1
00:00:02,730 --> 00:00:04,370
Hi, I'm Juliette Maxam.

2
00:00:04,540 --> 00:00:07,010
And I'm Lucy Wright. And this is Life on Rails.

3
00:00:07,130 --> 00:00:09,710
We're part of the PR team at Greater Anglia and

4
00:00:09,710 --> 00:00:12,590
present this podcast that dives behind the scenes of one

5
00:00:12,590 --> 00:00:14,840
of the largest trained companies in the UK.

6
00:00:15,100 --> 00:00:18,310
We're talking to all types of people from facilities managers

7
00:00:18,410 --> 00:00:21,010
to heads of communication, as well as some special Greater

8
00:00:21,010 --> 00:00:22,130
Anglia celebrities.

9
00:00:22,260 --> 00:00:25,970
In this episode, we speak to astronomer, broadcaster and author,

10
00:00:26,040 --> 00:00:26,920
Mark Thompson.

11
00:00:27,020 --> 00:00:32,070
That image was of a beautiful velvet black background. And I

12
00:00:32,070 --> 00:00:34,760
saw Saturn with the rings and to see that for

13
00:00:34,760 --> 00:00:38,360
real myself, it was just the most amazing image.

14
00:00:38,410 --> 00:00:40,600
Our resident fares guru, Ken Strong.

15
00:00:40,840 --> 00:00:43,210
So what you can do is buy this ticket and you

16
00:00:43,210 --> 00:00:46,210
can travel as much as you like within the area

17
00:00:46,210 --> 00:00:48,640
of validity of the ticket. Hop on and hop off as

18
00:00:48,640 --> 00:00:48,970
you wish.

19
00:00:49,140 --> 00:00:52,100
The managing director of Greater Anglia, Jamie Burles.

20
00:00:52,350 --> 00:00:54,250
It is full on but the bottom line is I do

21
00:00:54,250 --> 00:00:57,590
enjoy it because what we do makes a real difference.

22
00:00:57,760 --> 00:01:01,310
And Mark Ellis, head of facilities management at Greater Anglia.

23
00:01:01,530 --> 00:01:05,010
It makes economical use of electricity on that station, which

24
00:01:05,010 --> 00:01:08,780
is why we've managed to save so many kilowatt hours and a massive

25
00:01:08,840 --> 00:01:10,210
impact on a carbon footprint.

26
00:01:10,480 --> 00:01:12,730

To kick things off though, we are going to speak to Kate

27
00:01:12,730 --> 00:01:19,590
Snowden, head of communications for Anglia at Network Rail. We

28
00:01:19,590 --> 00:01:21,530
work really closely with Kate, so it's a real pleasure

29
00:01:21,530 --> 00:01:23,160
to have her on the podcast. Thank you for joining

30
00:01:23,160 --> 00:01:23,750
me, Kate.

31
00:01:23,940 --> 00:01:25,760
Oh, thanks Lucy. It's a real pleasure to be here.

32
00:01:26,310 --> 00:01:28,610
So today I'd like to focus on engineering work. So

33
00:01:28,610 --> 00:01:30,980
could you just start us off, give me an example

34
00:01:30,980 --> 00:01:33,510
of some of the engineering work projects and explain why

35
00:01:33,510 --> 00:01:34,370
they're important.

36
00:01:34,500 --> 00:01:37,270
It's really interesting about engineering works because they can actually

37
00:01:37,270 --> 00:01:40,580
be anything from some simple maintenance, which we do every

38
00:01:40,580 --> 00:01:43,530
single day of the year. And that's around making sure

39

00:01:43,530 --> 00:01:47,640
that all our track, all our signalling is working and

40
00:01:47,640 --> 00:01:50,780
functioning as safely and as effectively as it can be.

41
00:01:50,980 --> 00:01:53,380
And if you think about your car or your house,

42
00:01:53,600 --> 00:01:56,210
you need to make sure that you do your cleaning, you need

43
00:01:56,210 --> 00:01:57,930
to make sure you do your oil change, that sort

44
00:01:57,930 --> 00:02:00,360
of thing. You need to pump up your tyres, that kind of stuff.

45
00:02:00,360 --> 00:02:03,240
So exactly the same with the railway, we need to

46
00:02:03,240 --> 00:02:05,490
make sure everything's working, so that goes on all the

47
00:02:05,490 --> 00:02:08,090
time. And we have people out working every single day

48
00:02:08,090 --> 00:02:10,910
and night of the year doing that. But then we

49
00:02:10,910 --> 00:02:14,080
have much bigger projects in which we're actually doing big

50
00:02:14,080 --> 00:02:18,150
pieces of renewing the tracks, or in some cases we're

51
00:02:18,150 --> 00:02:21,700
even actually building new tracks.
 So I think if we

52
00:02:21,820 --> 00:02:24,170
talk about renewals, probably hear a lot about this, and

53
00:02:24,170 --> 00:02:26,870
this is the sort of stuff that we're doing over several

54
00:02:26,870 --> 00:02:29,910
weeks of the year. And that will be, for example,

55
00:02:30,160 --> 00:02:32,880
let's say we need to renew the track. So just

56
00:02:32,880 --> 00:02:35,770
like, say the tires in your car, the track gets

57
00:02:35,770 --> 00:02:38,730
worn out from having Greater Anglia trains running over it

58
00:02:38,770 --> 00:02:41,860
all the time. And so it needs to be replaced

59
00:02:41,860 --> 00:02:45,850
to make sure that there aren't any defects, means that there

60
00:02:45,850 --> 00:02:48,040
aren't any faults, and that would mean that your train might

61
00:02:48,040 --> 00:02:50,810
get delayed. The metal tracks that you see, it's also

62
00:02:50,810 --> 00:02:54,520
about replacing the sleepers, it's about replacing the, what we

63
00:02:54,520 --> 00:02:57,670
call the ballast, which are the big stones that make

64
00:02:57,670 --> 00:03:00,410

sure that everything sits in place.
 So it's quite a big

65
00:03:00,410 --> 00:03:02,690
deal. And I've been to see some of these taking

66
00:03:02,690 --> 00:03:05,070
place and it's amazing because they've ripped up the entire

67
00:03:05,070 --> 00:03:08,940
track. There's absolutely nothing there. You're standing around watching them

68
00:03:09,370 --> 00:03:12,680
sort of rip it up, and then amazingly Monday morning,

69
00:03:12,720 --> 00:03:15,000
it's all back down and there's a train running over it

70
00:03:15,410 --> 00:03:19,250
and it's really remarkable.
 In an ideal world, what you

71
00:03:19,250 --> 00:03:21,170
do is you just close the railway for a few weeks

72
00:03:21,220 --> 00:03:22,910
and you can get it all done. But of course, then we

73
00:03:22,910 --> 00:03:24,620
wouldn't be able to get people to where they need

74
00:03:24,620 --> 00:03:27,090
to be. So it's quite often, it's about doing it

75
00:03:27,090 --> 00:03:30,060
in piecemeal and you need to close down the railway,

76
00:03:30,060 --> 00:03:33,150
say midnight, one o'clock in the morning, get all your

77
00:03:33,150 --> 00:03:35,660
equipment on track, do what you need to do and then

78
00:03:35,660 --> 00:03:38,140
get it all off again. So that's why a weekend

79
00:03:38,140 --> 00:03:41,330
and especially a bank holiday weekend where you get a little bit

80
00:03:41,330 --> 00:03:43,010
longer to do it. It's why you can get so

81
00:03:43,010 --> 00:03:45,130
much more done, more bang for your buck, as such.

82
00:03:45,430 --> 00:03:47,860
How do you decide when to do the engineering work? A

83
00:03:47,860 --> 00:03:49,710
lot of people have asked, why didn't you do this

84
00:03:49,710 --> 00:03:51,890
during the pandemic, when we were in lockdown? Why didn't

85
00:03:51,890 --> 00:03:53,570
you just get it all done then? Why is it

86
00:03:53,570 --> 00:03:56,350
always shut over Easter? You know, we get those kind

87
00:03:56,350 --> 00:03:58,280
of questions. So what would your answer be to that?

