



DAY OUT WITH THOMAS

AUTUMN 2022

Emerald, Lakeside, & Lakeside Visitor Centre.

PBR VOLUNTEERS MANUAL

WHAT IS THOMAS THE TANK ENGINE?

Thomas the Tank Engine is an evergreen licence that has been a global leader for 70 years. It originated with a successful series of 26 books written by the Rev. Wilbert Awdry published between 1945 and 1972, and more recent titles by his son Christopher (from 1985). However, its global success has been driven through over 100 television episodes produced since 1979 and narrated by Ringo Starr & Michael Angelis.

WHAT IS DAY OUT WITH THOMAS?

Puffing Billy Railway's (PBR's) initial use of the "Thomas" brand was a celebration event of his 60th birthday in 1995, followed by a series of Friends of Thomas the Tank Engine days, as are still run by other Australian tourist railways. In 2000 the events expanded into Day Out With Thomas with the construction of Australia's only working Thomas the Tank Engine.

DOWT is now a highly successful event for Puffing Billy Railway and is an integral component of the event calendar.



EVENT DETAILS

Autumn Season Dates:

March 5, 6, 19, 20, 26, & 27.

Train Times: as per confirmation email / ticket:

9.30am, 11.30am, 1.30pm departing from Emerald Station

Ticket Prices:

Adults (16 years +)	\$45.00
Children (4-15 years)	\$34.00
Toddlers (1 – 4 years)	\$28.00
Family (2A & 2C/T)	\$140.00
Infants (under 1 year)	FREE (must sit on carer's lap during train ride)

Passenger Numbers:

300 train passengers per session, totalling 900 passengers per day.

The event is SOLD OUT and there are NO tickets available for purchase on the day.

TERMS & CONDITIONS

Tickets are not transferable to other times or dates and are not refundable.

If declared a day of Total Fire Ban in the Central Zone, DOWT will not operate, and passengers will be provided a refund.

In cases of extreme weather, the event may be cancelled at any time at the discretion of management. In the case of a cancellation, we will endeavour to contact ticket holders as early as possible.

Please note that all passengers are notified the event is in Emerald. Additionally, a reminder email, sent in the days prior contains their booked train time and any specific information. A reminder SMS (text) is sent on the morning of the event to all those passengers who made the booking.

DOWT – ACTIVITIES AVAILABLE

DOWT in and around the Lakeside Visitor Centre will run a very different format to previous seasons at Gembrook.

1. A 45-minute return steam train ride hauled by *Thomas* and DIESEL from **Emerald Station Platform** to Cockatoo and returning to Lakeside (including safe working and Fire Patrols, which is an additional 10 minutes). Passengers do not disembark at Lakeside on the down journey or Cockatoo when engines are shunting prior to returning to Lakeside.

After the train ride, all passengers will disembark at Lakeside Station and be directed to a range of activities taking place inside and outside the Lakeside Visitor Centre.

Other activities included are:

1. A photo opportunity with *Thomas, Diesel, the Troublesome Truck and Sir Topham Hatt* at Lakeside Visitor Centre platform DOWN end. Photo opportunities will be open for approximately 1 hour per session. . **NEW Thomas will now do a couple of runs up and down the LVC platform both prior and at the end of the photo session.**



2. An Imagination Station including mosaic wall, silent disco, elastic jungle and riverscape activities, located across the wig-way crossing and to the right in the small “unofficial” carpark.
3. Thomas Theatre showing Thomas TV episodes located inside the visitor centre function room.
4. Create and play craft activities in the visitor centre function room.
5. Photo boards around the precinct; and
6. Scavenger hunt inside and outside Lakeside Visitor Centre.

Food, drinks, and DOWT merchandise are available for patrons to purchase and is located within the Lakeside Visitor Centre Café and the Retail Shop.

Note: The 3 Gemco actors (Sir Topham Hatt, Driver Dan and Shunter Charlie) will be involved in the following activities:

1. Greeting passengers on the platform at Lakeside;
2. A photo opportunity with *Thomas, Diesel and the Troublesome Truck*. Driver Dan and Shunter Charlie will assist with taking the photos and managing the line with the assistance of a PBR volunteer;
3. Roving at Lakeside Visitor Centre; and
4. Greeting passengers on the platform at Cockatoo (note passengers do not disembark at Cockatoo).

