

DAY OUT WITH THOMAS

Spring 2022

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 (*DOWT*)?

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*. In 2020, DOWT is now a highly successful event for Puffing Billy Railway and is an integral component of the event calendar.

EVENT DETAILS

Spring Season Dates

November 5, 6, 12, 13, 19, 20

Train Times: as per confirmation email/ticket

9:30am, 11:30am, 1:30pm

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

310 train passengers per session, totalling 930 passengers per day.

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

Terms and 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 held at Lakeside Visitor Centre. 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 different format to previous seasons at Gembrook.

1. A 60-minute return steam train ride hauled by *James* from **Lakeside Station Platform** to Cockatoo and returning to Lakeside (including safe working and Fire Patrols which is approx 15-20mins). Passengers do not disembark at 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. Please note *Thomas* will be static at the photo site for the entirety of the event (due to *Thomas* loco mechanical issues), with consist hauled by *James* to Cockatoo and return.
2. An Imagination Station including mosaic wall, silent disco, elastic jungle and riverscape activities will be located across the wig-way crossing and to the right.
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
6. Thomas Activity booklet – handed out to passengers on arrival to take with them on the train ride (and use at the stopover at Cockatoo).

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

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 team member;
3. Roving at Lakeside Visitor Centre

Customer Parking

Customers have been advised that all parking is on-site at Lakeside Visitor Centre parking.

- Available at the cost of \$6 per vehicle.
- Parking Marshalls will be on site to assist with event parking on the day

Disabled parking is available at Lakeside Visitor Centre. All cars must have a valid disabled car park pass. Any issues with access to the Ticket Box from the Disabled Parking bays, please call Katie (Event Coordinator), Emma (Marketing Manager) or Nicoleta (Visitor Experience Manager) to assist with additional accessibility.

Passenger Arrival

Upon arrival, passengers will be directed to the Lakeside Visitor Centre Ticket Office to pick up their tickets, given wristbands and activity booklet and their carriage allocation.

Late Passengers

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

Those that are late 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

Train Ride Information

Each train has a maximum capacity of 310 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 pram holding area on the platform at Lakeside.

Sodor Railway Certificates

All children and toddler passengers will be able to have their personalised Sodor Railway Certificate printed at the Ticket Box at the entry to the Lakeside Visitor Centre.

Café and Retail Shop

A range of Thomas and Puffing Billy merchandise is available at the retail shop, along with food and refreshments at the Café.

VOLUNTEERS

Event Rosters

Please contact your respective Branch Managers for any operational roles. Please contact Event Coordinator, Katie Hall for any Visitor Experience/Event roles.

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 2 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 always supervised, 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.

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

Uniforms

- **Passenger Operations and Train Operations** as per standard operations uniforms
- **Event volunteers**
 - Dark, comfortable pants,
 - Comfortable closed-toe shoes (preferably dark), and
 - Appropriate weather shirts/jackets.
 - Hats also essential in warmer weather.

All event team members to wear their Puffing Billy name tags and **ensure you have your Rail crew Card with you at all times**

Volunteer Parking

- Lakeside Visitor Centre loading dock parking (back of the building)
- Please display your free parking pass
- Please do not park in the public car park as we will need all parking spots free for the public and other park users

Volunteer Food and Drinks

All volunteers are entitled to complimentary food and drinks when rostered on.

Each volunteer will receive a complimentary lunch pack, water, soft drink. These will be in the Lakeside Station Master office in the new fridge.

First Aid

First Aid Room is located at the Lakeside Visitor Centre Admin area.

OPERATIONS AND COMMUNICATION

Event Management Team.

PBR Event Coordinator, Katie Hall will be your first point contact, In Katie's absence please contact Visitor Experience Group Manager, Nicoleta Giurgiu.

The Lakeside Station Master will be the central point for all train communication between SM's for DOWT related trains. The Lakeside SM will liaise with the Event Management Team.

Communications include:

- PBR auto phone systems (including speed-dial for certain mobile phones); and
- PBR radio system, for Train Operations and Passenger Operations. Radios to be available from the Lakeside Station building via the SMs.

All Communications relating to trains should follow the process of contact with Station Masters.

Radios

All operational radios will be stored in the Safe Working Room on the Lakeside 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 1 radio will be located at Cockatoo Station for the duration of the event

CROWD MANAGEMENT

With an anticipated 980 passengers per day at DOWT, crowd management/people movement is crucial to ensure the safety of all passengers, staff and volunteers. We estimate that approximately 750 passengers will be on-site 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;
- 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.

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 to Signalmen to Rail Crossing Attendants to Crowd Controllers all understand the timing and movement of trains to ensure the safety of all passengers and volunteers.

This document is to be read in conjunction with Working Time Table 4, Rollingstock Movement Notice and the applicable S Notice released on 27th October 2022.