88
00:03:58,680 --> 00:04:01,650
That's a really good question. A lot of what we

89
00:04:01,650 --> 00:04:04,960

need to get done is decided by our engineering asset

90
00:04:04,960 --> 00:04:07,960
teams. And what they're doing is that they are constantly

91
00:04:07,960 --> 00:04:11,150
looking at how is the asset performing. And by that,

92
00:04:11,150 --> 00:04:13,310
what I mean is let's say you've got a piece

93
00:04:13,320 --> 00:04:15,390
of track, you know how old it is, you know

94
00:04:15,390 --> 00:04:18,080
how worn out it is, because you're regularly sort of

95
00:04:18,080 --> 00:04:21,300
checking on it and testing it. And you know at

96
00:04:21,300 --> 00:04:24,290
what point it will need to be renewed in order

97
00:04:24,290 --> 00:04:27,410
to keep performing at the standard that you need it

98
00:04:27,410 --> 00:04:30,130
to do. So we will know that we need to renew

99
00:04:30,130 --> 00:04:32,430
a piece of track, we'll know that we need to

100
00:04:32,490 --> 00:04:36,950
build a new structure or refurbish our structures at certain

101
00:04:36,950 --> 00:04:39,590
points. And obviously there is some leeway in that, but

102

00:04:39,880 --> 00:04:43,610
you're going to plan it at the most optimal point to

103
00:04:43,610 --> 00:04:47,070
make sure that you're not going to get a detrimental performance

104
00:04:47,360 --> 00:04:50,770
to train services.
We are looking at things like... If

105
00:04:50,770 --> 00:04:52,920
we need to do that, when's going to be the

106
00:04:52,920 --> 00:04:56,110
least disruptive time. So we will discuss that with the

107
00:04:56,110 --> 00:04:59,640
train operators and look at where we think would cause

108
00:04:59,800 --> 00:05:03,130
the least disruption. And then it's case of yes, of

109
00:05:03,130 --> 00:05:06,570
agreeing that and getting that sorted. Quite often, that's planned

110
00:05:07,550 --> 00:05:09,890
at least two years in advance, and then there are

111
00:05:09,890 --> 00:05:12,790
several iterations of going back and forth and working that

112
00:05:12,820 --> 00:05:17,070
out over that period. But it's absolutely, definitely now down

113
00:05:17,310 --> 00:05:20,470
three months before the work actually gets started, but most of

114
00:05:20,470 --> 00:05:23,750
it is decided way, way in advance of that.

The

115
00:05:23,750 --> 00:05:26,390
other thing that we do is that we look ahead

116
00:05:26,440 --> 00:05:29,450
to try and see if there are any external events

117
00:05:29,450 --> 00:05:32,850
that might have an impact. So obviously COVID's been really

118
00:05:32,850 --> 00:05:35,550
difficult with things like that, because a lot of stuff hasn't been happening.

119
00:05:35,550 --> 00:05:40,850
So things like the London marathon, we work with organizations,

120
00:05:40,930 --> 00:05:43,550
big football clubs. So I recently attended a meeting with

121
00:05:43,580 --> 00:05:47,070
Tottenham Hotspur where obviously with their stadium, they're now hosting

122
00:05:47,070 --> 00:05:50,330
more than just football. They're putting on boxing events and

123
00:05:50,770 --> 00:05:53,950
music events. And so we are looking at on the

124
00:05:53,950 --> 00:05:57,130
days in which they're doing stuff, is there an opportunity

125
00:05:57,130 --> 00:05:59,430
where we can keep the railway running as much as

126
00:05:59,430 --> 00:06:01,900
possible so that people can get to those events as

127

00:06:01,900 --> 00:06:05,680
well? It's not always possible. And our time scales don't

128
00:06:05,810 --> 00:06:09,410
always match with theirs, but we're trying to get there as

129
00:06:09,410 --> 00:06:12,570
much as possible.
Your point about COVID, why didn't you

130
00:06:12,570 --> 00:06:15,920
get anything done? I think that goes back to almost the invisibility

131
00:06:15,920 --> 00:06:18,690
of the railway because we were working as hard as

132
00:06:18,690 --> 00:06:21,780
we have ever been during COVID and every single night

133
00:06:22,010 --> 00:06:24,780
and every single weekend we were working to deliver a

134
00:06:24,780 --> 00:06:27,700
huge amount of work to improve the railway. And actually

135
00:06:27,700 --> 00:06:29,950
that's (inaudible) out in terms of now people are

136
00:06:29,950 --> 00:06:33,150
coming back to the railway. But the thing about the

137
00:06:33,150 --> 00:06:36,950
railway is it's never actually... It's never, ever done. You are always

138
00:06:36,950 --> 00:06:40,410
going to have to do more because we're talking about

139
00:06:40,460 --> 00:06:44,100
several thousand miles of track and equipment here and it

140
00:06:44,180 --> 00:06:47,320
will always need more doing to it and it will

141
00:06:48,050 --> 00:06:49,090
always need maintenance.

142
00:06:49,270 --> 00:06:52,070
Yes, ongoing. But on that note, I think it's really

143
00:06:52,070 --> 00:06:55,610
important to thank everybody because so many people don't have

144
00:06:55,610 --> 00:06:58,290
bank holidays with their family and their children. They miss

145
00:06:58,290 --> 00:07:01,540
out on that. And they're working through the night, so

146
00:07:01,540 --> 00:07:04,640
it's really important that we do appreciate their work. And

147
00:07:04,640 --> 00:07:07,170
like you said, the punctuality is great and we are so proud.

148
00:07:07,170 --> 00:07:10,380
We're so, so pleased with it.
 So people can always

149
00:07:10,380 --> 00:07:12,490
see what engineering work is coming up, just look at

150
00:07:12,550 --> 00:07:15,580
our website and look at the service alterations tab. And

151
00:07:15,580 --> 00:07:17,750
it's just also worth reminding people that whenever there is

152

00:07:17,750 --> 00:07:20,430
engineering work, we will put on a rail replacement bus

153
00:07:20,430 --> 00:07:22,890
service so people can complete their journeys. We will always

154
00:07:22,890 --> 00:07:24,860
get you where you need to be. It just might

155
00:07:24,860 --> 00:07:26,770
take a little bit longer. So thank you so much

156
00:07:26,770 --> 00:07:29,430
for bearing with us. Kate, thank you so much for

157
00:07:29,430 --> 00:07:31,270
coming on our podcast. It's been really good to speak to

158
00:07:31,270 --> 00:07:31,810
you today.

159
00:07:32,200 --> 00:07:35,160
Thank you so much. And hopefully I've helped explain a

160
00:07:35,160 --> 00:07:37,890
few myth busters. And of course, if anyone's got any

161
00:07:37,890 --> 00:07:41,002
questions, we'd be happy to help answer anything via (inaudible)

162
00:07:41,002 --> 00:07:44,120
, if anyone's got any specific questions on what we are

163
00:07:44,120 --> 00:07:44,400
up to.

164
00:07:47,650 --> 00:07:51,100
It's now time for greener Anglia. And today I'm meeting

165
00:07:51,100 --> 00:07:54,420
with Mark Ellis, head of facilities management at Greater Anglia.

166
00:07:54,750 --> 00:07:58,010
Mark is responsible for many projects at Greater Anglia, which

167
00:07:58,010 --> 00:08:01,880
benefit the environment. How are you Mark? Thanks for joining us.

168
00:08:02,170 --> 00:08:02,930
Yeah, I'm good. Thank you very much. Nice to be here.

