

1

00:00:02,780 --> 00:00:04,270

Hi, I'm Lucy Wright.

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00:00:04,450 --> 00:00:07,440

I'm Juliette Maxam, and this is Life on Rails.

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00:00:07,550 --> 00:00:09,930

We both work in PR at Greater Anglia, and we

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00:00:09,930 --> 00:00:11,980

are taking you behind the scenes of one of the

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00:00:11,980 --> 00:00:13,910

largest train companies in the UK.

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00:00:14,000 --> 00:00:17,240

We're talking to a range of people from site managers

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00:00:17,360 --> 00:00:22,020

to engineering experts, as well as some special Greater Anglia celebrities.

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00:00:22,190 --> 00:00:24,850

In this spring episode, we speak to the co-presenter

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00:00:24,850 --> 00:00:27,050

of ITV News Anglia, David Whiteley.

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00:00:27,050 --> 00:00:29,910

I remember a former colleague of mine said to me

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00:00:30,150 --> 00:00:31,890

many, many, many, many years ago. He said, "You have

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00:00:31,890 --> 00:00:33,900

to have one good question and then listen." So I

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00:00:33,900 --> 00:00:34,600

think that's something very special.

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00:00:35,750 --> 00:00:37,700

Our resident fares guru, Ken Strong.

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00:00:37,750 --> 00:00:39,740

Make sure you specify exactly the journey you want to make and

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00:00:40,330 --> 00:00:42,200

if you're making a return journey put in both ways

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00:00:42,200 --> 00:00:44,380

at the one time because sometimes the return ticket will

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00:00:44,380 --> 00:00:46,510

be cheaper than two singles, which is a mistake some people

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00:00:46,510 --> 00:00:48,130

make, they buy a single and a single back, which

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00:00:48,130 --> 00:00:49,470

might end up costing them more money.

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00:00:49,570 --> 00:00:52,650

Andrew Goodrum, Greater Anglia's Client and Programme Director.

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00:00:52,740 --> 00:00:55,880

And Mum just turned around and said, "I can't believe this." She said, "This has really

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00:00:55,880 --> 00:00:59,280

changed our whole travel experience. This is lovely that we

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00:00:59,280 --> 00:01:01,021

can all travel together as a family."

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00:01:01,021 --> 00:01:04,230

And one of our first female drivers, Sarah Swanston.

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00:01:04,390 --> 00:01:06,440

If you speak to my gran, I told her what I

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00:01:06,440 --> 00:01:09,160

was about to do. She said to me, " Don't drink,

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00:01:09,250 --> 00:01:12,700

don't smoke, don't gamble and please don't swear." I promised her I wouldn't.

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00:01:12,910 --> 00:01:15,370

Juliette and I will also be giving you tips and tricks

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00:01:15,370 --> 00:01:17,130

on how to find a seat on a busy train.

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00:01:17,290 --> 00:01:19,550

To kick things off though, we are going to speak to the Greater

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00:01:19,550 --> 00:01:25,560

Anglia Site Manager, Phil Hogg. Hi Phil. Thanks for joining

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00:01:25,560 --> 00:01:28,640

us on the Greener Anglia segment of the podcast. And

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00:01:28,640 --> 00:01:32,970

we're speaking today in a staff garden by Norwich station.

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00:01:33,550 --> 00:01:36,960

Just behind you, there's a honey bee hotel which I

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00:01:36,960 --> 00:01:38,730

believe you built. Can you tell us a little bit about

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00:01:39,220 --> 00:01:39,680

it please?

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00:01:40,080 --> 00:01:42,110

Yeah. I did this bit of a little scheme, which

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00:01:42,110 --> 00:01:44,740
we're trying to spread throughout the network in Norfolk. The

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00:01:44,740 --> 00:01:48,560
honey bee is close to extinct, so we're trying to

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00:01:48,560 --> 00:01:51,740
promote it where we build these. This one's made out of

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00:01:51,900 --> 00:01:55,570
a normal pallet with a bit more trimming of wood.

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00:01:56,030 --> 00:01:57,920
As you can see, it's been here over a year

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00:01:57,920 --> 00:02:00,780
now and they're actually starting to use it. So it's serving its purpose.

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00:02:00,990 --> 00:02:04,920
So it looks like a giant rabbit hutch almost with a little

46
00:02:04,920 --> 00:02:07,670
bit of chicken wire. And then it's got a lovely

47
00:02:07,670 --> 00:02:11,420
roof and lots of logs with holes in it. And

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00:02:11,420 --> 00:02:13,440
some of the holes are even blocked in a little

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00:02:13,620 --> 00:02:13,951
bit. Why is that?

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00:02:13,951 --> 00:02:17,320
That is actually the honey bee at the end of the season, will

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00:02:17,320 --> 00:02:20,370
actually put their eggs in there and the pollen, they hibernate

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00:02:20,550 --> 00:02:22,610

and then break out the next day and their babies will

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00:02:22,610 --> 00:02:23,580

actually come out as well.

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00:02:24,140 --> 00:02:26,100

So we're actually going to have some baby bees in

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00:02:26,100 --> 00:02:26,701

this garden then.

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00:02:26,701 --> 00:02:26,702

Yeah.

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00:02:26,702 --> 00:02:26,703

Oh, wow.

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00:02:26,703 --> 00:02:31,060

And then they'll start pollinating the garden again, and then it just

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00:02:31,060 --> 00:02:32,520

goes on and on over the season.

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00:02:32,980 --> 00:02:35,730

So why did you build this honey bee hotel? Are

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00:02:35,730 --> 00:02:38,010

you interested in bees? Do you keep bees?

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00:02:38,270 --> 00:02:41,500

Yeah. Well, I think everyone who's interested in the environment,

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00:02:41,870 --> 00:02:45,020

they go for one subject. Obviously I looked at this

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00:02:45,180 --> 00:02:48,470

from another company before I started with Greater Anglia and

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00:02:48,470 --> 00:02:50,790

I did a project there and it worked and it

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00:02:51,120 --> 00:02:53,830

just got larger and larger. So I thought, well, I

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00:02:53,830 --> 00:02:55,190

did it there. I want to do it here.

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00:02:55,910 --> 00:02:59,280

So you're like single handedly saving the bees in Norfolk.

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00:02:59,760 --> 00:03:03,210

Well, no, the word is starting to spread. More staff

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00:03:03,210 --> 00:03:05,760

are doing it. They're doing it in the gardens where

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00:03:05,760 --> 00:03:08,530

you can make a little honey bee, farm or hotel.

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00:03:08,880 --> 00:03:11,640

We have got other schemes this year where we're going

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00:03:11,640 --> 00:03:13,730

to promote in our on our rural stations.

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00:03:14,920 --> 00:03:17,540

What is your job? How come you got to do this?

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00:03:17,740 --> 00:03:20,260

I'm a Site Manager for Greater Anglia. So I look after

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00:03:20,260 --> 00:03:23,610

any projects or schemes in the Norfolk region. So I

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00:03:23,610 --> 00:03:26,960

come along with quite a lot of scrap wood. I

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00:03:26,960 --> 00:03:28,700

thought, instead of throw it in the skip, why not

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00:03:28,870 --> 00:03:31,220

make some use of it? And that's why I've done this.

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00:03:31,990 --> 00:03:34,540

And you say, you've got some more schemes in the

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00:03:34,540 --> 00:03:38,430

pipeline. Is that also using bits and pieces from projects

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00:03:38,430 --> 00:03:39,850

at depots and stations?

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00:03:39,970 --> 00:03:44,040

Yeah. It's a cage effect. We're calling it the green

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00:03:44,040 --> 00:03:46,980

wall, but we've done a little thing to it where

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00:03:47,050 --> 00:03:49,420

it's not just going to be foliage and plants. It's actually

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00:03:49,420 --> 00:03:51,260

going to have logs in for the honey bees as well.

