

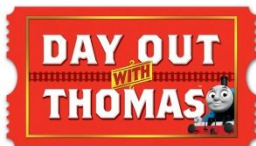


# DAY OUT WITH THOMAS

Spring 2018

Gembrook Railway Station

**PBR  
VOLUNTEERS MANUAL**



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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 60<sup>th</sup> 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

### Spring Season Dates

October	20 & 21 and 27 & 28
November	10 & 11 and 17 & 18

### Train Times: as per confirmation email/ticket

10am, 11:20am, 12:40pm, 2:00pm

### Ticket Prices

Adults	\$40.00
Children (4+ years)	\$40.00
Toddlers (1 – 3 years)	\$24.00
Infants (under 1 year)	FREE (must sit on carer's lap during train ride)

### Passenger Numbers

400 train passengers per session, totalling 1600 passengers per day.

**Note: all tickets have SOLD OUT.**

### Terms and Conditions

Tickets are not transferable to other times or dates, and are not refundable, **except** on declared days of Total Fire Ban in the Central Zone when DOWT will not operate.

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 in the 48 hours before the event.

## Excursion Train

Please note that the regular Gembrook excursion train will terminate at Lakeside and not travel to Gembrook during DOWT event days.

For ticket requests on the Excursion Trains, please advise that the train will not arrive at Gembrook – the closest station is Lakeside or Emerald Town Station.

## DOWT – Activities Available

DOWT in Gembrook, will continue to run in a similar format to previous seasons regarding a single train ride, complemented by the different activities.

1. A 35-minute return steam train ride hauled by *Thomas*, *Percy* 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.

After the train ride, patrons will be directed to both ends of the Heritage Platform to cross the railway track and return to the other activities on offer. **Passengers collecting prams will be advised to utilise the UP-end crossing of the platform.**

Available before and after the passenger's train ride is the following inclusive activities:

1. Visit to the Animal Nursery;
2. Grab a photo opportunity with *Thomas* and the *Fat Controller* in 3 Road at the down end of the Heritage Platform – see #5 on the site map;
3. Jumping Castles – (N.B. does not operate in wet or windy conditions due to OH&S regulations);
4. Imagination Station is the large marquee opposite the Heritage Platform
  - i. Face painting for children;
  - ii. Painting area for children to paint Thomas themed pictures;
5. Kids activities area;
6. View the *Troublesome Trucks* which will be stationary in 3 Road at the up end of the yard; and
7. *Bulgy Bus* is a static attraction located at the up end of the Heritage yard.

Food, drink and merchandise are available for patrons at an additional cost.

Note: The 3 Gemco actors (the Fat Controller, Driver Dan and Shunter Charlie) will be at the photo opportunity point when Thomas is in 3 Road or on the platform greeting guests. They will also assist passengers in boarding the train on the Heritage platform but have been advised to be mindful of having photos with passengers on the platform to minimise any crowding issues and to ensure passengers board the train in a safe and timely matter.

All contractors have completed the Rail Safety Briefing.

The only time scheduled activity is the train ride, which is the session time passengers booked (as per their confirmation email and wristband which they will receive when arriving on site).

### **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 the Gembrook Scout Group
- Passengers then have a 5-minute walk to the Site Entry.

A 2-minute drop off zone is located in the PTV Bus stop on the Main Rd, next to the main driveway. This is primarily for those running late but cars must not park in that area for longer than 2 minutes. Please note that any PTV bus has priority of any cars and the traffic controller will monitor the area to ensure cars are cleared for any arriving PTV buses.

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.

On Sunday, October 28, the Gembrook Market will be operating at the Gembrook Community Centre, and we encourage our patrons to visit the market and all the shops within the township.

### **Passenger Arrival and Site Entry**

A new site entry for all passengers has been identified as the secondary driveway between the pit and the Gembrook Town Station building. Upon site entry, all passengers will have their ticket confirmation checked and in return will receive a colour coded wristband:

- 10am **Blue** wristband
- 11:20am **Red** wristband
- 12:40pm **Yellow** wristband
- 2pm White wristband

### **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, including the Gembrook Town Station. This is to ensure only paid passengers are utilising the activities, including the train ride.

