	Customers to be conveyed by other service groups.

Plan Number: 01	Route: Birmingham New Street Closed		
Issues to consider	<ul style="list-style-type: none"> ■ Attempt to deploy customer service staff to Longbridge, Tamworth and Coleshill Parkway to assist customers. ■ Request that Virgin Trains calls some services additionally at Tamworth and Nuneaton. 		
Fast Facts	Other Notes		
<ul style="list-style-type: none"> ■ Birmingham New Street is CrossCountry's largest revenue node and biggest interchange point. 			

Plan Number: 02 Principal Objectives:		Route: Birmingham New Street to Bournemouth	
		<ul style="list-style-type: none"> • Ensure that Birmingham – Manchester and Birmingham – North East services are unaffected by disruption further south. • Maintaining a service from / to Birmingham and Oxford and Reading is a priority. 	
Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
A	Birmingham New Street – Proof House Junction	<p>Manchester – Bournemouth services: From Wolverhampton divert via Aston and Stechford to Birmingham International and v.v. DO NOT CALL AT BIRMINGHAM NEW STREET.</p> <p>Newcastle – Reading services: If trains are able to run to / beyond Derby, divert via Lichfield, Aston and Stechford to Birmingham International. DO NOT CALL AT BIRMINGHAM NEW STREET. Call additionally at Birmingham International and Coventry.</p> <p>Reduced Capacity (one line in each direction): Manchester – Bournemouth services to divert as per total block. Newcastle – Reading services to run booked route.</p>	Road replacement service (in conjunction with LM and VT). Seek ticket acceptance from Chiltern Railways between Leamington Spa and Birmingham Snow Hill.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
B	Proof House Junction – Stechford	<p>Manchester – Bournemouth services to be diverted via Solihull (with open stops). Consider running a Coventry (or International) – Leamington shuttle to connect in with diverted Manchester – Bournemouth services.</p> <p>Reduced Capacity (one line in each direction where multiple lines exist): No current agreement for CrossCountry to run trains over this section of line.</p> <p>TBW: No pre-agreed allocation of paths between operators. SLW: No pre-agreed allocation of paths between operators.</p>	<p>If unable to resource a Coventry (or International) – Leamington shuttle then seek replacement road transport. Also, seek ticket acceptance on Travel West Midlands 966 bus service between Solihull and Birmingham International. For 966 Timetable visit: www.travelwm.co.uk</p>
C	Stechford – Coventry	<p>Manchester – Bournemouth services to be diverted via Solihull (with open stops). If access to Coventry (or International) is available, consider running a Coventry (or International) – Leamington shuttle to connect in with diverted Manchester – Bournemouth services.</p> <p>Reduced Capacity (one line in each direction where multiple lines exist): 1 path in each direction every two hours. On the other hour, services to be diverted via Solihull. If the reduced capacity is in the Coventry station area then CrossCountry to run as booked.</p> <p>TBW: 1 path in each direction every two hours. On the other hour, services to be diverted via Solihull.</p> <p>SLW: Either work normally over single line and divert away from blocked line, or if not practicable divert all services away.</p>	<p>If unable to resource a Coventry (or International) – Leamington shuttle then seek replacement road transport. Also, seek ticket acceptance on Travel West Midlands 966 bus service between Solihull and Birmingham International. For 966 Timetable visit: www.travelwm.co.uk</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
D	Coventry – Leamington Spa	Manchester – Bournemouth services to be diverted via Solihull (with open stops).	Replacement road transport required Leamington – Coventry. Also, seek ticket acceptance on Travel West Midlands 966 bus service between Solihull and Birmingham International. www.travelwm.co.uk
E	Birmingham New Street – Leamington Spa (via Solihull)	Run express via International and Coventry. If reduced capacity, TBW or SLW is in operation continue to divert via International and Coventry (running express).	
F	Leamington Spa – Banbury	<p>It is desirable to run as full a service as possible. However (resources permitting) the priority should be:</p> <ol style="list-style-type: none"> 1) Run full service north of Birmingham. 2) Run Manchester – Bournemouth services from / to Leamington Spa in booked paths. Restart from Banbury in booked paths. 3) Run peak-hour Newcastle – Reading services.* 4) Run all Newcastle – Reading services from / to Leamington Spa in booked paths. Restart from Banbury in booked paths. <p>TBW: No pre-agreed allocation of paths between operators. SLW: 1 path per hour in each direction (Manchester – Bournemouth and v.v. services to take priority).</p> <p>* North of the block: 1E79 (0743 ex Leamington), 1V91 (1733 ex New Street as far as Leamington). South of the block: 1V80 (0722 ex Banbury), 1V81 (0821 ex Banbury), 1E64 (1741 ex Reading as far as Banbury).</p>	Replacement road transport required Leamington – Banbury in conjunction with Chiltern Trains. Request reciprocal ticketing arrangements with Chiltern between Leamington and Birmingham.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
G	Banbury - Oxford	<p>It is desirable to run as full a service as possible. However (resources permitting) the priority should be:</p> <ol style="list-style-type: none"> 1) Run full service north of Birmingham. 2) Run Manchester – Bournemouth services from / to Banbury in booked paths. Restart from Oxford in booked paths*. 3) Run peak-hour Newcastle – Reading services§. 4) Run all Newcastle – Reading services from / to Banbury in booked paths. Restart from Oxford in booked paths. <p>*With layovers at Oxford of around 40 minutes, a shunt will be required to clear the platform.</p> <p>§ North of the block: 1E79 (0726 ex Banbury), 1V91 (1733 ex New Street as far Banbury) South of the block: 1V80 (0743 ex Oxford), 1V81 (0843 ex Oxford), 1E64 (1741 ex Reading as far as Oxford).</p>	<p>Replacement road transport required Banbury – Oxford in conjunction with FGW. Request reciprocal ticketing arrangements with Chiltern between Banbury and Birmingham.</p>
H	Oxford - Reading	<p>It is desirable to run as full a service as possible. However (resources permitting) the priority should be:</p> <ol style="list-style-type: none"> 1) Run full service north of Birmingham. 2) Run Manchester – Bournemouth services from / to Oxford in booked paths. Restart from Reading in booked paths to Bournemouth. 3) Run peak-hour Newcastle – Reading services*. 4) Run all Newcastle – Reading services from / to Oxford in booked paths. <p>*1E79 (0707 ex Oxford), 1V91 (1733 ex New St as far as Oxford).</p>	<p>Replacement road transport required Oxford – Reading and v.v. in conjunction with FGW. As an alternative, if Didcot Parkway is accessible from the North consider running there (to clear platforms at Oxford) and running road replacement Didcot Parkway – Reading and v.v. in conjunction with FGW.</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
I	Reading Station Closure	Run full service north of Birmingham. Run Manchester – Bournemouth services via Reading West Curve, missing out Reading. Attempt to run as full a service as possible north of Oxford* prioritising on peak hour services. *Running trains to Didcot Parkway is seen as a better alternative to Oxford for road replacement.	Replacement road transport (in conjunction with FGW) between Oxford (but preferably Didcot Parkway) and Reading and v.v. Also between Reading and Basingstoke and v.v.
J	Reading – London Paddington	All services to run as booked. Provided Reading New Junction – Reading is open Guildford services to run normally.	To ease congestion at Reading, CrossCountry may assist FGW by calling Newcastle – Reading services at intermediate stations between Didcot Parkway and Reading (single units only). However this should be done on a train by train basis and only if FGW agree to thin services.
K	Reading – Basingstoke	Full service north of Reading. Run in WTT paths Basingstoke - Bournemouth and v.v. Consider running early morning / late evening services via Havant to assist with balance of units and traincrew (on authority of Duty Manager as road replacement Basingstoke – Reading will probably be quicker than diverting via Havant).	Road replacement Basingstoke – Reading. Alternative train service available to Reading via Farnborough Main (Walk) – Farnborough North.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
L	Basingstoke – Worting Junction	Full service north of Reading. Run in shuttle Winchester – Bournemouth and v.v. SWT will intend to run xx.22 ex Winchester.	Road replacement Winchester – Basingstoke and v.v. Road replacement Winchester – Oxford and v.v. Request ticket acceptance from FGW Basingstoke – Reading and v.v.
M	Worting Junction - Eastleigh	Full service north of Reading. Every two hours extend Manchester starters to run via Laverstock (and if route knowledge / paths permit Chandlers Ford so that trains can call at Southampton Airport Parkway) to Southampton Central. It may be necessary to terminate at Southampton Central to ensure a right time start from Southampton Central. Attempt to use rollover to restart northbound Manchester services right time from New Street.	Request ticket acceptance from SWT.
N	Eastleigh – Southampton Central	Full service north of Reading. Every two hours extend Manchester starters to run via Laverstock to Southampton Central. It may be necessary to terminate at Southampton Central to ensure a right time start from Southampton Central. Attempt to use rollover to restart northbound Manchester services right time from New Street.	Request ticket acceptance from SWT.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
O	Southampton Central Closed	Start / terminate at Southampton Airport Parkway for full service north thereof. Units will be required to shunt to St. Denys and return.	Express road replacement Southampton Airport – Bournemouth and v.v. in conjunction with SWT. Stopping bus Southampton Airport Parkway – Southampton Central, in conjunction with SWT.
P	Southampton Central – Bournemouth	Start / terminate services at Southampton Central / Brockenhurst dependent on location of block. Run full service north of Southampton Central / Brockenhurst dependent on location of block.	Express road replacement Southampton Airport – Bournemouth and v.v. in conjunction with SWT. Road replacement Southampton / Brockenhurst – Bournemouth and v.v. in conjunction with SWT dependent on location of block.