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00:03:51,720 --> 00:03:55,180

Explain that a little bit more. So are you building a green wall and

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00:03:55,180 --> 00:03:56,110

where's it going to be?

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00:03:56,320 --> 00:03:59,410

It'll be built on site (inaudible) stations. I think

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00:03:59,410 --> 00:04:03,120
one of the stations we're looking at is Reedham, which

91
00:04:03,120 --> 00:04:07,090
is out towards Lowestoft. So we're going to start there

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00:04:07,090 --> 00:04:10,230
and see how it works, which I think it'll go fantastic, and

93
00:04:10,230 --> 00:04:13,140
then we're going to spread it along that line and

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00:04:13,140 --> 00:04:13,361
let's see.

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00:04:13,361 --> 00:04:15,130
And so what is a green wall though?

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00:04:15,670 --> 00:04:18,240
Green wall, it's just a timber, or it could be

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00:04:18,240 --> 00:04:22,780
steel, frame. You put soil in, plants and foliage in

98
00:04:23,260 --> 00:04:25,450
and that'll bloom and it just looks a lovely effect.

99
00:04:25,780 --> 00:04:27,480
And it's all from waste materials.

100
00:04:27,540 --> 00:04:30,920
Sounds absolutely magnificent and of course supports the work that

101
00:04:30,920 --> 00:04:34,670
our adopters do in the gardens across the network where

102
00:04:34,670 --> 00:04:39,100
they're improving the biodiversity of our communities and our stations

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00:04:39,680 --> 00:04:43,160

with their gardens, they've got honey bee hotels and bird

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00:04:43,160 --> 00:04:46,190

boxes and so on. I hear you were doing something

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00:04:46,220 --> 00:04:47,740

with compost bins as well.

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00:04:48,450 --> 00:04:52,380

Yeah. So we involve the community. We involve local authorities.

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00:04:52,710 --> 00:04:55,660

So the one I've got at the moment is we have

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00:04:55,660 --> 00:04:58,880

a lot of scrap timber material at the Crown Point.

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00:04:59,320 --> 00:05:02,360

So I'm going to use that with the local authority's adult learning

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00:05:04,100 --> 00:05:06,780

center, donate to them and some bricks, because they do

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00:05:06,780 --> 00:05:13,140

joinery brickwork and plastering and painting decorating. Then them guys

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00:05:13,140 --> 00:05:15,810

or girls who are getting taught will come on site.

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00:05:16,040 --> 00:05:20,050

So it'll give them the experience of a site out

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00:05:20,210 --> 00:05:22,970

from the centre and they're going to build us a

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00:05:22,970 --> 00:05:24,470

compost bin in Norwich station.

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00:05:24,480 --> 00:05:27,530

Oh brilliant. Well, I really look forward to seeing the green

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00:05:27,530 --> 00:05:30,650

wall and in fact green walls across the network and

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00:05:30,650 --> 00:05:33,760

I'm sure our customers will enjoy seeing those too. And

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00:05:33,760 --> 00:05:38,060

it's just fantastic what you're doing to promote biodiversity in

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00:05:38,260 --> 00:05:40,420

the area. So thanks very much for telling us all

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00:05:40,420 --> 00:05:42,440

about it and thanks for everything you're doing Phil.

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00:05:42,650 --> 00:05:44,700

Yeah. Thank you very much. Let's look at the future

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00:05:44,700 --> 00:05:46,310

and let's see what comes out with these green walls.

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00:05:46,610 --> 00:05:46,880

Absolutely.

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00:05:50,390 --> 00:05:52,560

It's now time for Meet A Member of Staff and

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00:05:52,560 --> 00:05:56,100

our guest with this episode is Sarah Swanston. Sarah qualified

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00:05:56,100 --> 00:05:58,440

as a train driver over 25 years ago and she

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00:05:58,440 --> 00:06:01,470

was the first ever female train driver in Norwich. She's

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00:06:01,470 --> 00:06:03,560

still a qualified driver and you never know she might

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00:06:03,560 --> 00:06:06,310

be driving your train right now, but these days Sarah

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00:06:06,310 --> 00:06:08,960

is the Right Time Railway Manager focused on improving and

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00:06:08,960 --> 00:06:12,800

maintaining punctuality. Hi Sarah, thank you so much for joining us.

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00:06:12,800 --> 00:06:12,940

Hiya.

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00:06:14,160 --> 00:06:15,750

Can you please describe your current role?

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00:06:16,030 --> 00:06:19,280

So as you say, I'm the Right Time Railway Manager, it's a mouthful,

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00:06:19,570 --> 00:06:22,290

but it is about performance within the route. So I

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00:06:22,290 --> 00:06:26,830

work quite locally with customer service teams, train service delivery

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00:06:26,830 --> 00:06:28,650

team, other ops teams and stuff. And we look at

139

00:06:28,900 --> 00:06:30,840

issues within the route that we can do to then

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00:06:30,840 --> 00:06:35,340

improve the punctuality of the train services for the customers.

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00:06:35,620 --> 00:06:37,460

And just talk me through your journey. How did you

142

00:06:37,460 --> 00:06:40,220

come to be Norwich's first female train driver?

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00:06:40,310 --> 00:06:42,570

I had a vision when I was a youngster. I

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00:06:42,570 --> 00:06:45,050

was going to basically go in the police force. My

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00:06:45,190 --> 00:06:48,100

dad well and truly put me off that idea. And

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00:06:48,100 --> 00:06:50,440

he was the one who suggested I put in to

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00:06:50,440 --> 00:06:53,450

become a train driver, which I just laughed, because you

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00:06:53,450 --> 00:06:57,240

never saw female train drivers. So for work experience when I was at

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00:06:57,240 --> 00:07:00,570

school, I applied to go and do two weeks with

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00:07:00,570 --> 00:07:03,200

the railway to see what it was like. And I loved

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00:07:03,200 --> 00:07:05,790

it so much. I put my application form there and

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00:07:05,790 --> 00:07:08,060

then in, and I still had about 18 months left

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00:07:08,060 --> 00:07:10,510

to go at school. Once obviously left school, I went

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00:07:10,510 --> 00:07:12,660

for a job interview. I got asked to come for

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00:07:12,660 --> 00:07:14,840

a job interview. There's a little bit of a test and an

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00:07:14,840 --> 00:07:18,430

interview. Luckily I got the job interview when I became

157

00:07:18,430 --> 00:07:21,470

on their railway training scheme, which used to be the

158

00:07:21,470 --> 00:07:24,620

old youth training scheme.

Obviously you can't do shift work

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00:07:24,620 --> 00:07:26,800

till you're 18. So they give you what they call

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00:07:26,800 --> 00:07:29,980

a Junior Railway Woman's position. And mine was on the

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00:07:29,980 --> 00:07:33,020

station servicing team going around all the local stations and

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00:07:33,020 --> 00:07:36,330

making sure they're maintained and gardens are kept tidy and

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00:07:36,330 --> 00:07:38,850

the stations were all cleaned. Then I got to be

164

00:07:38,880 --> 00:07:41,680

18 and I got my very first proper job on

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00:07:41,680 --> 00:07:45,260

the railway, which was as a Carriage Cleaner at Norwich station. And I worked

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00:07:45,330 --> 00:07:49,210

with some really, really, really nice people. Hard work, I have to say

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00:07:49,590 --> 00:07:52,150

it's one of the hardest I think for what you

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00:07:52,240 --> 00:07:54,970

have to deal with sometimes.