169
00:08:04,280 --> 00:08:09,000
Can you briefly tell me what being head of facilities management means

170
00:08:09,000 --> 00:08:10,360
and what you actually do?

171
00:08:10,600 --> 00:08:13,830
Yeah, I have the overall responsibility for making sure that

172
00:08:13,970 --> 00:08:19,170
all of Greater Anglia stations are maintained by a mix

173
00:08:19,170 --> 00:08:23,150
of internal staff and outsource contractors. So we make the

174
00:08:23,150 --> 00:08:27,620
stations safe for all our passengers, we keep them lit,

175
00:08:28,000 --> 00:08:31,020
we keep the seating in good condition. Anything that makes the

176
00:08:31,080 --> 00:08:33,190
station safe for passengers to occupy.

177
00:08:34,370 --> 00:08:37,150
So you are also responsible for all of the cleaning

178
00:08:37,590 --> 00:08:39,790
and collecting the rubbish, all of that sort of thing?

179
00:08:40,890 --> 00:08:45,760
Yes. Cleaning and waste and also maintenance of all the

180
00:08:45,760 --> 00:08:49,470
assets that sit on a station like lighting and seating,

181
00:08:49,470 --> 00:08:50,370
et cetera, et cetera.

182
00:08:51,230 --> 00:08:53,860
So over the years you've made quite a few changes that

183
00:08:53,860 --> 00:08:57,590
have made it greener from waste management, recycling and so

184
00:08:57,590 --> 00:09:03,090
on and installing LED lights. But I'm particularly interested over

185
00:09:03,090 --> 00:09:06,200
the last couple of years, Greater Anglia has saved the

186
00:09:06,200 --> 00:09:10,190
equivalent of over a thousand tons of carbon dioxide at

187
00:09:10,190 --> 00:09:14,890
our stations with these wireless energy management systems, WEMS, and

188
00:09:14,890 --> 00:09:20,000
that's the equivalent carbon footprint of heating 370 homes in

189
00:09:20,000 --> 00:09:23,760
the UK, which is pretty impressive, I think. So what

190
00:09:23,760 --> 00:09:28,380

are these wireless energy management systems and how do they work?

191
00:09:28,950 --> 00:09:33,680
So the system is basically designed... Is almost like a

192
00:09:33,680 --> 00:09:39,760
control panel that takes signals from a series of wireless

193
00:09:39,760 --> 00:09:43,050
temperature sensors that are positioned in various parts of the

194
00:09:43,050 --> 00:09:46,240
station, so you can have them in passenger waiting rooms,

195
00:09:46,520 --> 00:09:49,640
you can have them in ticket offices, ticket halls, you can

196
00:09:49,640 --> 00:09:52,090
have them in staff mess rooms and back of house

197
00:09:52,090 --> 00:09:55,550
areas.
 And what happens is that you set the system

198
00:09:55,550 --> 00:09:58,440
up to heat an area or call an area to

199
00:09:58,440 --> 00:10:01,160
a certain temperature. And what happens is that those wireless

200
00:10:01,500 --> 00:10:04,870
sensors will send a signal to the main box in

201
00:10:04,870 --> 00:10:09,370
the station telling that box what the temperature is in that room. And

202
00:10:09,370 --> 00:10:13,170
then that enables it to either switch on the heating or switch

203
00:10:13,170 --> 00:10:15,510
on the calling or turn each of those off, for

204
00:10:15,510 --> 00:10:18,690
example. And so what it does, it maintains a steady

205
00:10:18,690 --> 00:10:23,220
temperature throughout the day so you don't get fluctuations of high

206
00:10:23,220 --> 00:10:26,470
temperatures in one room and really cold temperatures in another. So it really

207
00:10:26,470 --> 00:10:30,980
balances the ambient temperature. So what that does then is it

208
00:10:30,980 --> 00:10:34,780
makes economical use of electricity on that station, which is why

209
00:10:34,780 --> 00:10:39,410
we've managed to save so many kilowatt hours and a massive impact on

210
00:10:39,410 --> 00:10:40,290
a carbon footprint.

211
00:10:40,690 --> 00:10:46,040
And so for instance, my nearest station is Colchester, where

212
00:10:46,120 --> 00:10:50,260
would I see this WEMS or what rooms would they be in?

213
00:10:50,960 --> 00:10:54,590
So it's pretty low key really. So if you went

214
00:10:54,590 --> 00:10:57,750
into a supervisor's office on a platform where you'd see

215
00:10:57,750 --> 00:11:00,090
what looks like a little white box on a wall,

216
00:11:00,090 --> 00:11:03,980
which looks very similar to an electrical distribution box you'd

217
00:11:03,980 --> 00:11:07,360
have in your home, and there'd be a black antenna

218
00:11:07,430 --> 00:11:10,750
coming out of that, that is then picking up signals from

219
00:11:11,180 --> 00:11:14,150
these temperature sensors. Now, these temperature sensors, if you went

220
00:11:14,150 --> 00:11:17,580
into a waiting room, you'd see a little white box,

221
00:11:17,610 --> 00:11:20,270
probably twice the size of a box of matches for

222
00:11:20,270 --> 00:11:23,270
a better description, and that'll be mounted on the wall somewhere

223
00:11:23,410 --> 00:11:27,210
that is working away, measuring the temperature, sending signals to

224
00:11:27,210 --> 00:11:30,170
that main control unit to control the heating.

225
00:11:30,840 --> 00:11:35,050
So I guess they're great for the environment and in this day and age,

226
00:11:35,050 --> 00:11:39,130
when heating costs are just phenomenal, must be saving a

227
00:11:39,130 --> 00:11:41,440
little bit of money, which must be good for the

228
00:11:41,440 --> 00:11:42,170

railway too.

229
00:11:42,940 --> 00:11:46,040
It is and the other thing with the energy prices going up is it

230
00:11:46,040 --> 00:11:49,510
means that the system pays for itself much quicker than

231
00:11:49,780 --> 00:11:53,680
first calculated. And the company that installed this system for

232
00:11:53,680 --> 00:11:58,450
us are absolutely inundated now with inquiries from various companies, looking

233
00:11:58,450 --> 00:12:00,640
to put this equipment in, obviously due to the energy

234
00:12:00,640 --> 00:12:01,470
saving desire.

235
00:12:01,680 --> 00:12:05,000
Sounds brilliant. Anything else you are working on that's going

236
00:12:05,000 --> 00:12:06,330
to benefit the environment?

237
00:12:07,070 --> 00:12:10,320
We are looking at 10 particular stations at a high

238
00:12:10,320 --> 00:12:13,150
consuming to look at thermal efficiency to see if we

239
00:12:13,150 --> 00:12:17,030
can do things to those stations, to better insulate, better

240
00:12:17,030 --> 00:12:19,290
draft proof, to save even more energy on what we

241

00:12:19,970 --> 00:12:20,370
were saving already.

242
00:12:20,700 --> 00:12:23,700
It sounds good. It's just really great to hear of

243
00:12:23,830 --> 00:12:28,090
all the different things that Greater Anglia is doing to

244
00:12:28,090 --> 00:12:32,480
make rail travellers sustainable as possible. So thanks very much,

245
00:12:32,480 --> 00:12:35,070
Mark, that's been really interesting and look forward to hearing

246
00:12:35,070 --> 00:12:36,570
about more schemes in the future.

247
00:12:36,850 --> 00:12:38,430
Sure, no problem. Thank you very much.

248
00:12:41,580 --> 00:12:44,740
Time now for fares guru with podcast regular Ken Strong.

249
00:12:44,890 --> 00:12:47,520
Today, we'll be talking about Ranger and Rover tickets. Hi,

250
00:12:47,520 --> 00:12:48,480
Ken. Welcome back.

251
00:12:48,710 --> 00:12:49,260
Hello Lucy. Thank you for having me back.