Plan Number: 02	Route: Birmingham New Street to Bournemouth	
Issues to consider	<ul style="list-style-type: none"> ■ It is essential that Birmingham – Manchester and Birmingham – North East services remain disruption-free to protect CrossCountry’s largest revenue flow. ■ Peak hour services to and from Birmingham, Oxford and Reading can be heavily loaded with commuter traffic. 	
Fast Facts		Other Notes
<ul style="list-style-type: none"> ■ Reading is the second largest interchange point on the CrossCountry network after Birmingham New Street. ■ 18% of the total CrossCountry revenue is generated on this route. ■ Oxford – Birmingham and Reading / Oxford – Manchester are amongst the largest revenue flows on CrossCountry. 		<ul style="list-style-type: none"> ■ Birmingham / Reading / Bournemouth crews sign Foxhall Junction. Manchester crews do not. ■ Only Bournemouth and Reading crews sign via Laverstock. ■ Only Bournemouth crews sign via Chandlers Ford. ■ Only Bournemouth crews sign via Havant.

Plan Number: 03 Principal Objectives:		Route: Birmingham New Street to Penzance	
		<ul style="list-style-type: none"> • Maintaining an hourly service in service group between Birmingham and Cheltenham / Bristol Temple Meads is essential, as are maintaining journey opportunities to Bristol Parkway. It is also desirable to maintain journeys to Exeter St. David's. • Maintain on time running between Birmingham – Manchester and Birmingham – North East / Scotland. • For Cardiff services please see plan number 04. 	
Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
A	Birmingham New Street – Kings Norton	<p>For trains that are booked to run via Camp Hill, if the line is blocked, run via Selly Oak.</p> <p>For trains that are booked to run via Selly Oak, if the line is blocked, run via Camp Hill.</p> <p>Running via the alternative route will reverse the train at Birmingham New Street.</p> <p>If the blockage is at Kings Norton then apply plan 03B.</p> <p>Below, for reference, is the agreement reached with Network Rail in the circumstances of reduced capacity. However in either case it would be far more practicable and desirable to run via Camp Hill.</p> <p>TBW: Allocation of paths to be agreed via conference call. NR contingencies state that these should be preserved for CrossCity services unless otherwise agreed.</p> <p>SLW: Preference for trains to run normally on single line but divert away from blocked line.</p>	

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
B	Kings Norton – Stoke Works Junction	<p>EWD: Anglo – Scottish services only to be diverted via Kidderminster. This diversion can add up to one hour to journey times, therefore be aware that you may be required to terminate short southbound services or “rollover” northbound services. Bristol / Paignton* services to start / terminate at Birmingham New Street.</p> <p>If station capacity permits consider coupling Bristol / Paignton services to Anglo-Scottish services at Bristol Temple Meads and Birmingham New Street to provide additional capacity</p> <p>* If resources permit consider running Paignton – Bristol Temple Meads in normal service pattern.</p> <p>Sundays: The intensity of local services via Kidderminster is less and therefore if a half hourly service frequency is planned, this may be able to be maintained.</p> <p>TBW: Allocation of paths to be agreed via conference call.</p> <p>SLW: Preference for trains to run normally on single line but divert away from blocked line.</p>	
C	Stoke Works Junction – Abbotswood Junction	Divert Anglo-Scottish and Bristol / Paignton services via Worcester Shrub Hill. This will add around 20 minutes to the journey time.	

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
D	Abbotswood Junction – Cheltenham	<p>Run normal service north of Birmingham. Run to / from Cheltenham to / from the SouthWest with Anglo-Scottish services. Attempt to run Paignton services to / from Bristol Temple Meads. If Ashchurch is accessible and turning trains around becomes a capacity issue then consider turning services at Ashchurch* – this will require Network Rail ground staff to operate the groundframe. If Ashchurch accessible from the North and ground staff are available, consider turning trains here. *Consult platform guide to ensure that platform lengths are long enough to accommodate train length.</p>	<p>Run bus service between Birmingham International and Cheltenham*. Extend through to Gloucester if required to assist Birmingham – Cardiff customers Seek ticket acceptance from FGW for customers between Reading and Bristol / South West. Seek ticket acceptance from other operators New Street – International. * May require call at Ashchurch (consult plan 04)</p>
E	Cheltenham (inc) – Barnwood Junction (inc)	<p>Run normal service north of Birmingham. South of the block run Anglo-Scottish services to / from Gloucester.</p>	<p>Run bus service between Birmingham International, Cheltenham and Gloucester* Seek ticket acceptance from other operators New Street – International. *May require call at Ashchurch (consult plan 04)</p>
F	Barnwood Junction – Gloucester Station	<p>Do not call booked Voyager services at Gloucester. If Barnwood Junction is not available treat as 03E.</p>	<p>If no operators are able to run between Cheltenham and Gloucester, run bus service between these two locations in conjunction with ATW and FGW.</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
G	Barnwood Junction – Gloucester Yard Junction	Reverse in Gloucester station.	
H	Gloucester Yard Junction – Standish Junction	Divert Anglo-Scottish services via Severn Tunnel Junction* – Do Not Call at Bristol Parkway. If capacity allows, consider coupling up Bristol / Paignton and Anglo-Scottish services at Gloucester. If not possible, run full service north of Birmingham and attempt to run booked Bristol – Paignton services. *As of January 4 th 2010, formations of up to 10 cars will be able to reverse at Severn Tunnel Junction as a fully signalled move.	Seek ticket acceptance from FGW for customers Bristol Temple Meads – Bristol Parkway and v.v.
I	Standish Junction – Bristol Parkway	Divert Anglo-Scottish services via Severn Tunnel Junction* – Do Not Call at Bristol Parkway. If capacity allows, consider coupling up Bristol / Paignton and Anglo-Scottish services at Gloucester. If not possible, run full service north of Birmingham and attempt to run booked Bristol – Paignton services. *As of January 4 th 2010, formations of up to 10 cars will be able to reverse at Severn Tunnel Junction as a fully signalled move. Attempt to start 1M25 0700 Cardiff – Manchester service from as far west as possible. This service provides an important commuter link to Bristol.	Seek ticket acceptance from FGW for customers Bristol Temple Meads – Bristol Parkway and v.v.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
J	Stoke Gifford Junction Blocked	<p>Divert Anglo-Scottish services via Severn Tunnel Junction* Where resources permit, start / terminate Bristol – Manchester services at Bristol Parkway. Otherwise run as normal north of Birmingham.</p> <p>*As of January 4th 2010, formations of up to 10 cars will be able to reverse at Severn Tunnel Junction as a fully signalled move.</p>	Road transport Bristol Parkway – Bristol Temple Meads and v.v. in conjunction with FGW.
K	Stoke Gifford Junction – Filton Junction	<p>Divert Anglo-Scottish services via Severn Tunnel Junction* Where resources permit, start / terminate Bristol – Manchester services at Bristol Parkway. Otherwise run as normal north of Birmingham.</p> <p>*As of January 4th 2010, formations of up to 10 cars will be able to reverse at Severn Tunnel Junction as a fully signalled move.</p>	Road transport Bristol Parkway – Bristol Temple Meads and v.v. in conjunction with FGW.
L	Filton Junction – Bristol East Junction	<p>If Bristol East Junction is open divert Anglo-Scottish via Bath, Swindon and Stroud. This may only be possible every two hours, but if resources permit attempt to run hourly.</p> <p>Where resources permit, start / terminate Bristol – Manchester services at Bristol Parkway. Otherwise run as normal north of Birmingham.</p> <p>Voyager South Wales services to miss out Bristol Temple Meads.</p>	Road transport Bristol Parkway – Bristol Temple Meads and v.v. in conjunction with FGW. Request ticket acceptance from FGW for customers to travel via either Swindon / Cheltenham or Reading.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
M	Bristol East Junction - Bristol Temple Meads	<p>It may not be possible to run all the below services due to traincrew restrictions, however this is the order of priority.</p> <ol style="list-style-type: none"> 1. Full service north of Birmingham. 2. Half-hourly service Birmingham – Bristol Parkway.* 3. Hourly service Bristol Temple Meads – South West and v.v. (to try and maintain hourly service Taunton and the West) <p>Voyager South Wales services to miss out Bristol Temple Meads. *There will be an expectation that any trains with long layovers at Bristol Parkway will be expected to be shunted to clear the platform.</p>	<p>Road transport Bristol Parkway – Bristol Temple Meads and v.v. in conjunction with FGW. If unable to resource hourly Temple Meads – South West and v.v. then road transport Bristol Temple Meads – Taunton and v.v. required (in conjunction with FGW if necessary). Request ticket acceptance on FGW services between Taunton and stations west thereof.</p>
N	Bristol Temple Meads Closure	<p>Full service north of Birmingham. Half-hourly service Birmingham – Bristol Parkway extended through to west of England (via Dr. Day’s Junction, North Somerset Junction and Westbury) every other hour and v.v.* If access available at south end of Temple Meads, run hourly Bristol – West of England. Otherwise run normal service Plymouth – Taunton using Plymouth crews. Voyager South Wales services to miss out Bristol Temple Meads. *There will be an expectation that any trains with long layovers at Bristol Parkway will be expected to be shunted to clear the platform.</p>	<p>Road replacement service Bristol Parkway – Bristol Temple Meads – Taunton in conjunction with FGW to supplement rail service.</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
O	Bristol Temple Meads – Cogload Junction	Full service north of Bristol. Attempt to run hourly service Plymouth – Bristol and v.v. via Westbury. If resources do not permit this, attempt to run hourly service Bristol to Exeter / Newton Abbot via Westbury. If blockage south of Worle Junction, attempt to run 1M29 0700 Paignton – Manchester from Weston-super-Mare.	Seek ticket acceptance from FGW (Taunton – West of England and v.v.)
O1	Uphill Junction – Worle Junction	Run full service diverting via Weston-super-Mare. Stopping FGW services may be curtailed to allow paths to long distance operators however CrossCountry will need to reciprocate by calling at Nailsea & Backwell, Yatton, Weston-super-Mare, Highbridge & Burnham and Bridgwater.* *Consult with platform guide to ensure platform lengths are long enough to accommodate CrossCountry services at each of these stations.	Convey FGW customers due to possible curtailment of local services.
P	Cogload Junction – Taunton	Full service north of Bristol, attempting to run 1M29 0700 Paignton – Manchester from Weston-super-Mare. Attempt to run full service West of Taunton. If resources do not permit this then sacrifice Taunton – Paignton to run Taunton – Plymouth.	Road replacement service (in conjunction with FGW) Bristol – Taunton and v.v.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
Q	Taunton – Exeter	Full service north of Bristol. Attempt to run trains to/from Taunton from the north (or Tiverton if access available), but only if this can be done robustly. Prioritise peak services into and out of Bristol. Cancel Bristol – Paignton services. All other services west of Exeter to run as booked.* * Trains may be required to shunt at Exeter St. David’s to clear platform prior to return working.	Seek ticket acceptance from FGW Bristol – Taunton. However during peak hours capacity on local services is unlikely to be able to cope and therefore attempts should be made to run to Taunton. Road replacement service Taunton – Exeter (in conjunction with FGW).
R	Exeter - Plymouth	Run full service west of Plymouth. Cancel Bristol – Paignton services to provide traincrew to run an hourly service north of Exeter.* *Trains may be required to shunt at Exeter St. David’s to clear platform prior to return working. Dawlish Sea Wall: Refer to <i>Dawlish Sea Wall Protocol</i> held by the Duty Manager for train running restrictions and train service planning.	Road transport in conjunction with FGW (Tiverton Parkway – Plymouth and v.v.) Seek ticket acceptance from FGW for Exeter – Paignton if access available.
S	Newton Abbot – Paignton	Start / terminate Paignton services at Newton Abbot.	Road transport in conjunction with FGW.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
T	Plymouth – Penzance	Start / terminate at convenient point short of obstruction.	Road transport in conjunction with FGW.
U	Newquay Branch	Start / terminate services at Par.	Road transport (in conjunction with FGW) between Bodmin Parkway and Newquay.