And then at 17 and a

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00:07:54,970 --> 00:07:59,220

half, I could then apply for the assessment to be become

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00:07:59,220 --> 00:08:03,410

a train driver. And that's an all day assessment, aptitude tests and color

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00:08:03,440 --> 00:08:06,630

light tests and how your reaction and stuff. Luckily, I

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00:08:06,630 --> 00:08:10,310

managed to pass that. I then got the position of

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00:08:10,310 --> 00:08:14,010

what they termed then was a Trainman Driver they called it, but

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00:08:14,010 --> 00:08:16,870

to make it a bit more PC, they put the

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00:08:16,870 --> 00:08:19,850

Train and then bracket W- O bracket man. So became

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00:08:19,850 --> 00:08:23,250

a Train(wo) man Driver. Eventually I got on a

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00:08:23,250 --> 00:08:26,930

driver's course, I think in 1996. And then I got

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00:08:26,930 --> 00:08:30,810

my first driver's job in October 1997. And that's where

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00:08:30,810 --> 00:08:33,700

I thought I'd stay, if I'm honest, I just thought, wait, that's

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00:08:34,260 --> 00:08:36,060

it, I'm going to stay as a train driver, quite

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00:08:36,060 --> 00:08:39,520

happy doing this.

Then I became a Driver Instructor and

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00:08:39,680 --> 00:08:42,280

I quite liked doing that. And then I got to

183

00:08:42,280 --> 00:08:44,700

sign all the routes up to London and then it

184

00:08:44,700 --> 00:08:47,510

was like, "Oh, what next? What do I do next?"

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00:08:48,080 --> 00:08:50,530

And then a Driver Manager job came up and I put

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00:08:50,530 --> 00:08:53,370

in for that. And then off I went into the

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00:08:53,430 --> 00:08:59,230

management role. So that's sort of my short history. If

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00:08:59,230 --> 00:09:00,530

you like, of where, where it's all been.

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00:09:00,970 --> 00:09:03,610

You're totally making the point here that the railway's a

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00:09:03,610 --> 00:09:06,160

really good place if you want to progress. So what

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00:09:06,160 --> 00:09:08,670

would you say to any women listening, particularly, who are

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00:09:08,670 --> 00:09:10,160

thinking about becoming a train driver?

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00:09:10,530 --> 00:09:14,030

So I think it's one of them jobs you may

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00:09:14,030 --> 00:09:17,300

not think of straight away, but if you are a

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00:09:17,300 --> 00:09:21,060

person that likes to work on their own. If you are

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00:09:21,330 --> 00:09:25,610

good at decision making, remaining calm sometimes in quite stressful

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00:09:25,610 --> 00:09:28,810

situations. And I just think if you like something different

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00:09:28,810 --> 00:09:31,480

every day and you want something outside of the normal,

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00:09:31,750 --> 00:09:34,820

then I think it's a really good job. And don't be put off

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00:09:34,840 --> 00:09:39,820

thinking you've got to be technically minded necessarily. My traction

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00:09:39,820 --> 00:09:42,990

course, if I'm going to be honest, I struggled, I'm not a person

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00:09:42,990 --> 00:09:46,530

that is very mechanically minded at all, if I'm honest.

203

00:09:47,080 --> 00:09:48,780

My dad would tell you that when my car run out

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00:09:48,780 --> 00:09:51,040

of oil. There is people there that will help you

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00:09:51,040 --> 00:09:54,900

there. The training course now we've got simulators straight away

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00:09:54,900 --> 00:09:57,100

that help so much. Because when you learn something in

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00:09:57,100 --> 00:09:59,070

a rule book, then you can go and learn on

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00:09:59,070 --> 00:10:01,780

there and put it into practice. So whichever way you

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00:10:01,780 --> 00:10:05,010

are capable of learning, whichever learning style, we've got you're

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00:10:05,010 --> 00:10:07,770

catered for more. So don't let that put you off.

211

00:10:07,770 --> 00:10:10,480

And your male colleagues were obviously really happy to help you

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00:10:10,480 --> 00:10:12,660

and find a way that worked for you. Did you

213

00:10:12,660 --> 00:10:15,430

find that they were completely welcoming and you felt part

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00:10:15,430 --> 00:10:16,120

of the team?

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00:10:16,400 --> 00:10:19,590

Oh God, yeah. I think I was spoiled if I'm

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00:10:19,590 --> 00:10:22,920

honest. Yeah, yeah. Especially when I first... Because there used to

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00:10:22,920 --> 00:10:25,710

be a top table in the mess room, you did

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00:10:25,710 --> 00:10:28,220

not sit on as a junior person and it's like

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00:10:28,220 --> 00:10:31,060

all these older gentlemen, but I have to say the

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00:10:31,070 --> 00:10:34,380

ones I met... Well, one of them, he used to

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00:10:34,380 --> 00:10:36,580

buy me tea and donuts at Peterborough, if I used

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00:10:36,580 --> 00:10:37,750

to go route learning with him.

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00:10:37,750 --> 00:10:38,130

Brilliant.

224

00:10:39,340 --> 00:10:42,550

Others were only too glad to... Like when I used

225

00:10:42,550 --> 00:10:44,360

to go route learning, I used to sit and they used

226

00:10:44,360 --> 00:10:47,390

to describe all the route to me and say, " This signal

227

00:10:47,390 --> 00:10:49,280

is something around this one and you need to get,

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00:10:49,600 --> 00:10:51,570

you might not see it, so be prepared for it."

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00:10:51,570 --> 00:10:54,400

And then just all the different knacks of the route that

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00:10:54,400 --> 00:10:56,100

you just think I'm never going to learn all this,

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00:10:56,320 --> 00:10:58,480

but you do. Yeah. I have to say they were,

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00:10:58,800 --> 00:11:00,210

they were really helpful, actually.

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00:11:00,320 --> 00:11:03,850

If anybody listening is interested in a career, then, please

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00:11:03,850 --> 00:11:06,870

do get in touch. We are actually looking to increase

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00:11:06,870 --> 00:11:08,950

the number of women who work for us. So we

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00:11:08,950 --> 00:11:12,410

currently have just under 25% of the whole workforce are

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00:11:12,410 --> 00:11:15,590

female and out of all of our drivers, about 6% are

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00:11:15,970 --> 00:11:18,960

female. And we really want that to be 50% really.

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00:11:19,330 --> 00:11:21,850

You mentioned your dad, are you from a railway family?

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00:11:21,920 --> 00:11:25,840

Mum and Dad are a no. But, funny thing is,

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00:11:25,840 --> 00:11:27,500

when you used to be asked at an interview it was, "

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00:11:27,610 --> 00:11:30,300

Do you have family members who are on the railway?" And

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00:11:30,300 --> 00:11:31,950

I said, " Oh yes I do. I have a great-

244

00:11:31,950 --> 00:11:34,870

grandfather." So my great-grandfather was a train driver but

245

00:11:34,870 --> 00:11:38,410

at Rugby. Yeah. And if you speak to my gran,

246

00:11:38,550 --> 00:11:40,320

when she was alive, bless her, I told her I was

247

00:11:40,320 --> 00:11:44,310

about to do, she said to me, " Don't drink, don't smoke,

248

00:11:44,310 --> 00:11:48,580

don't gamble. And please don't swear." So I promised her

249

00:11:48,580 --> 00:11:50,900

I wouldn't. But yeah, bless him. He's the only one.

250

00:11:50,990 --> 00:11:53,630

They were chuffed to think a female in the family

251

00:11:53,630 --> 00:11:56,070

was going to follow their dad. So that was quite nice.

252

00:11:56,220 --> 00:11:59,630

Well, I'm sure you've done them all really, really proud. Thank you ever

253

00:11:59,630 --> 00:12:00,280

so much.

254

00:12:00,340 --> 00:12:02,050

No problem. It was good to talk to you.

255

00:12:05,020 --> 00:12:07,650

Up next is our New Train slot. And today I'm

256

00:12:07,650 --> 00:12:11,130

speaking to Andrew Goodrum. At the start of the New Trains programme,

257

00:12:11,130 --> 00:12:15,150

Andrew was Greater Anglia's Business Readiness Director. He was responsible

258

00:12:15,150 --> 00:12:17,720

for the huge amount of tasks the company had to

259

00:12:17,720 --> 00:12:21,210

do in order to be ready for 191 new trains.