CUSTOMER PARKING

Customers have been advised that all parking is on-site at the Emerald Station.

- Available at the cost of \$5 per vehicle.

Parking is managed by a local community group Disabled parking is available at Emerald Station. All cars must have a valid disabled car park pass, and only DOWT ticket holders will be granted access.

PASSENGER ARRIVAL AND SITE ENTRY

The site entry for all passengers will be at Emerald station. Upon site entry, all passengers will have their ticket confirmation checked, given wristbands and a Thomas Train Ticket, and advised of their allocated train carriage.

Passengers will not be permitted onto the platform and train until all passengers from an earlier session have arrived back at Emerald and have cleared the platform. The Station Master at Emerald will advise passengers when they can make their way onto the platform and board the train.

We will hold all passengers who are about to board the train down in the carpark at the bottom of the walkway leading to the platform.

LATE PASSENGERS

All passengers need to be boarded on the train 5 mins before the scheduled departure time. The timetable is extremely tight, and the train will not be held up for those late passengers.

Those that are late have the following two options:

1. Catch the 22-seater bus that will depart from Emerald RSL carpark 15 mins after the scheduled train time i.e., 9.45am, 11.45am and 1.45pm. This bus will drive them directly to Cockatoo Station where they can board the train for the return journey to Lakeside.

2. If they arrive after the bus departs for Cockatoo, they will need to enter the Emerald carpark (free of charge), collect wristbands and information to drive to Emerald Lake Park, and park at the Emerald Lake Park carpark and walk to the Lakeside Visitor Centre (LVC). We will attempt to put them on a later service if there is space. No guarantees should be given, and the passengers are to report directly to the Lakeside Visitor Centre ticket window for further information.

NOTE: Those that miss the 1.30pm train will not be able to catch a later service to Cockatoo and return but can catch the 10-minute shuttle back to Emerald Station.

TRAIN RIDE INFORMATION

Each train has a maximum capacity of 300 passengers.

Passengers are advised to be onsite 30 minutes before their booked train ride. We ask all conductors and other volunteers on the platform to ensure passengers bags are under seats and passengers are politely asked that if their pram is a large one, it can be stored in the end carriage at the UP end of the train.

No sitting on sills permitted on any of the DOWT train rides.

JUNIOR ENGINEER CERTIFICATES AND SCAVENGER HUNT MAPS

All children and toddler passengers will be able to get their personalised Junior Engineer Certificate printed at the Ticket Window at the entry to the Lakeside Visitor Centre, and collected along with the Scavenger Hunt map.

CAFÉ AND RETAIL SHOP

A range of Thomas and Puffing Billy Railway merchandise is available at the retail shop, along with food and refreshments at the visitor centre Café. The Lakeside Tea Rooms will also be available for refreshments. Please encourage all passengers to visit the café and retail shop throughout the day.

SITE MAP

Please refer to the Site Map at the end of this document, ensuring you're familiar with the site to be able to communicate the locations of attractions, food and beverage, retail and amenities with passengers.

VOLUNTEERS

INFORMATION AND VOLUNTEER SUPPORT AT EMERALD

The Information Area is the booking office in the portable unit located in the grassed carpark next to Emerald Station. This will be attended by two Booking Attendants who will be the central point of all queries.

Any lost children should be escorted to this area immediately. Please ensure the children are supervised at all times until their guardians are re-united with the child.

If a passenger is requesting a refund or has further comments, please direct them to the Information Area. Any request must be made via email and NO REFUNDS will be issued on the day.

Please **DO NOT mention or promise a refund under any circumstances**, as any refund request or complaint needs to be responded to by the Event Manager.

This area will also be used to support volunteers:

- Daily briefing at 8.30am
- Volunteer Sign In and Sign Out area
- Volunteer sunscreen, vests, ponchos, etc.
- Volunteer coffee
- Volunteer lunch packs

INFORMATION AND VOLUNTEER SUPPORT AT LAKESIDE VISITOR CENTRE

The Information Area is the ticket office at the entry point to the Lakeside Visitor Centre. This will be attended by two Booking Attendants who will be the central point of all queries.

