



TRAIN OF LIGHTS

JUNE / JULY 2022

VOLUNTEER & STAFF MANUAL

WHAT IS THE TRAIN OF LIGHTS?

“Train of Lights” is set to be an annual event that showcases the heritage railway corridor in an imaginative and inspiring light.

The event will showcase the railway corridor from Lakeside Visitor Centre to Gembrook Town Station, which will house entertainment and winter warmers for passengers to enjoy in the cold winter night. Partnering up with acclaimed lighting production company, Resolution X, Puffing Billy Railway’s Train of Lights will bring to life a moving light show like no other.

EVENT DETAILS

DATES: Friday 24th June to Sunday 10th July 2022

TRAIN TIMES: 6pm service Lakeside to Gembrook, return approx. 8.20pm.

Departure from Lakeside Station Platform 2

PASSENGER NUMBERS: 260 train passengers per session/train - The event is SOLD OUT



TERMS & CONDITIONS

Tickets are not transferable to other times or dates, and are not refundable, as per our normal train operations.

Please note there is **NO sitting on sills.**

Please see below for a snapshot of what happens at each station.

Lakeside Station / Lakeside Visitor Centre

- The Visitor Centre will be open from 9am – 6pm during this period. Dinner is available for purchase at Lakeside Visitor Centre Café from 4:00pm-5:30pm. Last orders by 5.30pm, but we ask if staff and volunteers can order earlier, that would be appreciated.
- Passengers will park in new carpark and will collect their white wristbands from the Lakeside Visitor Centre Booking Office. The wristbands will allow easier identification of passengers entering Lakeside Station and Gembrook Station precincts. We are expecting interest from the general public who may visit Lakeside and Gembrook Stations and we need to be able to easily identify ticketed passengers.
- Announcements at Lakeside will be made by the Event Team in consultation with conductors. Announcements from the Lakeside Visitor Centre will be made by the booking officers.
- Lakeside Visitor Centre will not be open upon the train arrival back to Lakeside at 8.20pm. Toilets at Lakeside Station will be open prior to passengers exiting via the new carpark.
- The lighting around the LVC entry and walkway leading to the Lakeside platform will be the responsibility of the Event Team.

Gembrook

- Lights at Gembrook Heritage and Town Station Precincts will be the responsibility of the Event Team.
- Musician Erica Bramham will be playing easy listening songs within the large Hocker on the platform – heating will make it warm and cosy.
- Coffee, Hot Chocolate, Soup, hot doughnuts, and limited snacks will be available at the Gembrook Town Station. Beanies and gloves will be available for purchase.
- Fire pits will be set up on the Town Station Platform, which is operated by a local community group and the Events Team.
- All announcements at Gembrook, both at the Heritage Platform and Town Station platform will be made by the Events Team.
- The opening and closing of the Gembrook Town Station building, including toilets, will be the responsibility of the Commercial Team / Events Team.
- The opening and closing of the Hocker will be the responsibility of the Events Team, including turning on and off all power for lighting, speakers, and heaters.
- Please note the front door to the Town Station building, and the brown gates either side will be closed and locked at all times and only opened for emergency purposes and bump in and bump out.

Please do not encourage passengers to leave the site as we don't wish for them to be late for the train departure and on many nights, no shops in Gembrook will be open.



VOLUNTEER INFORMATION

RESPONSIBILITIES FOR EACH ROLE

Drivers, Fireman, and Guards as per standard role responsibilities.

Conductor

- Prepare the train as per usual operations, including checking for white wristbands upon entry to Lakeside Platform (at the white gates before the rail crossing onto the platform).
- Once the locomotive attaches onto the locomotive at 5.30pm, please ensure passengers do not take photos next to the loco at this point – we need to encourage passengers to board the train and that the loco will be available for photos once in Gembrook. Please use black bollards to assist in crowd management.
- Once at Gembrook and the passengers have cleared the Heritage Platform, and all train duties are complete, please assist at the Hocker entry to ensure ticket holders only enter the Hocker. **See Map and M3 location.**
- Upon return to Lakeside, lock up and alarm Lakeside Station Master Office (once radios are returned) and ensure toilets are locked and lights are off.
- Please exit the platform area and return to your cars in the presence of another volunteer or staff member.