252
00:12:50,830 --> 00:12:53,160
So the good weather's finally here, we're seeing more and

253
00:12:53,160 --> 00:12:56,210
more people returning to rail and we have got Ranger

254
00:12:56,210 --> 00:12:58,230
and Rover tickets on offer. They're a really good way

255
00:12:58,230 --> 00:13:01,210
for people to explore several destinations like along the same

256
00:13:01,210 --> 00:13:03,790
line or in the same area saying, can you just tell me

257
00:13:04,150 --> 00:13:06,090
a bit about the types of Rangers and Rovers we

258
00:13:06,090 --> 00:13:07,110
have on offer, please?

259
00:13:07,370 --> 00:13:09,970
We have Rangers and Rovers in quite a few areas,

260
00:13:09,970 --> 00:13:14,240
generally in our rural Norfolk and Suffolk areas, rather than

261
00:13:14,240 --> 00:13:18,070
in the more commuter-land towards London. We have ones

262
00:13:18,070 --> 00:13:21,240
that cover the entire sort of rural area and ones that cover

263
00:13:21,240 --> 00:13:22,070
specific lines.

264
00:13:22,080 --> 00:13:25,570
Okay, so what are the benefits of Rangers and Rovers?

265
00:13:25,570 --> 00:13:28,740
Well, a Ranger, let me explain first the difference between

266
00:13:28,740 --> 00:13:30,660
a Ranger and a Rover. A Ranger is a one day

267
00:13:30,660 --> 00:13:34,430
ticket and a Rover is for longer than a day and

268
00:13:34,430 --> 00:13:37,470
that's standard across the country actually. So what you can do

269
00:13:37,470 --> 00:13:40,560
is buy this ticket and it's valid after the morning

270
00:13:40,560 --> 00:13:43,210
peak on a weekday or anytime at weekends, and you

271
00:13:43,210 --> 00:13:46,210
can travel as much as you like within the area

272
00:13:46,210 --> 00:13:48,750
of validity of the ticket. Hop on and hop off

273
00:13:48,780 --> 00:13:49,290
as you wish.

274
00:13:49,290 --> 00:13:51,090
And can you save money? Are they cheaper than say

275
00:13:51,400 --> 00:13:51,800
day tickets?

276
00:13:52,110 --> 00:13:54,190
If you're just making one out and back journey, then

277
00:13:54,190 --> 00:13:56,300
it's obviously cheaper just to buy a day return ticket.

278
00:13:56,300 --> 00:13:59,120
But if you are making two or three separate journeys

279
00:13:59,120 --> 00:14:01,430

and going to visit two or three separate different places,

280
00:14:01,430 --> 00:14:05,410
then it's better value to buy the Ranger ticket because

281
00:14:05,410 --> 00:14:08,700
they don't cost much more than the basic day return anyway.

282
00:14:09,710 --> 00:14:11,050
And some of them have a special deal, don't they? I think there's

283
00:14:11,050 --> 00:14:12,360
one on the Wherry lines for...

284
00:14:12,450 --> 00:14:14,700
There's one on the Wherry lines, which is very good. It takes

285
00:14:14,700 --> 00:14:18,320
you from Norwich to Yarmouth and Lowestoft, and the branch

286
00:14:18,320 --> 00:14:21,360
line through Berney Arms as well. You visit Lowestoft and

287
00:14:21,360 --> 00:14:24,660
Yarmouth, if you're starting at Norwich, also stop off at

288
00:14:24,660 --> 00:14:26,590
the Broads if you like at one of the small

289
00:14:26,590 --> 00:14:30,670
stations on route and have a look around. And it's

290
00:14:30,830 --> 00:14:33,580
a very good value ticket. It's only 11.50 for the

291
00:14:33,580 --> 00:14:37,960
day, and there are rail card discounts on that. And what's also

292

00:14:37,960 --> 00:14:40,790
very good about that one and the Bittern line one

293
00:14:40,790 --> 00:14:43,610
on the Sheringham and Cromer line as well is that

294
00:14:43,610 --> 00:14:46,720
there are senior versions that I don't require a rail

295
00:14:46,720 --> 00:14:49,570
card. So if you are over 60, you just pay

296
00:14:49,800 --> 00:14:52,220
the reduced rate of 7.55 automatically.

297
00:14:52,790 --> 00:14:56,260
That's a great tip. So if somebody was planning a

298
00:14:56,260 --> 00:14:58,930
little holiday in the region, what would you recommend that

299
00:14:58,930 --> 00:14:59,520
they do?

300
00:14:59,790 --> 00:15:02,070
What you can do is you can base yourself in

301
00:15:02,070 --> 00:15:05,130
one of the main towns in the area, say Norwich

302
00:15:05,510 --> 00:15:08,640
or Ipswich or Cambridge and travel there by one of

303
00:15:08,640 --> 00:15:11,190
our very good value advance or off peak tickets from

304
00:15:11,260 --> 00:15:14,870
London or wherever you're starting from. And then buy either

305
00:15:14,870 --> 00:15:18,670
the day Ranger or the three and seven Rover, which

306
00:15:18,720 --> 00:15:20,190
you can use in any three days in a week

307
00:15:20,830 --> 00:15:24,930
and travel around the whole of the Norfolk and Suffolk area and

308
00:15:24,930 --> 00:15:28,930
parts of Cambridge that it covers, basically most places north

309
00:15:29,000 --> 00:15:32,110
of Cambridge and Ipswich, right up to the Norfolk coast,

310
00:15:32,860 --> 00:15:37,001
the Suffolk coast and between Cambridge and Ely and across (inaudible)

311
00:15:37,001 --> 00:15:40,160
 as well.
 And so you can visit some of

312
00:15:40,160 --> 00:15:42,850
the interesting places that there are in that area, in this

313
00:15:42,850 --> 00:15:45,790
area, there's (inaudible) very nice time to visit. And there's

314
00:15:45,790 --> 00:15:49,960
Norwich of course. There's Ipswich with this (inaudible) area.

315
00:15:49,960 --> 00:15:54,500
There's the Suffolk line and the Norfolk coast, there's Cromer

316
00:15:54,820 --> 00:15:57,280
and Sheringham, which are nice places to visit. There's the

317
00:15:57,280 --> 00:16:01,970

Norfolk Broads. There's the Breckland area around Bedford. There's all

318
00:16:01,970 --> 00:16:03,650
sorts of places that you can visit and you can

319
00:16:03,650 --> 00:16:06,070
do as few or as many as you want in

320
00:16:06,070 --> 00:16:08,160
a day subject to the time that you have.

321
00:16:08,280 --> 00:16:09,900
And you can just hop on and off the trains as many times as you like?

322
00:16:10,830 --> 00:16:14,500
You can hop off and on, off and on the trains. These tickets start

323
00:16:14,650 --> 00:16:16,910
at generally 8: 45 in the morning. There are a

324
00:16:16,910 --> 00:16:20,130
few concessions to allow slightly earlier travel than that, where

325
00:16:20,130 --> 00:16:23,930
there's a train just before the 8: 45 deadline and anytime

326
00:16:23,930 --> 00:16:26,610
at weekends. So as long as you don't travel in the

327
00:16:26,610 --> 00:16:30,760
early morning, rush hour, which is if you're making a holiday

328
00:16:30,760 --> 00:16:33,030
of it, you're unlikely to be doing anyway, then it's

329
00:16:33,030 --> 00:16:35,620
absolutely fine. You can go anytime and there's no evening restrictions on it

330

00:16:35,620 --> 00:16:36,040
at all.

331
00:16:36,040 --> 00:16:38,040
Brilliant. That's great. Thank you so much, Ken.

332
00:16:38,150 --> 00:16:38,640
Thank you, Lucy.

333
00:16:41,280 --> 00:16:43,440
It's now time for me to meet a member of staff.

334
00:16:43,480 --> 00:16:46,500
And today we're here with Jamie Burles, managing director of

335
00:16:46,500 --> 00:16:49,001
Greater Anglia. Hi Jamie, how are you?