Plan Number: 03	Route: Birmingham New Street to Penzance	
Issues to consider	<ul style="list-style-type: none"> ■ CrossCountry services can act as important Bristol commuter services in peak hours. Attempt to serve off-pattern station calls that occur in the peak. 	
Fast Facts		Other Notes
<ul style="list-style-type: none"> ■ 18% of CrossCountry's total revenue is generated on this route. ■ Bristol – Birmingham is in the Top 10 for revenue. ■ Bristol – Manchester, Cheltenham – Birmingham and Exeter – Bristol are also important revenue flows. ■ Despite this, on Manchester – Bristol and Anglo – Scottish routes, more revenue is generated north of Birmingham. ■ A 12-minute late departure from New Street in the northbound direction can manifest itself into a 40-minute delay by the time a train arrives at Edinburgh. 		<ul style="list-style-type: none"> ■ Network Rail's Western Route Capacity Plans document provides guidance as to how many trains may be considered per hour through TBW and SLW. Currently however, no agreement has yet been reached on the Western Region as to how these paths should be allocated to different operators. ■ Class 170s are cleared through the Severn Tunnel, but are not, as yet cleared to Bristol Temple Meads.

Plan Number: 04 Principal Objectives:		Route: Birmingham New Street to Cardiff Central	
		<ul style="list-style-type: none"> • Maintaining a service between Birmingham and Cheltenham is desirable, but maintaining journey opportunities to / from Cardiff Central is essential. • Attempt to avoid disrupting Birmingham – Nottingham. • For Birmingham – South West services please see plan number 03. 	
Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
A	Birmingham New Street – Kings Norton	1 tph: Divert via Camp Hill – DO NOT CALL AT UNIVERSITY. Note: This will reverse the train at Birmingham New Street	If no operators are serving University then consult with London Midland for plan to move customers to / from this location. This may involve the use of local bus network.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
B	Kings Norton – Stoke Works Junction	<p>EWD: Run shuttle services between Nottingham - Birmingham and Gloucester – Cardiff only. Due to the intensity the local stopping services (EWD) of the Snow Hill lines via Kidderminster, this diversion can add up to an hour to the journey time. Therefore priority should be given to CrossCountry Voyager / HST services which have higher capacity and offer greater journey opportunities.</p> <p>Sunday (if paths permit): 1 tph via Kidderminster – DO NOT CALL AT UNIVERSITY.</p> <p>Consider terminating southbound services at either Gloucester or Newport to attain right time northbound departures.</p> <p>Consider using the class 170 “rollover” to restart northbound services right time from Birmingham New Street.</p>	<p>Customers between Birmingham and Cheltenham should use CrossCountry Voyager / HST services.</p> <p>For services terminating at Gloucester request ticket acceptance from either:</p> <ul style="list-style-type: none"> a) Arriva Trains Wales on stopping services to Cardiff, or b) First Great Western between Bristol Parkway and South Wales with customers transferring to / from CrossCountry Voyager / HST services at Bristol Parkway. <p>For services terminating at Newport request ticket acceptance from ATW and / or FGW.</p> <p>For customers requiring Bromsgrove request ticket acceptance from London Midland.</p> <p>For customers requiring Ashchurch SSO to be issued on Voyager service.</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
C	Stoke Works Junction – Abbotswood Junction	<p>1tph: Divert via Worcester Shrub Hill</p> <p>Note: This diversion will generally add around twenty minutes to the journey time.</p> <p>In the Southbound direction this may mean it is possible to reach Cardiff Central with a small late start to the return working. Ensure that Network Rail control are informed in good time (preferably no later than after departure from Newport) that a “Down Side Start” at Cardiff is required to avoid shunting and creating an even later start. Only run through to Cardiff if it is felt that the return northbound working will be right time at Barnwood Junction.</p> <p>In the Northbound direction consideration should be made of the use of the class 170 “rollover” if it is felt that the delay to the service may be longer than the 20 minutes expected.</p>	<p>For services terminating at Newport request ticket acceptance from ATW and / or FGW.</p>
D	Abbotswood Junction – Cheltenham	<p>Run normal service between Nottingham and Birmingham.</p> <p>Run shuttle service between Gloucester (or Cheltenham if capacity permits) and Cardiff.</p> <p>If Ashchurch is accessible and turning trains around becomes a capacity issue then consider turning services at Ashchurch* – this will require Network Rail ground staff to operate the groundframe. If Ashchurch accessible from the North and ground staff are available, consider turning trains here.</p> <p>*Consult platform guide to ensure that platform lengths are long enough to accommodate train length.</p>	<p>Run bus service between Birmingham International and Cheltenham (and possibly Gloucester if required).</p> <p>For Bromsgrove customers seek ticket acceptance from London Midland.</p> <p>If Ashchurch accessible from the north, contact FGW to ascertain if running a service between Worcester and Ashchurch and seek ticket acceptance. If this is not possible, and in any case for southbound customers call some International – Cheltenham and v.v. bus services at Ashchurch.</p> <p>Seek ticket acceptance from other operators New Street – International.</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
E	Cheltenham (inc) – Barnwood Junction (inc)	Run normal service between Nottingham and Birmingham. Run shuttle service between Gloucester and Cardiff.	Run bus service between Birmingham International, Cheltenham and Gloucester, attempt to call some services at Ashchurch. Seek ticket acceptance from other operators New Street – International.
F	Barnwood Junction - Gloucester	Divert via Gloucester Yard Junction* if route conductors are available. Bristol and Birmingham Link A drivers will sign, yet some link C and no link D drivers will sign this route. No Senior Conductors sign this route. If no route conductors are available then run Nottingham – Cheltenham and Gloucester – Cardiff and vice versa. If Barnwood Junction is not available treat as 04E. * Ensure that Network Rail control are informed in good time (preferably no later than after departure from Newport) that a “Down Side Start” maybe required at Cardiff to avoid shunting and creating a late start on return workings.	If no operators are able to run between Cheltenham and Gloucester, run bus service between these two locations in conjunction with ATW and FGW.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
Ref	Block (and vv)	Action	Action
G	Gloucester – Newport	<p>Run Gloucester – Nottingham. Do not run west of Newport other than to balance units where route knowledge via the Severn Tunnel exists (and if Severn Tunnel Junction is open).</p> <p>N.B. Attempt to start 1M25 0700 Cardiff – Manchester service from as far west as possible. This service provides an important commuter link to Bristol.</p>	<p>Seek ticket acceptance from FGW between Bristol Parkway and South Wales, with customers transferring from / to Voyager / HST services at Bristol Parkway.</p> <p>Seek ticket acceptance from ATW / FGW for customers travelling Newport – Cardiff.</p> <p>For services that call Lydney, Chepstow, Caldicot, Severn Tunnel Junction co-ordinate road transport with ATW. If accessible, run to Chepstow to connect into a bus service run in conjunction with ATW. This will need the authority of the operations on-call manager for Network Rail to allow starting back from Chepstow on a GPL signal.</p>
H	Newport – Cardiff	<p>Run Newport – Nottingham.</p> <p>N.B. CrossCountry Voyager services to / from South Wales to start / terminate at Newport.</p>	

	Plan Number: 04	Route: Birmingham New Street to Cardiff Central	
	Issues to consider	<ul style="list-style-type: none"> • Don't forget services that call off pattern at Lydney, Chepstow, Caldicot, Severn Tunnel Junction, Patchway, Filton Abbey Wood, Ashchurch and Bromsgrove. 	
	Fast Facts		Other Notes
	<ul style="list-style-type: none"> ■ Nottingham – Birmingham, Derby – Birmingham and Cheltenham – Birmingham are all within the top 10 revenue flows for CrossCountry 		<ul style="list-style-type: none"> ■ Class 170s are cleared through the Severn Tunnel, but are not, as yet cleared to Bristol Temple Meads.