Visitor Experience Support (as per your VE support roster)

- Secondary person within the Lakeside Booking office (see role below).
- Please assist the Events Team with any placement of signage and closing the wig wag pedestrian crossing with the red “belts” from 5pm to 6pm.
- Upon arrival at Gembrook (prior to the train arrival), VE support will position themselves at the Town Station platform entry point and ensure only those with wristbands enter the Town Station platform **See Map and M2 location.**
- Between the Event Team and the rostered VE support, a team member will then be positioned at the Hocker entry (see map Marshal 3), to ensure only those with wristbands enter the platform area.
- Assist with pack-up of Gembrook Station precinct.
- Please exit the platform area and return to your cars in the presence of another volunteer or staff member.

LVC Booking Office (as per your roster)

- Standard check in procedure of checking tickets / carriage allocation and providing all passengers with a white wristband. Please ask passengers to wear on wrist but on outside of clothing for easy identification.
- Encourage all passengers to visit the LVC (time permitting) and to obtain dinner prior to 5.30pm (kitchen closes).
- Lock up LVC front entry and ensure walkway to Lakeside Platform has lights on for the safety of passengers upon their return to Lakeside and specifically the carpark.

Commercial Team (as per roster)

- As instructed by Rob, Tiarn, and Nicoleta to operate LVC and Gembrook.

Please note the small bus bay outside Gembrook Town Station building will be closed off for use only for the Commercial Team



Events Team

- Manage the event overall in consultation with Visitor Experience Manager, train and passenger operations, and all volunteers and staff.
- Manage all external event suppliers and contractors at Lakeside and Gembrook Station precincts.
- Manage the safe arrival and departure all of passengers, volunteers, and staff, including securing Lakeside and Gembrook Stations.
- Return to Lakeside and LVC at the end of the evening to ensure all lights and buildings, locked and alarmed.

UNIFORM – WHAT TO WEAR

As per standard train operations but please note, it will be very cold and potentially wet and windy. Be prepared for cold weather and ensure you wear warm clothing and boots. High Fluro vests will be available at the Lakeside Station Master's office and Gembrook Station Master office.

VOLUNTEER PARKING

Volunteer parking is available at Lakeside Visitor Centre (LVC) carpark, next to the model railway. Please do not park in the Loading Dock at the LVC. If you are driving to Gembrook as a volunteer / staff member, there is **No Parking** on the Mian Driveway D. Please park in the old pub site opposite the station, access via Redmond Rd. Please ensure you stay on the gravel "carpark" and keep the driveway throughout the site clear at all times. Please take care exiting and entering the Gembrook Station

We are expecting the roads to be busier than normal with people coming out to see the train. Please drive with extra care and stay safe on the roads and allow extra time to travel between Lakeside and Gembrook.

CROWD MANAGEMENT

With an expected 260 passengers per night, crowd management / people movement is crucial to ensure the safety of all passengers and volunteers.

We are expecting passengers to arrive at the LVC from 4:30pm onwards. The train platform will be open once the consist is stabled in Platform 2, estimated to be 5.15pm. The locomotive will be at the viewing platform closest to Lakeside Station between 5pm and 5.30pm for photo opportunities. All passengers will have a white wristband that will give them access to the platform. There is NO public access past the white gates onto the platform – this is a ticketed area only.

