



DAY OUT WITH THOMAS

Autumn 2021

Gembrook Railway Station

PBR
VOLUNTEERS MANUAL

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SITE MAP

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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.

References to (# x) refer to the site map on the back page eg: (#10) is the Pram Bay

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*.

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 13, 14, 27, 28 and April 17,18

Train Times: as per confirmation email/ticket

10am, 12pm, 2pm

Ticket Prices

Adults	\$42.00
Children (4-16)	\$42.00
Toddlers (1 – 3 years)	\$25.00
Infants (under 1 year)	FREE (must sit on carer's lap during train ride)

Passenger Numbers

210 train passengers per session, totalling 630 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, unless their tickets can be transferred to another day in the Autumn season.

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 at Gembrook Station, not Emerald or Belgrave as stated on PBR's website and ticket confirmation. 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 Gembrook, will run a very different format to previous seasons due to COVID restrictions and safety plan

1. A 35-minute return steam train ride hauled by *Thomas, James* and *Diesel* from **Gembrook Heritage Platform** to Doonaha Rd (just beyond Fielder Station). The train does not stop at any station and passengers do not disembark the train at any stage during the journey.

A Thomas and Friends scavenger hunt has been set up along the railway line between Gembrook and Fielder. Passengers will be provide with a scavenger hunt flyer that they can complete and redeem a prize form the retail area within Gembrook Town Station building

After the train ride, all passengers will walk to the down end crossing on the Heritage Platform to cross the railway track.

Please note the UP-end crossing will not be utilised in Autumn 2021.

Other activities included are:

1. A photo opportunity with *Thomas* and the *Fat Controller* in 3 Road of the Heritage Platform – see #5 on the site map. This will take place directly after their train ride;
2. A 15-minute Live Show with *Thomas*, the *Troublesome Trucks*, the *Fat Controller*, and his friends within the Hocker beginning 50 minutes after their train ride returns to Gembrook.
3. View and take photos of the *Troublesome Truck* which will be stationary in 3 Road outside the Hocker; and
4. View and take photos of *Bulgy Bus*, a static attraction located at the down end of the Heritage yard.

Food, drink and merchandise are available for patrons at an additional cost and is located within the Gembrook Town Station precinct.

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

1. Greeting passengers on the platform and assisting them to their specific carriages
2. A photo opportunity with *Thomas* and the *Fat Controller*. Driver Dan and Shunter Charlie will assist with the management of the photos but will not be taking them, due to COVID-19 protocols
3. Actors in the Pantomime Show within the Hocker
4. Drive to Fiedler to meet the train at Doonah Rd

The Gemco actors “Green Room” will be located in the portable building at the UP end of the Hocker.

Customer Parking

Customers have been advised that all parking is off-site at the Gembrook Primary School.

- Available at the cost of \$5 per vehicle.
- Parking is managed by a local community group.
- Passengers then have a 5-minute walk to the Site Entry.

Disabled parking is available in the main driveway and will be monitored by the accredited Traffic Controller upon arrival. All cars must have a valid disabled car park pass, and only DOWT ticket holders will be granted access. Passengers with a mobility impairment can utilise the driveway for a drop-off area but will not be permitted to park unless a valid disabled car park pass is visible.

Community Parking

Please note that Cardinia Council has implemented parking restrictions along the Main Rd within the shopping precinct. Passengers are instructed and encouraged not to park on the Main Rd or side streets, with the aim to have parking available to local residents and visitors to the shops on the Main Rd.

Please note that along Main Rd, Gembrook a Traffic Management Plan will be implemented, including a reduced speed zone (40km), signage and bollards to control traffic management.

Passenger Arrival and Site Entry

The site entry for all passengers will be within the Gembrook Town Station building. Upon site entry, all passengers will have their ticket confirmation checked and advised of their allocated train carriage.