260

00:12:21,640 --> 00:12:23,530

Hello Andrew. Thanks for joining us.

261

00:12:23,660 --> 00:12:24,840

Hi Juliette. I hope you're okay.

262

00:12:25,280 --> 00:12:28,160

So you were responsible for making sure the new trains could

263

00:12:28,160 --> 00:12:31,040

run on our network. So what did that mean for

264

00:12:31,110 --> 00:12:32,480

say the stations?

265

00:12:32,530 --> 00:12:34,410

Well Juliette, the stations, there was quite a lot of

266

00:12:34,410 --> 00:12:36,650

work for us to do actually to get ready for the new

267

00:12:36,650 --> 00:12:40,700

trains to enter into passenger service. So one of the first things

268

00:12:40,700 --> 00:12:42,790

we had to do was to check the lighting of

269

00:12:42,850 --> 00:12:46,140

the stations was up to the required standard to ensure

270

00:12:46,140 --> 00:12:48,850

that there was clear vision for the drivers who would

271

00:12:48,850 --> 00:12:52,780

be dispatching the trains using the cameras that were going

272

00:12:52,780 --> 00:12:55,540

to be built into the side of these new trains.

273

00:12:55,860 --> 00:12:58,790

So it's really clear that they got clear image into

274

00:12:59,450 --> 00:13:02,580

their cabs so they could have a good uninterrupted view

275

00:13:02,580 --> 00:13:04,740

of all the doors at the side of the trains

276

00:13:04,910 --> 00:13:07,340

to ensure that passengers were safely on and off the

277

00:13:07,340 --> 00:13:10,010

trains. And to be honest, some of the lighting out on

278

00:13:10,010 --> 00:13:14,250

our more rural stations did need to be upgraded quite considerably.

279

00:13:14,250 --> 00:13:16,540

So that was a big work stream to get that

280

00:13:16,540 --> 00:13:20,800

lighting improved before the first trains came into passenger service.

281

00:13:21,290 --> 00:13:23,290

Now, one of the great things about the new trains is

282

00:13:23,290 --> 00:13:26,200

that they were longer with more seats on board, which

283

00:13:26,200 --> 00:13:28,540

is good for our customers and lovely for our colleagues

284

00:13:28,540 --> 00:13:32,150

to work on, but for the infrastructure or the stations and

285

00:13:32,240 --> 00:13:35,470

the platforms themselves, it meant that the trains would be

286

00:13:35,470 --> 00:13:39,060

stopping in different positions on the platforms. So we had

287

00:13:39,060 --> 00:13:42,080

to make sure that the stop car markers as they're

288

00:13:42,160 --> 00:13:45,070

called, the little signs that tell the driver where to

289

00:13:45,070 --> 00:13:48,300

stop, were in the right place. So the train could

290

00:13:48,300 --> 00:13:51,370

fit properly into the platform. But also of course, that the

291

00:13:51,370 --> 00:13:54,540

driver had clear view of any signals ahead of the train.

292

00:13:54,600 --> 00:13:58,320

It's quite remarkable. You think it's a simple thing, you

293

00:13:58,320 --> 00:14:00,620
get a new train, it just replaces an old train

294
00:14:00,820 --> 00:14:04,190
that's that, but the fact that every train is different,

295
00:14:04,520 --> 00:14:07,650
that the wheelchair area is in a different place. The bicycle

296
00:14:07,650 --> 00:14:11,170
area is in different place. Needing new lights for the

297
00:14:11,220 --> 00:14:14,710
cameras to work. Just quite incredible. One thing I would

298
00:14:14,710 --> 00:14:17,960
say about the wheelchair spaces, of course, is that on 58

299
00:14:17,960 --> 00:14:20,530
of our new trains, we've got level access boarding haven't

300
00:14:20,530 --> 00:14:23,610
we, but the other ones it's not level access, but

301
00:14:23,610 --> 00:14:25,700
presumably you've had to get new ramps for those as well.

302
00:14:26,570 --> 00:14:29,280
The company that manufacture these ramps for us is based

303
00:14:29,280 --> 00:14:32,780
on the Greater Anglia network in Thetford in Norfolk. And they

304
00:14:32,780 --> 00:14:36,440
work with us to design and install the new ramps

305
00:14:36,590 --> 00:14:39,190
along all of our lines at the locations where the

306

00:14:39,190 --> 00:14:42,520

ramps were going to be needed to enable customers with

307

00:14:42,640 --> 00:14:45,690

wheelchairs to get on and off the trains easily. If there wasn't

308

00:14:45,690 --> 00:14:48,560

the level access that we'd work so hard to create.

309

00:14:49,030 --> 00:14:52,390

Brilliant. What about staff? I mean, obviously we had to

310

00:14:52,390 --> 00:14:55,160

train the drivers, but what other staff needed to be

311

00:14:55,160 --> 00:14:57,140

trained to get ready for new trains?

312

00:14:57,600 --> 00:15:02,740

Well, the conductors all went through familiarization with the new

313

00:15:02,740 --> 00:15:06,840

trains. Clearly it's a lot of different door controls. The procedures for

314

00:15:06,840 --> 00:15:11,810

dispatch was very different. The procedures for helping wheelchair users

315

00:15:11,810 --> 00:15:15,040

to get on and off the train were very different. There

316

00:15:15,040 --> 00:15:17,830

were lots of features on the trains that we hadn't seen

317

00:15:17,830 --> 00:15:23,680

before, such as the CCTV, such as the passenger information systems, the

318

00:15:23,680 --> 00:15:27,690

different power sockets, different places for luggage. So they required

319

00:15:27,690 --> 00:15:33,440

a real broad familiarization into the construction and the workings

320

00:15:33,890 --> 00:15:36,720

of the train to ensure our customers could enjoy traveling

321

00:15:36,730 --> 00:15:40,070

on them safely. Train presentation colleagues, they need to know

322

00:15:40,070 --> 00:15:42,350

all the nooks and crannies of the train, where to clean

323

00:15:42,350 --> 00:15:45,420

them, how to clean, the sort of equipment, the sort

324

00:15:45,420 --> 00:15:48,900

of chemicals that were authorized for use on the trains.

325

00:15:49,120 --> 00:15:52,850

So they went through a specialized period of training. All

326

00:15:52,850 --> 00:15:56,610

areas of the business went through their own specialized training program.

327

00:15:56,880 --> 00:16:00,790

Has it all been worthwhile? Has there been any (crosstalk) good highlights?

328

00:16:01,000 --> 00:16:02,290

(crosstalk) Definitely. Oh yes. I mean, a couple of

329

00:16:02,480 --> 00:16:05,440

highlights for me, I suppose, was the first morning going with

330

00:16:05,800 --> 00:16:09,050

the first four carriage train down to Lowestoft to pick

331

00:16:09,050 --> 00:16:13,700

up passengers. Really lovely morning, sunny going across the swing

332

00:16:13,700 --> 00:16:16,690

bridge at Reedham. I remember it really, really well. Just

333

00:16:16,690 --> 00:16:19,220

wondering what the reaction would be of the customers we

334

00:16:19,220 --> 00:16:21,870

were about to pick up. I remember then on the

335

00:16:22,420 --> 00:16:25,460

way back to Norwich people were just bowled over by

336

00:16:25,460 --> 00:16:29,970

the space onboard, the comfort, the wifi, being able to

337

00:16:30,150 --> 00:16:34,180

plug in their mobile phones. And that was similar on

338

00:16:34,180 --> 00:16:36,520

all the routes we went to. Be it students, I

339

00:16:36,520 --> 00:16:39,930

remember going to Paston college on the Bittern line. I

340

00:16:39,930 --> 00:16:43,960

remember commuters on the Norwich to Cambridge route. Sometimes very

341

00:16:43,960 --> 00:16:46,340

early in the morning, we launched these trains at half five

342

00:16:46,340 --> 00:16:48,660

or six o'clock, but the reaction was all the same.