Plan Number: 06		Route: Birmingham New Street to Manchester Piccadilly	
	Principal Objectives:	<ul style="list-style-type: none"> • Maintaining Manchester – Birmingham and v.v. journey time as first priority • Avoiding any disruption south of Birmingham 	
Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
	Birmingham New Street	See Plan 01 Birmingham New Street	
A	Birmingham NS – Soho Sth Junc Reduced Capacity	2 tph: Divert via Aston & Bescot direct to Bushbury Jc. SSO Stafford Not to Call Wolverhampton (except late evening services at XC discretion) Divert as above	Bham – Wolverhampton customers via ATW, LM or VT Wolverhampton – Stafford customers via LM
B	Soho Sth Junc – Wolverhampton Reduced Capacity	2 tph: Divert via Perry Barr & Bescot direct to Bushbury Jc. SSO Stafford Not to Call Wolverhampton (except late evening services at XC discretion) Divert as above	Bham – Wolverhampton customers via ATW, LM or VT Wolverhampton – Stafford customers via LM

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
D	Wolverhampton Station Note i (below) refers	2 tph: Divert via Perry Barr & Bescot direct to Bushbury Jc. SSO Stafford Not to Call Wolverhampton	Bham – Wolverhampton customers: by road ICWOO Wolverhampton – Stafford customers: by road ICWOO
F	Wolverhampton – Bushbury Jn. Note i (below) refers Reduced Capacity	2 tph: Divert via Perry Barr & Bescot direct to Bushbury Jc. SSO Stafford Not to Call Wolverhampton (except late evening services at XC discretion) Divert as above	Bham – Wolverhampton customers via ATW, LM or VT Wolverhampton – Stafford customers: by road ICWOO
H	Bushbury Jn. – Stafford Note i (below) refers Reduced Capacity	1 tph: Divert from Bham to Stoke via Nuneaton and Hixon. Call Stoke, Macclesfield & Stockport. Unable to Call Wolverhampton Not to Call Stafford (except late evening services at XC discretion). Network Rail to be advised of double set workings reversing at Nuneaton (should use platform 2) SLW: 2 tph in total. No pre-agreed allocation of paths between operators: suggest XC seeks 1 tph Bham – Manchester calling Wolverhampton, Stafford, Stoke, Macclesfield, Stockport	Bham – Wolverhampton customers via ATW, LM or VT Wolverhampton – Stafford customers: by road ICWOO Stafford – Stoke customers: by road or via LM
J	Stafford – Norton Bridge Note i (below) refers Reduced Capacity	1 tph: Divert from Bham to Stoke via Nuneaton and Hixon. Call Stoke, Macclesfield & Stockport. Unable to Call Wolverhampton Not to Call Stafford (except late evening services at XC discretion). Network Rail to be advised of double set workings reversing at Nuneaton (should use platform 2) 2 track railway (one line each direction, signalled normally): normal service	Bham – Wolverhampton customers via ATW, LM or VT Wolverhampton – Stafford customers: by road ICWOO Stafford – Stoke customers: by road ICWOO

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
L	Norton Bridge – Stoke on Trent Reduced Capacity	2 tph: divert via Madeley, Sandbach & Cheadle Hulme. SSO Stafford & Crewe. Not to call Stoke or Macclesfield, however last trains SSO Wilmslow (vice Macclesfield) at XC discretion. SLW: not practical. One line only available (not SLW). Unaffected line: operate as normal. Affected line: divert as above	Customers to/from Stoke to circulate via Crewe – supplement EMT/ LM with buses, especially at start / end of day. Customers to/from Macclesfield to circulate via Stockport.
N	Stoke on Trent to Kidsgrove Notes ii & v (below) refer Reduced Capacity	2 tph: divert via Madeley, Sandbach & Cheadle Hulme. SSO Stafford. Last trains SSO Wilmslow at XC discretion. Not to call Stoke or Macclesfield. SLW: divert as above One line available (not SLW). Unaffected line: operate as normal. Affected line: divert as above	Customers to/from Stoke to circulate via Stafford: road or rail shuttle to be provided Stoke - Stafford Customers to/from Macclesfield to circulate via Stockport.
P	Kidsgrove – Cheadle Hulme via Macclesfield Notes i, ii & v (below) refer Reduced Capacity	2 tph: divert via Madeley, Sandbach & Cheadle Hulme. SSO Stafford. SSO Crewe at XC discretion (will add time). Not to call Stoke or Macclesfield. Last trains divert via Alsager (to call Stoke) & SSO Wilmslow (vice Macclesfield) at XC discretion. SLW: divert as above One line available (not SLW). Unaffected line: operate as normal. Affected line: divert as above	Customers to/from Stoke to circulate via Stafford: road or rail shuttle to be provided Stoke - Stafford Customers to/from Macclesfield to circulate via Stockport or via Stafford & Stoke. Road shuttle Stoke – Macclesfield ICWOO

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
R	Cheadle Hulme – Slade Lane Jnc Notes i, ii & v (below) refer Reduced Capacity	2 tph: divert via Madeley, Sandbach & Styal. SSO Stafford. Not to call Stoke or Macclesfield. Last trains divert via Alsager (to call Stoke) & SSO Wilmslow (vice Macclesfield) at XC discretion. One line each direction available (both signalled normally): normal service (Bristol services divert as above if thinning required) SLW: not practical. Treat as Total Block One line only available (not SLW). Unaffected line: operate as normal. Affected line: divert as above	Customers to/from Stoke to circulate via Stafford: road or rail shuttle to be provided Stoke - Stafford Customers to/from Macclesfield to circulate via Stafford & Stoke. Road shuttles Stoke – Macclesfield & Macclesfield - Stockport ICWOO
T	Slade Lane – Manchester Piccadilly Notes i & iii (below) refer Reduced Capacity	1 tph: divert via Madeley and Chat Moss to Oxford Road (preferred option), OR via Madeley and term/start Crewe / Wilmslow. No coupled sets if running to Oxford Road. Only Manchester crews know Chat Moss. 1 tph: term/start at Stockport One line each direction available (both signalled normally): 1 tph term/start Stockport); 1 tph as normal SLW: not practical. Treat as Total Block	Stockport – Manchester: bus shuttle ICWOO Crewe/Wilmslow – Manchester: bus shuttle (if required)
V	Norton Bridge – Crewe Reduced Capacity	Divert via Macclesfield. SSO Stoke (vice Crewe) and Macclesfield (vice Wilmslow). One line each direction available (both signalled normally): normal service	BHM – Crewe customers: by LM / EMT via SOT. Crewe – Manchester customers: by ATW / NRL / VT
W	Crewe – Wilmslow	Divert via Macclesfield. SSO Stoke (vice Crewe) and Macclesfield (vice Wilmslow).	

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
X	Wilmslow – Cheadle Hulme	Divert via Styal or Macclesfield. If latter, SSO Stoke (vice Crewe) and Macclesfield (vice Wilmslow).	
Z	Crewe – Manchester via Chat Moss	Divert via Wilmslow (preferred option to maintain Crewe call) or Macclesfield.	

	Plan Number: 06	Route: Birmingham New Street to Manchester Piccadilly	
	Issues to consider	<ul style="list-style-type: none"> ■ Last train Crewe – Stoke departs 20.45 (EWD) / 21.16 (Sun). Stoke – Crewe departs 21.33 (EWD) / 21.43 (Sun) ■ Last (non – XC) train Stafford – Stoke departs 18.20 (SX) / 20.55 (SO) / 21.16 (Sun) ■ Last (non – XC) train Stoke – Stafford departs 18.54 (EWD) / 19.57 (Sun) <p>NR to be advised of unplanned double set workings</p>	
	Fast Facts		Other Notes
	<ul style="list-style-type: none"> ■ Manchester to Birmingham is CrossCountry’s top revenue flow so the journey time between these locations should be maintained as a priority ■ Average journey length on this route = 48 miles ■ 9% of the total CrossCountry revenue & 9% of first class revenue is generated on this route, so a high proportion of revenue on the route comes from first class custom ■ Other revenue flows in the “top 25” list are: Bristol – Manchester (11th), Stoke – Birmingham (20th), Oxford – Manchester (23rd) & Reading – Manchester (25th). ■ Stoke – Birmingham revenue contains a high percentage of commuter style journeys, so is less influenced by choices between mode of transport 		<ul style="list-style-type: none"> i. ICWOO = In Conjunction With Other Operators ii. LNW Cont Plan requests NR to organise rail shuttle Stafford – Stoke and to approach XC, LM & VT for resources iii. Shunt driver to be provided at Stockport (can be shared with other TOCs but needs 22x traction knowledge) iv. 170s are cleared between Bham – Manchester via Stafford, Crewe & Wilmslow (either Styal or Stockport); also Stafford – Stoke – Crewe. Additionally, ECS 170s are cleared Kidsgrove – Cheadle Hulme.

Plan Number: 07		Route: Birmingham New Street to Scotland	
	Principal Objectives:	<ul style="list-style-type: none"> • Maintaining Leeds – Birmingham and v.v. journey time as first priority • Minimising any disruption south of Birmingham and to Manchester 	
	Recommended Actions (Agreed in NR Contingency Plan)		Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
	Birmingham New Street	See Plan 01 Birmingham New Street	

