TRUST ACCESS, SECURITY AND ENQUIRIES

This document is intended to be a basic TRUST (WINVV) overview for anyone wishing to access TRUST Incident information held on the mainframe. It covers access and security arrangements within the system and some the common TRUST data enquiries.

TRUST ACCESS

To access the TRUST system the user requires a log-in which is in the form of a unique 8 digit sign-on. All sign-ons begin with a #. The next 2 characters relate to the company and/or Network Rail Route; If it is a TOC/FOC sign-on then both letters are used (most of these can be found in the Appendices to the DAPR); If the sign-on belongs to Network Rail then the first of the two letters will be a Q, the second letter refers to the Route. The remaining 5 digits have no specific relevance although often job titles are included such as TDA or DQS to help identify the area responsibility of that user.

TRUST TOOL BAR

The system has a tool bar which allows a degree of customisation.

The system drop down option allows a user to either exit the current TRUST session, or close all TRUST sessions active on the computer.

Session gives a user the ability to connect or disconnect to/from the TRUST mainframe, open a new session (if the user has multiple sessions).

Auto connect can be ticked to log on to TRUST as soon as Versatile video is launched.

The configuration option is only relevant to system administrators.

Edit allows users to copy/paste text from TRUST.

To copy the mouse should be used to drag a dotted box around the required text and then use the copy option, or if you have auto copy selected then when the mouse button is released the selected text will be sent to the windows clipboard.

CTRL+C & CTRL+V shortcuts for copy/paste also work.

Options allows a user to change the look and feel of the application:-

Fonts gives us a pop up window that controls the font, size and default text colour.

Colours controls the colour of text and background – be careful not to use the same colour multiple times as this will prevent TRUST’s attempts to highlight important text.

HLLAPI is information for system administrators only.

Shortcuts can be set up; if there are specific text strings that you frequently use then enter this text in the box next to one of the Function keys – now by pressing SHIFT+that Function key the system will automatically enter the text.
RTM shows the system response performance rates.

Help only has an about option detailing copyright information & system release version.

TRUST SYSTEM NAVIGATION

TRUST is over 50 years old; therefore is not aligned with common WINDOWS functionality.

The first most crucial is the difference between the Enter & Return keys; Enter is the key to use to send a command to the system whereas; Return takes the cursor to the next allowable input field down (in the same way return on a typewriter would).

If you are using a laptop that has no Enter key, Fn+Return or Ctrl+A are the common alternatives particularly when utilising the Function key commands (below).

To navigate between allowable fields, you can also use Tab to scroll left to right, top to bottom or Shift+Tab to go right to left, bottom to top.

Avoid using the arrow keys to navigate around the screen as they will allow you to place the cursor anywhere regardless of whether or not it is an allowable input field.

If the arrow keys have been utilised and an attempt has been made to type something in a non-allowable input field, the system will lock up & a message on the bottom line saying ‘Keyboard Error’ will appear. To acknowledge and rectify this message, press Esc and then use the Tab to move to the allowable input fields.

When an enquiry has been made that spans several pages, the Function keys allow paging (in some cases PageUp & PageDn will also work):

F6 Display first page.
F7 Display previous page.
F8 Display next page.
F9 Display last page.

Pressing F3 will allow you to ‘drill up’ to the previous higher level screen (as opposed to a previous page).

TRUST does not access printers via Windows, so you cannot use the Windows control panel to set up printing. F10 is the print button (where set up).

Alternatively, use the Print Screen button to copy an image of the screen to your clipboard which you can paste into Paint/Word and print from there.

Because the TRUST system has had functionality added to it through the years, some of the commands expect different behaviour from the user; one of the main examples of this is CapsLock – some commands are cap sensitive and some are not. Those that are cap sensitive require CapsLock to be on, so it is recommended that you do this for all use of the TOPS & TRUST systems.