343

00:16:48,660 --> 00:16:50,740

It was one of, "Wow, is this what they're all

344

00:16:50,740 --> 00:16:53,180
going to be like?" Or, "Is this first class?" " Er

345
00:16:53,200 --> 00:16:56,800
No, this is the standard of train you've now got

346
00:16:56,800 --> 00:16:59,990
to enjoy on this route".
I suppose the one standout

347
00:16:59,990 --> 00:17:02,040
highlight for me was the end of what was a

348
00:17:02,040 --> 00:17:05,640
long first day with the new trains in service. And

349
00:17:05,640 --> 00:17:08,780
that was meeting a family who traveled from Nottingham and

350
00:17:08,780 --> 00:17:10,880
they were on their way to a holiday in Great

351
00:17:10,880 --> 00:17:14,250
Yarmouth. And dad was a wheelchair user and there was

352
00:17:14,250 --> 00:17:17,920
mum and two children. And the fact that he could

353
00:17:18,000 --> 00:17:21,140
board the train himself, just wheel himself onto the train,

354
00:17:21,760 --> 00:17:24,090
that the accessible area meant that they could all sit

355
00:17:24,160 --> 00:17:26,520
together because there were seats and tables there for them

356
00:17:26,730 --> 00:17:29,420
to sit at. And mum just turned around and said, "

357

00:17:29,420 --> 00:17:32,000

I can't believe this". She said, " This has really changed

358

00:17:32,000 --> 00:17:35,010

our whole travel experience, this is lovely that we can

359

00:17:35,010 --> 00:17:38,500

all travel together as a family." So, yeah, that was the

360

00:17:38,500 --> 00:17:41,560

lasting memory if you like from the first day in service.

361

00:17:41,920 --> 00:17:45,640

Thank you very much, Andrew. That's an absolutely fascinating insight

362

00:17:45,700 --> 00:17:47,900

into what you did to bring in the new trains.

363

00:17:47,900 --> 00:17:49,990

And thank you very much for everything that you've done.

364

00:17:50,290 --> 00:17:50,850

No, you're welcome.

365

00:17:53,980 --> 00:17:56,030

So it's time now for Fares Guru, where I talk

366

00:17:56,030 --> 00:17:59,590

to Ken Strong, Greater Anglia's resident ticketing expert. Hi, Ken.

367

00:17:59,590 --> 00:18:00,590

Welcome back.

368

00:18:00,640 --> 00:18:01,700

Thank you for having me back.

369

00:18:01,960 --> 00:18:04,380

And today we're speaking about the different ways to buy

370

00:18:04,380 --> 00:18:06,860

tickets. So Ken, can you talk us through some of

371

00:18:06,920 --> 00:18:08,280

the various options please?

372

00:18:08,810 --> 00:18:11,030

Well, of course, at most of our large and medium

373

00:18:11,030 --> 00:18:13,350

size stations, we do have ticket offices where you can buy

374

00:18:13,350 --> 00:18:16,140

tickets in the traditional way. Almost every station has a

375

00:18:16,140 --> 00:18:18,610

ticket vending machine, which sells a full range of on

376

00:18:18,610 --> 00:18:21,330

the day tickets to virtually everywhere in the country. But

377

00:18:21,330 --> 00:18:24,140

nowadays more and more people are choosing to go online

378

00:18:24,140 --> 00:18:26,550

to buy their tickets, which is a very convenient way

379

00:18:26,550 --> 00:18:28,710

of buying tickets. And you can see the full range

380

00:18:28,710 --> 00:18:31,260

of tickets on there. And we do have the Greater

381

00:18:31,260 --> 00:18:34,310

Anglia website and also the Greater Anglia app.

382

00:18:35,180 --> 00:18:37,950

And how can people get the cheapest tickets when buying online?

383

00:18:38,640 --> 00:18:41,700

If you're going online, make sure you specify exactly the

384

00:18:41,700 --> 00:18:44,360

journey you want to make and if you're making a

385

00:18:44,360 --> 00:18:46,590

return journey, put in both ways at the one time,

386

00:18:47,190 --> 00:18:49,140

because sometimes the return ticket will be cheaper than two

387

00:18:49,140 --> 00:18:52,070

singles. Which is a mistake some people make, they buy a

388

00:18:52,070 --> 00:18:54,530

single and a single back, which might end up costing

389

00:18:54,530 --> 00:18:57,310

them more money. Be flexible in the time that you

390

00:18:57,310 --> 00:19:00,880

want to travel. And if you buy from us at

391

00:19:00,880 --> 00:19:03,470

Greater Anglia, you won't be charged any booking fees or

392

00:19:03,470 --> 00:19:04,330

credit card fees.

393

00:19:04,740 --> 00:19:07,710

So when buying online, is it best to book directly

394

00:19:07,710 --> 00:19:09,840

with Greater Anglia? Because there are a lot of websites out

395

00:19:09,840 --> 00:19:12,740

there where you can buy train tickets. So, which is cheapest?

396

00:19:12,990 --> 00:19:15,230

It's always better to buy from Greater Anglia because there

397

00:19:15,230 --> 00:19:17,800

are no additional fees. The price of the ticket is

398

00:19:17,800 --> 00:19:18,450

the price you pay.

399

00:19:18,850 --> 00:19:21,170

So the cheapest place to buy tickets online is the

400

00:19:21,170 --> 00:19:22,060

Greater Anglia website?

401

00:19:22,060 --> 00:19:22,430

That's correct.

402

00:19:22,800 --> 00:19:26,230

And what's the advantage of buying E- tickets, smart card tickets,

403

00:19:26,260 --> 00:19:27,470

over paper tickets?

404

00:19:27,870 --> 00:19:31,710

Well, the transaction is contactless. There's no interaction. So it's

405

00:19:31,710 --> 00:19:34,660

a very safe way of buying tickets. With E- tickets

406

00:19:34,710 --> 00:19:39,650

they come in a PDF format, so you can either print

407

00:19:39,650 --> 00:19:41,120

those out. If you prefer to have them on a

408

00:19:41,120 --> 00:19:43,640

piece of paper, or you can have them on your

409

00:19:43,640 --> 00:19:47,520

phone and just show the phone with the PDF to

410

00:19:47,520 --> 00:19:51,030

the conductor, or whoever's examining the tickets and there'll be

411

00:19:51,030 --> 00:19:53,700

a barcode on that ticket, that'll work the automatic ticket

412

00:19:53,700 --> 00:19:57,130

gates. That's a safer way to carry tickets than the

413

00:19:57,280 --> 00:19:59,770

traditional paper tickets, which you could easily lose.

414

00:20:00,580 --> 00:20:03,190

Thank you so much again, Ken, for your advice. And

415

00:20:03,250 --> 00:20:04,630

I'll see you back in the next episode.

416

00:20:04,760 --> 00:20:05,520

Thanks very much.

417

00:20:08,540 --> 00:20:10,490

Today on Mythbusters, we're going to talk about our new

418

00:20:10,490 --> 00:20:13,160

trains and how to find a seat on a new

419

00:20:13,160 --> 00:20:15,430

train. A lot of people are returning to the railway.

420

00:20:15,700 --> 00:20:18,090

So we just want to put the record straight on

421

00:20:18,090 --> 00:20:22,080

a few things. So Juliette, the older trains had four,

422

00:20:22,080 --> 00:20:24,810

eight or 12 carriages, and now they have five or

423

00:20:24,810 --> 00:20:28,110

10. So some people might think that that's a reduction in

424

00:20:28,110 --> 00:20:31,030

service rather than an improvement. So what's really going on.