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
AA	Birmingham New Street – Proof House Notes i & iii (below) refer	<p>Manchester – Bristol services: divert via Church Road (if necessary), otherwise as booked. All services to call at Stafford, Macclesfield (if applicable) & Stockport.</p> <p>Manchester – South Coast services: divert from Wolverhampton via Aston and Stechford to Birmingham International and v.v. DO NOT CALL AT BIRMINGHAM NEW STREET. Route conduct as necessary. Avoid crew changes at Aston.</p> <p>Anglo-Scot services: divert via Camp Hill & Lifford Curve into New Street (reverse), thence as booked. Route conduct as necessary.</p> <p>Newcastle – Reading services: If trains are able to run to / beyond Derby, divert via Lichfield, Aston and Stechford to Birmingham International. DO NOT CALL AT BIRMINGHAM NEW STREET. Call additionally at Birmingham International and Coventry. Route conduct as necessary. Avoid crew changes at Aston.</p> <p>Nottingham – Cardiff services: divert via Camp Hill & Lifford Curve into New Street (reverse), thence as booked. Route conduct as necessary. SSO as applicable Water Orton, Wilnecote, Willington vice withdrawn Nottingham locals.</p> <p>Stansted - Birmingham: term/start Coleshill. ECS run to Water Orton to reverse if required. 1tph. SSO Hinckley, Naborough & Sth Wigston. Avoid crew changes at Coleshill unless robust arrangements are in place. Units to leave Coleshill as soon as possible after arrival to avoid congestion.</p> <p>Leicester - Birmingham local service withdrawn</p> <p>Nottingham – Birmingham local service withdrawn</p>	<p>Coleshill – New Street: road shuttle</p> <p>International – New Street: road shuttle ICWO</p> <p>Seek ticket acceptance with Chiltern between Leamington & Snow Hill. Customers from Leamington and South thereof for Birmingham & north thereof to use Chiltern services into Snow Hill</p> <p>Seek ticket acceptance with LM between Stafford & New Street, and between Leamington & Snow Hill</p> <p>Seek ticket acceptance with ATW between Wolverhampton & New Street</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
AB	Proof House – Water Orton Notes ii, iii & iv (below) refer Reduced Capacity	<p>If Alrewas route available</p> <ul style="list-style-type: none"> ▪ Voyagers/HSTs: 2 tph. Divert via CrossCity North. SSO Burton. Estimated time loss 30" ▪ Cardiff – Nottingham: term/start Bham. 1tph ▪ Bham – Nottingham **: start/term Coleshill. ECS run to Water Orton to reverse if required. 1tph. Consider running all stations if necessary ▪ Bham – Stansted **: start/term Coleshill. ECS run to Water Orton to reverse if required. 1tph. SSO Hinckley, Narborough & Sth Wigston vice Leicester local services. ▪ Bham – Leicester: service withdrawn <p>**Consider running 1 tph Leicester-Coleshill-Derby-Nottingham (& v.v.) to minimise congestion at Coleshill. Avoid crew changes at Coleshill unless robust arrangements are in place. Minimum station dwell time at Coleshill to avoid creating congestion.</p> <p>If Alrewas route not available</p> <ul style="list-style-type: none"> ▪ Voyagers/HSTs South of block – term/start Bham ▪ Voyagers/HSTs North of block – term/start Derby ▪ Cardiff – Nottingham: term/start Bham. 1tph ▪ Bham – Nottingham **: start/term Coleshill. ECS run to Water Orton to reverse if required. 1tph. Double set working (SDO fitted) if possible. Call all stations if necessary ▪ Bham – Stansted **: start/term Leicester. ▪ Bham – Leicester **: start/term Coleshill. ECS run to Water Orton to reverse if required. 1tph. Double set working (SDO fitted) if possible. Call all stations. <p>**Consider running 1 tph Leicester-Coleshill-Derby-Nottingham (& v.v.) to minimise congestion at Coleshill. Avoid crew changes at Coleshill unless robust arrangements are in place. Minimum station dwell time at Coleshill to avoid creating congestion</p> <p>SLW: Voyagers/HSTs to divert as above. 170s via SLW</p>	<p>If Alrewas route available</p> Coleshill – International: road shuttle Bham – Tamworth customers: circulate via Burton Seek ticket acceptance from ATW, VT & LM for customers between International / Coventry & Bham Supplement LM Nuneaton – Coventry service (see note iv)
			<p>If Alrewas route not available</p> Road replacement: Derby – Bham Road replacement: Coleshill – International Road replacement: Lichfield – Tamworth Seek ticket acceptance from ATW, VT & LM for customers between International / Coventry & Bham Seek ticket acceptance from LM for customers travelling additionally on CrossCity North to Lichfield Supplement LM Nuneaton – Coventry service (see note iv)

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
AD	Water Orton – Kingsbury (Fast Lines) Note iii (below) refers Reduced Capacity	Divert via Whitacre Jn. & Slow Lines – route conduct as necessary. Divert via CrossCity North (if available) if traincrew do not sign Slow Lines (estimated time loss 30”). SLW not considered practicable. Treat as Total Block TBW: treat as Total Block	
AE	Kingsbury Jc – Wichnor Jc Notes iii & v (below) refer Reduced Capacity	Voyagers/HSTs: divert via CrossCity North (if available) - SSO Burton : estimated time loss 30”) or via Nuneaton & Loughborough (2 tph – estimated time loss 30”-45”) Cardiff – Nottingham: term/start Bham or divert via Nuneaton & Loughborough direct to Nottingham. Bham – Nottingham: start/term Burton or Derby. 1tph. Consider running all stations if necessary SLW/TBW: Voyagers/HSTs to divert as above. 170s via SLW/TBW	Tamworth customers: road to Burton & either International or Coleshill Wilnecote: by taxi Seek ticket acceptance from EMT for Leicester – Derby & Leicester – Nottingham
AG	Wichnor Jc – Derby Notes i & v (below) refer Reduced Capacity	Anglo-Scot: divert via Leicester Newcastle – Reading: cancelled between Bham & Sheffield 1 tph: Burton (if available) or Derby – Nottingham 1 tph Bham – Tamworth (reverse CZ) or Burton (if available) 1 tph Bham – Nottingham via Leicester, or supplement Bham – Leicester service to allow connections via EMT. If block is north of Stenson, divert via Donnington (no anticipated time loss but not all crew sign) Priority to be given to ECS off/on CZ at start/end of day TBW (3 ph): XC to use 2 paths ph – run Anglo-Scot & 1 x Nottingham	Burton – Derby: by road (if req.) ICWOO Wilnecote: by taxi Seek ticket acceptance from EMT for Leicester – Derby & Leicester – Nottingham

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
AI	Derby Station Note v (below) refers Reduced Capacity	Principles agreed with NR: Final plan to be agreed between XC & NR Controls but with the following options considered: <ol style="list-style-type: none"> 1) services to term/start at Bham & Sheffield 2) up to 2 tph may be diverted via Leicester subject to route knowledge 3) turn back at Burton & Chesterfield if operationally possible 4) divert Nottingham services via Donnington subject to route knowledge If 1 platform unavailable @ Derby: normal service If 2 platforms unavailable @ Derby: reduce Nottingham services to 1 tph (SSO as req.) If 3 platforms unavailable @ Derby: reduce Nottingham services to 1 tph (SSO as req.) & consider using Goods Lines to bypass If 4 platforms unavailable @ Derby: treat as Total Block	Road wherever rail service not possible
AK	Derby – Sheet Stores Note v (below) refers Reduced Capacity	Nottingham services to terminate/start Derby or divert via Donnington (1 tph - not all crew sign). SSO as necessary. Note also option of diverting via Leicester – this option not preferred as relevant crews know Donnington Voyagers/HST: SSO Burton to maintain links Derby - Nottingham if diverting via Donnington TBW: 1 tph. Divert other service or term/start Derby	Road arrangements: co-ordinate arrangements with EMT – each company to acquire their own vehicles & pool resources to best effect. Consider also if Northern & EMT can assist between Nottingham & Chesterfield, to pick up trains towards Derby Derby to Nottingham (fast) Derby – Long Eaton – Nottingham (if resources permit) Unless Nottingham services are being diverted, request EMT to serve Beeston & Attenborough by rail from Nottingham Serve Spondon with taxi

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
AM	Sheet Stores - Nottingham Notes i, iii, v & vi (below) refer Reduced Capacity	Nottingham services to terminate/start Derby Except , if blockage is Trent East (formerly Gas House) Curve, 1 tph divert via Trent South (reverse – signalled move) or consider diverting via Leicester: either option applicable to Leicester crews only. [This paragraph is not applicable before January 2010.] Except , if blockage is Mansfield Junction to Nottingham, consideration to be given to 1 tph between Derby & Beeston. [No crew changes at Beeston & no double sets – minimum station dwell time at Beeston – unit to reverse from Down Main to Up Main at Beeston North Junction (signalled move)]. TBW: 1 tph, SSOs as necessary (including cover for EMT Nottingham – Matlock service). Start earlier ex Nottingham to maintain departure time from Derby. Second service ph to term/start Derby If 1 platform unavailable @ Nottingham: normal service If 2 or 3 platforms unavailable @ Nottingham: thin to 1 tph (SSO as req.) If 4 platforms unavailable @ Nottingham: treat as Total Block (but consider running to Beeston , as above)	Seek EMT assistance with rail services between Derby & Long Eaton. If blockage is Trent East (formerly Gas House) Curve & East Midlands Parkway is available, obtain EMT ticket acceptance Derby – East Midlands Parkway – Nottingham. Request EMT to SSO Beeston & Attenborough as necessary. Customers between Birmingham & Nottingham may circulate via Leicester. [This paragraph applies if XC is unable to run a service into Nottingham.] Road arrangements: co-ordinate arrangements with EMT – each company to acquire their own vehicles & pool resources to best effect <ul style="list-style-type: none"> ▪ Derby to Nottingham (fast) ▪ Derby – Long Eaton – Nottingham (if resources permit) Consider also if Northern & EMT can assist between Nottingham & Chesterfield, to pick up trains towards Derby Serve Spondon with taxi

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
AO	Derby - Clay Cross Reduced Capacity	Divert via Erewash. Estimated time loss 30". Route conduct Newcastle and other crews as applicable If resources do not permit continuation of full service then full service south of Derby; only Anglo-Scot to run north of Derby – consider need for SSOs Chester-le-Street TBW: 3 tph, 1 allocated to XC. Divert second service as necessary	Following applicable only if Newcastle services not running north of Derby: 1) Request ticket acceptance between <ul style="list-style-type: none"> ▪ Doncaster & Wakefield (Northern & EC) ▪ Doncaster & Sheffield (Northern & TPE) ▪ Sheffield & Nottingham (Northern & EMT) ▪ York & Doncaster (EC) 2) Also request EC to call additionally as necessary to provide a minimum of 1 tph between York & Doncaster
AR	Clay Cross & Tapton Jc. Note v (below) refers Reduced Capacity	Full service south of Derby** Anglo-Scot to run north of Sheffield: consider need for SSOs Chester-le-Street **Term/start Chesterfield from/to south (1 tph) to reduce pressure on buses & if operationally possible. [Main platforms at Chesterfield bi-directionally signalled – limited station staff but able to cope with 1 tph] TBW (2 / 3 paths ph): XC allocated 1 tph. If points at Tapton are secured for TBW, services may be unable to call at Chesterfield in one or both directions: over-carry customers and return on next services as alternative to road transport – SSOs as required. 2 track railway (one line each direction, signalled normally): normal service. If Slow lines (former Goods lines) only available, services unable to call Chesterfield Main platforms bi-directionally signalled	As Derby – Clay Cross