Closed Site to non-DOWT passengers

Please note that the entire site is a ticketed area and visitors to the Railway without tickets will not be allowed entry onto the site between the hours of 7am – 5pm, including the Gembrook Town Station. This is to ensure only paid passengers are utilising the activities, including the train ride.

Train Ride Information

Each train has a maximum capacity of approximately 210 passengers.

Passengers are advised to be:

- **Onsite 30 minutes before** their booked train ride
- On the platform 15 minutes before the train departure time

Due to the train being sold out, there is no availability of the next train and due to COVID-19 protocols, a seat on the next train cannot be guaranteed. Those who are late will need to report to the Station Master on the Heritage Platform 15 minutes prior to the next train to see if we are able to accommodate them.

We ask all conductors and other volunteers on the platform to ensure passengers bags are under seats and passengers are politely asked (not told) to practise social distancing between groups and to remain seated at all times during the train journey.

Junior Engineer Certificates

All children and toddler passengers will be emailed their personalised Junior Engineer Certificate in the days following their visit to DOWT.

Retail and Exit

A range of Thomas and Puffing Billy merchandise, along with drinks and ice creams is available in the town station building. Please encourage all passengers to visit the retail shop throughout the day. Exiting the site is via the town station building ONLY and is not to be permitted via the entry gate or main driveway.

Please encourage passengers to visit other Gembrook businesses and J.A.C. Russell Park throughout the day. Passengers can re-enter the site via the Site Entry and show their wristband.

VOLUNTEERS

Information and Volunteer support

The Information Area is the entry point to the Gembrook Town Station. This will be attended by 2 volunteers and will be the central point of all queries.

Any lost children should be escorted to this area immediately. Please contact the Event Manager ASAP if a lost child is reported. 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 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:

- Volunteer Sign In and Sign Out area
- Volunteer sunscreen, vests, ponchos etc

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 offering assistance when required.

Please ensure you make yourself familiar with the site and be in a position 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 certificate?

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

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

All train movements in Gembrook 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 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 Briefing

All volunteers are to assemble at **8:30am** at the Information Area (#2) to sign in and be present for a (5-10 min) briefing session.

Coffee and food vouchers and hi-vis vests will be distributed at sign in.
An egg and bacon roll will be available at the BBQ from approximately 8:30am.

Sign out for all volunteers is required at the Information Area at the end of your shift.

Position descriptions for the following roles can be found on the volunteer roster webpage:

- Ticket / Information Attendants
- Passenger Guides
- Crossing Supervisor
- Station Master
- Conductor

The Crew Room inside the Station Building is available for storage of bags and personal belongings. Please minimise bringing personal belongings and valuables onsite site as the Crew Room won't be locked.

Volunteer Parking

Volunteer parking **is available** in the grassed area next to Jac Russell Park. Entry is opposite the Gembrook CFA building. Please do not park in the sealed carparks on Station St. Additionally, excess parking for volunteers is available in the old Pub site opposite the Station Building.

Please note that both areas are not sealed and have some uneven surfaces so please be mindful of your footing when walking across to the site entry point and how you park (eg: don't leave massive gaps).

Please do not park on the main driveway near the water tank – this is for disabled vehicles only.

Volunteer Food and Drink

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

Each volunteer will receive a food voucher to be redeemed from the BBQ area

A coffee cart will be on site, and all volunteers are entitled to one free coffee (with a voucher.)

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

Smoking on site

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

First Aid

St John Ambulance Victoria will be onsite to manage all first aid enquiries and incidents. It is important that first aid treatment is administered by the St John Ambulance officers.

OPERATIONS AND COMMUNICATION

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

The Event Supervisor is responsible for overall command and control of all activities in the Gembrook Railway Yard, in consultation with the Gembrook Station Master and Head Signalmen.

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 Gembrook SM is unavailable.

Communications include:

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

Crowd Management

With an anticipated 630 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 420 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:

- Down end crossings leading onto the Heritage Platform;
- The retail Shop and site entry and exit;
- Within the Hocker which has a capacity of 210 people at any one time; and

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 social 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 Gembrook Yard and specifically in the Heritage Platform area.