Conductors and Activity Supervisors will be asked to look out for wristbands throughout the day to ensure only paid patrons are on the event site.

### **Train Ride Information**

Each train has a maximum capacity of approximately 400 passengers.

Passengers are advised to be:

- **Onsite 45 minutes before** their booked train ride
- On the platform 20 minutes before the train departure time

Upon entry, if passengers are late and have missed their trains, there is **NO GUARANTEE** we can fit them on a train ride on the next shuttle. Any late passengers' must report to the Information Area (#2).

Passengers will be handed a "late-slip" to be presented to the Station Master on the Heritage Platform 20 minutes before the next departure. The Station Master will decide whether passengers' can be accommodated.

Trains have been sold to full capacity so we cannot necessarily accommodate any passengers who have missed their scheduled train time. We will do our best, but nothing should be guaranteed.

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 move up and fill any gaps to ensure all customers are seated throughout the train journey.

### **Junior Engineer Certificates**

All children and toddler passengers can collect a personalised Junior Engineer Certificate and a token Edmondson ticket before leaving the site. The new location is from the windows on the town station building (between the toilets and the entry doors to the town station) as shown on the location map with a red star.

### **Retail and Exit**

A large 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 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 Area / Volunteer Support**

The Information Area is in a 3m x 3m portable building (ticket booth) next to the Pit on the Gembrook Town Station side. (#2) This will be attended by 2 volunteers and will be the central point of all queries.

Any lost children should be directed to this point at all times.

If a passenger is requesting a refund or has further comments, please direct them to the Information Area where their request will be registered and passed onto the Event Supervisor.

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

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.

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:

- **Station 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. Lanyards with your name (as per the roster) & DOWT branding will be available on the day.

### **Volunteer Briefing**

All volunteers are to assemble at **8:30am** at the Information Area (#2) to sign in and be present for a (15 min) briefing session and site inspection. Coffee vouchers and hi-vis vests will be distributed at sign in. An egg and bacon roll will be available at the BBQ from approximately 8:40am.

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

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** next to Jac Russell Park (via Station St) and behind the Heritage platform (via Innes Rd).

Parking is no longer available on the vacant block of land next door to Puffing Billy Station on Main Rd, Gembrook.

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 refer to the location maps online.

<https://puffingbilly.com.au/events/dowt/volunteer-manuals/>

## **Volunteer Food and Drink**

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

Each volunteer will receive a food voucher for the food caterer, Big Little Kitchen. For those who would still like a sausage, please ensure you have your name badge or lanyard identifying yourself as a PBR volunteer.

Bottled water and soft drink will be available for volunteers from the fridge within the Crew Room and also the Safe Working room on the Heritage Platform. Please limit your soft drink to one (1) bottle per day.

A coffee cart will be on site, and all volunteers are entitled to one free coffee (with a voucher.) Free tea / instant coffee are available from the Gembrook Town Station.

**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 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.

A first aid vehicle and two first aid officers will be located on site (#3).

## OPERATIONS AND COMMUNICATION

The employed Special Events Manager and/or Event Executive **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 1600 passengers per day at DOWT, at times the site can be extremely busy, and crowd management/people movement is crucial to ensure the safety of all passengers and volunteers. We estimate that approximately 1200 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:

- Both crossings leading onto the Heritage Platform;
- Pedestrian Crossing (#13) leading from the driveway onto the Food Court “island”;
- Within the Imagination Station (#6); and
- Food & Beverage marquee (#14).

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 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 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.

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 Percy to take water. At the end of the day, both steam locomotives will stable in the Heritage Platform opposite the Safe Working Room.