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
AT	Tupton – Sheffield (via Dore) Reduced Capacity	Divert via Beighton & Nunnery (estimate 20" time loss). Route conduct Newcastle crews as necessary TBW (involving Tupton): Services may be unable to call at Chesterfield in one or both directions: over-carry customers and return on next services as alternative to road transport – SSOs as required. TBW (Dore area): if Dore Station Jc. included within TBW, points will be set for Dronfield and XC & EMT get priority for capacity. TBW (Dore area): if Dore Station Jc. excluded from TBW, priority for capacity will go to TPE & Northern, so treat as Total Block	
AV	Sheffield – Nunnery Jc Reduced Capacity	Start/term. either side of blockage – Leeds & Doncaster (from north); Sheffield / Chesterfield (1 tph) & Derby (from south) 2 through platforms @ Sheffield available: XC to run normal service. SSOs Chesterfield if requested by other operators or Network Rail. (XC may be requested to depart northbound from Sheffield platform 6 – special authority will be given by PSB.) If only 1 through platform @ Sheffield available, thin service: run Anglo-Scots. Combine Voyagers (as necessary) between Derby & Newcastle to maximise capacity.	If rail access to Sheffield available from south, use this as the road hub. Request ticket acceptance between <ul style="list-style-type: none"> ▪ Doncaster & Leeds (Northern & EC) ▪ Doncaster/Wakefield & Meadowhall [for access to Supertram] (Northern) ▪ Manchester & Leeds [divert customers to/from West Midlands via Manchester] (TPE) ▪ Bham & Scotland (VT) ▪ Derby/Nottingham & York/Doncaster via Grantham (EMT & EC)

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
BB	Holmes Jc – Aldwarke Jc Reduced Capacity	Divert via Rotherham Cen. (estimate 15" time loss) if sufficient paths available. Divert via Broughton Lane (Leeds crews) to ease capacity concerns on Holmes Chord [Leeds crews also know Barnsley but this will incur greater time loss compared to Broughton Lane / Holmes Chord and services will be unable to call at Wakefield Westgate.] If required, reduce Newcastle services to two-hourly north of Derby / Sheffield to release crews to free up other crews with diversionary route knowledge. TBW (2 paths ph): XC allocated 1 tph. Run Anglo-Scots booked route. Newcastle services & other TOCs will run via Rotherham C.	As per Nunnery Jc – Meadowhall
BD	Aldwarke Jc Note i (below) refers	Full service south of Bham / Derby / Sheffield Reduce Newcastle services to two-hourly north of Derby / Sheffield to release crews to free up other crews with diversionary route knowledge. Anglo-Scot to run north of Sheffield, divert via Barnsley (Leeds crews only – estimate 30" time loss) – do not call Wakefield - consider need for SSOs @ Chester-le-Street	Sheffield – Doncaster: by road ICWOO If Newcastle services cancelled north of Sheffield, seek ticket acceptance between <ul style="list-style-type: none"> ▪ Doncaster & Newcastle (EC) ▪ Bham & Scotland (VT) ▪ Derby/Nottingham & York/Doncaster via Grantham (EMT & EC) Also request EC to call additionally as necessary to provide a minimum of 1 tph between York & Doncaster

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
BF	Swinton	<p>Full service south of Bham / Derby / Sheffield</p> <p>Anglo-Scottish services to run north of Sheffield, divert via Thrybergh & Adwick (Leeds crews only †† – estimate 15” time loss) – SSO Doncaster - consider need for SSOs Chester-le-Street.</p> <p>Reduce Newcastle services to two-hourly north of Derby / Sheffield to release crews to free up other crews with diversionary route knowledge.</p> <p>††Newcastle crews also know Thrybergh but do not know Adwick</p>	<p>Seek ticket acceptance from EC & request additional calls as necessary in order to provide a minimum of 1 tph each way direct between York & Doncaster.</p>
BH	Swinton - Doncaster Note i (below) refers Reduced Capacity	<p>Normal service. Services booked via Doncaster to divert via Moorthorpe. If diverting via S&K, estimated not to lose any time</p> <p>TBW: treat as Total Block</p>	<p>Sheffield – Doncaster: by road ICWOO</p> <p>Seek ticket acceptance from EC & request additional calls as necessary in order to provide a minimum of 1 tph each way between York & Doncaster.</p>
BJ	Doncaster – Colton Jc	<p>Normal service. Services booked via Doncaster to divert via Moorthorpe. If diverting via S&K, estimated not to lose any time</p>	<p>Seek ticket acceptance between</p> <ul style="list-style-type: none"> ▪ Sheffield & Doncaster (Northern & TPE) ▪ Doncaster & Leeds (EC & Northern)
BL	Swinton – South Kirkby Jc Reduced Capacity	<p>Normal service. Services booked via Moorthorpe to divert via Doncaster (estimate 15” time loss).</p> <p>TBW: treat as Total Block</p>	

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
BN	South Kirkby Jc – Wakefield W.	<p>Normal service. Services booked via South Kirkby Jc to divert via Barnsley (Leeds crews only - estimate 25-35" time loss). Do not call Wakefield.</p> <p>Except, if block between Hare Park & Wakefield W, divert via Calder Bridge Jc. (Leeds crews only - estimate 10" time loss).</p> <p>If route knowledge does not permit diversion via Barnsley or Calder Bridge, then divert via Doncaster or S&K and miss Leeds (no time loss anticipated).</p> <p>If required, reduce Newcastle services to two-hourly north of Derby / Sheffield to release crews to free up other crews with diversionary route knowledge.</p>	<p>EC Leeds services will terminate Doncaster or York. Northern will operate shuttle Leeds – Wakefield</p> <p>If Anglo-Scottish services not calling Wakefield, customers to use Northern services between Sheffield & Leeds via Wakefield Kirkgate.</p> <p>Leeds customers to use Northern / TPE services between Leeds and York if Anglo-Scottish services not calling Leeds.</p>
BQ	Wakefield W – Leeds West Jc. Notes ii & iv (below) refer Reduced Capacity	<p>If Leeds can be accessed from the West, Anglo Scottish services to be diverted via Stourton (not to call Wakefield – Leeds crews only - estimate of 15" time loss).</p> <p>If required, reduce Newcastle services to two-hourly north of Derby / Sheffield to release crews to free up other crews with diversionary route knowledge.</p> <p>If resources for Stourton diversion not available or no access to Leeds from the West, Anglo Scottish services to be diverted via Doncaster / ECML (not to call Wakefield or Leeds - SSO Doncaster). No time loss anticipated. If insufficient paths via ECML, divert via S&K – no time loss anticipated.</p> <p>TBW: 2 paths ph – treat as Total Block</p>	<p>Wakefield customers to use Northern services between Sheffield and Leeds via Wakefield Kirkgate, or between Doncaster & Wakefield W (if running).</p> <p>Leeds customers to use Northern / TPE services between Leeds and York if Anglo-Scottish services not calling Leeds.</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
BS	Leeds Station Notes i, ii & iii (below) refer Reduced Capacity/ Partial blockage	Services to run in booked path north of York & south of Sheffield. Divert booked services via Doncaster / ECML (not to call Wakefield or Leeds - SSO Doncaster). No time loss anticipated. If insufficient paths via ECML, divert via S&K – no time loss anticipated. Full service to operate. If platforms 11 and/or 12 unavailable, Network Rail will seek XC to divert selected services via Doncaster (SSO) & ECML: any agreement should take account of traincrew and customer implications	Road replacement: York – Leeds: ICWOO Road replacement: Doncaster / Wakefield – Leeds: ICWOO EC will terminate at Doncaster (limited extension to York). Northern will terminate services at Wakefield Westgate. EMT will terminate at Sheffield.
BU	Leeds – Church Fenton Notes ii & iv (below) refer Reduced Capacity	Divert services between Leeds and York via Castleford (subject to traincrew route knowledge). Estimated 20" time loss. If required, reduce Newcastle services to two-hourly north of Derby / Sheffield to release crews to free up other crews with diversionary route knowledge. If resources for Castleford diversion not available, Anglo Scottish services to be diverted via Doncaster / ECML (not to call Wakefield or Leeds - SSO Doncaster). No time loss anticipated. If insufficient paths via ECML, divert via S&K – no time loss anticipated. TBW/SLW: divert as above.	If diverting via Doncaster, customers to/from Wakefield & Leeds are to circulate via Doncaster and connect with Northern /EC services to Wakefield Westgate and Leeds
BW	Church Fenton – Colton Jc. Notes ii & iii (below) refer	Services to run in booked path north of York & south of Sheffield. Services booked to call at Leeds to divert via Doncaster / ECML (not to call Wakefield or Leeds - SSO Doncaster). No time loss anticipated.	Customers to/from Wakefield & Leeds are to circulate via Doncaster or Sheffield, and connect with Northern /EC services to Wakefield Westgate and Leeds.

