Operations Standing Order No. 1.8

**TRUST User Guide**

Prepared by:

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Approved by:

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Authorised by:

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**Synopsis**

The purpose of this guide is to provide an insight into the information which may be accessed via TRUST, along with an easy guide to the operation of the system.
## RECORD OF AMENDMENT

<table>
<thead>
<tr>
<th>Date of Issue</th>
<th>Issue Number</th>
<th>Revised Pages</th>
<th>Details of Revision</th>
</tr>
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<tbody>
<tr>
<td>January 2009</td>
<td>1</td>
<td>All</td>
<td>New document that sets out the East Coast arrangements and is PIDD compliant.</td>
</tr>
<tr>
<td>November 2011</td>
<td>2</td>
<td>All</td>
<td>General Review and update</td>
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INTRODUCTION

The purpose of this guide is to provide an insight into the information which may be accessed via TRUST, along with an easy guide to the operation of the system.

More information may be found within the HELP procedures provided as an integral part of these systems. This is usually accessed by depressing the F1 key.

This not a comprehensive guide to all the systems and data available but covers all the procedures which are likely to be required in day to day operating. Should you have any queries then please contact the Duty Route Manager. Any problems with the IT equipment or systems failure should be faulted via the East Coast IS Helpdesk 0845 059 3033.

In all cases where an enquiry is shown it must be input precisely as depicted. Spacing is critical and is the most common cause of enquiries being rejected.

SCOPE

These arrangements are mandatory and apply to all East Coast routes and activities.

DEFINITIONS

➢ TRUST

A system utilised to monitor the running of trains. Information may be obtained readily on a historical basis for up to 7 days. TRUST is always obtained on a clear “CICS” screen obtained by pressing the Control and Home keys simultaneously.

➢ TOPS

This is the Total Operations Processing System introduced in 1975 and is a vast databank of operating information. This system is always accessed by pressing the F12 key. To exit TOPS or TRUST press the Alt and Esc keys simultaneously.
TRUST User Guide

TRUST - USER GUIDANCE

Screen Layout

After you have input a transaction the top line of the screen shows the date, time and type of enquiry, along with the number of pages of information.

The second line on the screen is available for the input of FIELD COMMANDS. This is depicted by the word COMMAND and a⇒⇒⇒, the cursor flashing red at the area of input. Lines 3 to 20 show the transaction data, if a. is shown to the left of a line then a LINE COMMAND may be entered. All line and field commands are input by typing the relevant letter(s) in the designated area and pressing the Enter key.

TRJA Enquiry (Train Line Up For A Specific Location)

This enquiry provides a list of trains expected at a prescribed location and will show the current train running. The input is TRJA CAMBRIDGE or TRJA 47221 or TRJA CBG followed by pressing the Enter button. For the required location enter either the full station name, the specific TOPS location number (STANNOX) or CRS abbreviation.

The output will show a list of trains due to arrive along with the most recent report processed by TRUST. Overdue report means that the train is expected but has not yet registered as having passed that point (Man) indicates a manual TRUST input and (Auto) an automatic TRUST report.

The following LINE COMMANDS may be input for any train:

- S This will show short details of delay for the train. (Equal to a TRJC enquiry).
- D This will show full delay details for the train including any additional text.
- E This will show full delay details for the train (Equal to a TRJE enquiry).
- P This provides full details of the schedule (Equal to a TOPS P9 enquiry).
- V This provides a vehicle enquiry or CONSIST.

WARNING. Because a train is shown as overdue at a location it does not necessarily mean that the train has not passed that location, all it tells you is that the train has not been recorded at that location, the system may have failed or a manual input may not have been carried out.
To see the arrival times at a particular station

Enter TRJA then the station name or CRS code - e.g. TRJA EDBN or TRJA EDINBURGH

TRJC Enquiry (Current Train Running Enquiry)

This command will provide the scheduled train times and its performance against the schedule. Input is TRJC XXXX where XXXX is the train description of the train required, then press the enter key. Thus TRJC 2H01 will give you the current running details of 2H01 and details of its performance against schedule. Again, line commands apply as per TRJA enquiry. If more than one train is shown, then to select the train you require

Input an S in the line command field (adjacent to the train you require) and press the enter key. A useful short cut is to input the initial 2 digits of the originating Stannox in advance of the train description, thus to check on the running of the 0425 Cambridge to Liverpool Street, input TRJC 472H01 (47 being the first 2 digits of the Stannox for Cambridge: 47221).This will display the current days train. To select a train which ran in the previous 7 days just input the 2 digits for the date after the train description. Thus TRJC 472H01 08 will select the 0425 Cambridge to Liverpool Street on the eighth.