## Locomotive Supplies

In shed near Pit

- Bulk bearing oil
- Bulk cylinder oil
- Rags

In Safe Working room on Heritage Platform

- Light-up firewood
- Rags
- Kerosene
- Diesel
- Boiler Treatment

## 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.

## Operational Run Sheet with Fire Patrol

### FRIDAYS

17:30	Transfer Train for Thomas consist and Locos from Belgrave to Gembrook (Steam Locos are to be Funnel Down) Fire Patrol to follow Steam Locomotive Light Engines (if req.) DH and consist authorised to run without fire patrol <b>DH to transfer Lakeside to Gembrook Ticket box (if fire patrols running) &amp; Fielder TR Book</b>
20:00	Stable Thomas Shuttles Consist in 2-Road DH Loco to up end of consist; Steam Engines to ER before stabling directly outside the Gembrook SW Room. Down Home Signal is to be placed to STOP. <i>Train Staffs to be road transferred back to originating stations (i.e. Lakeside, Menzies Creek &amp; Belgrave) if necessary</i>

## 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	DH Driver and Fireman to sign on at Gembrook and prepare engine and carry out train examination 1 <sup>st</sup> and 2 <sup>nd</sup> Signalmen Gembrook to sign on, collect radios and prepare yard and admit Track Patrol Track Patrol arrives and completes safeworking and patrol duties 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
08:50	Thomas travels to 3-Road and stops at photo opportunity point (just inside down end scotch block) Percy travels to 2-Road and stops at photo opportunity point next to Thomas
09.40	1 <sup>st</sup> Thomas Shuttle (blue wristbands) passengers board
09.50	Percy travel into 1-Road and couples up to consist
09:53	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.
10:00	1 <sup>st</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Ticket ( <b>SW authority to be carried by Thomas Loco</b> ) 2 <sup>nd</sup> Signalman with Lakeside to Gembrook Ticket Box is to travel on the train to facilitate issuing of down ticket for return journey. (limited to maximum speed of 10MPH)
10:05	Fire Patrol following 1 <sup>st</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Staff

10:15	1 <sup>st</sup> Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)
10:20	Fire Patrol following 1 <sup>st</sup> Thomas Shuttle arrives Fielder Station Immediately surrender Gembrook to Lakeside Staff to 2 <sup>nd</sup> Signalman to enable issuing of Down Ticket to Thomas crew for Shuttle return (crew to confirm details of SW authority with other crews by radio) Gator to off-track at Doonaha Rd while SW authority being issued
10:21	1 <sup>st</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket
10:26	Fire Patrol following 1 <sup>st</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Staff
10:36	1 <sup>st</sup> 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) Percy travels to 2-Road and stops at photo opportunity point next to Thomas
10:41	Fire Patrol following 1 <sup>st</sup> Thomas Shuttle arrives Gembrook – off-track at up end of Heritage Platform
11:00	2 <sup>nd</sup> Thomas Shuttle (red wristbands) passengers board
11:10	Percy travel into 1-Road and couples up to consist
11:13	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.
11:20	2 <sup>nd</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Ticket 2 <sup>nd</sup> Signalman with Lakeside to Gembrook Ticket Box is to travel on the train to facilitate issuing of down ticket for return journey. (limited to maximum speed of 10MPH)
11:25	Fire Patrol following 2 <sup>nd</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Staff



11:35	2 <sup>nd</sup> Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)
11:40	Fire Patrol following 2 <sup>nd</sup> Thomas Shuttle arrives Fielder Station Immediately surrender Lakeside to Gembrook Staff to 2 <sup>nd</sup> Signalman to enable issuing of Down Ticket to Thomas crew for Shuttle return (crew to confirm details of SW authority with other crews by radio) Gator to off-track at Doonaha Rd while SW authority being issued
11:41	2 <sup>nd</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket
11:46	Fire Patrol following 2 <sup>nd</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Staff
11:56	2 <sup>nd</sup> Thomas Shuttle arrives Gembrook <b>If required, Thomas and Percy cut off from consist and travel to locomotive servicing pit to complete ER then ...</b> Thomas travels to 3-Road and stops at photo opportunity point (just inside down end scotch block) Percy travels to 2-Road and stops at photo opportunity point next to Thomas
12:01	Fire Patrol following 2 <sup>nd</sup> Thomas Shuttle arrives Gembrook – off-track at up end of Heritage Platform
12:20	3 <sup>rd</sup> Thomas Shuttle (yellow wristbands) passengers board
12:30	Percy travel into 1-Road and couples up to consist
12:33	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.
12:40	3 <sup>rd</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Ticket 2 <sup>nd</sup> Signalman with Lakeside to Gembrook Ticket Box is to travel on the train to facilitate issuing of down ticket for return journey. (limited to maximum speed of 10MPH)