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

Please note the only proposed train movement into Gembrook Town Station platform is after the second shuttle returns to the Gembrook yard. This is for Thomas to be re-oiled and for James to take water. At the end of Saturday, both steam locomotives will stable in the Heritage Platform opposite the Safe Working Room.

Radios

All operational radios will be delivered and stored in the Safe Working Room on the Gembrook Heritage 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.

Train Operational Run Sheet

FRIDAYS

	<p>Transfer Train for Locos @ 4.00pm & Thomas consist @ 5.10pm from Belgrave to Gembrook (Steam Locos are to be Funnel Down)</p> <p>Fire Patrol to follow Steam Locomotive Light Engines (if req.)</p> <p>DH and consist authorised to run without fire patrol</p> <p>DH to transfer Lakeside to Gembrook Ticket box (if fire patrols running)</p> <p>Fielder TR Book is at Gembrook</p>
6pm-7pm approx	<p>Stable Thomas Shuttles Consist in 2-Road. Stable one NQR vehicle in 3 road directly outside the Hocker (NEW LOCATION). The specific location will be identified via paint on the rail and ballast marked TT (for troublesome truck)</p> <p>DH Loco to up end of consist; Steam Engines to ER before stabling directly outside the Gembrook SW Room.</p> <p>1711 Driver is to ensure the Down Home Signal is placed to STOP to protect occupied 1-Road.</p> <p><i>Train Staffs to be road transferred back to originating stations (i.e.Lakeside, Menzies Creek & Belgrave) if necessary</i></p>

SATURDAYS

06:00	Thomas Steam Firemen to sign on at Gembrook and light engines
07:30	Thomas Steam Drivers to sign on at Gembrook and prepare engine (obtain hand held radio for communication) from Gembrook Safe Working office.
08:00	<p>DH Driver and Fireman to sign on at Gembrook and prepare engine and carry out train examination</p> <p>1st and 2nd Signalmen Gembrook to sign on, collect radios and prepare yard and admit Track Patrol (using the calling on signal if 1-road is occupied)</p> <p>Track Patrol arrives and completes patrol duties, collects Up Authority from Signalmen</p> <p>Fire Patrol Driver and Assistant sign on, collect radio and prepare</p>
08:15	<p>Track Patrol departs for Belgrave on Gembrook to Lakeside Ticket</p> <p>Signalmen to coordinate docking of consist in heritage platform</p>

09:10	<p>IMPORTANT - Thomas travels to 3-Road and stops at photo opportunity point (just inside down end scotch block).</p> <p>James travels to 2-Road and stops 10-15m in the UP direction from Thomas. This is to ensure passengers do not walk along 2-raod to get a photo with James.</p> <p>A wheelbarrow of coal will be placed next to the photo opportunity position for coaling Thomas.</p>
09:15	Photo Opportunity opens
09.45	<p>1st Thomas Shuttle passengers board</p> <p>Photo Opportunity closes</p>
09.50	James travels up and down 2 road to allow passengers to view James and then to 1-Road to couple to down end of consist.
09:55	<p>Thomas to travel up and down 2-Road (to allow passengers to view Thomas) and then to 1-Road to couple to down end of consist.</p> <p>NOTE: Please ensure Thomas is not coupled to consist until 2 minutes prior to departure. This will prevent passengers standing on the platform edge to take pictures in front of Thomas.</p>
10:00	<p>1st UP Thomas Shuttle carrying Lakeside-Gembrook Train Staff & departs Gembrook for Fielder</p> <p>(SW authority to be carried by Thomas Loco)</p> <p>(limited to maximum speed of 10MPH)</p>
10:15	1 st UP Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)
10:21	1 st DOWN Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket
10:35	<p>1st DOWN Thomas Shuttle arrives Gembrook</p> <p>Thomas cuts off from consist and travels to 3-Road and stops at photo opportunity point (just inside down end scotch block). Photo opportunities take place for passengers on the first Thomas shuttle.</p> <p>James cuts off from consist and travels to 2-Road and stops 10-15m in the UP direction from Thomas. This is to ensure passengers do not walk along 2-raod to get a photo with James</p>
11:10	Thomas photo opportunities close