When you have the train running details displayed H in the timing column indicates half minute, E indicates an Expected report, M indicates a manual report and R indicates a revised report. Remember to use the F8 key to page down and not to assume that the train is running late because the first page shows a list of E reports, the train may well have flagged up on a later page
and the E reports are due to the train not being reported due to a system failure or the train running off its booked route.

To locate a particular train

Enter TRJC then the train’s head code - e.g. TRJC 1S24

If you don’t know the train’s head code enter TRJC then the departure time/originating station/destination - e.g. TRJC 0900 NCL KGX

TRJE Enquiry (Train Delay Enquiry)

This command will show train performance by displaying delays which have been incurred between reporting points. The input is TRJE XXXX, thus TRJE 2H01 followed by pressing the enter key will show a list of trains described as 2H01, to select a required train input E in the line command adjacent to the train which you require, followed by pressing the enter key. This will give a list of delays for the train that have been incurred between reporting points.

At the bottom of this list will be a list of delays attributed to this service, with a line command field (red dot) adjacent to each delay. Input of a letter A in the line command field and then pressing the enter key will enable you to fully browse the TRUST DELAY INCIDENT which was created to explain the delay.

Input of a letter U in the line command field followed by pressing the enter key will enable you to explain an unexplained delay. You can input the Delay Code, location identity, equipment identity, responsible train identity and free
form text, all of which is saved by pressing the enter key. The use of this procedure does not create a TRUST DELAY INCIDENT but will flag the delay up with the reason code for later attribution via TRUST DA. This is useful if TRUST DA is not working but the normal TRUST / TOPS system is. As mentioned for TRJC you can select a train up to 7 days previously by inputting TRJE 2H01 XX where XX is the date required. You cannot shortcut the TRJE enquiry by inputting the first 2 digits of the Stannox.

**To show train performance**

Enter **TRJE** then the train’s head code - e.g. **TRJE 1N18**

If you don’t know the train’s head code enter **TRJC** then the departure time/originating station/destination - e.g. **TRJC 2100 KGX NCL**

**TSIA (Menu for Train Schedule Enquiries)**

This menu is accessed by inputting TSIA to a clear TRUST screen. There will be several options listed which are accessed by typing the number or letter of that option where the red cursor is flashing. The most useful option is 2, the location enquiry, TSID, and option 3, the head code enquiry.

**TSID (Location Enquiry)**

This may be accessed by selecting option 2 from TSIA as outlined above or inputting TSID to a clear TRUST screen. The input screen is filled in like a form. For the location the full location name, Stannox number or CRS abbreviation may be input e.g. Cambridge, 47221 or CBG. The following 2
 optional lines enable you to specify from where the trains have come or where they are going to but may be left blank if required.

The date will default to the present day but may be changed as required. Start time may be changed as required but will otherwise default to the present time. Any time span up to 24 hours may be input but if left blank it will default to 2 hours. Train list field will default to list (this is usually required unless you require a performance summary when S is typed over the L). TRUST report may be left blank unless you require a display with the present train running incorporated (in which case type in L). If you require certain train classes only then input the class numbers in the class field (or leave blank so all trains are shown) and finally if you require trains from a specific sector then enter the sector code in the correct field. Most frequent sector codes used in our area are: EWS 05, CENTRAL 66 and WAGN 76. Once you have filled in the requisite fields press the enter key and a list of trains will be displayed.

If you have used L in the TRUST report field then the list will show you how the trains are running for the location, line commands are as per TRJA enquiry and this includes the use of a V to obtain the consist. In the field command the following can be input:

- **T ARR**: This will show the actual arrival time of the trains at your location.
- **T DEP**: This will show the actual departure times of trains from your location.
- **T OFF**: This command will remove the train running details from your screen and leave a list of the trains.
- **T**: This will give you the train running details.
- **UA**: Provided the list is in train running mode then insertion of UA will provide train formations for all units in the list, provided that the TOC utilise GEMINI and have input the details
- **UA OFF**: This command removes the unit details.

