

Work experience diary 2019:

Lucas Murray

13/05/19

Bournemouth Railway station

Start: 09:16

Finish: 14:00

Skills: Learning, Numeracy, Customer service, Teamwork, Communication, ICT, research, Self management

Best bit: getting to know how the barrier system worked.

Worst bit: Not being able to get the information from peoples tickets.

When I got there, I had a Health & Safety briefing with Ross, station manager. I had lots of questions to ask. Then I went over to Platform 2 to work on the gates with Tamsin. I was interested in a passenger who needed assistance. Then I went to Platform 3 where it was busier because of the buses. Then I had a chat with a station staff member. I got to have a look at the paddle he had and he was talking to us about the trains acceleration because then they wouldn't have to pay so many delay repay fines. I didn't know where anyone was going because they didn't read out what their ticket said so we asked the person on the gate to tell me what the tickets said.

I found out that the station staff had access to a portable fault reporting system.

Bournemouth Station have lots of tenants like Network Rail, Cross Country, BTP and contractors.

The union is called the RMT who do checks to see if the environment is safe for SWR staff.

14/05/19:

Isle of Wight

Start: 09:07

Finish: 17:30

Skills: learning, problem solving, numeracy, discussion, teamwork, communication, ICT, research, self management

Best bit: Seeing what sort of trains are used on the Island line.

Worst bit: Noise I didn't like on the hovercraft.

Initially our GWR Train was delayed, so we ended up getting Southern to Fareham to then catch a Portsmouth service. The Portsmouth service First Class service area had been refurbished and the first train we got to Southampton had the old First Class area.

We got the ferry to the Isle of Wight from Portsmouth Harbour station and I got to go up onto the bridge!

When we got there, we walked to the beginning station of the Island Line. The trains they use on that line are from 1938 and are still in the old Underground colours. The regional development manager Phil wanted to show us how connected the different services are; rail, bus, ferry and hovercraft.

We got the hovercraft back to Portsmouth Harbour station and we even got to look round the Cockpit before we left.

15/05/19:

Regional operation centre, Basingstoke

Start:09:07

Finish: 16:37

Skills: learning, discussion, oral presentation, teamwork, communication, ICT, research, self management, confidence, problem solving

Best bit: Seeing some of the Twitter people.

Worst bit: trying to work out how we would get back home because of an incident at Parkstone.

Got the train to Basingstoke to then meet the accessibility manager Mike who found a taxi to take us to the Regional Operation Centre. We then went upstairs to see the different management teams. I spent most of my time with South Western Railway. I talked to Alan, a team leader about what he does. He sorts bus replacement incase there's any major disruption, told me about the Twitter software they use and explained why he had a few computer screens. He also told us that he had emails from different operating companies that were in the area incase they had the change the service pattern due to any disruption that happened on the other network

Then we saw Jas who said that I could record a delay announcement and using her system she was able to post it out to the London stations that were affected.

There was a fatality in the Parkstone area and everything got really busy! They put out a message on their website and Twitter then phoned round for bus replacement between Bournemouth and Weymouth. Nothing could run through!

Mike said that it normally takes around 90 minutes to clear the body. The power gets turned off and the driver gets relieved. There were 12 passengers on board with no power for around 3 hours due to the current being turned off. They were given taxis home.

Then we went downstairs to have lunch with Mike and then got a taxi back to Basingstoke station. We got a stopping train as far as Brockenhurst and then a faster train from there to Poole.

16/05/19:

Siemens depot:

Start: 09:07

Finish: 17:07

Skills: learning, problem solving, discussion, communication, ICT, research, self management, tactile skills, patience

Best bit: cab ride and finding out which parts were broken on different trains.

Worst bit: When the moving siren was activated.

On Wednesday evening I had to complete a risk assessment on the computer which wasn't completely accessible so my sister clicked on some of the options for me. When we got to the depot we went through another risk assessment, then we got florescent vests. In the shed we saw a few of my favourite class of trains. Then we got to have a cab ride up and down the test track that's used. Then we went to fleet control where we looked at different faults that had happened on different services. They found the different parts from the stores and I got to have a look at them to see the exact bits that had been affected.

17/05/19:

Bournemouth Station:

Start: 09:07

Finish: 15:14

Skills: learning, problem solving, numeracy, discussion, oral presentation, communication, ICT, research, self management, interviewing and filming.

Best bit: Finding out the system they use at station control.

Worst bit: When the camera made me feel unwell.

I found out some of the different head codes which are different numbers identifying which services they are. I also learned which services would be formed of which stock. I also took part in a handover between the two managers. I heard more about the new stock which has fifty year old technology which is why they have had so many problems with it. There was guard and driver training on the new stock, some right in front of us. We then had lunch on the platform.

We then had BBC Radio Solent digital come to see us to get an overview of what I did. They filmed and interviewed me. We are going to be sent the link to the interview. My sister and Sarah and I got the train home.

Sunday:

I got an email with the recording attachment and I posted the Soundcloud link on Twitter. SWR retweeted it! Even the local newspaper did an article on it.

Audio Recording:

<https://m.soundcloud.com/iain-murray-547429843/lu-swr-announcement-work-experience-may-2019>

News Article:

<https://www.bournemouthcho.co.uk/news/17649733.the-best-work-experience-ever-blind-teenager-enjoys-phenomenal-placement/>

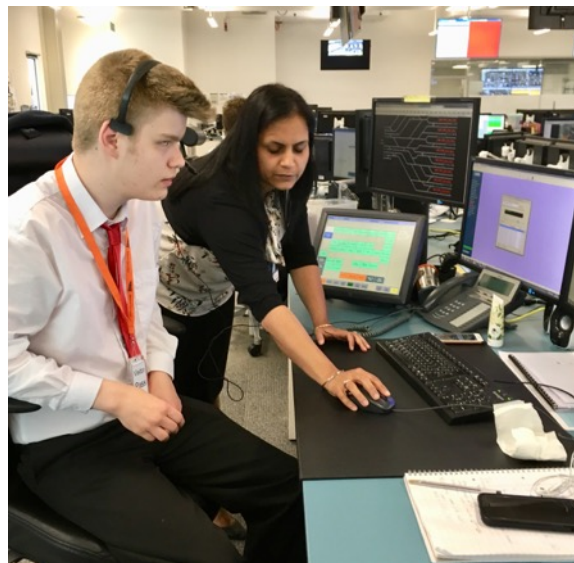
Lucas in a shirt and tie under Poole Station sign.



Lucas and staff at station barrier.



Lucas recording the 'delay' message wearing a headset.



Lucas standing in front of the Siemens building



Lucas with cane standing in front of large model of a train (about 1.5 metres in length) in the new livery



Lucas in a fluorescent vest with staff members in front of a Class 450



Lucas in fluorescent vest in the driver's seat of an engine.



Lucas and staff member in fleet control in front of a monitor.



Lucas exploring a data cable from a 'black box' on a train.



Lucas stood behind a hovercraft with the fans towering over him in the background, his tie blowing in the wind.



Lucas on the bridge of a ferry.



Lucas stood in front of a freight engine.



Lucas climbing up the vertical ladder into the hovercraft cockpit.



Lucas in the cockpit of the hovercraft with the captain, looking at the dashboard.



Lucas on the bridge sitting in the co-pilots chair on the Wight-Link ferry



Lucas sat in First Class