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
BY	Colton Jc - York Notes i, ii, iii & iv (below) refer Reduced Capacity	<p>South of block: Anglo-Scots to term/start Leeds (note: extended layovers unless stepping up units). Newcastle services to term/start Sheffield or Doncaster.</p> <p>North of block: Anglo-Scots to term/start York. Consider SSO @ Chester-le-Street. Newcastle services will not run</p> <p>2 track railway (one line each direction, signalled normally): normal service, diverting Newcastle services if required</p> <p>TBW: 1 tph allocated to XC for Anglo-Scots</p> <p>SLW: treat as Total Block</p>	<p>By road: Wakefield – York: ICWOO (EC).</p> <p>By road: Leeds – York (likely to be busy): ICWOO. Northern may run limited rail shuttle Leeds – York via Harrogate (multiple 15x units)</p> <p>If running to Doncaster, road Doncaster – York: ICWOO</p> <p>If Newcastle services cancelled north of Sheffield, seek ticket acceptance between</p> <ul style="list-style-type: none"> ▪ Sheffield & Doncaster (Northern & TPE) ▪ Midlands & Scotland (VT)

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
CA	York Station Notes i, ii & iii (below) refer Reduced Capacity	South of block: Anglo-Scots to term/start Leeds (note: extended layovers unless stepping up units). Newcastle services to term/start Sheffield or Doncaster. North of block: Anglo-Scots to term/start Newcastle or Darlington**. Consider SSO @ Chester-le-Street. Newcastle services will not run XC to liaise with ROC York to see if use can be made of York Avoiding Lines (Holgate – Skelton) and if network Rail can source route conductors. EC may divert via York Avoiding Lines. **If EC is diverting via York Avoiding Lines, and XC isn't, XC to run to/from Darlington from/to Scotland; otherwise run to/from Newcastle Train Plan to be agreed on Conference. Priority is Anglo-Scots.	By road: Wakefield - York – Darlington: ICWOO (EC). By road: Leeds – York (likely to be busy): ICWOO. Northern may attempt limited rail shuttle Leeds – York via Harrogate, if access to York is available (multiple 15x units) If running to Doncaster, road Doncaster – York in conjunction with EC If Newcastle services cancelled north of Sheffield, seek ticket acceptance between <ul style="list-style-type: none"> ▪ Sheffield & Doncaster (Northern & TPE) ▪ Midlands & Scotland (VT)

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
CC	<p>York – Skelton Jc.</p> <p>Notes i, ii, & iv (below) refers</p> <p>Reduced Capacity</p>	<p>South of block: Anglo-Scots to term/start York. Newcastle services to term/start Sheffield or Doncaster.</p> <p>North of block: Anglo-Scots to term/start Newcastle or Darlington**. SSO @ Chester-le-Street & Northallerton, especially if TPE is not running north of York. Newcastle services will not run</p> <p>DCM to liaise with ROC York to see if use can be made of York Avoiding Lines (Holgate – Skelton) and if NR can source route conductors. EC may divert via York Avoiding Lines.</p> <p>**If EC is diverting via York Avoiding Lines, and XC isn't, XC to run to/from Darlington from/to Scotland; otherwise run to/from Newcastle</p> <p>Bi-di YRK – Skelton: 1 tph allocated to XC. Priority is Anglo-Scots</p> <p>TBW: 1 tph allocated to XC. Priority is Anglo-Scots</p>	<p>By road: York – Darlington: ICWOO</p> <p>XC to carry TPE customers York – Newcastle with SSOs Chester-le-Street & Northallerton</p> <p>If Newcastle services cancelled north of Sheffield, seek ticket acceptance between</p> <ul style="list-style-type: none"> ▪ Sheffield & Doncaster (Northern & TPE) ▪ Midlands & Scotland (VT) ▪ Doncaster & Scotland (EC) <p>Also request EC to call additionally as necessary to provide a minimum of 1 tph between York & Doncaster</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
CE	<p>Skelton Jc – Darlington South Jc</p> <p>Note i (below) refers</p> <p>Reduced Capacity</p>	<p>South of block: Anglo-Scots to term/start York. Newcastle services to term/start Sheffield or Doncaster.</p> <p>North of block: Anglo-Scots to term/start Newcastle (Darlington if possible). SSO @ Chester-le-Street & Northallerton, especially if TPE is not running north of York. Newcastle services will not run</p> <p>Provide shunt driver at York to assist with shunting, if required</p> <p>2 track railway (one line each direction, signalled normally): normal service</p> <p>SIMBIDS or TBW: 1 tph allocated to XC. Priority is Anglo-Scots. SSO Northallerton vice cancelled</p> <p>TPE services. Consider coupling Voyagers to provide more capacity and to assist in balancing units at end of day</p> <p>SLW: Treat as Total Block</p>	<p>By road: York – Darlington: ICWOO</p> <p>XC to carry TPE customers York – Newcastle with SSOs Chester-le-Street & Northallerton</p> <p>If Newcastle services cancelled north of Sheffield, seek ticket acceptance between</p> <ul style="list-style-type: none"> ▪ Sheffield & Doncaster (Northern & TPE) ▪ Midlands & Scotland (VT) ▪ Doncaster & Scotland (EC) <p>Also request EC to call additionally as necessary to provide a minimum of 1 tph between York & Doncaster</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
CG	Darlington South Jc - Darlington North Jc Note i (below) refers Reduced Capacity	<p>South of block: Anglo-Scots to term/start York. NCL services to term/start York. Provide shunt driver at York to assist with shunting, if required North of block: Anglo-Scots to term/start Newcastle.</p> <p>If Darlington avoiding lines are available, full service to operate, not calling Darlington</p> <p>Only 1 through platform at Darlington: normal service. Adopt "one-way system **" for customers, if congestion develops.</p> <p>SIMBIDS or TBW: 1 tph allocated to XC. Priority is Anglo-Scots. SSO Chester-le-Street & Northallerton vice cancelled TPE services. Consider coupling Voyagers to provide more capacity and to assist in balancing units at end of day</p> <p>SLW: Treat as Total Block</p>	<p>By road – ICWOO:</p> <ul style="list-style-type: none"> ▪ York – Darlington – Durham - Newcastle ▪ Newcastle – Chester-le-St (consider rail shuttle) <p>Customers north of blockage to travel on EC services between Newcastle & Durham / Darlington</p> <p>** One-way system: XC to call Darlington in one direction only; customers on trains unable to call to be over carried and returned. No road alternative, unless ICWOO</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
CI	Darlington North Jc– King Edward Bridge South Jc Note i (below) refers Reduced Capacity	South of block: Anglo-Scots to term/start York. Newcastle services to term/start Darlington: SSO Northallerton vice cancelled TPE services. Provide shunt driver at York to assist with shunting, if required North of block: Anglo-Scots to term/start Newcastle. SIMBIDS or TBW (Darlington – Ferryhill): 1 tph allocated to XC. Priority is Anglo-Scots. SSO Northallerton vice cancelled TPE services. Consider coupling Voyagers to provide more capacity and to assist in balancing units at end of day SIMBIDS or TBW (Ferryhill – Tursdale: XC to operate full service SIMBIDS or TBW (Ferryhill/Aycliffe -Durham): Treat as Total Block 2 track railway (one line each direction, Ferryhill – Tursdale, signalled normally): normal service SIMBIDS or TBW (Durham – KEB South Jc): 1 tph allocated to XC. Priority is Anglo-Scots. SSO Northallerton & Chester-le-Street vice cancelled TPE services. Consider coupling Voyagers to provide more capacity and to assist in balancing units at end of day SLW: Treat as Total Block	By road – ICWOO: <ul style="list-style-type: none"> ▪ Darlington – Durham or Durham - Newcastle ▪ Darlington – Newcastle (fast) ▪ Newcastle – Chester-le-St (consider rail shuttle) Customers from south of blockage to travel on EC & XC services between York & Darlington Customers from north of blockage to travel on EC services between Newcastle & Durham (if available)

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
CK	King Edward Bridge	<p>Anglo-Scot to divert via High Level Bridge. SSO Northallerton & Chester-le-Street vice cancelled TPE & XC services.</p> <p>Newcastle terminators to term/start Darlington (due to platform limitations at Newcastle and limited paths over High level Bridge).</p> <p>Seek NR agreement before running double sets north of York, owing to limited platform capability at Darlington & Newcastle</p>	<p>Customers North of Darlington to use EC services in addition to XC</p> <p>Accept TPE customers on XC services north of York</p>
CM	Newcastle Station Note i (below) refers	<p>South of block: Anglo-Scots to term/start York. NCL services to term/start Darlington (Durham if available); SSO Northallerton vice cancelled TPE services.</p> <p>North of block: Anglo-Scots to term/start Morpeth (Manors if available).</p>	<p>By road: Newcastle – Morpeth / Manors as applicable: ICWOO</p> <p>By road: Darlington – Newcastle: ICWOO</p> <p>Customers (including those from TPE) from south to travel on EC & XC services between York & Darlington/ Durham</p> <p>By road shuttle: Newcastle – Chester-le-St.: ICWOO</p>
CP	Newcastle – Edinburgh Note i (below) refers	<p>Anglo-Scots to operate as close as possible to point of obstruction (i.e. Morpeth, Alnmouth, Berwick or Dunbar) to provide rail access from South, and to enable road resources to concentrate on using better roads</p> <p>Internal Scottish services to/from Dunbar and west/north of Edinburgh to run as booked if possible</p>	<p>By road: NCL – Edinburgh (fast): ICWOO</p> <p>By road: point of termination – Edinburgh: ICWOO</p>

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
CR	Edinburgh – Glasgow Reduced Capacity	Services to/from the south to start/term at Edinburgh, unless diversionary route (Shotts / Mossend / Mount Florida) is available. If block is between Motherwell & Glasgow Central, consider start/term Motherwell (reversal of ECS in Braidhurst Loop) Per Total Block	Glasgow – Edinburgh customers via FSR into Queen Street
CT	Edinburgh – Dundee Note i (below) refers Reduced Capacity	Services to/from the south to start/term at Edinburgh, unless diversionary route via Cowdenbeath is available. Per Total Block	Road replacement as necessary: ICWOO
CZ	Dundee - Aberdeen Note i (below) refers Reduced Capacity	Services to/from the south to start/term at Dundee. 1B61 to run from Dundee Per Total Block	By road: Dundee - Aberdeen: ICWOO

	Plan Number: 07	Route: Birmingham New Street - Scotland	
Issues to consider	<p>Conduct set swaps to keep HSTs on booked diagrams wherever possible. Late running southbound HSTs to terminate short of destination, if necessary, to protect right time northbound departures.</p> <p>NR to be advised of unplanned double set workings</p>		
Fast Facts		Other Notes	
<ul style="list-style-type: none"> • This route accounts for 28% of CrossCountry revenue • Leeds to Birmingham is CrossCountry's second top revenue flow so the journey time between these locations should be maintained as a priority • Other revenue flows on this route in the "top 10" list are: <ul style="list-style-type: none"> ○ Newcastle - Bham (3rd); ○ Leeds – Newcastle (4th); ○ Edinburgh – Leeds (5th); ○ Sheffield – Bham (7th); ○ Nottingham - Bham (8th); ○ Edinburgh - Newcastle (10th). • Average journey length on this route = 65 miles • The route contains high numbers of interchange customers at principal stations 		<ul style="list-style-type: none"> v. ICWOO = In Conjunction With Other Operators vi. Consider running units from Leicester to Coleshill (reverse via Water Orton if required) then to Derby & Nottingham (and v.v.) to minimise congestion at Coleshill vii. NR LNW Cont Plan requires LM & NR to regulate CrossCity services to minimise overall delays to diverted XC services. See LNW CP for full details viii. LNW Cont Plan requests NR to organise rail shuttle Nuneaton – Coventry and to approach XC, LM & VT for resources ix. Example path for diverting Bham - Nottingham service via Leicester = <ul style="list-style-type: none"> ○ xx.49 ex Bham, xx/42 @ Leicester, Nottingham arr. xx.15; ○ xx.08 ex Nottingham (follow EMT Nottingham - London), xx/38 @ Leicester, Bham arr. xx.30 x. Smaller intermediate stations are not always manned and may have poor road access, so rail service is preferable wherever possible. This provides XC traincrew at such stations on a periodic basis to assist with customer information, and allows road resources to be concentrated onto most effective routes & roads. 	

