So much has happened since the last issue of the Road Runner it is difficult to know where to begin!

People have moved, babies have been born, slides have slid, asphalt has been laid, ferries have floated, plans have been struck, offices have moved, systems have been put in place. No matter where you look in Transportation and Highways, things are on the move. And behind this hive of activity is a group of some 2,700 employees who are making it all happen.

This and upcoming issues of the Road Runner are designed to share with you what has been happening in the Ministry, throughout the province. You will soon be seeing Regional Newsletters that will provide current information on more specific activities in each Region and their Districts.

The theme of this Road Runner is Service Excellence, with a focus on the achievements of some hard working people - you. May you find it informative and fun.

Many thanks to all who have contributed stories, suggestions and photos. We couldn't produce the Road Runner without you.

FROM THE DEPUTY MINISTER

It is my pleasure to contribute once again to the Road Runner. This valuable communications link has been sorely missed. I want to thank all of you for your patience and understanding during this period of restraint.

As alluded to in the editorial comments, a lot of hard work and results have occurred since the last issue. We have seen the opening of the Okanagan Connector, a six year major project that was completed one full year ahead of schedule, on budget — a credit to all the hard working people who made it happen. Other safe and effective routes that have come to completion are the Squilax Bridge near Chase, the West Trail Approach and Slocan Bluffs in the Kootenays, to name a few. In this time of fiscal restraint we have met the challenges of nature in the form of record setting snow storms and slide-blocked highways, and we've responded to increased service expectations from our customers.

This Ministry, perhaps more than others, places great demands on its employees both in terms of service to our customers and the ability to act and react quickly in times of emergency. We also have to be able to communicate clearly and effectively when implementing our many programs.

Renewed efforts have been undertaken to make this Ministry a healthier, happier place to work. There is a lot of work still to be done, but we are definitely making progress. I know that this is due to all of us wanting to make this happen. Examples of efforts include the Occupational Health Inventory Committees, the Wellness Committee, the Women's Program, the Excel Program and the District Pilot Service Excellence ini-
you have been called upon to face as a result. I take this opportunity to thank you for your commitment, hard work and patience.

INTRODUCING THE HONOURABLE LYALL HANSON

Welcome to Lyall Hanson, our new Minister of Transportation and Highways.

Mr. Hanson was elected in October 1986 to represent the Provincial riding of Okanagan North. He was raised and schooled in the Vernon area where he and his wife maintain their permanent home.

Previously the Minister of Municipal Affairs, Recreation and Culture, and Minister of Labour and Consumer services, Mr. Hanson’s complete resume is a mile long! Amongst the numerous committees he serves on and in addition to his political service, Lyall Hanson has played an active role in community organizations. He has been a Kinsman, a Rotarian, a member of the Masonic Lodge, a member of the Shrine Club, and an active member of the Royal Canadian Legion.

We welcome Mr. Hanson to the Ministry of Transportation and Highways.

CAROL DEVEAU

Volunteer “Tutor” Style

“We teach them what they want to learn,” says Carol Deveau on tutoring functionally illiterate adults. “There are no marks. We don’t grade them. This way they feel a measure of success and come back when they want to learn something else.” Carol spends 10 hours a week tutoring the functionally illiterate, and also puts in another 35 hours checking and balancing accounts in the Geotechnical and Engineering Branch in Victoria. “It keeps me busy,” she says. “Keeps me from getting bored.” Carol has been with the Ministry for 14 years, starting in an auxiliary position in Financial Services. She also has a long history as an award-winning volunteer. When her children were young, Carol did volunteer work for local schools, churches, and Boys and Girls Clubs. She also tutored children with learning disabilities. Then, when her children left home, she took some time off — for herself. But a few years ago, she got involved in volunteer work again. “I didn’t think I had the patience for children anymore. So I thought I’d try adults.”

Carol became involved in the Adult Literacy Program in the Sooke School District. What began in 1987 as a classroom of six students is now the Adult Learning Centre next to the Ruth King Elementary School. People who are functionally illiterate, she explains, do not have the skills to function in a world where reading and writing are taken for granted. Someone who is functionally illiterate may read at a grade four level, but has trouble filling out an employment form. “I had a student who had graduated from grade 12, but he was learning disabled and functionally illiterate. He wanted to receive an air brake licence but could not read the manual. We went over the manual for a year. He passed the end.” And then there was the woman who was Catholic and wanted to read her prayer book. “She had memorized her prayers in the past.” Over the years, Carol has received awards for her volunteer work from local MLAs, schools and churches. Last year she received yet another award. On April 25, 1990 she was recognized, along with a number of other Victoria area volunteers, by the Lieutenant-Governor. She was invited to a special tea hosted by the Honourable David C. Lam and his wife at Government House, in celebration of Volunteer Week. About being a volunteer Carol says, “It’s a nice feeling.” But about receiving awards, she admits that it makes her extremely nervous. “The children used to laugh. I gave out a lot of awards to them, but when it came to receiving them myself, I didn’t like it. I didn’t like walking up in front of all those people to accept the award.”

Her accolades continue as she was recognized January 11, 1991 at Canada’s Literacy Volunteer Award Ceremony for the Esquimalt-Juan de Fuca federal constituency.
Just about one year ago, the words Service Excellence Program appeared in our Ministry. This was as a result of the development of the Service Quality B.C. program - an initiative by the Council of Deputy Ministers of British Columbia to provide outstanding customer and client service.