336
00:16:49,001 --> 00:16:49,251
I'm okay, Juliette, how are you?

337
00:16:52,020 --> 00:16:55,900
I'm good, thank you. So you are our managing director,

338
00:16:56,020 --> 00:16:59,920
very important role. What's it like to be managing director

339
00:16:59,920 --> 00:17:01,450
of a large train company?

340
00:17:02,000 --> 00:17:05,780
Well, I guess it's certainly not boring, so that would be

341
00:17:06,490 --> 00:17:11,830
my first comment, Juliette. So on the one hand, it's

342
00:17:11,830 --> 00:17:16,960
pretty relentless because as you might imagine, we as GA

343
00:17:16,960 --> 00:17:22,040
we run trains every day of the year, except Christmas

344
00:17:22,040 --> 00:17:25,180
Day. So we have, I guess we really, we have one day

345
00:17:25,180 --> 00:17:29,030
off. So it is pretty much, it's a 24/ 7

346
00:17:29,130 --> 00:17:34,050
operation. So yes, it is full on, but the bottom

347
00:17:34,050 --> 00:17:37,070
line is I do enjoy it because what we do

348
00:17:37,380 --> 00:17:40,680
as a train company and what all train companies do

349
00:17:41,350 --> 00:17:44,010
makes a real difference to the lives of the people

350
00:17:44,530 --> 00:17:46,530
who use our service.

351
00:17:49,020 --> 00:17:49,040
So what do you actually do?

352
00:17:49,060 --> 00:17:53,890
My role is really, really varied, so I'm often focused

353
00:17:53,890 --> 00:17:58,240
on overseeing a lot of the performance, the punctuality improvement

354
00:17:58,240 --> 00:18:01,290
initiatives. Then I'm spending lots of time liaising with Network

355
00:18:01,290 --> 00:18:04,400
Rail, the infrastructure, the people who run the tracks, the

356
00:18:04,400 --> 00:18:09,290
signals, and so forth. Liaising with Network Rail to again,

357
00:18:09,290 --> 00:18:14,300
make sure that they're focusing on the right reliability improvements

358
00:18:14,300 --> 00:18:18,070
and the right investment initiatives because of course we are

359
00:18:18,270 --> 00:18:20,750
a collaboration, it's a partnership. We run the trains in

360
00:18:20,750 --> 00:18:24,440
the stations, they run the tracks, the signals and overhead

361
00:18:24,440 --> 00:18:29,810
lines.
 So another aspect is liaising with the government. So

362
00:18:29,810 --> 00:18:32,580
the government's very keen on ensuring that we're doing a

363
00:18:32,580 --> 00:18:35,350
good job. We're doing the right thing. We're spending money

364
00:18:35,350 --> 00:18:37,860
on the right things. We're making savings where we need

365
00:18:37,860 --> 00:18:42,640
to make savings. Another element is liaising with stakeholders. And

366
00:18:42,640 --> 00:18:46,990
then of course, as a lot of listeners will know,

367
00:18:47,360 --> 00:18:50,220
we're spending a lot of time focusing on the rollout

368

00:18:50,330 --> 00:18:53,320
of our brand new fleet of trains. So we're about

369
00:18:53,320 --> 00:18:58,610
halfway through now upgrading every single train that we operate

370
00:18:58,610 --> 00:19:01,120
right across our networks. And that's been a big, big

371
00:19:01,120 --> 00:19:06,320
focus for the organization because it is genuinely transforming the

372
00:19:06,320 --> 00:19:10,060
service that we offer to our customers, where we very

373
00:19:10,060 --> 00:19:13,010
shortly, we're going to have the newest train fleet in

374
00:19:13,020 --> 00:19:16,240
the entire country, which is brilliant for customers, but it's

375
00:19:16,240 --> 00:19:18,890
taken a heck of a lot of hard work to

376
00:19:18,890 --> 00:19:19,600
get to this point.

377
00:19:19,960 --> 00:19:24,350
Goodness me, it really is incredibly varied and it sounds like you

378
00:19:24,350 --> 00:19:26,990
have a lot of meetings. Is there a favourite part

379
00:19:26,990 --> 00:19:29,550
of a job? I mean, apart from dealing with the

380
00:19:29,550 --> 00:19:30,800
communications colleagues, obviously.

381
00:19:32,250 --> 00:19:38,440
Well, the favourite part of the job is when we

382
00:19:38,440 --> 00:19:42,990
get it right, so as you can probably imagine Juliette,

383
00:19:43,180 --> 00:19:47,240
we've been through all sorts of phases, haven't we? We

384
00:19:47,240 --> 00:19:50,200
can think back to things like beast from the east,

385
00:19:50,560 --> 00:19:55,700
or flooding, or a particularly hot period where there may

386
00:19:55,700 --> 00:19:58,940
have been some disruption and so forth. So we've been

387
00:19:58,940 --> 00:20:03,550
through the full cycle of what can be thrown at

388
00:20:03,550 --> 00:20:07,190
the railway if you like, because it's a very complex

389
00:20:07,190 --> 00:20:11,770
operation and everything has to come together absolutely right for

390
00:20:11,770 --> 00:20:14,620
it to operate well.
 The most enjoyable part for me

391
00:20:14,620 --> 00:20:19,410
has been definitely despite the pandemic, because that's been awful

392
00:20:19,590 --> 00:20:22,620
for everybody, of course, but the last two and a

393
00:20:22,620 --> 00:20:27,190

half years, we've really seen a lot of improvement at

394
00:20:27,200 --> 00:20:30,680
GA. So we've seen the new trains coming in thick

395
00:20:30,680 --> 00:20:34,670
and fast, customers liking the new trains, the new trains

396
00:20:34,670 --> 00:20:38,090
getting more and more and more reliable. We've seen our

397
00:20:38,090 --> 00:20:41,370
colleagues at Network Rail grappling with the challenges that they've

398
00:20:41,370 --> 00:20:45,740
had to make the (inaudible) lines reliable, the track reliable

399
00:20:45,740 --> 00:20:48,650
and so forth. And they've done a fantastic job as

400
00:20:48,650 --> 00:20:50,980
well in the last two and a half years. So

401
00:20:50,980 --> 00:20:56,780
these stars have all aligned and that's produced record breaking

402
00:20:57,270 --> 00:21:02,350
reliability, record breaking punctuality. So we've been on every single

403
00:21:02,350 --> 00:21:06,010
line that we operate. We've been running far, far more

404
00:21:06,010 --> 00:21:11,680
trains on time. And that has been very, very satisfying

405
00:21:11,750 --> 00:21:12,850
from my perspective.

406

00:21:13,310 --> 00:21:16,810
That sounds fantastic. And I remember you setting up performance

407
00:21:16,810 --> 00:21:21,010
and punctuality summits with Network Rail and challenging everybody to

408
00:21:21,260 --> 00:21:23,790
do what we could to start making sure that our

409
00:21:23,790 --> 00:21:28,300
trains run on time and our punctuality is astonishing. You

410
00:21:28,300 --> 00:21:30,690
can't really say, oh, the trains are always late because

411
00:21:30,690 --> 00:21:31,490
it's wrong, isn't it?

412
00:21:31,970 --> 00:21:34,500
Yeah, we were just in the last sort of four

413
00:21:34,500 --> 00:21:38,680
weeks, we were just a smidge under 95%. What that

414
00:21:38,680 --> 00:21:42,040
means is the vast, vast majority of the time, whether

415
00:21:42,040 --> 00:21:45,280
you're traveling in peak times, between, let's say seven and

416
00:21:45,280 --> 00:21:47,730
nine in the morning, or you're traveling at off peak

417
00:21:47,730 --> 00:21:52,950
times, just nearly every train is on time. And a

418
00:21:52,950 --> 00:21:54,130
lot of hard work's gone into that.