12:45	Fire Patrol following 3 <sup>rd</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Staff
12:55	3 <sup>rd</sup> Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)
13:00	Fire Patrol following 3 <sup>rd</sup> Thomas Shuttle arrives Fielder Station Immediately surrender Lakeside to Gembrook Staff to 2 <sup>nd</sup> Signalman to enable issuing of Down Ticket to Thomas crew for Shuttle return (crew to confirm details of SW authority with other crews by radio) Gator to off-track at Doonaha Rd while SW authority being issued
13:01	3 <sup>rd</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket
13:06	Fire Patrol following 3 <sup>rd</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Staff
13:16	3 <sup>rd</sup> 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) Percy travels to 2-Road and stops at photo opportunity point next to Thomas
13:21	Fire Patrol following 2 <sup>nd</sup> Thomas Shuttle arrives Gembrook – off-track at up end of Heritage Platform
13:40	4 <sup>th</sup> Thomas Shuttle (white wristbands) passengers board
13:50	Percy travel into 1-Road and couples up to consist
13:53	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.
14:00	4 <sup>th</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Ticket 2 <sup>nd</sup> Signalman with Lakeside to Gembrook Ticket Box is to travel on the train to facilitate issuing of down ticket for return journey. (limited to maximum speed of 10MPH)

14:05	Fire Patrol following 4 <sup>th</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Staff
14:15	4 <sup>th</sup> Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)
14:20	Fire Patrol following 4 <sup>th</sup> Thomas Shuttle arrives Fielder Station Immediately surrender Lakeside to Gembrook Staff to 2 <sup>nd</sup> Signalman to enable issuing of Down Ticket to Thomas crew for Shuttle return (crew to confirm details of SW authority with other crews by radio) Gator to off-track at Doonaha Rd while SW authority being issued
14:21	4 <sup>th</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket
14:26	Fire Patrol following 4 <sup>th</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Staff
14:36	4 <sup>th</sup> Thomas Shuttle arrives Gembrook Percy and Thomas cut off from consist and travel to 3-Road and 2-Road respectively to photo opportunity point (just inside down end scotch block). Both engines can take water in readiness for next day
14:41	Fire Patrol following 4 <sup>th</sup> Thomas Shuttle arrives Gembrook – off-track at up end of Heritage Platform and park near locomotive servicing pit at end of day. Please give key to Matt Collopy (security will monitor it overnight)
15.15	Thomas and Percy travel along 2-Road to UP end of Heritage Platform to re-coal in readiness for next day
15:30	Thomas Site Closes
15.35	DH to shunt consist to No.2 Road and stable Thomas and Percy travel to pit, ER and then stable directly outside the Gembrook SW room. Down Home Signal is to be placed to STOP.
16:00	1 <sup>st</sup> and 2 <sup>nd</sup> Signalmen Gembrook to ensure all locking bars and scotch blocks set correctly, then sign off and transfer Lakeside to Gembrook Staff to Lakeside

## 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 <sup>st</sup> and 2 <sup>nd</sup> Signalmen Gembrook to sign on, collect radios and prepare yard and admit Track Patrol Track Patrol arrives and completes safe working and patrol duties 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 consist in heritage platform
08:50	Thomas travels to 3-Road and stops at photo opportunity point (just inside down end scotch block) Percy travels to 2-Road and stops at photo opportunity point next to Thomas
09.40	1 <sup>st</sup> Thomas Shuttle (blue wristbands) passengers board
09.50	Percy travel into 1-Road and couples up to consist
09:53	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.
10:00	1 <sup>st</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Ticket ( <b>SW authority to be carried by Thomas Loco</b> ) 2 <sup>nd</sup> Signalman with Lakeside to Gembrook Ticket Box is to travel on the train to facilitate issuing of down ticket for return journey. (limited to maximum speed of 10MPH)
10:05	Fire Patrol following 1 <sup>st</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Staff
10:15	1 <sup>st</sup> Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)