Any lost children should be escorted to this area immediately. Please ensure the children are supervised at all times until their guardians are re-united with the child.

If a passenger is requesting a refund or has further comments, please direct them to the Information Area. Any request must be made via email and NO REFUNDS will be issued on the day.

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- Volunteer Sign In and Sign Out area
- Volunteer sunscreen, vests, ponchos, etc.
- Volunteer lunch packs
- Volunteer water and soft drinks

STAFFING AND CHARACTER GUIDELINES

We encourage all volunteers to be familiar with the Thomas brand. Volunteers are to be proactive, providing a positive experience to event patrons, including giving directions, accurate information, and helping when required.



Please ensure you make yourself familiar with the site and be able to answer questions such as:

- What's happening today, when, and where?
- Where are the toilets?
- I've lost my child - can you help me?
- Can I take my pusher/stroller/pram on the train?
- Where do I pick up my child's junior engineer certificate?

All volunteers have a role to play, and we ask you to be as friendly and informative to all passengers. The more interaction with our passengers, the more enjoyable an experience for all involved.

All volunteers must be alert to all patrons, especially children, if near moving trains.

All train movements in Emerald and Lakeside yard must be limited to walking pace and please assist with crowd control whenever you are standing close to a moving train.

UNIFORM – WHAT TO WEAR

It is important that all our volunteers are dressed appropriately for their role at DOWT. Specific uniforms will be required for specific roles including:

- Platform staff to wear PBR Heritage Uniform i.e., Station Masters, Signalmen, Conductors.
- Drivers and Fireman to wear standard safety overalls and boots; and
- PBR volunteers to wear
 - Dark, comfortable pants
 - Comfortable closed-toe shoes (preferably dark); and
 - Appropriate weather shirts/jackets.
 - Hats also essential in warmer weather.
- PBR volunteers (except Station Staff, Drivers, and Firemen) will be issued with a high-vis vest which can be placed over the top of their clothing. Please dress for the occasion regarding hot/cold/wet weather.

All volunteers are asked to wear their Puffing Billy Railway name tags for easier identification for our customers. **Please ensure you have your Rail Safety Card with you at all times whilst on the railway.**

VOLUNTEER PARKING

NEW

Volunteer parking is available at a number of locations, depending on where you're working. All volunteers (with exception of Retail, Booking Office Staff and Lakeside Station staff working at LVC) **are now advised to park at Gemco in Emerald by 8:45am and catch the 9:30am shuttle in to LVC with the patrons. Volunteer can then catch a shuttle back to Lakeside at the end of the day.**

Volunteer parking is available at a number of locations, depending on where you're working:

- Belgrave – as per usual arrangements
- Emerald Yard – please park behind the Nursery Shed and along the fence with the service station. We would prefer no cars be visible in Emerald railyard if possible. Please do not park in the customer carpark which is the grassed area between the rail line and the RSL.
- Emerald Lake Park – please park in the Emerald Lake Park carpark which is the carpark located next to the Lake. You will need a carpark pass so please email matt.collopy@pbr.org.au to obtain



one. Only those staff and volunteers who are retail and booking at the Lakeside Visitor Centre can park in the Loading Dock Area.



VOLUNTEER TRANSPORT

if rostered volunteers require transport from Belgrave, please email matt.collopy@pbr.org.au to make suitable arrangements.

VOLUNTEER FOOD AND DRINK

All volunteers are entitled to complimentary food and drink when rostered for the event.

Each volunteer will receive a lunch pack, water, and a soft drink. Water and soft drinks will be available in the LVC office kitchen fridge (located in the Admin area of the building near the main entry). Lunch packs for Emerald Station will be available from 12.00pm from the Information Area (with a voucher). Lunch packs at the Visitor Centre will be available from 12.00pm and can be picked up at the Lakeside Station Tearooms (with a voucher).

NEW Unfortunately, we no longer have a coffee cart at Emerald. We will provide tea and instant coffee in the Emerald Station building.

LVC volunteers are entitled to one free coffee at the Café.