419
00:21:54,480 --> 00:21:57,130
So we are not complacent though, we are always looking to

420
00:21:57,130 --> 00:22:00,540
see how we can improve more and sometimes people are

421
00:22:00,540 --> 00:22:03,990
critical and you being that the man at the top,

422
00:22:04,350 --> 00:22:08,030
come into criticism, how do you deal with that negative feedback?

423
00:22:08,550 --> 00:22:13,740
Yeah, and so Juliette, it's an absolute truth, isn't it?

424
00:22:13,960 --> 00:22:17,210
From time to time, there is negative feedback. So to

425
00:22:17,210 --> 00:22:22,620
be honest, negative feedback doesn't make me feel any worse,

426
00:22:23,000 --> 00:22:25,800
to be honest. Now let me, I guess let me

427
00:22:25,800 --> 00:22:28,780
explain, because the fact is that if we, as a

428
00:22:28,780 --> 00:22:33,650
company have done something wrong or it's our fault that there's

429
00:22:33,790 --> 00:22:37,650
some disruption, for example, if it is our fault and we've done something

430
00:22:37,650 --> 00:22:41,990
wrong, I'm already beating myself up about it and already

431
00:22:41,990 --> 00:22:45,440
working on trying to put it right for the future.

432
00:22:46,070 --> 00:22:49,290
And so the situation really is that for many of

433
00:22:49,290 --> 00:22:52,970
us in GA, we are, and I believe quite rightly

434
00:22:52,970 --> 00:22:57,270
we are our own biggest critics when things go wrong,

435
00:22:57,950 --> 00:23:00,670
because we're not here to let people down, that's not

436
00:23:00,670 --> 00:23:03,480
our job. Our job's not to let people down. So

437
00:23:03,540 --> 00:23:07,010
if on occasion that does happen, we are the first to

438
00:23:07,010 --> 00:23:12,620
beat ourselves up. And sometimes we can be quite harsh

439
00:23:12,620 --> 00:23:18,410
on ourselves, but I think that's ultimately, absolutely healthy because

440
00:23:18,410 --> 00:23:22,970
being harsh on ourselves has driven us to tackle the

441
00:23:22,970 --> 00:23:26,220
root causes of issues, tackle some of the things that

442
00:23:26,220 --> 00:23:29,930
people thought couldn't be solved, couldn't be made better. But

443
00:23:29,930 --> 00:23:32,750
taking the attitude of being very critical on yourselves, it's

444

00:23:32,750 --> 00:23:36,790
made us drive some very significant improvements over the past

445
00:23:36,790 --> 00:23:37,430
few years.

446
00:23:38,060 --> 00:23:40,310
Brilliant. Do you use the trains yourself?

447
00:23:41,090 --> 00:23:44,010
Yes, I use the trains all the time because I

448
00:23:44,010 --> 00:23:48,870
live in Cambridge. I've never driven to London. I wouldn't

449
00:23:48,870 --> 00:23:52,870
fancy that drive to London. So I'm using the trains

450
00:23:52,870 --> 00:23:55,100
all the time. You know, once I joined the industry,

451
00:23:55,430 --> 00:23:59,370
I would say that 85% of the travel I do is

452
00:23:59,370 --> 00:24:04,020
by train just because it really works for me, because

453
00:24:04,020 --> 00:24:07,440
it's much quicker, I can work on the train. And

454
00:24:07,440 --> 00:24:11,160
then even during my spare time, I use the train as

455
00:24:11,160 --> 00:24:13,090
well. So whether that's going down to London or it's

456
00:24:13,090 --> 00:24:15,570
going see my mom who lives in the northwest of

457
00:24:15,570 --> 00:24:18,820
England. So I've either got the choice of a nice

458
00:24:18,980 --> 00:24:21,970
trip up the west coast with (inaudible) to west

459
00:24:21,970 --> 00:24:25,220
coast, or I've got a four and a half hour slog in

460
00:24:25,220 --> 00:24:27,930
the car up to my mum's. So I choose to

461
00:24:27,930 --> 00:24:31,040
train just because it just makes much more sense to

462
00:24:31,040 --> 00:24:34,690
me. So no, I am a big train user, rest assured.

463
00:24:36,210 --> 00:24:39,130
When you are on the train or you are at stations, you always seem

464
00:24:39,130 --> 00:24:42,280
to have time to talk both to members of staff

465
00:24:42,360 --> 00:24:44,900
and to customers.

466
00:24:45,560 --> 00:24:50,170
Yeah, absolutely. At a station or on a train, then I

467
00:24:50,170 --> 00:24:55,140
am identifiable, whether it's your lanyard around your neck, so

468
00:24:55,670 --> 00:24:59,000
people they do know who I work for and some

469
00:24:59,000 --> 00:25:03,610
people know me. So I think it's important to be

470
00:25:03,610 --> 00:25:08,030
open to, once again, to both good and negative feedback.

471
00:25:08,570 --> 00:25:10,860
And then when I pass through the stations, obviously with

472
00:25:10,860 --> 00:25:14,980
our staff, it's great to talk to our staff because

473
00:25:14,980 --> 00:25:18,410
they, nine out of ten of them want to engage,

474
00:25:18,410 --> 00:25:20,440
they want to give you feedback, they want to ask

475
00:25:20,440 --> 00:25:24,540
you questions about the future or what's going on. And

476
00:25:24,540 --> 00:25:27,340
I always find you get into good conversation and then

477
00:25:27,340 --> 00:25:31,610
you always invariably learn something that you didn't know, whether

478
00:25:31,610 --> 00:25:35,010
it's something specific about that station or it's something specific

479
00:25:35,010 --> 00:25:38,570
about what passengers are saying about something. I always think

480
00:25:38,570 --> 00:25:40,670
that you come away a bit sort of richer for

481
00:25:40,670 --> 00:25:45,890
having interacted. I don't want to sort of wander around sort of

482
00:25:46,010 --> 00:25:48,820

anonymously type thing, so I'd prefer to interact with the

483
00:25:48,820 --> 00:25:50,810
people. If they want to have a chat, if they

484
00:25:50,810 --> 00:25:52,510
want to chat to me, I'm happy to chat to them.

485
00:25:52,630 --> 00:25:55,760
That's brilliant. It's been really great talking to you, Jamie.

486
00:25:55,820 --> 00:25:57,000
Thank you very much.

487
00:25:57,340 --> 00:25:58,410
You're very welcome, Juliette.

488
00:26:01,560 --> 00:26:04,310
We're finishing off the episode with travel surgery and today

489
00:26:04,310 --> 00:26:07,940
our guest is Mark Thompson. Mark is an astronomer, broadcaster

490
00:26:07,940 --> 00:26:10,850
and author who explores the world of STEM. He's best

491
00:26:10,850 --> 00:26:12,890
known for his role as one of the presenting team

492
00:26:12,890 --> 00:26:16,310
on BBC Stargazing Live, but has done all sorts including

493
00:26:16,350 --> 00:26:18,770
attempting to break a Guinness World Record last year for

494
00:26:18,770 --> 00:26:20,310
the longest marathon lecture.

495

00:26:20,620 --> 00:26:21,330
Hi Mark.

496
00:26:21,400 --> 00:26:21,820
Hello there.

497
00:26:22,070 --> 00:26:22,820
How are you?

498
00:26:23,770 --> 00:26:27,220
I'm absolutely fine. When you just mentioned my Guinness World

499
00:26:27,220 --> 00:26:30,730
Record attempt last year, it just brought all the emotions

500
00:26:30,730 --> 00:26:33,590
and the experiences back momentarily there. And it was quite a

501
00:26:33,590 --> 00:26:35,870
strange experience, thank you for reminding me of that really

502
00:26:35,870 --> 00:26:37,250
quite bizarre moment in my life.

