

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

```

TSID ----- LOCATION ENQUIRY -----
==>                                     User type: Casual

Show trains at      :                               (required)
(Which have come from:                               (optional) )
(Which are going to :                               (optional) )

Option              : 1      1. All trains
                       2. Arrivals
                       3. Departures
                       4. Arrivals and departures
                       5. Passes

Enquiry date        : 270116      (DDMMYY, default today)
Start time          :              (HHMM, default now)
Timespan            :              (HHMM, default 2 hours, maximum 24)
Train list or summary: L          (L train list, S performance summary)
Trust report mode   :              : (blank, or Last etc, + optional lateness)
Train class list    :              (Default all)
Business sector     :              (Default all)

PA1 Exit  PF1 Help  PF2 Expert  PF3 Menu  PF4 Locn Directory  PF10 Print

L 3270  SCR1                                     TOPSCICS SA
  
```

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

```

TSIE ----- LOCATION ENQUIRY ----- 27/01/16 09:09:24
==> All sectors; WTT times; Page 1 of 11
Trains at EUSTON
All trains from 10:00 to 14:00 on 25/01/16
Lc Arr Dep Wttid Origin TRUST report
***** 10:00 1H17 EUSTON 10:00 Termin'd MANCR PIC 12:04 on time
10:00 ***** 1R27 LVPOOL LS 07:48 Termin'd EUSTON 10:01 1 min late
***** 10:03 9G13 EUSTON 10:03 Termin'd BHAMNEWST 11:23 3 min early
10:03 ***** 1R28 MANCR PIC 07:55 Termin'd EUSTON 10:04 1 min late
***** 10:04 2T35 EUSTON 10:04 Termin'd TRING 10:48 1 min early
***** 10:07 1F14 EUSTON 10:07 Termin'd LVPOOL LS 12:19 on time
10:08 ***** 1M06 CARLISLE 06:46 Termin'd EUSTON 10:07 1 min early
10:08 ***** 2T10 TRING 09:26 Termin'd EUSTON 10:09 1 min late
***** 10:10 1D84 EUSTON 10:10 Termin'd CHESTER 12:09 2 min early
10:11 ***** 2C14 WATFDJNDC 09:21 Termin'd EUSTON 10:07 4 min early
***** 10:13 1Y21 EUSTON 10:13 Termin'd BHAMNEWST 12:17 on time
***** 10:13 5R26 EUSTON 10:13 Termin'd WEMBLEYTC 10:30 1 min early
10:13 ***** 1B29 BHAMNEWST 08:50 Termin'd EUSTON 10:09 4 min early
***** 10:16 5C86 EUSTON 10:16 Origin'd EUSTON 11:26 70 min late
***** 10:17 2D85 EUSTON 10:17 Termin'd WATFDJNDC 11:07 3 min late
10:18 ***** 2Y00 CREWE 06:49 Termin'd EUSTON 10:16 2 min early
PF1 Help PF2 Rebuild PF4 Respecify PF5 Refresh PF6-PF9 Paging PF10 Print

L 3270 SCR1 TOPSICS SA
  
```

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

```
TCTRW87  T R U S T  TRJC Enquiry Output  27/01/16  10:19  Page 1.. of 1
COMMAND ==>
Trust Train Enquiry

Multiple trains found - Please select

. 081A23MJ20 11:57 KILMARNCK to GLASGOW C 20/01/16  Terminated
. 081A23MV20 17:59 KILMARNCK to GLASGOW C 20/01/16  Terminated
. 401A23MD20 08:55 HOLYHEAD to EUSTON 20/01/16  Terminated
. 811A23MR20 15:30 BRISTOLTM to PADDINGTON 20/01/16  Terminated
. 871A23MF20 09:53 WATERLOO to ALTON 20/01/16  Terminated
. 871A23M720 21:49 BRIGHTON to VICTORIA 20/01/16  Terminated

End of report

ENTER "S" against line to select detail          PF5 News          Clear End
PF1 Help          PF3 Back          PF6/7/8/9 Paging  PF10 Print
L 3270  SCR1                                     TOPSCICS SA
```

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:

