

Ministry of Transportation and Infrastructure

MANDATE

The Ministry of Transportation and Infrastructure builds and maintains B.C.'s transportation infrastructure to ensure a safe, efficient and reliable network of highways and bridges across the province.

Throughout B.C., the ministry makes essential transportation investments that create more economic opportunities through increased trade, new business partnerships and the creation of long-term jobs in communities across the province. The ministry works with local governments and First Nations on multiple fronts, including the development of LNG terminals in northwest B.C. and increasing capacity of Highway 1 between Kamloops and the Alberta border.

The ministry supports transit through capital investment in Metro Vancouver, such as construction of the Evergreen Line, and by sharing the operating and capital costs of transit service in the province outside Metro Vancouver through BC Transit resulting in transit access for more than 90% of residents in British Columbia.



The ministry is also responsible for regulating passenger transportation through Passenger Transportation Branch and promotes compliance of safety regulations in the commercial transport sector through Commercial Vehicle and Safety Enforcement.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Diversity is a key goal for the ministry as it works to maximize the strengths of the employees and reach out to further engage with citizens. The ministry recognizes and embraces the opportunities presented by the ongoing demographic shifts and pressures transforming the public service. The focus on diversity aligns with the corporate diversity strategy, Reflecting our Communities.

The ministry's executive supports the Employee Advisory Forum (EAF), which is made up of approximately four dozen employees. The forum represents diversity not only in age, gender and culture, but also in the variety of positions, geographic locations, type of work and business units they represent. The EAF's Mission is to improve the work environment: to encourage best practices that will provide employees with the support, training and work environment they need to excel at and enjoy their jobs, and to encourage, model and build effective communication through all levels of our organization. A diversity lens is applied to EAF projects as they are developed and implemented.

The ministry is fortunate in attracting employees from many cultures, and strives to continue to attract, develop and retain a workforce that reflects and serves the diverse and numerous cultures of British Columbians.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The ministry recognizes the value of a diverse workforce, and this is reflected in its recruitment efforts. Two programs - the Technician Entry Level Program (TELP) and the Engineer in Training program are marketed to under-represented candidates in rural and urban communities.

The recruitment team and marketing materials reflect the diversity of the ministry's workforce. The Engineers-in-Training (EIT) and Geoscientist-in-Training (GIT) program(s) provides participants with early-career opportunities to experience the diversity of the ministry in a series of assignments leading towards a clear career path within the ministry in engineering and technical disciplines. In the instance of EITs/GITs, they complete work required to fulfil registration requirements with the Association of Professional Engineers and Geoscientists of British Columbia.

The ministry also supports the Aboriginal Youth Internship Program (AYIP). Each year the program has been offered, at least one intern has been hired. The ministry works with interns to inform First Nations communities and youth about potential career opportunities.

Supervisors are provided with the tools and resources to promote multiculturalism and inclusion, and are informed of other related courses available through on-line learning. This includes two cross-ministry Supervisor Live Meetings, two cross-ministry Supervisor Newsletter special editions and a portion of the Work Environment Survey Supervisor Guide that specifically focuses on honouring diversity and multiculturalism in our workforce.

In 2013/14, 56 employees participated in diversity-related learning opportunities provided by the Learning Centre. This includes Diversity in the BC Public Service to Engaging with First Nations.

The Employee Advisory Forum produces a calendar that highlights days of significance to people of other cultures, such as Diwali, Eid, Ramadan and Navroz, which creates the opportunity for co-workers to celebrate the diversity of ministry's workforce.

Social media and internal communications provide information to all employees about the resources available to promote inclusiveness and diversity, including 11 diversity-focused intranet articles, Executive emails promoting Canada's National Aboriginal Day and internal promotions of Canadian Multiculturalism Day.



Multiculturalism in Action

The Language Inventory Database, piloted by the Lower Mainland District, has had a number of impacts on that work unit of approximately 50 employees that go beyond the initial intention of identifying languages spoken by staff members to enhance service to the public. The increased awareness of the diversity of the workforce has resulted in staff-led information sessions and participation in a variety of cultural events and celebrations, thereby contributing to an even greater culture of inclusiveness. This cultural awareness and consideration has been engrained in the day-to-day activities of this work unit.

HIGHLIGHTS OF INITIATIVES

The ministry recognizes the importance of embedding the principle of diversity in its policies, services and other business practices and conducts numerous public outreach activities in order to acquire diverse perspectives throughout our multicultural province.