The use of TSID is invaluable for checking on the planned train service at a location prior to arranging a possession or investigating train delays at a location.

*To check a Location whilst in TOPS*

Enter TSIA then option L
You will see a screen full of locations including depots and stations. Use arrows to scroll down until you find the one you want and type S then ENTER for the details of a particular place.

Note: This first screen will default to A automatically. Enter a letter at the top of the page to: - Jump straight to the places beginning with that letter without having to scroll down.

A description of the location, including useful information will appear.
To see the arrivals and departures from a particular station

Enter TSIA then option C - e.g. TSIA then option C then fill out the screen as below

- Show trains at: KGX
- Time span: 60 default setting: 60 mins
- Train class list: P default setting P
  Late/early band 05
- For highlighting default setting 05
- Refresh rate 03 default setting 03

To find all services running from a particular station

Enter TSIA then option 2 - e.g. TSIA then option 2 then fill out the screen as below

Show trains at: KGX this is required - Which have come from: .......
Optional

- Which are going to: NCL this is optional
- Option 1 default setting 1 (all trains)
- Enquiry date: 161001 dd/mm/yy default today
- Start time: 0700 hhmm default now
- Time span: 0500 hhmm/default 2 hours
- Train list or summary: L default L
- Trust report mode: L default L
- Train class list: 1 enter 1 for East Coast trains
- Business sector: 61 enter 61 for East Coast trains
This will show all East Coast services between KGX and NCL from 0700 to 1200 on 16 November 2001.

To select a particular service from TSIA (2) or TSIA (4)
Scroll down the screen using arrows and press S then ENTER next to the service you wish to look at
This will bring up a report on the service selected

To look at all the services run by a particular operator

Enter TSIA then option 4 - e.g. TSIA then option 4 then fill out the screen as below

- Sector 61 choose 61 for East Coast trains
- Sub sector … Leave blank
- Train Sector Code … Leave blank
- Enquiry date ddmmyy default today
- Or Week Commencing: ddmmyy default the Monday date
- Train list or summary: L choose L
- Trust report mode: L choose L
- Train class list: 1 select 1 for East Coast trains
Example: This will show every single East Coast passenger train service running on 16 November 2001

Trains for sector 61
All trains from 00:00 to 23:59 on 16/10/01

<table>
<thead>
<tr>
<th>Lc</th>
<th>Art</th>
<th>Dep</th>
<th>Wtid</th>
<th>Origin</th>
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TSAG (Headcode Enquiry)

This may be selected from TSIA screen by inputting option 3, or alternatively may be accessed from a clear CICS screen by typing in TSAG. With the TSAG screen displayed simply input the head code you wish to browse in the field marked Wttid, and then press enter. A full list of all the trains with that specific head code within the timetable database will be displayed with any variations to the schedule. Input SF in the line command of any schedule you wish to browse and full details of the schedule will be displayed.

This is useful in identifying pathing allowances and intermediate timings not displayed by a normal TRJC enquiry. The heading also provides details of the specific Train Service Code which enables the owner of the service to be identified. If a schedule is set up by TSDB this means that the schedule has been validated by Ops and Planning dept, but if it shown as set up by a TOPS terminal such as W652990 then it is a VSTP schedule and not necessarily accurate.

The TSAG enquiry is also useful for identifying unknown trains. Thus if a signaller has a 6Z09 approaching, which is not recognised by TRUST, because it is running early and the schedule has not been called then can be identified by this enquiry..... providing a schedule has been created in the first place. Be warned that there can be 16 pages of 6Z09 in the database but is relatively easy to identify a particular train, especially as they are all dated and listed in numerical order of originating Stannox.
REVIEW PROCESS

After each implementation

The aspects covered by this Standing Order should be included in each relevant post-incident review.

Every 12 Months

The Head of Service Delivery will initiate a formal review of these arrangements every April in order to ensure that the contents remain relevant and fit for purpose. The outcome of such reviews must be documented and will be subject to audit.