Finally, pressing Ctrl+Home twice will quit the screen you are in and return to a blank screen.
The basic TRUST keyboard commands are as follows:

- **F1** HELP index menu.
- **F2** Latest news & version dates.
- **F3** End current screen display (go to previous higher level menu)
- **F4** Display input message index.
- **F6** Display first page.
- **F7** Display previous page.
- **F8** Display next page.
- **F9** Display last page.
- **F10** Send TOPS MESSAGE output to printer.
- **F11** Display last TOPS INPUT message for re-input
- **F12** TOPS INPUT screen
- **Enter** Process the message on screen
- **Esc** Cancels keying error message and unlocks the keyboard
- **Home** Moves the cursor to the first input field
- **Return** Moves the cursor to the start of the next line
- **Shift/Tab** Moves the cursor to the previous input field
- **Tab** Moves the cursor to the next input field

**SYSTEM SECURITY**

Security is another issue that has different strengths with different commands

Network Rail staff may can any incident or schedule whereas TOC/FOC staff can only view incidents allocated to their organisation or other organisations incidents that have had their trains attributed to the incident.

Only authorised users in the Responsible Manager’s organisation can change the Acceptance Status (i.e. Accept or Dispute).

The first (if changing the delay code at the same time) and last character of the Responsible Manager Code can be altered on the mainframe to allow re-attribution within that organisation.

TOC and FOC staff are also permitted to amend Delay Code and Responsible Manager Code information to the extent that the Business code is not altered. Such amendment facilities cannot be used to amend an incident in any manner that would alter the status of the incident with regard to the Performance Regime. It cannot be used to change an incident to a P-code, or Delay Codes TT / FT, or Joint Responsibility, for example

Changes in the mainframe can be made within 7 days to delay code or responsible manager code by the Responsible Manager’s organisation, after that time amendments can only be made to disputed incidents.

Please bear in mind that just because you CAN do something doesn’t mean you have AUTHORITY to do it – consider the implications of any system access.

TRUST does have an audit trail which is accessible to authorised users and this will reveal which sign-on (and in some cases which machine) was used to perform an action.
AUTOMATIC TIMING REPORTS AND BERTH OFFSETS

TRUST only records the time a train description steps to the next berth. In order to get an accurate recording times at a location after or before the signal then an adjustment is made to this time, this is known as a “berth offset” – this adjustment is calculated at every location by observing trains wheel stop/start on the platform then programming the system with the difference between actual time and recorded time.

So as an example at 11:00 a train can show as having arrived at 11:02 (even though this is two minutes in the future).

Automatic timing reports and the addition/subtraction of the berth offset are performed in seconds, but TRUST does not record seconds.

So a berth offset adjusted time of 11:04:00 is the same as 11:04:59

This means if a train departed location A at 11:04:59 then arrived at location B at 11:06:00; according to TRUST the time difference will be 2 minutes, when in fact it is only 1 minute 1 second in real terms.

It must be remembered that TRUST is the agreed system for monitoring industry performance.
TRUST DATA ENQUIRIES (SELECTED)

TSID - Location Enquiry

The TSID location enquiry is intended to provide quick access to timetable information for railway operators and users. Enquiries can be made on a single location or on a line of route involving two or three locations, and various selection parameters can be used to limit the output to the specific trains of interest to the user.

If the enquiry is on trains currently running, or for a date within the last seven days, performance information can also be obtained.

If the enquiry is on trains which have not yet started to run, just the planned schedules will be displayed.

Once the output has been displayed, further information can be obtained about an individual train, including the full schedule for that train and the type of vehicles, which make up the train (the ‘consist’).

The Location Enquiry can be accessed direct from a blank screen by typing TSID and pressing ENTER (or Ctrl A).

TSID ENTRY SCREEN

When specifying locations any of the following are valid:

- 3 character CRS code
- Stanox (5 character numeric)
- Tiploc (7 character alpha)
- Stanme (9 character alpha)
- TRUST alias (9 character alpha)
- Location full name
The Option field allows selection of trains according to the type of event at that location. An option can be specified only for the main location.

Options are:
1. All trains - show a full line-up of all trains
2. Arrivals
3. Departures
4. Arrivals and departures
5. Passes

Enquiry date: This is the date for which the enquiry is to be made, in DDMMYY format. If left blank the current date is used.

Start time: The start time for the enquiry in HHMM format. If left blank the current time is used.

Timespan: This is the time band for the enquiry, in HHMM format. The default is 2 hours.

List or summary: Always type in L (List)

Trust mode: Leave blank if you want to view booked train schedules and identify VSTP train services.
Type in B if you want to view actual arrival and departure times of trains which are currently running or have run within the past seven days
Type in L if you want to view level of lateness

Train class list: Enter one or more train classes from 0 to 9 to limit enquiry output to trains of those classes. The default is all classes.