503
00:26:37,900 --> 00:26:39,880
Yeah. It makes me feel tired just thinking about it,

504
00:26:39,880 --> 00:26:43,250
I have to say. But let's start with science and

505
00:26:43,470 --> 00:26:47,670
astronomy. How did you become interested in science and astronomy?

506
00:26:47,930 --> 00:26:50,020
It started for me as a child and I remember

507
00:26:50,370 --> 00:26:53,410
as a 10 year old, only a few years ago

508
00:26:53,410 --> 00:26:55,950
now, probably a few more than I care to mention.

509
00:26:57,040 --> 00:26:59,200
My dad took me along to my local astronomy society,

510
00:26:59,200 --> 00:27:02,130
the Norwich Astronomy Society when it was based on the

511
00:27:02,220 --> 00:27:04,930
edge of the University of East Anglia playing field. And

512
00:27:04,930 --> 00:27:08,680
I saw Saturn through a telescope and I've seen better

513
00:27:08,680 --> 00:27:13,870
images since then, myself, but that image was of a

514
00:27:14,220 --> 00:27:18,260
beautiful velvet black background. And I saw Saturn with the

515
00:27:18,300 --> 00:27:22,200
rings and to see that for real, myself, it was just

516
00:27:22,200 --> 00:27:25,220
the most amazing image. And that is absolutely what kind

517
00:27:25,220 --> 00:27:28,870
of captured my imagination and got me absolutely hooked on astronomy.

518
00:27:29,350 --> 00:27:32,680
It does sound absolutely incredible. I can't imagine it because

519
00:27:32,680 --> 00:27:35,300
I have to say I've only ever seen Saturn in

520
00:27:35,300 --> 00:27:39,780
photographs, never through a telescope. But are we lucky in

521
00:27:39,780 --> 00:27:42,960
east Anglia because obviously it's not really built up, is it?

522
00:27:42,960 --> 00:27:47,590
And there's not huge cities everywhere. Is it a good place

523
00:27:47,590 --> 00:27:48,500
for stargazing?

524
00:27:48,880 --> 00:27:50,360
There's a number of different factors. First of all, you've

525
00:27:50,360 --> 00:27:53,380
got the clear skies help and you can't really... We

526
00:27:53,380 --> 00:27:56,080
can't control that, the weather is what the weather is. Although,

527
00:27:56,080 --> 00:27:58,750
different parts of the world have different types of weather.

528
00:27:58,750 --> 00:28:00,840
So of course you could always move to a desert

529
00:28:00,840 --> 00:28:03,100
and get guaranteed clear skies for most of the year.

530
00:28:03,430 --> 00:28:07,020
But East Anglia is a superb place, it's flat mostly,

531
00:28:07,020 --> 00:28:10,960
which helps enormously because the flatter an area is then

532
00:28:11,000 --> 00:28:14,780
you don't get hills and huge built up areas, which

533
00:28:14,980 --> 00:28:18,900

actually obscure the horizon, so you can't see things lower

534
00:28:18,900 --> 00:28:22,820
down. So East Anglia is great for that.
 But also

535
00:28:22,820 --> 00:28:25,090
it's not a highly industrialized area as well because it's

536
00:28:25,090 --> 00:28:27,630
generally a fairly rural part of the country. When we

537
00:28:28,170 --> 00:28:31,110
get clear skies, it's not full of pollution and sort

538
00:28:31,110 --> 00:28:34,080
of almost smog that you get in the big cities. And

539
00:28:34,080 --> 00:28:36,590
so when we get clear skies, they are really clear.

540
00:28:36,930 --> 00:28:39,270
So yeah, it's a wonderful part of the world to

541
00:28:39,270 --> 00:28:41,720
explore, not just the countryside, but also the universe above

542
00:28:41,720 --> 00:28:42,100
your heads.

543
00:28:43,010 --> 00:28:45,800
Because actually I'm sure there's been some news stories recently in

544
00:28:45,800 --> 00:28:48,950
the local press about people even seeing the Northern lights

545
00:28:48,950 --> 00:28:51,300
from the Norfolk coast. Have you seen them?

546
00:28:51,530 --> 00:28:55,630
Absolutely. And I've seen it loads. I've moved around Norfolk

547
00:28:55,630 --> 00:28:59,080
a few... Where I live, I've moved around to live

548
00:28:59,080 --> 00:29:00,960
in a few parts of the county and I've seen

549
00:29:00,960 --> 00:29:04,490
it from parts of Norfolk and the north Norfolk coast,

550
00:29:04,490 --> 00:29:08,030
but also from where I am now, near Sithney, Helston,

551
00:29:08,080 --> 00:29:08,510
I've seen it.

552
00:29:08,520 --> 00:29:10,250
Wow, I'm going to have to get out at night.

553
00:29:10,250 --> 00:29:13,480
I'd love to see those. You've just had a sellout

554
00:29:13,530 --> 00:29:18,320
of your spectacular science show and you've done BBC Stargazing Live

555
00:29:18,320 --> 00:29:20,500
and you've been on the One Show. Do you think

556
00:29:20,500 --> 00:29:23,940
people like you and Brian Cox have made science more

557
00:29:23,940 --> 00:29:26,531
interesting, more popular to children in the public in general?

558
00:29:26,531 --> 00:29:30,230
Well, of course I've worked with Brian on Stargazing Live,

559
00:29:30,230 --> 00:29:33,960
so I like to think I make it more enjoyable and accessible than Brian,

560
00:29:33,960 --> 00:29:34,331
but yeah...

561
00:29:34,331 --> 00:29:35,000
I'm sure you do.

562
00:29:35,560 --> 00:29:39,610
I think so. I think science has had to change,

563
00:29:39,610 --> 00:29:42,800
rather scientists and people who work in science outreach have

564
00:29:42,800 --> 00:29:46,010
had to change because science isn't just about locking yourself

565
00:29:46,010 --> 00:29:48,650
up in your laboratory or your observatory and doing your work.

566
00:29:49,330 --> 00:29:51,130
Now, Mark, I'd like to talk to you about slightly

567
00:29:51,130 --> 00:29:53,140
different area of your work. I'd like to talk about

568
00:29:53,140 --> 00:29:57,610
your sleeping campaign. So can you just tell us, I know it's so interesting, can you just tell us a

569
00:29:57,610 --> 00:30:00,990
bit about it, why you're doing it and why sleep is

570
00:30:01,120 --> 00:30:03,180
just so important to human beings?

571
00:30:03,670 --> 00:30:05,540

Yeah. Oh, do you know what Lucy, I could go

572
00:30:05,540 --> 00:30:08,110
on for hours about... I could bore you to sleep.

573
00:30:08,110 --> 00:30:10,640
Not actually, I'm sure you wouldn't sleep. So many years

574
00:30:10,640 --> 00:30:12,950
ago I gave a 24 hour lecture to raise money

575
00:30:12,950 --> 00:30:15,130
for Marie Curie. And at the time I wondered what

576
00:30:15,130 --> 00:30:18,460
the Guinness World Record was for the longest lecture, learned

577
00:30:18,470 --> 00:30:21,410
it was over five days and very swiftly put out

578
00:30:21,410 --> 00:30:24,270
of my mind as an absurd, ridiculous, crazy thing to

579
00:30:24,270 --> 00:30:28,160
do. The 24 hour lecture went well. I felt shattered

580
00:30:28,160 --> 00:30:31,570
at the end of it, absolutely exhausted, but I recovered.

581
00:30:31,630 --> 00:30:33,560
And then I was talking to colleagues at the Norwich Science

582
00:30:33,560 --> 00:30:35,620
Festival and they talked me into having an attempt at

583
00:30:35,620 --> 00:30:39,020
the Guinness World Record. So in September last year I

584

00:30:39,020 --> 00:30:40,480
attempted, to still wait to find out if I was

585
00:30:40,480 --> 00:30:44,640
successful or not to break the record, which meant talking for

586
00:30:45,280 --> 00:30:49,270
over 139 hours, 42 minutes and 56 seconds, the current record.