When obtaining your coffee, please queue with other paying customers and try and time your visit when it's a "quieter" period for the Cafe.

SMOKING ONSITE

Please note that all volunteers are asked not to smoke within public view. Please ensure you go 'back of house' and are completely out of view of passengers.

FIRST AID

At Emerald Station, a first aid kit will be located in the Emerald Safe Working room on the platform and the booking office in the grassed carpark.

At LVC, there is a First Aid Room within the office admin area.

OPERATIONS AND COMMUNICATION

The employed Events Manager and/or Event Coordinator **are the Event Supervisor/s** at DOWT.

The Railway Duty Manager is based at Belgrave as normal and contactable on internal ext. 721 or the PBR radio, if the Events Supervisor or Lakeside/Emerald SM is unavailable.

Communications include:

- PBR auto phone systems (including speed-dial for certain mobile phones); and
- PBR radio system, principally for Train Operations.

RADIOS

All operational radios will be delivered and stored in the Safe Working Room on the Emerald Platform at the start of the DOWT season and kept there for the whole season. Please ensure the radios are locked in the supplied radio cabinets and correctly put on charge. Please note that two radios will be located at Cockatoo Station for the duration of the event.



CROWD MANAGEMENT

With an anticipated 900 passengers per day at DOWT, crowd management/people movement is crucial to ensure the safety of all passengers and volunteers and to ensure we are implementing our COVID-19 safety plans. We estimate that approximately 750 passengers will be onsite at any one time.

To assist with people movement, it is important all volunteers are aware of their surroundings, especially at the following locations:

- Wig Wag crossing; and
- The LVC Café and Retail Shop.

Queuing of people over the site at different attractions will vary throughout the day but it is important we ensure those queues flow smoothly. It's crucial that spacial distancing of 1.5m is maintained at all times. It is crucial that any queues do not block access for other passengers to move easily around the site.

DAILY OPERATIONAL TIMETABLE

The daily operational timetable has been designed to identify all train operations and train movements within Lakeside Visitor Centre.

The main purpose of this document is to ensure everyone on site; from the Event Supervisor/s to Drivers, Signalmen, Rail Crossing Attendants, and Crowd Controllers all understand the timing and movement of trains to ensure the safety of all passengers and volunteers.



TRAIN OPERATIONAL RUN SHEET

The run sheet, as many of you know, is extremely tight and we understand the challenges involved, especially with Fire Patrols included. We will monitor how DOWT operates on the first weekend, and if possible, make some changes accordingly.

We understand breaks are challenging and we are looking at all opportunities to give all volunteers as many breaks as possible throughout each day.

KEY		
Blue	1 st DOWT	300 DOWT passengers with Blue Wristband
Yellow	2 nd DOWT	300 DOWT passengers with Yellow Wristbands
White	3 rd DOWT	300 DOWT passengers with White wristbands
Green	Excursion	Excursion passengers with Red/Green Dangling Leg Wristbands
Grey	Shunts	No passengers
Pink	Station	Approximate closure of stations and LVC, along with vols and crews
TIME	STATION	MOVEMENT
05.00	BELGRAVE	NGG Light Up Fireman arrives
06.30	EMERALD	Thomas Driver & Fireman arrive
07.15	BELGRAVE	NGG driver and fireman arrive
07:45	BELGRAVE	NGG with empty consist departs for Emerald
08.30	EMERALD	NGG with consist arrives
08.40	EMERALD	Thomas departs via 2 road (light engine) for LVC platform Thomas not to depart with NGG with passengers as we can't provide this service for all DOWT shuttles
08.50	LAKESIDE	Thomas arrives and take water shunts into 1 road awaits NGG
09.15	EMERALD	DOWT 1 - Blue wristbands board
09.30	EMERALD	NGG departs with DOWT 1
09.40	LAKESIDE	NGG arrives with DOWT 1 Thomas shunts onto consist at Lakeside Platform DOWN end Passengers stay on board Actors interact on platform until departure
09.45	LAKESIDE	DOWT 1 departs Lakeside for Cockatoo
10.00	BELGRAVE	Excursion Train departs
10.05	COCKATOO	DOWT 1 arrives Locos cut off; NGG runs around to couple on at UP end Thomas to couple up at DOWN end of consist Actors interact with passengers
10:15	COCKATOO	DOWT 1 departs Cockatoo for Lakeside
10.23	MENZIES CREEK	Excursion train arrives
10.30	MENZIES CREEK	Excursion train departs
10.35	LAKESIDE	DOWT 1 arrives Lakeside Passengers disembark Thomas takes water if required in 2 road and shunts to LVC DOWN end platform and stables for DOWT 1 photos. Location marker will be in place.
10.44	EMERALD	Excursion train arrives and stops- passengers do not disembark
10.46	EMERALD	Excursion train departs Emerald
10.56	LAKESIDE	Excursion train arrives
11.05	LVC	NGG departs for Emerald – no passengers
11.20	EMERALD	NGG arrives