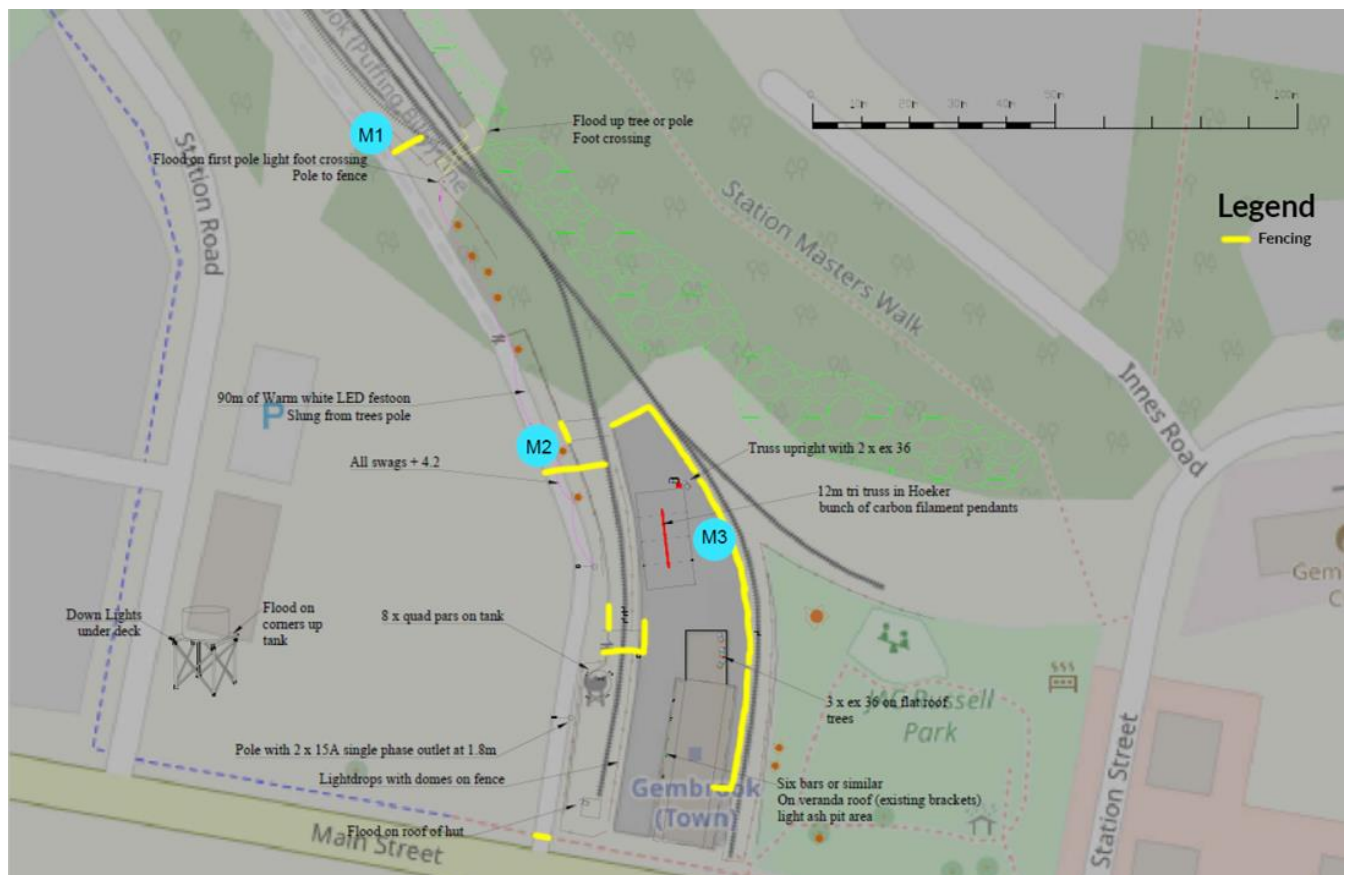
At Gembrook, passengers will disembark on the Heritage Platform and cross the railway line at the Heritage Platform DOWN end crossing, walk down the driveway and access the Town Station Platform via the up end "unofficial pedestrian crossing". Both crossings will be manned and then access closed off until passengers head back to the Heritage Platform for departure approximately 50 mins later.

Please note, the Town Station Platform, Station building, including the toilets and Hocker are for ticket holders only.

The general public have access ONLY to the driveway and only by foot. NO Vehicles permitted on the driveway.

Signage and fencing will assist with crowd management and movement, along with staff and volunteers.

GEMBROOK SITE MAP



THANKS AND FEEDBACK

Like any event at the railway, we are always looking for feedback to help us improve the experience. Whilst I'd like to think we will get everything right, that's not always the case, especially with a new event.

I encourage you to provide feedback via email – please send any comments directly to matt.collopy@pbr.org.au.

We thank you all for your time and assistance in ensuring all our passengers, volunteers, and staff have an enjoyable experience at Puffing Billy Railway's Train of Lights. We look forward to seeing you again in the near future and if you wish to volunteer at any future PBR events, please let us know.