OUTPUT FROM A TSID ENQUIRY

The output shown above is for a TSID enquiry for Euston. Columns left to right are Booked arrival/departure times, Headcode, Origin location, Origin booked departure time, journey status, and booked destination location and arrival time. Finally, in this case (which is with the TRUST report mode field of the input selection of ‘L’), the last column is the lateness of the train (lateness).
TRJC - Train Schedule Enquiry

This enquiry is used for bringing up a train schedule, when the user just wants to check a known schedule.

The main command line is: TRJC 1A23 (where 1A23 is the 4 digit train I.D).

If you want a different day, enter the day after the head code: TRJC 1A23 20 (where the 20 is the day date).

TRJC ENQUIRY SCREEN

Once you have entered this request, unless the head code you entered is unique, you will be given a list of all trains with that I.D on that day. Scroll down (tab key) to the train you require and type the command you want next to it (see details below).

S= TRUST train history as per TRJC (short delay details)
D= TRUST train history as per TRJC (all free form delay details)
E= TRUST delay details as per TRJE (short delay details)
F= TRUST delay details as per TRJE (all free form delay details)
G= Will show schedule including locations that are not on TRUST.
V= Will display unit & loco numbers, in the case of freight trains it will display a lot more:
Columns read left to right: Location, booked arrival/departure, Actual arrival/departure (N/R means no report & E means expected report).

Next to the Actual times you also have a letter A, M, R or S - Automatic, Manual, Revision, Subsequent."

The next column is Lateness departing (or passing) location and the line travelled on.

Utilise F8 or PgDn to see the rest of the train schedule.

Additionally, below the schedule, where appropriate, there will be a list of delays attributed including incident number. This incident number can be looked up via the TRJG enquiry.
TRJG – Search by Incident Number

If the user already knows an incident number then it can be viewed by typing
\textit{TRJG 123456} (if the incident contains leading zeroes e.g 001234 they can be omitted).

<table>
<thead>
<tr>
<th><strong>TRJG INCIDENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TC1EJ82</strong></td>
</tr>
<tr>
<td>Incident</td>
</tr>
<tr>
<td>Created on</td>
</tr>
<tr>
<td>Section</td>
</tr>
<tr>
<td>Start</td>
</tr>
<tr>
<td>Delay Code</td>
</tr>
<tr>
<td>BRS Code</td>
</tr>
<tr>
<td>Status</td>
</tr>
<tr>
<td>Last updated by</td>
</tr>
<tr>
<td>Equipment Number</td>
</tr>
<tr>
<td>Incident Type</td>
</tr>
<tr>
<td>Location Text</td>
</tr>
<tr>
<td>Responsible Train</td>
</tr>
<tr>
<td>Network Rail Zone/Area</td>
</tr>
<tr>
<td>Network Rail Manager</td>
</tr>
<tr>
<td>LATA</td>
</tr>
<tr>
<td>Responsible Manager</td>
</tr>
<tr>
<td>LATA</td>
</tr>
<tr>
<td>Update Status</td>
</tr>
<tr>
<td><strong>SUMMARY</strong></td>
</tr>
<tr>
<td>Direct/Reaction</td>
</tr>
<tr>
<td>TOTALS</td>
</tr>
</tbody>
</table>

For additional information select an option: | Date from: |
1: Network Rail text | 2: Trains affected | 3: Accept/Dispute log | 4: Network delays |

Enter Update PF1 Help PF2 Refresh PF3 Exit PF5 Detail PF10/11 Print S/F L 3270 SCR1 TOPSICS SP