425

00:20:31,270 --> 00:20:35,770

Yes. Our new trains have much longer carriages with more

426

00:20:35,770 --> 00:20:40,880

seats. So a five carriage train is much longer than

427

00:20:41,030 --> 00:20:44,150

a four carriage train. And of course there's other great

428

00:20:44,150 --> 00:20:47,850

features of those trains. They're longer. They've got more seats. They've

429

00:20:47,850 --> 00:20:51,690

got all the mods that people would expect, including air

430

00:20:51,690 --> 00:20:56,270

conditioning. And the air conditioning sucks new air, fresh air,

431

00:20:56,550 --> 00:21:01,120

into the carriage, every six to nine minutes, which means

432

00:21:01,180 --> 00:21:04,500

it's a lot safer. The ventilation is much better. And

433

00:21:04,500 --> 00:21:08,220
of course the doors open at stations as well, allowing

434
00:21:08,220 --> 00:21:10,220
more fresh air into the carriages.

435
00:21:10,360 --> 00:21:12,620
Are there actually more seats on the new trains though?

436
00:21:12,940 --> 00:21:15,650
And how can people find a seat when the trains

437
00:21:15,650 --> 00:21:17,530
look busy? Is there a way that people can get

438
00:21:17,530 --> 00:21:20,340
on and find out where a seat is available?

439
00:21:20,460 --> 00:21:24,280
Yes, there is. The new trains are longer and generally

440
00:21:24,280 --> 00:21:27,710
have more seats than the old trains that they replace.

441
00:21:27,710 --> 00:21:31,570
Certainly a new 10 carriage train has more seats than

442
00:21:31,570 --> 00:21:36,380
an old 12 carriage train. And there's this really handy

443
00:21:36,470 --> 00:21:40,560
new bit of technology in every single carriage. There's this

444
00:21:40,560 --> 00:21:45,150
wonderful passenger information screen. You look up and you see

445
00:21:45,260 --> 00:21:47,760
it's got all sorts of symbols on it and it

446
00:21:47,760 --> 00:21:49,720
tells you where you're going and what time you're going

447
00:21:49,720 --> 00:21:52,360
to arrive.

But the thing that's really handy is it

448
00:21:52,360 --> 00:21:56,010
tells you whether there are seats available in other carriages, and

449
00:21:56,010 --> 00:21:59,580
it's got this color coding system. So if it's all

450
00:21:59,580 --> 00:22:03,270
green, that means there's loads of seats everywhere. If it

451
00:22:03,270 --> 00:22:08,340
goes orange, the carriage is full. But then there's something

452
00:22:08,340 --> 00:22:12,180
in between. If there's one bit of green, there's not

453
00:22:12,180 --> 00:22:14,950
that many seats, but there are still seats. If there's

454
00:22:14,950 --> 00:22:18,360
two blocks of green, then there's quite a lot of

455
00:22:18,360 --> 00:22:21,990
seats, but there are some taken. If it's all green,

456
00:22:22,110 --> 00:22:25,230
loads of seats.
And the other thing that I would

457
00:22:25,230 --> 00:22:28,520
say is don't always get on the train in exactly

458

00:22:28,700 --> 00:22:31,250

the same place as everybody else. If you get on

459

00:22:31,250 --> 00:22:34,540

where everybody else gets on, and that's usually the coach

460

00:22:34,610 --> 00:22:37,440

nearest the entrance to the station where you get on

461

00:22:37,610 --> 00:22:39,940

or nearest the entrance to the station, where you get

462

00:22:39,940 --> 00:22:43,410

off, then more seats are going to be taken. So

463

00:22:43,410 --> 00:22:46,270

walk further down the platform to get on the train.

464

00:22:46,420 --> 00:22:49,620

And if it is busy, please be considerate to other

465

00:22:49,620 --> 00:22:54,000

passengers, take your bag off a seat. Definitely don't have

466

00:22:54,000 --> 00:22:56,220

your feet on the seat because your feet should never

467

00:22:56,220 --> 00:22:58,300

be on the seat, especially on our lovely brand new

468

00:22:58,300 --> 00:23:01,580

trains and let people sit in those seats.

469

00:23:01,700 --> 00:23:04,450

Okay. So spread out. That's good advice. I think what

470

00:23:04,450 --> 00:23:06,500

I've found while I've been traveling as well, is that

471

00:23:06,520 --> 00:23:08,950

the middle seat is often free. When you have three

472

00:23:08,950 --> 00:23:11,070

seats together, people don't want to sit in the middle

473

00:23:11,070 --> 00:23:13,820

one, which is quite odd considering that when we are on

474

00:23:13,820 --> 00:23:16,210

the underground, we all sit next to each other. And

475

00:23:16,210 --> 00:23:18,880

I understand that some people might not be feeling safe

476

00:23:18,880 --> 00:23:21,430

or might not be used to sitting next to strangers.

477

00:23:21,430 --> 00:23:23,610

So what measures are we taking to make sure that

478

00:23:23,610 --> 00:23:26,560

people are kept safe? And so that they're fine to

479

00:23:26,560 --> 00:23:27,320

sit in the middle seat.

480

00:23:27,580 --> 00:23:31,550

We are still keeping on with cleaning and sanitizing our

481

00:23:31,550 --> 00:23:35,160

trains. We are still using the fogging guns. And those

482

00:23:35,160 --> 00:23:37,950

are the bit of cleaning kit that spray a fine

483

00:23:37,950 --> 00:23:41,920

mist of disinfectant all over the place. And after a

484

00:23:41,920 --> 00:23:44,430

train has arrived at a destination and before it goes

485

00:23:44,430 --> 00:23:47,660

off on its new journey, our cleaners go in and

486

00:23:47,660 --> 00:23:51,570

they will use disinfectant to wipe down all surfaces. We've

487

00:23:51,570 --> 00:23:55,260

got our vacuum cleaners that clean the air as well

488

00:23:55,260 --> 00:23:59,310

as the seats and the floor. And we are asking

489

00:23:59,310 --> 00:24:03,920

customers, please follow public health advice and wear a face

490

00:24:03,920 --> 00:24:06,240

covering because it keeps us all safe. And a lot

491

00:24:06,240 --> 00:24:08,610

of our customers are continuing to do that. And thank

492

00:24:08,610 --> 00:24:11,130

you very much to all customers who are still wearing

493

00:24:11,130 --> 00:24:12,010

face coverings.

494

00:24:12,520 --> 00:24:15,050

Another myth I would like to bust is the size

495

00:24:15,050 --> 00:24:16,940

of the new seats. I know some people think the

496

00:24:16,940 --> 00:24:19,330

seats on the new trains are more narrow than the

497

00:24:19,330 --> 00:24:21,140

old ones, but that's not the case is it.

498

00:24:21,750 --> 00:24:27,070

They look narrow because they've got higher headrests and backs

499

00:24:27,160 --> 00:24:31,040

than on the old trains. And so when you look

500

00:24:31,040 --> 00:24:34,570

at this sea of seats, because obviously there's no doors

501

00:24:34,570 --> 00:24:39,450

between carriages, the perception is that it's narrower, but actually

502

00:24:39,450 --> 00:24:42,710

I've been on both an old train and a new train

503

00:24:42,940 --> 00:24:46,330

and checked it. And there's really no difference. It is

504

00:24:46,330 --> 00:24:49,000

just a perception. And it's because we've tried to make

505

00:24:49,000 --> 00:24:51,760

the seats more comfortable so you can rest your head.

506

00:24:52,000 --> 00:24:55,420

And so that it's got the lumbar support and the perception

507

00:24:55,420 --> 00:24:58,560

is that the seats are narrower than on the old seats.

508

00:24:58,750 --> 00:25:01,810

Brilliant. So spread out down the train, spread out down

509

00:25:01,810 --> 00:25:04,500
the platform and look for those green signs on the

510
00:25:04,500 --> 00:25:06,840
information screens. Juliette, thank you so much.

511
00:25:07,180 --> 00:25:08,200
Thanks very much.