TRAIN OPERATIONAL RUN SHEET

KEY		
Blue	1 st DOWT	310 DOWT passengers with Blue Wristband
Yellow	2 nd DOWT	310 DOWT passengers with Yellow Wristbands
White	3 rd DOWT	310 DOWT passengers with White wristbands
Green	Excursion	Excursion passengers with Red/Green Dangling Leg Wristbands
Grey	Shunts/transfers	No passengers
Pink	Station	Approximate closure of stations and LVC, along with vols and crews
Time	Station	Movement
04.30	BELGRAVE	NA loco- Light Up Fireman arrives and prepares locomotive
06.00	BELGRAVE	NA driver and fireman arrive
07:45	BELGRAVE	NA with empty consist departs for Lakeside On Sunday's - NA to collect consist from 2 Road, Emerald
08.45	LAKESIDE	NA with consist arrives

09.15	LAKESIDE	DOWT 1 - Blue wristbands board Actors interact on platform until departure
09.30	LAKESIDE	JAMES departs with DOWT 1
09.50	COCKATOO	DOWT 1 arrives Cockatoo NA runs around consist Passengers stay on board
10.10	COCKATOO	DOWT 1 departs Cockatoo for Lakeside
10.30	LAKESIDE	DOWT 1 arrives Lakeside Passengers disembark JAMES runs around consist immediately and takes water if required at Down end of 2 road.
11.00	BELGRAVE	Excursion Train departs
	LAKESIDE	Excursion train arrives
11.15	LAKESIDE	DOWT 2- Yellow wristbands board
11.25	MENZIES CREEK	Excursion train arrives
11.30	MENZIES CREEK LAKESIDE	Excursion train departs DOWT 2 departs Lakeside for Cockatoo Actors interact on platform until departure
11.50	COCKATOO	DOWT 2 arrives at Cockatoo Loco cuts off and moves into 2 Road to re-coal locomotive, after completing re-coaling loco attaches to UP end of consist
11.57	LAKESIDE	Excursion Train arrives Lakeside 2 Road Loco takes water and runs around consist immediately
12.10	COCKATOO	DOWT 2 departs for Lakeside Note: due re-coaling JAMES, DOWT 2 may depart a bit later if required
12.30	LAKESIDE LAKESIDE	Excursion Train departs Lakeside for Belgrave DOWT 2 arrives into 1 Road Passengers disembark Excursion train pulls train towards Belgrave to allow JAMES to run around consist. JAMES to run around DOWT consist and take water (if needed) at Down end of 1 Road Excursion Train to re dock in 2 Road to once James has run around DOWT.
1.15	LAKESIDE	DOWT 3 passengers with white wristbands board
1.30	LAKESIDE	JAMES departs with DOWT 3 for Cockatoo Actors interact on platform until departure
1.50	COCKATOO	DOWT 3 arrives Loco cut off and runs around to Up end of consist Passengers to stay on board
2.00	LAKESIDE	Excursion train departs for Belgrave
2.10	COCKATOO	DOWT 3 departs Cockatoo for Lakeside

2.27	MENZIES CREEK	Excursion train arrives
2.30	LAKESIDE	DOWT 3 arrives into 2 Road Passengers disembark Loco takes water
2.35	MENZIES CREEK	Excursion train departs
2.55	BELGRAVE	Excursion train arrives
3.15	LAKESIDE	JAMES departs for Emerald empty cars
3.30	EMERALD	JAMES arrives and stables consist in 2 Road. -Sundays only (cars to be transferred to Belgrave)
3.50	EMERALD	JAMES departs Emerald for Belgrave
4.30	BELGRAVE	JAMES arrives and stables
5.00	LVC/LAKESIDE	CLOSED
6.00	BELGRAVE	LOCO 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.

Enjoy your experience!

EVENT TEAM ROSTER AND CONTACT DETAILS

As previously noted, PBR Event Coordinator, [Katie Hall](#) will be your first point contact. In Katie's absence, please contact Visitor Experience Group Manager, Nicoleta Giurgiu.

CONTACT NAME	POSITION	PHONE
Nicoleta Giurgiu	Group Manager Visitor Experience	0488 603 392
Emma Hutchinson	Marketing Manager	0439 897 722
Katie Hall	Events Coordinator	0431 238 531

DAY	DATE	EVENT MANAGEMENT	EVENT MANAGEMENT
		8.00 am – 5.00 pm	8.00am – 5.00 pm
Saturday	05/11/2022	Nicoleta Giurgiu	Katie Hall
Sunday	06/11/2022	Emma Hutchinson	Katie Hall
Saturday	12/11/2022	Emma Hutchinson	Nicoleta Giurgiu
Sunday	13/11/2022	Emma Hutchinson	Katie Hall
Saturday	19/11/2022	Nicoleta Giurgiu	Emma Hutchinson
Sunday	20/11/2022	Nicoleta Giurgiu	Katie Hall