587
00:30:49,600 --> 00:30:52,630
I went on for 140 hours. I had three hours

588
00:30:52,630 --> 00:30:55,670
sleep across the whole event.
But because of that experience, I

589
00:30:55,670 --> 00:31:00,250
had become absolutely fascinated with sleep and the effect of

590
00:31:00,250 --> 00:31:03,600
not having enough sleep. Now I experienced hallucinations. There were

591
00:31:03,600 --> 00:31:07,090
telescopes on the stage that I was convinced were alive.

592
00:31:07,420 --> 00:31:10,380
I heard people talk, I heard voices and of course, none

593
00:31:10,380 --> 00:31:14,420
of this was there. So I became acutely aware of the importance

594
00:31:14,450 --> 00:31:17,050
of sleep. You know, if you're constantly failing to get

595
00:31:17,050 --> 00:31:19,850
a good night's sleep that increases your chance of cancer,

596
00:31:19,850 --> 00:31:24,540
diabetes, heart disease, dementia, obesity to name but a few.

597
00:31:24,720 --> 00:31:26,290
And all we have to do is just make sure

598
00:31:26,290 --> 00:31:27,760
we get a good night's sleep every night. And that

599
00:31:27,760 --> 00:31:32,070
increases our health and our wellbeing substantially. So I'm starting

600
00:31:32,070 --> 00:31:34,650
up this campaign called Get Sleeping to try and encourage people

601
00:31:35,480 --> 00:31:37,360
to improve their relationship with sleep.

602
00:31:38,080 --> 00:31:40,020
After your lecture, how long did you sleep for when you got home?

603
00:31:41,350 --> 00:31:44,520
I think I slept for about 24 hours or pretty

604
00:31:44,520 --> 00:31:46,410
much a day, but I was... I'll tell you what, I had

605
00:31:46,760 --> 00:31:49,030
the most... I remember yawning towards the end of the

606
00:31:49,040 --> 00:31:54,880
lecture and the yawns felt ecstatic. The yawns just felt

607
00:31:54,880 --> 00:31:58,140
so lovely filling my lungs with fresh oxygen. Oh, do you know what?

608
00:31:58,140 --> 00:32:00,640
I can remember feeling them. It felt so nice those yawns. But

609
00:32:00,640 --> 00:32:03,470

yeah, I slept for about 24 hours or so. And

610
00:32:03,470 --> 00:32:05,820
I was back to normal. I was napping throughout the

611
00:32:05,820 --> 00:32:09,370
following week, sort of every afternoon I have a sort of half hour nap and

612
00:32:09,370 --> 00:32:11,800
within about a week and a half, two weeks, I kind

613
00:32:11,800 --> 00:32:13,420
of felt back to normal and felt back to my

614
00:32:13,420 --> 00:32:14,870
normal wide awake self.

615
00:32:15,490 --> 00:32:16,810
Wow 24 hours.

616
00:32:17,740 --> 00:32:19,131
Yeah. It was a lush sleep, I can tell you.

617
00:32:19,131 --> 00:32:21,410
I bet it was the feeling when you wake up,

618
00:32:21,410 --> 00:32:24,810
you just must feel so refreshed, so good, ready to

619
00:32:24,810 --> 00:32:28,980
face the day. So what do you do when you're not researching, working? What do you do in

620
00:32:29,310 --> 00:32:29,960
your downtime?

621
00:32:30,450 --> 00:32:34,470
I like getting outside. I do like looking at the

622

00:32:34,470 --> 00:32:36,670
night sky, so I love going out to remote places

623
00:32:36,670 --> 00:32:41,140
to enjoy a really proper dark, clear sky. I like

624
00:32:41,140 --> 00:32:43,500
walking, getting out there in nature. And I think that's

625
00:32:43,720 --> 00:32:46,620
probably just a nod to the fact that I'm so busy

626
00:32:46,620 --> 00:32:48,120
all the time, that it's just nice just to switch

627
00:32:48,120 --> 00:32:48,610
off a little bit.

628
00:32:48,910 --> 00:32:52,150
Absolutely. Well, we've worked hard to pick out a good

629
00:32:52,150 --> 00:32:53,410
destination for you today.

630
00:32:53,820 --> 00:32:56,740
Yes. I'm very curious. What have you been conjuring up?

631
00:32:57,410 --> 00:32:59,980
What I'm going to suggest is that you take the

632
00:32:59,980 --> 00:33:04,001
train to Ely and you can either do that via (inaudible)

633
00:33:04,001 --> 00:33:06,550
 Norwich and then Norwich to Ely, or you could

634
00:33:06,780 --> 00:33:09,690
get to Attleborough and get on that line and go

635
00:33:09,690 --> 00:33:12,940
across to Ely. And in Ely, there is of course

636
00:33:12,960 --> 00:33:17,270
the magnificent cathedral, which did you know that there was

637
00:33:17,270 --> 00:33:19,780
actually one of the canons who used to live there

638
00:33:19,780 --> 00:33:24,050
set up a solar observatory in the grounds, well in

639
00:33:24,050 --> 00:33:28,730
his garden, it was canon William Selwyn. And he set

640
00:33:28,730 --> 00:33:32,470
up this solar observatory and took pictures of the sun

641
00:33:32,470 --> 00:33:38,830
for every possible day, from 1863 to 1874. Seems to

642
00:33:38,830 --> 00:33:41,360
me that's a good place for you to go. And

643
00:33:41,360 --> 00:33:45,120
then there's lots of walks to do from Ely out

644
00:33:45,120 --> 00:33:47,730
into the Fens, which I thought you could go and

645
00:33:47,730 --> 00:33:49,900
check some of those walks out and see if you

646
00:33:49,900 --> 00:33:52,200
could go back later on when it was dark. Because

647
00:33:52,200 --> 00:33:54,850
I would imagine the Fens, the lowest point in England

648
00:33:55,120 --> 00:33:58,290
must be great stargazing country.

649
00:33:58,290 --> 00:34:01,180
That sounds wonderful. I want to hunt down this canon's garden and

650
00:34:02,080 --> 00:34:03,580
see if I can find where he used to observe

651
00:34:03,580 --> 00:34:04,120
the sun from. That sounds wonderful. I'm looking forward to that.

652
00:34:06,630 --> 00:34:08,690
If you look on the visit Ely website as well,

653
00:34:08,690 --> 00:34:10,660
there are loads of walks including this walk called the

654
00:34:10,660 --> 00:34:14,300
Hereward Way. So yeah, loads to do in Ely for you.

655
00:34:14,440 --> 00:34:16,980
Excellent. That sounds wonderful. I should look forward to that

656
00:34:16,980 --> 00:34:18,390
with great anticipation.

657
00:34:18,890 --> 00:34:21,530
Brilliant. Well, it's been really great talking to you, so

658
00:34:21,530 --> 00:34:23,730
thanks very much and enjoy your trip.

659
00:34:23,920 --> 00:34:25,630
I will. Lovely to talk to you both. Thank you very

660
00:34:25,630 --> 00:34:26,110

much, indeed.

661
00:34:28,610 --> 00:34:30,960
And that's it for this episode of Life on Rails,

662
00:34:31,150 --> 00:34:33,810
we hope you've enjoyed learning more about Greater Anglia.

663
00:34:33,980 --> 00:34:36,790
Please do tweet us at Greater Anglia PR and leave

664
00:34:36,790 --> 00:34:38,870
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665
00:34:38,940 --> 00:34:42,080
Life on Rails releases every other month so be sure

666
00:34:42,080 --> 00:34:44,280
to check back soon for episode six.

667
00:34:44,330 --> 00:34:47,190
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670
00:34:55,860 --> 00:34:57,420
Thanks for listening. Bye.