512
00:25:11,210 --> 00:25:14,020
Up next is Travel Surgery and Juliette and I are sitting

513
00:25:14,020 --> 00:25:16,760
down with David Whiteley to pick his dream Greater Anglia

514
00:25:16,760 --> 00:25:17,900
travel destination.

515
00:25:18,130 --> 00:25:21,490
David's a TV presenter. He co-presents ITV News Anglia

516
00:25:21,490 --> 00:25:25,670
with Becky Jago and is a brilliant ambassador for the region. Hi

517
00:25:25,670 --> 00:25:27,510
David. Thanks for joining us.

518
00:25:27,850 --> 00:25:29,740
Thank you. Thank you both for having me on the podcast.

519
00:25:30,250 --> 00:25:32,810
Brilliant. Can you tell us a little bit about what you do,

520
00:25:32,810 --> 00:25:34,810
what your job is, in case people don't know?

521
00:25:34,960 --> 00:25:38,160
Okay. Well, my job as of last June, June, 2021

522

00:25:38,160 --> 00:25:41,730

is I co-present ITV News Anglia with Becky Jago

523

00:25:41,950 --> 00:25:45,440

every evening, 6:00 PM on ITV. And yeah, we

524

00:25:45,440 --> 00:25:48,400

present the news with Becky, we have a fantastic reporting

525

00:25:48,400 --> 00:25:51,010

team across the entire East of England. What some people

526

00:25:51,010 --> 00:25:53,440

don't know, it's a slightly guarded secret, but I can

527

00:25:53,440 --> 00:25:55,850

tell you, is that we do two programs. So one

528

00:25:55,850 --> 00:25:57,930

is recorded, one is live, because the region is so

529

00:25:57,930 --> 00:26:01,070

big and it all happens from the studios in Norwich.

530

00:26:01,440 --> 00:26:04,180

But of course we cover right out to Milton Keynes,

531

00:26:04,180 --> 00:26:09,090

down to Southend to Northamptonshire, Cambridgeshire, of course Norfolk, Suffolk

532

00:26:09,090 --> 00:26:12,810

and Essex. And it's just a huge area, so diverse

533

00:26:12,850 --> 00:26:16,490

with so many stories and so many wonderful people. And you mentioned

534

00:26:16,490 --> 00:26:18,990

there Juliette about me being an ambassador for the region.

535

00:26:19,310 --> 00:26:21,500

I was born in East Anglia. I was born in

536

00:26:21,500 --> 00:26:24,810

Essex and have lived here and worked here all my

537

00:26:24,810 --> 00:26:29,280

life. I very much lived work and play in East

538

00:26:29,280 --> 00:26:32,790

Anglia. So it's great to kind of champion the place

539

00:26:32,790 --> 00:26:33,910

and the people where you live.

540

00:26:35,240 --> 00:26:37,810

And I guess in your role, you must have met a huge number

541

00:26:37,810 --> 00:26:38,891

of people from this region?

542

00:26:38,891 --> 00:26:43,980

Yeah. I've probably conducted literally thousands of interviews over

543

00:26:44,570 --> 00:26:47,880

a 27 year career. And it's only when you think of that, you think,

544

00:26:48,260 --> 00:26:50,540

wow, I've met some amazing people and people who make

545

00:26:50,540 --> 00:26:53,970

you feel very humble, who you're in awe of, people

546

00:26:53,970 --> 00:26:55,710

you've kind of had to give a bit of a

547

00:26:55,710 --> 00:26:58,040

hard time. Some people you've had to put on the

548

00:26:58,040 --> 00:27:02,270

spot. It's normally okay afterwards. But yeah, it's amazing how

549

00:27:02,270 --> 00:27:03,801

many people I've met and interviewed.

550

00:27:03,801 --> 00:27:07,790

I guess that curiosity means that you get the most out

551

00:27:07,790 --> 00:27:10,810

of people and you are constantly finding something new.

552

00:27:10,920 --> 00:27:13,960

Absolutely. Well, you'll know all too well. It's a journey of discovery isn't it? I mean, it

553

00:27:14,240 --> 00:27:17,580

sounds a bit naff, but it is true. You start

554

00:27:17,580 --> 00:27:20,980

with something. I mean I remember a former colleague of mine, Stewart

555

00:27:20,980 --> 00:27:23,180

White, the legendary Stewart White from Look East said to

556

00:27:23,220 --> 00:27:25,140

me many, many, many, many years ago. He said, "You

557

00:27:25,140 --> 00:27:27,200

have to have one good question and then listen." So

558

00:27:27,200 --> 00:27:29,130

I think that's something very special.

559

00:27:29,360 --> 00:27:32,620

That's interesting. Now you mentioned Look East, of course your

560

00:27:32,620 --> 00:27:36,160
wife is Amelia Reynolds who presents Look East. So is

561
00:27:36,160 --> 00:27:41,910
there massive rivalry? What is your family? Are you a Look East family or are

562
00:27:41,910 --> 00:27:43,810
you an ITV Anglia family?

563
00:27:44,090 --> 00:27:46,330
It's funny. That's an interesting one. We both watch both.

564
00:27:46,560 --> 00:27:48,470
Obviously I was at the BBC for many, many years.

565
00:27:48,470 --> 00:27:52,880
I was there for nearly 23 years and Amelia and I presented the news together at

566
00:27:52,880 --> 00:27:57,080
times and now I'll be on there with Becky, 6:00

567
00:27:57,080 --> 00:28:00,160
till 6:30 and then I come off there and then we

568
00:28:00,160 --> 00:28:02,180
walk into the newsroom for our kind of debrief and

569
00:28:02,180 --> 00:28:04,130
chat to all the team and then on the screen

570
00:28:04,130 --> 00:28:06,370
is Amelia doing Look East on the other side. I

571
00:28:06,370 --> 00:28:09,440
don't know, we kind of compare notes. We don't tell

572
00:28:09,440 --> 00:28:12,480
each other what's going on though. We don't say... I

573

00:28:12,690 --> 00:28:16,500

think post an event, we will. We certainly keep it

574

00:28:16,500 --> 00:28:19,390

professional. You know, if I hear her talking to a

575

00:28:19,390 --> 00:28:22,740

colleague about something, I sometimes get the satisfaction of, "We did that

576

00:28:22,740 --> 00:28:25,890

last week." There are times when it could be the

577

00:28:25,890 --> 00:28:28,780

other way around. But, yeah, it's a friendly rivalry and Amelia's

578

00:28:29,220 --> 00:28:33,170

really proud that I got the job.

579

00:28:33,440 --> 00:28:36,210

So if you had just 24 hours, just one day, to spend

580

00:28:36,210 --> 00:28:38,210

anywhere in the region, what would you do? What would be your sort

581

00:28:38,660 --> 00:28:39,480

of dream day?

582

00:28:39,610 --> 00:28:43,330

I'd get up really early. If it was in the summer, it's

583

00:28:43,360 --> 00:28:47,150

not uncommon me to get up at 2:30 in

584

00:28:47,150 --> 00:28:50,930

the morning when it's in the middle of June and

585

00:28:51,650 --> 00:28:53,510

first light can be 3:00 AM. So I'll be

586

00:28:53,510 --> 00:28:56,410

at the beach for 3:00, 3:30 and I would

587

00:28:56,410 --> 00:28:59,790

surf on the morning tide with my friends and see the

588

00:28:59,790 --> 00:29:04,140

sunrise and then probably have a breakfast. I'd probably have breakfast

589

00:29:04,140 --> 00:29:06,620

at North Sea Coffee because my friends there, they're surfers as

590

00:29:06,620 --> 00:29:08,870

well. They've built that business right on the front. I'd

591

00:29:09,980 --> 00:29:13,130

probably have coffee and breakfast there and then we'd probably

592

00:29:13,130 --> 00:29:16,550

surf again. So we'd probably go for another surf again after

593

00:29:16,550 --> 00:29:19,450

that and then might invite the children along as well

594

00:29:19,450 --> 00:29:22,290

in the afternoon because my kids love the seat and

595

00:29:22,290 --> 00:29:24,020

Amelia, we all love the beach and then we probably take

596

00:29:24,020 --> 00:29:26,120

the dog for a walk.