10:20	<p>Fire Patrol following 1<sup>st</sup> Thomas Shuttle arrives Fielder Station</p> <p>Immediately surrender Gembrook to Lakeside Staff to 2<sup>nd</sup> Signaller to enable issuing of Down Ticket to Thomas crew for Shuttle return (crew to confirm details of SW authority with other crews by radio)</p> <p>Gator to off-track at Doonaha Rd while SW authority being issued</p>
10:21	<p>1<sup>st</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket</p>
10:26	<p>Fire Patrol following 1<sup>st</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Staff</p>
10:36	<p>1<sup>st</sup> 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)</p> <p>Percy travels to 2-Road and stops at photo opportunity point next to Thomas</p>
10:41	<p>Fire Patrol following 1<sup>st</sup> Thomas Shuttle arrives Gembrook – off-track at up end of Heritage Platform</p>
11:00	<p>2<sup>nd</sup> Thomas Shuttle (red wristbands) passengers board</p>
11.10	<p>Percy travel into 1-Road and couples up to consist</p>
11.13	<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>
11:20	<p>2<sup>nd</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Ticket</p> <p>2<sup>nd</sup> Signaller with Lakeside to Gembrook Ticket Box is to travel on the train to facilitate issuing of down ticket for return journey.</p> <p>(limited to maximum speed of 10MPH)</p>
11:25	<p>Fire Patrol following 2<sup>nd</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Staff</p>
11.35	<p>2<sup>nd</sup> Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)</p>

11:40	<p>Fire Patrol following 2<sup>nd</sup> Thomas Shuttle arrives Fielder Station</p> <p>Immediately surrender Lakeside to Gembrook Staff to 2<sup>nd</sup> Signaller to enable issuing of Down Ticket to Thomas crew for Shuttle return (crew to confirm details of SW authority with other crews by radio)</p> <p>Gator to off-track at Doonaha Rd while SW authority being issued</p>
11:41	<p>2<sup>nd</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket</p>
11:46	<p>Fire Patrol following 2<sup>nd</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Staff</p>
11:56	<p>2<sup>nd</sup> Thomas Shuttle arrives Gembrook</p> <p><b>If required, Thomas and Percy cut off from consist and travel to locomotive servicing pit to complete ER then ...</b></p> <p>Thomas travels to 3-Road and stops at photo opportunity point (just inside down end scotch block)</p> <p>Percy travels to 2-Road and stops at photo opportunity point next to Thomas</p>
12:01	<p>Fire Patrol following 2<sup>nd</sup> Thomas Shuttle arrives Gembrook – off-track at up end of Heritage Platform</p>
12:20	<p>3<sup>rd</sup> Thomas Shuttle (yellow wristbands) passengers board</p>
12:30	<p>Percy travel into 1-Road and couples up to consist</p>
12:33	<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>
12:40	<p>3<sup>rd</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Ticket</p> <p>2<sup>nd</sup> Signaller with Lakeside to Gembrook Ticket Box is to travel on the train to facilitate issuing of down ticket for return journey.</p> <p>(limited to maximum speed of 10MPH)</p>
12:45	<p>Fire Patrol following 3<sup>rd</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Staff</p>