SCREEN SHOT OF TRAIN DATA FROM TRJC (BASIC 'S' QUERY)

```

TCTRW87  T R U S T      Detailed Display  27/01/16  10:23  Page 1.. of 3
COMMAND ==>
TRUST Train Enquiry at 10:23 27/01/16

871A23MF20 09:53 WATERLOO to ALTON      20/01/16 Multiple unit (planned)

      Booked      Actual      Applicable Timetable Service
      arr  dep    arr  dep
WATERLOO                09:53A RT TIME F LINE
CLAPHAMJN 09:59H 10:00H 09:59A 10:00A RT TIME F LINE
WIMBLEDON                10:05H 10:04A 1 EARLY F LINE
NEWMALDEN                10:07H 10:06A 1 EARLY F LINE
SURBITON 10:10H 10:11H 10:10A 10:11A RT TIME
HMPTNCTJN                10:13H 10:13A RT TIME S LINE
WEYBRIDGE                10:18 10:18A RT TIME S LINE
BYFLEETNH                10:19 N/R
W BYFLEET 10:20H 10:21H 10:20A 10:21A RT TIME
WOKING 10:28H 10:30H 10:29A 10:32A 2 LATE F LINE
WOKING JN                10:31H 10:33A 2 LATE F LINE

PF1 Help PF2 Refresh PF3 Back PF5 News Clear End
L 3270 SCR1 PF6/7/8/9 Paging PF10 Print TOPSCICS SA
    
```

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
 TRJG 123456 (if the incident contains leading zeroes e.g 001234 they can be omitted).

TRJG INCIDENT

```

TCTRJB2          TRUST Incident Details          27/01/16 09:19
Incident   : 974064   FNC-HSL YP TC FLR DL   (PFI)   Created on : 22/01/16
Section   : FARNCOMBE - HASLEMERE (87055-87062)   Start: 17:45 22/01/16
Delay Code: IC TC FAILURE INF   BRS Code :           End : 18:40 22/01/16
Status    : DISPUTED, INCORRECT DELAY CODE           Closed : 07:30 26/01/16
                                           Last updated by: #QCDAS02           at: 12:44 26/01/16
Equipment Number : YP           Incident Type : Fault Nbr : 350888
Location Text    : FNC-HSL           Responsible Train:
Network Rail Zone/Area: C07 POMPEY DIRECT LINE           NO NETWORK DELAYS
Network Rail Manager : OQC4 WSX ESL OM/WOK DU (GEO)
LATA : DUMMY           :
Responsible Manager : IQCY WSX WOKING DU
LATA : DUMMY           :
Update Status (A/D) :           Dispute Reason:           Press PF6 for full comment
Comment:

SUMMARY          Full Cncl  Part Cncl  Trains Delayed  Delay Mins  FTS/DIV
Direct/Reaction: 0/ 0      0/ 0          5/ 11       40/ 110
TOTALS :          0      0          15         150         11

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 TOPSCICS SA
  
```

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):

```
TCTRW87 TRUST Incident Network Rail Text 27/01/16 09:31 Page 1.. of 2
Incident : 974064 FNC-HSL YP TC FLR DL (PFI) Created on: 22/01/16

START TIME: 17:45
DETAIL: Haslemere Signaller advises that YP track circuit has
been flicked, no COA's were reported. This effects WZ205 signal
at Milford on the down. 2P51 will examine the line.
Haslemere Signaller advises that the drivers of 2P51 (1645 L
ondon Waterloo - Portsmouth Harbour) and 1P53 (1700 London W
aterloo - Portsmouth Harbour) have examined the line and bot
h drivers report nothing seen. The Signaller is resuming nor
mal working.
Havant S&T are dealing with a major Axle Counter failure at
Portsmouth and Southsea and are unable to attend at present.
Haslemere SB advises that YN and YO Track circuits are showin
g hard down, will caution the next two trains and report bac
k
*** 26/01/16 12:44 #QCDAS02 *** AMENDED
PFI FROM INFRA MANAGER
End of report

PF1 Help PF2 Refresh PF3 Back PF5 Continue Clear End
L 3270 SCR1 PF6/7/8/9 Paging PF10 Print TOPSCICS SA
```