We also really love Salthouse.

597

00:29:26,120 --> 00:29:27,900

I mean we'd probably go to Salthouse in the afternoon

598

00:29:27,900 --> 00:29:30,010
after that. Salthouse is great and then have a meal

599
00:29:30,010 --> 00:29:32,530
in the Dun Cow, which is one of our favorite

600
00:29:32,530 --> 00:29:35,530
places to have something to eat. But yeah, we love

601
00:29:35,530 --> 00:29:38,670
that beach. I'm probably spoiling it now. Everyone's going to know

602
00:29:38,670 --> 00:29:41,790
about Salthouse beach, but it's a really great beach and

603
00:29:42,290 --> 00:29:45,110
the dog loves it. He whimpers with excitement when he

604
00:29:45,110 --> 00:29:47,610
knows he is there. He's just very, very excited and

605
00:29:47,610 --> 00:29:51,020
we all just run and yeah it's a special place.

606
00:29:51,080 --> 00:29:53,670
So yeah, so that would, and then probably watch the sunset and have a

607
00:29:53,670 --> 00:29:57,011
beer. Yeah. That would do that would do I reckon.

608
00:29:57,011 --> 00:29:59,070
That'd be an incredibly long day. And then I

609
00:29:59,070 --> 00:30:00,480
think collapse into bed after all of that.

610
00:30:01,030 --> 00:30:03,750
Yeah. One beer and then be fast asleep, Juliette. One beer.

611

00:30:03,750 --> 00:30:07,300

I think apart from the very early morning, it sounds fabulous.

612

00:30:07,450 --> 00:30:10,120

David, you do like traveling by train don't you? You've traveled quite a lot

613

00:30:10,120 --> 00:30:11,270

around our local network.

614

00:30:11,390 --> 00:30:14,330

When I used to spend a lot of time on the road, it was always a relief to get

615

00:30:14,330 --> 00:30:17,060

the train and know that you could go to London from Norwich

616

00:30:17,060 --> 00:30:20,280

on the Greater Anglia line and kind of think, " ah,

617

00:30:20,280 --> 00:30:22,720

do you know what I haven't got to worry about driving to London

618

00:30:22,720 --> 00:30:25,050

or driving somewhere." One particular part I really love is

619

00:30:25,050 --> 00:30:27,740

when the train gets to Manningtree and you kind of

620

00:30:27,740 --> 00:30:30,790

see the estuary open up and it's just very special. And

621

00:30:30,790 --> 00:30:33,200

if the sun's catching the sea in the estuary there,

622

00:30:33,680 --> 00:30:36,500

the tides in, it's a very beautiful spot. And I

623

00:30:36,500 --> 00:30:39,110

think you, if you do spend a lot of time looking out the windows, instead of

624

00:30:39,250 --> 00:30:41,530

scrolling through your phone, as a lot of us are

625

00:30:41,530 --> 00:30:45,320

guilty of at times, you can really see such amazing

626

00:30:45,320 --> 00:30:47,610

parts of the region from the train.

627

00:30:48,010 --> 00:30:51,270

Well, I think we've got a perfect trip for you.

628

00:30:51,380 --> 00:30:54,570

You love the coast. You like traveling by train. What

629

00:30:54,570 --> 00:30:57,330

I would recommend to you is next time you are

630

00:30:57,330 --> 00:31:00,080

looking for a day out, maybe with the family, is

631

00:31:00,230 --> 00:31:03,680

get on the train at Norwich and go to Lowestoft.

632

00:31:03,870 --> 00:31:08,730

It's a really lovely, really beautiful line. You like water,

633

00:31:08,860 --> 00:31:12,240

you go past loads of water. There's the River Waveney, which at

634

00:31:12,240 --> 00:31:15,140

some point seems even higher than the train track. And

635

00:31:15,140 --> 00:31:17,270

so it's really weird that you are in a train

636

00:31:17,270 --> 00:31:19,300

and you look out of the window and there's a boat at

637

00:31:19,300 --> 00:31:22,920

a higher level than you. And you go past Oulton Broad.

638

00:31:23,090 --> 00:31:25,680

And then when you get to Lowestoft, you come in

639

00:31:25,730 --> 00:31:28,280

next to the harbour. So you are traveling next to

640

00:31:28,280 --> 00:31:31,460

all these boats. It's really scenic line.

But, it's not

641

00:31:31,460 --> 00:31:35,570

just the water. It's also the stations. There's some beautiful stations

642

00:31:35,570 --> 00:31:39,590

along the way with amazing gardens. At Cantley, they've got a

643

00:31:39,590 --> 00:31:42,940

boat and they're creating a sail made out of flowers

644

00:31:42,940 --> 00:31:47,580

which looks really pretty. Somerleyton has an incredible garden. And

645

00:31:47,580 --> 00:31:51,470

in fact, they've done this planting to attract scarce butterflies.

646

00:31:51,770 --> 00:31:54,910

And then of course, when you get to Lowestoft, well, wonderful

647

00:31:54,910 --> 00:31:58,830

sandy beach and the most easterly station, the most easterly

648

00:31:58,930 --> 00:32:02,580

point in the whole of the UK. So fish and

649

00:32:02,580 --> 00:32:05,551

chips, maybe a little beer, just a perfect little trip.

650

00:32:05,551 --> 00:32:08,150

You're selling it to me, Juliette. You are. I mean, I don't

651

00:32:08,150 --> 00:32:10,680

think I've ever... I know Amelia's done that line many,

652

00:32:10,680 --> 00:32:13,150

many years ago when the children were little, but I've

653

00:32:13,150 --> 00:32:15,190

never been on that one. And I didn't realize it

654

00:32:15,190 --> 00:32:17,960

went through the Waveney, of course it does. Yeah. And you've

655

00:32:17,960 --> 00:32:21,990

got such... Somerleyton's beautiful and I know that easterly point

656

00:32:21,990 --> 00:32:24,760

very well. I filmed many an occasion on that most

657

00:32:24,760 --> 00:32:28,170

easterly point of the UK. And I think Lowestoft's underrated.

658

00:32:28,170 --> 00:32:30,970

I think it's a very special place. The beaches are vast.

659

00:32:31,100 --> 00:32:34,050

It's definitely a route for looking out of the window. The

660

00:32:34,050 --> 00:32:36,590

lovely big picture windows on the new trains.

661

00:32:36,590 --> 00:32:37,520

Yeah, fantastic.

662

00:32:38,010 --> 00:32:40,110

Well, thanks very much for joining us.

663

00:32:40,150 --> 00:32:41,100

Well, it's been my pleasure. Thank you.

664

00:32:41,290 --> 00:32:44,400

And be sure to take up our recommendation. I don't

665

00:32:44,400 --> 00:32:45,600

think you'll be disappointed.

666

00:32:46,030 --> 00:32:48,440

Absolutely. Well, thank you both very much for having me on the podcast.

667

00:32:50,620 --> 00:32:53,020

We've reached the end of this episode. We hope you've

668

00:32:53,020 --> 00:32:54,890

enjoyed learning more about Greater Anglia.

669

00:32:55,050 --> 00:32:57,510

Please do leave us a rating or review on your

670

00:32:57,510 --> 00:33:01,240

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671

00:33:01,470 --> 00:33:04,360

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672

00:33:04,360 --> 00:33:06,390

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673

00:33:06,440 --> 00:33:09,460

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00:33:09,460 --> 00:33:12,370

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00:33:12,370 --> 00:33:19,630

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676

00:33:19,700 --> 00:33:21,250

Thanks for joining us. Bye.