		DOWT 2 Yellow wristband board
11.25	LAKESIDE	Thomas finishes photos at LVC platform and awaits in A-siding for arrival of NGG and consist into Lakeside Platform 2
11.30	EMERALD	NGG departs with DOWT 2
11.40	LAKESIDE	NGG arrives with DOWT 2 Thomas shunts onto consist at Lakeside Platform DOWN end Passengers stay on board Actors interact on platform until departure
11.50	LAKESIDE	DOWT 2 departs Lakeside for Cockatoo
12.10	COCKATOO	DOWT 2 arrives Locos cut off; NGG runs around to on at UP end Thomas to couple up at DOWN end of consist Actors interact with passengers
12.20	COCKATOO	DOWT 2 departs for Lakeside
12.30	LAKESIDE	Excursion Train departs Lakeside for Belgrave
12.40	LAKESIDE	DOWT 2 arrives Passengers disembark Thomas takes water if required, cuts off and shunts to A-siding DOWN end platform and stables for DOWT 2 photos. Marker in place
12.50	LAKESIDE	NGG departs for Emerald with DOWT 1 passengers taken back to their cars
1.00	MENZIES CREEK	Excursion train arrives
1.05	EMERALD MENZIES CREEK	NGG arrives and passengers disembark Excursion train departs for Belgrave
1.15	EMERALD	DOWT 2 passengers with white wristbands board
1.25	BELGRAVE	Excursion train arrives
1.30	EMERALD	NGG departs with DOWT 3
1.40	LAKESIDE	NGG arrives with DOWT 3 Thomas shunts onto consist at Lakeside Platform DOWN end Passengers stay on board Actors interact on platform until departure
1.50	LAKESIDE	DOWT 3 departs Lakeside for Cockatoo
2.10	COCKATOO	DOWT 3 arrives Locos cut of, NGG runs around to on at UP end Thomas to couple up at DOWN end of consist Actors interact with passengers
2.20	COCKATOO	DOWT 3 departs for Lakeside
2.40	LAKESIDE	DOWT 3 arrives Passengers disembark Thomas cuts off and shunts to LVC Platform 3 to take water if required DOWN end platform and stables for DOWT 3 photos
3.00	LAKESIDE	NGG departs for Emerald with DOWT 2 passengers taken back to their cars
3.15	EMERALD	NGG arrives and passengers disembark
3.30	EMERALD	NGG departs empty set to Lakeside
3.40	LAKESIDE	NGG arrives
4.30	LAKESIDE	Thomas heads to Emerald Thomas not to depart with NGG with passengers as we can't provide this service for all DOWT shuttles
4.50	LAKESIDE	NGG departs for Emerald with DOWT 3 passengers taken back to their cars
5.00	LVC/LAKESIDE	CLOSED
5.05	EMERALD	NGG arrives passenger disembark
5.25	EMERALD	NGG departs for Belgrave

5.30	EMERALD	Station and carpark close
6.00	EMERALD	Thomas crews finish
6.05	BELGRAVE	NGG arrives
7.15	BELGRAVE	NGG crew finish

THANKS AND FEEDBACK

Our Day Out With Tomas event simply wouldn't operate without the time and dedication of our volunteers, so thank you so much in advance for your time and effort.

Regarding feedback, please send an email to matt.collopy@pbr.org.au if you have any feedback from your experience at Day Out With Thomas.

Enjoy your experience and thanks again.