Reading left to right, top to bottom the fields are:
- **Incident**: Incident number & description
- **Created on**: date the incident was created
- **Section**: Stanme & Stanox of incident location
- **Start**: What time the incident occurred
- **Delay code**: Reason for delay as per the Delay Attribution Principles and Rules
- **BRS code**: Not in current use
- **End**: What time the incident was rectified
- **Status**: Accepted or Disputed by the Responsible Manager
- **Open / Closed**: This is a system process for determining when an incident can be removed
- **Last updated by**: The user (or system) that last changed the incident
- **At**: What time the incident was last altered
- **Equipment no.**: If the incident refers to failure of equipment, the equipment ID is entered
- **Incident type**: Not in use
- **Fault number**: If the incident refers to failure of infrastructure, a reference number goes here
- **Location text**: Location / Section where the incident occurred (usually CRS codes)
- **Responsible train**: If the incident refers to 1 train, the headcode goes here
- **Zone/Area**: The attribution Route & delay area
- **NR manager**: The NR area the incident occurred on
- **LATA**: This is a system process
- **Name**: The name of the NR manager responsible for the area the incident occurred
- **Resp. manager**: The manager currently holding responsibility for the incident
- **LATA**: This is a system process
Finally a summary view of the impact the incident has had (number of full cancellations, part cancellations, trains delayed, amount of delay to those trains and Fail to Stops / Diversions – all shown by direct / reactionary impact).

From this Incident screen press F5 to navigate through the relevant data pages of the incident. Alternatively the relevant number can be selected to go direct to the relevant page:
1 – Network Rail text
2 – Trains Affected
3 – Accept / Dispute log
4 – Network Delays (for relevant incidents)

If there is more than 500 trains in the incident enter ‘ALL’ in the ‘Date From’ field before progressing

The first data page is the Network Rail (Freeform) text (the incident overview / information):

```
DETAIL: Haslemere Signaller advises that YP track circuit has flicked, no COA's were reported. This effects W2205 signal at Milford on the down. 2P51 will examine the line. Haslemere Signaller advises that the drivers of 2P51 (1645 London Waterloo - Portsmouth Harbour) and 1P51 (1700 London Waterloo - Portsmouth Harbour) have examined the line and both drivers report nothing seen. The Signaller is resuming normal working.
Heavent SSI are dealing with a major Axle Counter failure at Portsmouth and Southsea and are unable to attend at present.
Haslemere SSI advises that YN and YO Track circuits are showing hard down, will caution the next two trains and report back.

*** 26/01/16 12:44 #XCDAS02 *** AMENDED
PFI FROM LINFA MANAGER
End of Report

PFI Help PF2 Refresh PF3 Back PF6/7/8/9 Peging PF10 Print
```

![Incident Network Rail Text](image-url)
The second page is the Trains Affected (the trains delayed or cancelled)

In this case there are 3 pages of train delay data – to view subsequent pages either the F8 or the PgDn keys should be pressed (F7 or PgUp to go back a page)

Columns left to right are the date of the delay, the train I.D affected, departure time / Origin, two letter business code (each Operator has their own), section or location of delay, delay (or reliability event) incurred, (Acc after the delay indicates accepted by responsible manager, *** would indicate not accepted) and finally the train responsible for that delay. The Y* codes represent the type of interaction with the responsible train. Where no responsible train is shown this indicates are direct delays to the incident itself (not a reactionary)
The third page is the Accept / Dispute log (the reason for dispute or acceptance entered by the Responsible Manager / Party representative or the system):

To accept or dispute an incident this is carried out on the front ‘incident’ screen. Tab to the “Update Status” section, type A to accept or D to dispute. If a dispute is to be registered, then a relevant reason code must also be entered:

D - for incorrect delay code (a different delay code represents the cause)
M - for incorrect manager code (a different party is responsible)
P - for partial acceptance (the delay code and responsible manager is correct but the content of the incident may be incorrect)

Next, press F6 and type in an explanation for your dispute or acceptance, and when you have finished press F6 again & hit ENTER to complete.

TRJF – Incident search by Manager code

The Full command to type is as follows:

TRJF RRRR CC MMMM DD/MM/YY

RRRR is the responsible manager, this must be entered, but you can choose to not specify the first and last letters by substituting them with an asterisk (*) - so if you wanted to see all Wessex Route incidents you would enter *QC*

CC is the delay code, if you want to just check for external cause Network Rail delays for instance, type X*. This is an optional input – no input would give all delay codes.