The second page is the Trains Affected (the trains delayed or cancelled)

```

TCIRW87 TRUST Incident Train Details      27/01/16  09:32  Page 1.. of 3
Incident : 974064 FNC-HSL YP TC FLR DL    (PFI)  Created on: 22/01/16

Train      Oper Section affected  Delay Status  Resp Train
. 22/01 1P53 1700 WATERLOO HY FARNCOMBE-HASLEMERE 005 Acc
. 22/01 2P62 1719 PORTIMTH H HY HASLEMERE-FARNCOMBE 006 Acc
  WORPLESDN FTS Acc
  WOKING FTS Acc
. 22/01 1G55 1745 WATERLOO HY FARNCOMBE-HASLEMERE 012 Acc
. 22/01 1P57 1800 WATERLOO HY FARNCOMBE-HASLEMERE 009 Acc
  PETERSFLD-HAVANT 004 Acc YA 871N81MW22
  PORTCREEK-FRATTON 003 Acc YC 862N89MX22
. 22/01 1G57 1815 WATERLOO HY FARNCOMBE-HASLEMERE 008 Acc
. 22/01 1P59 1830 WATERLOO HY PETERSFLD-HAVANT 003 Acc YD 871G57MW22
  PORTCREEK-FRATTON 006 Acc YD 871G57MW22
. 22/01 1W32 1903 WEYMOUTH HY CLAPHAMJN-WATERLOO 003 Acc YD 861P70MY22
. 22/01 1P70 1945 PORTIMTH H HY PORTIMTH H 016 Acc YI 871P57MW22
  PORTCREEK-HAVANT 004 Acc YC 862S84MY22
  GUILDFORD-WOKING 006 Acc YC 866N111Y22

ENTER "S" against line to select detail      PF5 Continue Clear End
PF1 Help   PF2 Refresh   PF3 Back   PF6/7/8/9 Paging   PF10 Print
L 3270   SCR1                                     TOPSCICS SA
  
```

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):

```
TCTRW87 TRUST Incident Status Log      27/01/16 09:36   Page 1.. of 1
      Incident   : 974064 FNC-HSL YP TC FLR DL      (PFI)   Created on:   22/01/16
      * 25/01/16 13:47 #QCI0138 * DISPUTED, INCORRECT DELAY CODE
      MIGHT BE POWER RELATED , WILL AWAIT E&P FINDINGS

      End of report

      PF1 Help      PF2 Refresh      PF3 Back      PF5 Continue Clear End
      L 3270 SCR1      PF6/7/8/9 Paging      PF10 Print      TOPSCICS SA
```

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

```
TCTRJ83 TRUST Incident Summary 27/01/16 09:55
Manager OQC* Impact 100; Date 20/01/16
Start Incident Description Delay Resp Current
Date Time Number Code Mngr Status Impact
20/01/16 10:59 968441 BSK-WRTINGJ BE2537 PTS FLR DF IP IQCY A/C C 004:30 F
20/01/16 07:20 967815 5F86 UNIT FLR BSK-FNB M8 MHYT A/C C 001:50 X
20/01/16 06:08 967393 WRTINGJ-BSK BE2534 PTS FLR UFL IB IQCY A/C C 026:00 X
19/01/16 21:31 967144 BSK-FNB BE2508B PTS FLR US-UF IP IQCY A/C C 024:25 X
20/01/16 19:19 969324 RDB-BCU MULTI TC FLR DL IS IQCZ A/C C 017:14 X
20/01/16 17:02 968978 4049 WTG ACCEPT SOTOMCT AA ADBF A/C C 002:43
20/01/16 15:33 968808 4054 WTG ACCEPT SOTOMCT AA ADBF A/C C 001:54
20/01/16 14:39 968501 POOLEXING LC FLR (SRCT) (PFI) ID IQCZ D/D C 034:33 X
20/01/16 06:09 967493 XFS ES08 PTS FLR IB IQCZ A/C C 002:26
20/01/16 03:28 967463 7V98 WAGON FLR ELGHAGG ML MWAS A/C C 006:00
20/01/16 05:00 967304 ESL-WIN T3 ORUN WON 43/57 I5 IQCZ A/C C 003:53 X
20/01/16 04:55 967266 6C15 FROM WON 43/62 MIN I7 IQA1 A/C C 005:26
20/01/16 03:09 967219 4V51 LOCO FLR ESL MC MDBF A/C C 017:56 X
19/01/16 21:42 967099 4M78 TRAIN PREP SOTD107 AC AWAJ A/C C 002:25
20/01/16 00:55 967120 4M79 SAFETY FLR BMY-SOUTHCO TJ M0 MDBF A/C C 004:21
20/01/16 17:19 968734 2M49 WTG DRIVER WAT TG THYK A/C C 001:46
19/01/16 22:46 966961 2B75 DOOR FLR CLJ VH VHYU A/A C 006:05 X

Enter line commands: S=Display Incident P/F Print incident summary/full
PF1 Help PF2 Refresh PF3 Exit PF7/8 Page Up/Down PF10 Print this Summary
L 3270 SCR1 TOPSCICS SA
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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