Plan Number: 08		Route: Birmingham New Street to Stansted Airport	
Principal Objectives:		<ul style="list-style-type: none"> • Minimising disruption to Birmingham – Leicester as first priority • Maximising use of rail 	
Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
	Birmingham New Street	See Plan 01 Birmingham New Street	
	Birmingham New Street - Proof House	See Plan 07 Birmingham – Scotland	
	Proof House – Water Orton	See Plan 07 Birmingham – Scotland	
A	Water Orton – Whitacre Jc Notes i & vii (below) refer Reduced capacity	Priority 1: Stansteds divert via Burton. Estimate of time loss = 60" Priority 2: Hourly shuttle Leicester – Nuneaton: all stations. Cancel a Nottingham service if required to provide resources. Down Nottingham services to call Water Orton (as necessary). SLW/TBW: XC to get 2 paths p.h. each way	Leicester – Bham customers via Stansteds or via Derby. Nuneaton – Bham customers via Coventry (supplement LM Bedworth branch train with coaches or rail shuttle – see note vii below). Coleshill – Nuneaton: use taxis. Bham – Water Orton: use taxis. Coleshill – International: bus shuttle Bham – Anglia customers: route via London

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
C	Whitacre Jc - Nuneaton Notes i & vii (below) refer Reduced capacity	Priority 1: Stansteds divert via Burton. Estimate of time loss = 60" Priority 2: Hourly shuttle Leicester – Nuneaton: all stations. Cancel a Nottingham service if required to provide resources. Nottingham/Bham (& v.v.) local services divert via Slow lines to call Water Orton (as necessary) & Coleshill (do not divert Cardiff services). SLW/TBW: XC to get 2 paths p.h. each way	Leicester – Bham customers via Stansteds or via Derby. Nuneaton – Bham customers via Coventry (supplement LM Bedworth branch train with coaches or rail shuttle – see note vii below). Coleshill – Nuneaton: use taxis. Bham – Anglia customers: route via London
E	Nuneaton – Croft Notes i & ii (below) refer	Priority 1: Stansteds divert via Burton. Estimate of time loss = 60" Priority 2: Hourly shuttle Bham – Nuneaton: all stations (Water Orton calls as per WTT). Priority 3: Hourly shuttle Leicester – Narborough: all stations (reverse Croft). Extend to Hinckley under SLW if route available & Network Rail can resource pilotman. Cancel a Nottingham service if required to provide resources.	Leicester – Bham customers via Stansteds or via Derby. Nuneaton – Hinckley/Narborough: by road Bham – Anglia customers: route via London
G	Croft – Leicester Notes I & ii (below) refer Reduced Capacity	Priority 1: Stansteds divert via Burton. Estimate of time loss = 60" Priority 2: Hourly shuttle Bham – Hinckley (reverse Croft): all stations (Water Orton calls as per WTT). Extend to Narborough under SLW if route available & Network Rail can resource. Extend to South Wigston if route available to allow reversal Knighton Loop or if NR can resource Glen Parva GSP Bi-di or TBW Wigston - Leicester South: XC = 1 tph – priority to Stansteds, calling additionally to cover local services as necessary. Leicester locals to terminate Hinckley (reverse Croft) unless NR can resource Glen Parva GSP or will permit reversal Knighton Loop. If TBW includes Wigston North Jc., treat as Total Block	Leicester – Bham customers via Stansteds or via Derby. Hinckley/Narborough – Leicester: by road Bham – Anglia customers: route via London

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
J	Leicester Station Notes i & ii (below) refer Reduced Capacity	Priority 1: Leicester locals to run Bham – South Wigston (reverse Glen Parva GSP** or Knighton Loop) or Bham – Hinckley (reverse Croft) Priority 2: Stansteds to run two-hourly Melton M – Stansted (hourly if resources permit, especially Cambridge - Stansted). [** request Network Rail to operate Glen Parva GSP] 1 tph (each way) through station (not calling if need be) – priority to Stansteds, calling additionally to cover local services as necessary. Leicester locals to terminate South Wigston	Hourly fast bus Nuneaton – Peterborough Hourly fast bus Leicester - Peterborough Hourly bus Nuneaton – Leicester – Melton Mowbray Taxis: Leicester – South Wigston Customers between Hinckley/Narborough & Leicester route via Nuneaton & bus Bham – Anglia customers route via London Variations on above as necessary
L	Leicester (excl) – Peterborough (excl) Note i (below) refers	Full service Bham – Leicester & Peterborough – Stansted. Consider running to /from Melton Mowbray, Oakham or Stamford (reversals as necessary @ Melton Mowbray, Langham++, Manton GF**, Ketton or Uffington). [++request Network Rail to resource SLW between Oakham & Langham, if applicable] [**request Network Rail to operate Manton GF]	Bus Leicester – Peterborough calling all stations (amended as necessary by available train service) Fast bus Leicester – Peterborough Bham – Anglia customers: route via London Seek ticket acceptance from EMT to route customers via Nottingham to Peterborough & Ely (& v.v.)
N	Peterborough Station Note i (below) refers	Services from Midlands to terminate at Stamford (reversal Uffington). Shuttle March (plat 2 is reversible) – Stansted.	Bus Stamford – Peterborough – Whittlesea – March Fast bus Stamford – Peterborough – Cambridge Bham – Anglia customers: route via London

Recommended Actions (Agreed in NR Contingency Plan)			Customer Actions (Agreed with other TOCs)
	Block (and vv)	Action	
R	Peterborough (excl)-Ely Notes iii, iv & v (below) refer Reduced Capacity	Services from Midlands to terminate at Peterborough. Units to shunt as necessary to avoid becoming trapped. Shuttle Ely – Stansted (extend to March if route available - plat 2 is reversible). If 2 tph, NXEA to terminate Ely. XC to run normally, SSO Whittlesea (as required) to cover NXEA	Bus Peterborough – Ely calling March ICWOO Mini-bus Peterborough – Whittlesea ICWOO Serve Manea by taxi Bham – Anglia customers route via London If prolonged introduce Peterborough – Cambridge fast bus ICWOO
T	Ely – Cambridge Notes iii, iv & vi (below) refer	Services from Midlands to terminate at Ely. Shuttle Cambridge – Stansted.	Fast bus Peterborough – Cambridge ICWOO Ely – Cambridge by road ICWOO Bham – Anglia customers: route via London If prolonged, introduce Peterborough – Stansted fast bus / taxi (note vi)
W	Cambridge – Stansted	No service. Services from Midlands to terminate Cambridge. Except , if block affects Stansted North Chord only, divert via Stansted Mountfitchet (reverse). [Cambridge crews know Mountfitchet. Bham crews to be route conducted.]	Cambridge – Stansted: by road unless NXEA can convey customers between Cambridge & Stansted, changing at Bishops Stortford

	Plan Number: 08	Route: Birmingham New Street – Stansted Airport	
	Issues to consider	<ul style="list-style-type: none"> • WTT times. Last EMT train Derby to Leicester departs 21.20 (SX) / 21.02 (SO) / 20.59 (Sun). • WTT times. Last EMT train Leicester to Derby departs 01.05 (MX) / 00.19 (SO) / 00.40 (Sun) • WTT times. Last LM train Coventry to Nuneaton departs 21.44 (SX) / 21.45 (SO) / 21.35 (Sun) • WTT times. Last LM train Nuneaton to Coventry departs 22.20 (SX) / 22.15 (SO) / 22.00 (Sun) 	
Fast Facts		Other Notes	
<ul style="list-style-type: none"> • Birmingham to Leicester is 9th top revenue flow for XC, so journey time between these locations should be protected so far as possible • Average journey length on this route = 25 miles (Bham – Leicester) & 37 miles (Bham – Stansted) • 8% of the total CrossCountry revenue is generated on the Cambridge & Stansted services • Bham to Leicester revenue contains a high percentage of commuter style journeys, so is less influenced by choices between mode of transport • The route contains high numbers of interchange customers at New Street, Leicester, Peterborough & Cambridge 		<ul style="list-style-type: none"> xi. Smaller intermediate stations are not always manned and may have poor road access, so rail service is preferable wherever possible. This provides XC traincrew at such stations on a periodic basis to assist with customer information, and allows road resources to be concentrated onto most effective routes & roads. xii. Consider Voyager crews with knowledge of Nuneaton to assist xiii. ICWOO = In Conjunction With Other Operators xiv. Peterborough – Cambridge is a preferable route for buses – alternatively use FCC services Peterborough – Cambridge via Hitchin xv. Multi-TOC conference to coordinate arrangements – led by NXEA & to include Peterborough Station. Pre-worded emergency posters available at Peterborough, Whittlesea SB, March, Manea SB – NXEA to arrange deployment. Bus coordinator desirable at Peterborough – whichever TOC can supply xvi. If blockage is prolonged, also operate Peterborough – Stansted Fast bus / taxis as necessary (airport customers require reassurance that check-in times can be met) xvii. LNW Cont Plan requests NR to organise rail shuttle Nuneaton – Coventry and to approach XC, LM & VT for resources 	