11:15	Thomas crew to refer to the play script – a copy will be in the Thomas cab. Signalman required on 3 road towards UP end of the Hocker for the coupling/uncoupling of the NQR to Thomas
11.35	Live show concludes and Thomas cuts off from the NQR and returns to the photo opportunity.
11.45	2 nd Thomas Shuttle passengers board
11:50	James travels up and down 2 road to allow passengers to view James and then to 1-Road to couple to down end of consist.
11.55	Thomas to travel up and down 2-Road (to allow passengers to view Thomas) and then to 1-Road to couple to down end of consist. NOTE: Please ensure Thomas is not coupled to consist until 2 minutes prior to departure. This will prevent passengers standing on the main line to take pictures in front of Thomas.
12.00	2 nd UP Thomas Shuttle carrying Lakeside-Gembrook Train Staff & departs Gembrook for Fielder (SW authority to be carried by Thomas Loco) (limited to maximum speed of 10MPH)
12.15	2 nd UP Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)
12.22	2 nd DOWN Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket
12.35	2 nd DOWN Thomas Shuttle arrives Gembrook Thomas cuts off from consist and travels to 3-Road and stops at photo opportunity point (just inside down end scotch block). Photo opportunities take place for passengers on the first Thomas shuttle. James cuts off from consist and travels to 2-Road and stops 10-15m in the UP direction from Thomas. This is to ensure passengers do not walk along 2-raod to get a photo with James
13:05	Thomas photo opportunities close

13.15	<p>Prior to start of live show, the Thomas driver starts the air compressor to pump up the main reservoir for braking purposes.</p> <p>Thomas crew to refer to the play script – a copy will be in the Thomas cab.</p> <p>Signalman required on 3 road towards UP end of the Hocker for the coupling/uncoupling of the NQR to Thomas</p>
13.35	Live show concludes and Thomas cuts off from the NQR and returns to the photo opportunity.
13.45	3 rd Thomas Shuttle passengers board
13:50	James travels up and down 2 road to allow passengers to view James and then to 1-Road to couple to down end of consist.
1355	<p>Thomas to travel up and down 2-Road (to allow passengers to view Thomas) and then to 1-Road to couple to down end of consist.</p> <p>NOTE: Please ensure Thomas is not coupled to consist until 2 minutes prior to departure. This will prevent passengers standing on the main line to take pictures in front of Thomas.</p>
14.00	<p>3rd UP Thomas Shuttle carrying Lakeside-Gembrook Train Staff & departs Gembrook for Fielder</p> <p>(SW authority to be carried by Thomas Loco)</p> <p>(limited to maximum speed of 10MPH)</p>
14.15	3 rd UP Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)
14.22	3 rd DOWN Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket
14.35	<p>3rd DOWN Thomas Shuttle arrives Gembrook</p> <p>Thomas cuts off from consist and travels to 3-Road and stops at photo opportunity point (just inside down end scotch block). Photo opportunities take place for passengers on the first Thomas shuttle.</p> <p>James cuts off from consist and travels to 2-Road and stops 10-15m in the UP direction from Thomas. This is to ensure passengers do not walk along 2-raod to get a photo with James</p>
15:05	Thomas photo opportunities close