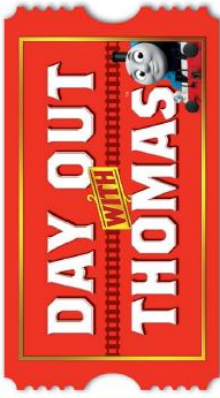
12:55	3 <sup>rd</sup> Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)
13:00	Fire Patrol following 3 <sup>rd</sup> Thomas Shuttle arrives Fielder Station Immediately surrender Lakeside to Gembrook Staff to 2 <sup>nd</sup> Signalman to enable issuing of Down Ticket to Thomas crew for Shuttle return (crew to confirm details of SW authority with other crews by radio) Gator to off-track at Doonaha Rd while SW authority being issued
13:01	3 <sup>rd</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket
13:06	Fire Patrol following 3 <sup>rd</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Staff
13:16	3 <sup>rd</sup> 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) Percy travels to 2-Road and stops at photo opportunity point next to Thomas
13:21	Fire Patrol following 2 <sup>nd</sup> Thomas Shuttle arrives Gembrook – off-track at up end of Heritage Platform
13:40	4 <sup>th</sup> Thomas Shuttle (white wristbands) passengers board
13:50	Percy travel into 1-Road and couples up to consist
13:53	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.
14:00	4 <sup>th</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Ticket 2 <sup>nd</sup> Signalman with Lakeside to Gembrook Ticket Box is to travel on the train to facilitate issuing of down ticket for return journey. (limited to maximum speed of 10MPH)
14:05	Fire Patrol following 4 <sup>th</sup> Thomas Shuttle departs Gembrook towards Fielder on Gembrook to Lakeside Staff

14:15	4 <sup>th</sup> Thomas Shuttle arrives Fielder Station (train to stop on up side of Doonaha Rd PCR)
14:20	Fire Patrol following 4 <sup>th</sup> Thomas Shuttle arrives Fielder Station Immediately surrender Lakeside to Gembrook Staff to 2 <sup>nd</sup> Signaller to enable issuing of Down Ticket to Thomas crew for Shuttle return (crew to confirm details of SW authority with other crews by radio) Gator to off-track at Doonah Rd while SW authority being issued
14:21	4 <sup>th</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Ticket
14:26	Fire Patrol following 4 <sup>th</sup> Thomas Shuttle departs Fielder towards Gembrook on Lakeside to Gembrook Staff
14:36	4 <sup>th</sup> Thomas Shuttle arrives Gembrook Consist to remain in Heritage Platform ready for transfer Percy and Thomas cut off from consist and travel to 3-Road and 2-Road respectively to photo opportunity point (just inside down end scotch block). Both engines can take water in readiness for transfer
14:41	Fire Patrol following 4 <sup>th</sup> Thomas Shuttle arrives Gembrook – off-track at up end of Heritage Platform and await transfer train
15:15	Thomas and Percy travel along 2-Road to UP end of Heritage Platform to re-coal in readiness for transfer
15:30	Thomas Site Closes DH Empty Cars Transfer Train from Gembrook to Belgrave departs <b>“Return Lakeside to Gembrook Ticket Box (if necessary) and Fielder TR Book to Lakeside”</b>
15:35	Thomas and Percy travel to pit for ER if necessary in readiness for transfer
16:10	Light Engine transfer departs
16:15	Fire Patrol following Transfer Train departs
16:15	1 <sup>st</sup> and 2 <sup>nd</sup> Signallmen Gembrook to ensure all locking bars and scotch blocks set correctly, sign off.

**THANKS SO MUCH FOR YOUR ASSISTANCE AT THE DAY OUT WITH THOMAS EVENT**

**We hope to see you again next season**





## AT GEMBROOK STATION

### KEY TO SITE MAP

- |  |   |  |
|--|---|--|
| 1. Site Entry                          | 9. Bulgy Bus                              | 16. Site Exit                                  |
| 2. Information                         | 10. Pram Bay                              | 17. Playground and picnic area (public space)  |
| 3. First Aid                           | 11. Train Ride                            | T Toilets & Baby Change                        |
| 4. Activities                          | 12. Heritage Platform Crossing (DOWN end) | ★ Junior Engineer Certificate Collection Point |
| 5. Thomas Photo Opportunity            | 13. Seating Area                          | P Gembrook Primary School                      |
| 6. Imagination Station & Activities    | 14. Catering                              | Reserved Parking                               |
| 7. Troublesome Trucks                  | 15. Thomas Merchandise                    |  |
| 8. Heritage Platform Crossing (UP end) |   |  |

**SAFETY FIRST**

WATCH OUT FOR TRAINS  
KEEP OFF THE RAILWAY TRACKS