The ministry continues with successful practices to support the economic development of First Nations by incorporating opportunities in project tenders to encourage involvement of First Nations. This includes Aboriginal Resident Employment Incentives, Training and Business Opportunity Plans and First Nation Employment, as well as the following activities:

- » The Ministry of Finance's guidelines for Aboriginal Procurement and Contract Management was distributed to staff in May 2013.
- » The ministry has dedicated employees to consult with First Nations on highway corridors, including major capital, rehabilitation and projects that originate within the regions.
- » In the northern service area, the ministry works with the Prince George Nechako Aboriginal Employment and Training Association (PGNAETA) and is in discussions about work experience for its students. The region also works with local high schools to promote the ministry as a potential future employer, and provides work experience opportunities for students.
- » The northern service area also promotes local heritage days, such as Métis Heritage Day in Fort George and National Aboriginal Day, and to encourage staff to participate, with a goal to heighten aboriginal awareness.

To strengthen relations and pursue future opportunities, there is significant First Nations involvement in many construction and highway projects undertaken by the ministry:

- » Consultation with First Nations has commenced and continues during the Project Definition Phase of the George Massey Tunnel Replacement Project.
- » In partnership with First Nations, the Evergreen Project includes job and contract opportunities as well as including First Nation art and interpretive signing in an Evergreen transit station.

- » Westbank First Nation (WFN) and the ministry worked in partnership to deliver intersection improvements on Highway 97 through band lands. WFN led the delivery of the Nancee Way Overpass in construction, supervision as well as contract management.
- » Completion of archaeological program for South Fraser Perimeter Road with participation of seven First Nations communities — a significant contribution by First Nations field technicians.
- » In partnership with First Nations, the South Fraser Perimeter Road Project is completing the work at the First Nations Recognition Area with First Nations crews. The Recognition Area is designed to educate, recognize and commemorate Coast Salish culture and history, as well as the history of the local communities and cultural groups in the area. Signs and First Nations art have been incorporated as a means of educating about and celebrating Coast Salish heritage.
- » Project development continued on Highway 1 east of Kamloops, with up to 20 local First Nations members providing archaeological services for the Monte Creek to Pritchard and Pritchard to Hoffman's Bluff projects.
- » The ministry has hired members of the First Nations to complete bank stabilization work for the Malakwa Bridge Project.



- » The ministry has hired a member of the First Nations to work with the Field Services crew for the Monte Creek — Pritchard and Pritchard to Hoffman's Bluff project, strengthening local First Nation relationships while building capacity for the community on future construction projects.
- » The ministry worked with the Squamish Nation to design a highway crossing that not only allows students to safely walk or bike to and from school, but also reveals a piece of cultural history to highway travellers.
- » The ministry is hiring members of the First Nations to complete clearing and brushing work on the Pritchard — Hoffmans' Phase 2, Malakwa and North Fork Bridge Projects.
- » The ministry has continued to build First Nation capacity in archaeological services and the First Nations has delivered the archaeological work for a number of our projects.

The ministry continues to communicate and provide information access to citizens through public engagement, language access, social media, consultation and other activities that embrace the multicultural and diverse nature of our province:

- » The ministry provides signage, artwork and publications in multiple languages and representing multiple cultures, and uses internationally recognized symbols and graphics where it determines a need exists. The ministry partners with First Nations to illustrate and display this artwork and other pieces of cultural history to residents and visitors of this province.
- » In 2013, the Pacific Gateway Branch participated in the Federation of Canadian Municipalities annual convention. It conducted a survey in English and French as a means to raise awareness and education of municipal leaders across Canada about the Pacific Gateway. There was also a French-speaking person as part of the survey team.

- » Through social media, the ministry encourages British Columbians to appreciate the contributions of First Nations to the province. In 2013/14, the ministry's social media channels (blog, Twitter, Facebook, Flickr, YouTube and others) created and published 12 posts promoting First Nations partnerships with the province.
- » A new Pacific Gateway video was produced, "Gateway to Prosperity." It is available on the Pacific Gateway website and the ministry's YouTube Channel in English, Chinese, Korean and Japanese.
- » Many Commercial Vehicle Safety and Enforcement (CVSE) team members can communicate with commercial truck drivers in a variety of languages. A CVSE inspector was a guest on Shre-e Punjab radio and provided answers to questions on transportation topics.
- » The Passenger Transportation Branch has been commended for their top customer service ratings: this branch requires strong cultural-competency skills in order to work closely with associations and companies on licensing commercial passenger vehicles.
- » The Evergreen Line Project provided information in Chinese, Korean and Farsi as part of a March 7, 2014 event to announce the start of tunnel construction and to officially name the tunnel boring machine. General information about the Evergreen Line is also available in these languages on the project website at www.evergreenline.gov.bc.ca/languages.htm