15.15	Thomas crew to refer to the play script – a copy will be in the Thomas cab. Signalman required on 3 road towards UP end of the Hocker for the coupling/uncoupling of the NQR to Thomas
15.35	Live show concludes and Thomas cuts off from the NQR and returns to the photo opportunity.
15:40	DH to shunt consist to No.2 Road and stable Thomas and James travel to pit, ER and then stable directly outside the Gembrook SW room. Please ensure NA radio is placed on charge. Down Home Signal is to be placed to STOP.
15:50	1 st and 2 nd Signalmen Gembrook to ensure all signals, locking bars and scotch blocks are set correctly, then sign off and transfer Lakeside to Gembrook Staff to Lakeside. Signalman 1 is to ensure the Down Home Signal is placed to STOP to protect occupied 1-Road.
16:00	Thomas Site Closes to the public

SUNDAYS

06:00	Thomas Steam Firemen to sign on at Gembrook and light engines
07:30	Thomas Steam Drivers to sign on at Gembrook and prepare engine (obtain hand held radio for communication) from Gembrook Safe Working office.
08:00	DH Driver and Fireman to sign on at Gembrook and prepare engine and carry out train examination 1 st and 2 nd Signalmen Gembrook to sign on, collect radios and prepare yard and admit Track Patrol (using the calling on signal if 1-road is occupied) Track Patrol arrives and completes patrol duties, collects Up Authority from Signyman Fire Patrol Driver and Assistant sign on, collect radio and prepare
08:15	Track Patrol departs for Belgrave on Gembrook to Lakeside Ticket Signalmen to coordinate docking of consist in heritage platform
08:30	Coaling of NA to take place at Up end crossing of Heritage Platform
09:10	IMPORTANT - Thomas travels to 3-Road and stops at photo opportunity point (just inside down end scotch block). James travels to 2-Road and stops 10-15m in the UP direction from Thomas. This is to ensure passengers do not walk along 2-road to get a photo with James A wheelbarrow of coal will be placed next to the photo opportunity position for coaling Thomas.
09:15	Photo Opportunity opens
09.45	1 st Thomas Shuttle passengers board Photo Opportunity closes
09.50	James travels up and down 2 road to allow passengers to view James and then to 1-Road to couple to down end of consist.
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10:00	1 st UP Thomas Shuttle carrying Lakeside-Gembrook Train Staff & departs Gembrook for Fielder (SW authority to be carried by Thomas Loco) (limited to maximum speed of 10MPH)
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11:10	Thomas photo opportunities close
11:15	Thomas crew to refer to the play script – a copy will be in the Thomas cab. Signalman required on 3 road towards UP end of the Hocker for the coupling/uncoupling of the NQR to Thomas
11.35	Live show concludes and Thomas cuts off from the NQR and returns to the photo opportunity location.
11.45	2 nd Thomas Shuttle passengers board
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13:05	Thomas photo opportunities close
13.15	Thomas crew to refer to the play script – a copy will be in the Thomas cab. Signalman required on 3 road towards UP end of the Hocker for the coupling/uncoupling of the NQR to Thomas
13.35	Live show concludes and Thomas cuts off from the NQR and returns to the photo opportunity location.
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15.35	Live show concludes and Thomas cuts off from the NQR and returns to the photo opportunity location.
15:40	<p>DH to shunt consist to No.2 Road and stable</p> <p>Thomas and James travel to pit, ER and then stable directly outside the Gembrook SW room. Down Home Signal is to be placed to STOP.</p>
15:50	<p>1st and 2nd Signalmen Gembrook to ensure all signals, locking bars and scotch blocks are set correctly, then sign off and transfer Lakeside to Gembrook Staff to Lakeside.</p> <p>Signalman 1 is to ensure the Down Home Signal is placed to STOP to protect occupied 1-Road.</p>
16:05	If required, Cooling of NA to take place at Up end crossing of Heritage Platform
Ref WTT 4 & S Notice Issued	DH/Empty Cars/Steam Loco's Transfer Train from Gembrook to Belgrave departs

We thank you all for your time and assistance in ensuring all our passengers have an enjoyable experience at Puffing Billy's Day out with Thomas event. We look forward to seeing you again in the near future and if you wish to volunteer at another DOWT event, please let us know.