MMMM refers to the amount of delay caused (in minutes) by the incident, by typing this in you will not be shown any incidents that have caused less than your specified amount. This can be omitted if all incidents, regardless of impact, are required

DD/MM/YY The date. This can be omitted if all live incidents in the system are required
Some examples:-
If you wanted to look for Wessex Route external incidents that occurred on the 20th January 2016 you would enter:

**TRJF *QC* X* 20/01/16**

If you wanted to look for Wessex Route external incidents that have caused over 100 minutes of delay currently live in the system you would enter:

**TRJF *QC* X* 100**

If you wanted to look for all Wessex Route incidents that have caused over 100 minutes of delay on the 20th January 2016 you would enter:

**TRJF *QC* 100 20/01/16**

TRJF OUTPUT FOR TRJF *QC* 100 20/01/16

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Incident Number</th>
<th>Incident Description</th>
<th>Delay Resp</th>
<th>Current Code</th>
<th>Manager</th>
<th>Incident Status</th>
<th>Delay</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>20/01/16</td>
<td>10:59</td>
<td>968441</td>
<td>BSK-WRTINGJ BE2537 PTS FLR DF</td>
<td>IP IQCY A/C C</td>
<td>03:40 F</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>07:20</td>
<td>967815</td>
<td>5F86 UNIT FLR BSK-FNB</td>
<td>M8 NHCF A/C C</td>
<td>03:50 X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>06:08</td>
<td>967399</td>
<td>WRITINGJ-BSK BE2534 PTS FLR UFL IB IQCY A/C C</td>
<td>02:60 X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19/01/16</td>
<td>21:31</td>
<td>967144</td>
<td>BSK-FNB BE2508 PTS FLR US-UQ</td>
<td>IF IQCY A/C C</td>
<td>02:45 X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>19:19</td>
<td>969324</td>
<td>RDB-BOU MULT TC FLR DL</td>
<td>IS IQCY A/C C</td>
<td>01:14 X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>17:02</td>
<td>968978</td>
<td>4049 WTG ACCEPT SOTOMCT</td>
<td>AA ADBF A/C C</td>
<td>02:43</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>15:33</td>
<td>968808</td>
<td>4054 WTG ACCEPT SOTOMCT</td>
<td>AA ADBF A/C C</td>
<td>01:54</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>14:39</td>
<td>968501</td>
<td>POOLEXING LC FLR (SRCT) (PFI)</td>
<td>ID IQCY D/B C</td>
<td>03:33 X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>06:09</td>
<td>967493</td>
<td>XFS E508 PTS FLR</td>
<td>IB IQCY A/C C</td>
<td>03:26</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>03:28</td>
<td>967463</td>
<td>7F86 WADDN FLR ELOHAGG</td>
<td>ML WAAS A/C C</td>
<td>06:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>05:00</td>
<td>967304</td>
<td>ESL-WIN T3 ORUN WON 43/57</td>
<td>I5 IQCY A/C C</td>
<td>03:53 X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>04:55</td>
<td>967256</td>
<td>6C15 FROM WMN 43/62 MN</td>
<td>IT IQA1 A/C C</td>
<td>05:26</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>03:09</td>
<td>967219</td>
<td>4551 LOCO FLR EBL</td>
<td>MC NDBF A/C C</td>
<td>01:56 X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19/01/16</td>
<td>21:42</td>
<td>967099</td>
<td>4M70 TRAIN PREP SOT107</td>
<td>AC AWAF A/C C</td>
<td>03:25</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>00:50</td>
<td>967120</td>
<td>4M79 SAFETY FLR EBY-SOUTHCOIJ</td>
<td>MG NDBF A/C C</td>
<td>04:21</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20/01/16</td>
<td>17:19</td>
<td>968734</td>
<td>2M49 WTG DRIVES WAT</td>
<td>TG THYK A/C C</td>
<td>01:46</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19/01/16</td>
<td>22:46</td>
<td>966961</td>
<td>2875 DOOR FLR CLJ</td>
<td>VH VHYU A/C C</td>
<td>06:05 X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reading left to right, the columns are; date of incident creation, start time of incident, incident number, incident header, delay code, responsible manager, dispute status & impact (HHH:MM). Also, the letters X or F may appear. These letters indicate Cancellations (X) or Fail to Stops (F) have been attributed to the particular incident.

To select a specific incident, tab down and put an “S” on a line and press Enter (Ctrl A) - see TRJG enquiry for details.

A more detailed document setting out many other TRUST enquiries is provided as part of the TRUST Delay Attribution Training Course.

END