Service Quality B.C.'s first step was to develop a Secretariat comprised of government senior executives and contract staff to provide initial assistance to ministries. A Task Force, made up of senior executives was also established to investigate specific impediments to introducing service quality, and to make recommendations for improvement. Both groups are guided by a Steering Committee of Deputy Ministers, Crown and private corporation Chief Executive Officers, and experienced line staff. Vince Collins is a member of the Steering Committee.

Service Quality B.C. developed a business plan in January 1991 and distributed copies to all provincial employees. The principal recommendation of the plan is that service quality be ministry-driven and customer-focused within a framework supported by central agencies.

Deputy Ministers endorsed the business plan and committed the necessary resources to the proposed initiatives.
As a member of the Steering Committee and strong believer in the Service Quality Program, Vince Collins wholeheartedly supports this initiative. Ray Mau, a MoTH Staff Development Officer, was assigned to the position of Service Quality Coordinator with the objective of developing a Service Quality program in our Ministry. Thus, the Service Excellence Program was born.

After an initial ministry program presentation to Executive Committee, Ray developed a six-month District Pilot Program to test Service Excellence values and principles. This pilot program is now complete and the introduction of Service Excellence to the rest of the ministry will soon be underway.

Ray sums up the ministry Service Excellence program best in the guidebook developed for the pilot districts, "From the very start, we believe that all of us working for the Ministry hold the key to the success of the Service Excellence' initiative. We hold the vision that motivated, highly-skilled employees will enable the Ministry to improve its customers' total service experience by having many successful customer contact instances. This District Pilot will provide us the best opportunity for the creation of a healthy, functional environment which nurtures Service Excellence."
Selkirk District, North Okanagan, Selkirk, North Peace, Bulkley-Nass and Central Island, co-ordinated by Ray have already been demonstrated. The pilot district teams all report improved employee communications and clearer understanding of individual positions within the ministry. Many red-tape issues identified during the pilot have or are being addressed. For example, District bank accounts totalling $500, are now in place. These allow for quick payment to suppliers. "Actually, the District Bank account is a first for government because finance has always been a centralized function," says Ray. "The Ministry is a pilot for this new initiative and, based on our success, other Ministries may have local procedures in place soon." This not only helps the supplier through Excellence and which is supportive of a creative, ongoing learning and improvement process." Results of the six Service Excellence Pilot District teams of Fraser Valley, South
earlier payment, it also saves Ministry staff time in preparing paperwork. As well, the limits for District Highways Managers’ business meeting expenses has been raised to $250 from $100. A Ministry Service Excellence Advisory Council consisting of Dan Doyle, Gordon Hogg, Neville Hope, Gordon Wagner and Ray Mau is the forum where service oriented suggestions and concerns can be raised.

The Service Excellence Pilot Districts staff were in Victoria March 12th through 14th and wanted to take advantage of being there to match some of the “voices over the phone to the faces”. What resulted was “The first-ever headquarters tour”. Despite short deadlines and trying to make things happen in a building that is undergoing massive renovations, from all reports it turned out to be quite a success.

Comments overheard included “I’m not sure who enjoyed this more, the HQ staff or the touring District staff?” “I didn’t know we did that,” and “Wow, did they ever put a lot of work into their display. Just for us?”

All the stops were pulled out and the red carpet laid to welcome the S.E. Pilot Districts. Virtually every branch made up a display explaining what role they play in the Ministry. HQ people were encouraged to tour the building in the morning and vote on displays. The Districts were given a guided tour that afternoon ending with coffee, goodies, a chance to mingle with HQ staff and to hear Gordon Hogg, ADM, Administrative Services comment on the Service Excellence program.

While all the branches did a fine job with their displays, four where chosen as top: Most Informative went to GeoTech; Most Creative, Traffic Branch; Most Humorous to Personnel and Honourable Mention to Maintenance.

Congratulations to all branches for making the first ever headquarters tour such a success.
ON THE ROAD TO SERVICE EXCELLENCE

by Leslie Elder, North Peace District

It’s been a busy six months since we embarked on our journey toward Service Excellence. The pilot program is now over, but the work is far from complete. The Employee Planning and Development Staff, Rob McGregor, Ray Mau, Wally Quarry and Geoff Warrington, will be travelling the province, talking to all Ministry employees about Service Excellence and what it means to our Ministry. Geoff has been seconded from his duties as District Highways Manager in Fort St. John, to work full time on the Service Excellence Program.

Fort St. John was one of six districts chosen to pilot the Service Excellence program: Smithers, Revelstoke, Penticton, Chilliwack and Nanaimo were the others. Four enthusiastic supporters from Fort St. John - Geoff Warrington, DHM; Allan Edgar, Area Manager; Hali Brown, District Steno; and Leslie Elder, Development Approvals, were all really excited about Service Excellence and were happy to become involved with a program they felt was long overdue. The feeling they got each time they met with the other districts was one of commitment; an attitude that has been instilled in all of the participants by Vince Collins and Dan Doyle with each and every meeting with the pilot group.

The big job now is to spread those positive feelings to other Highways offices and get them as excited and resolute as the early participants have become.

The North Peace has taken the initiative on a variety of projects. In January for instance, they invited the public in to see the new District Office in an Open House that was very successful. An employee and public questionnaire really helped to show how much work lies ahead. Geoff fielded calls from members of the community and explained some aspects of a District Highways operation on a local radio Open Line show. A pamphlet which outlines the services provided by a District Highways Office is now being prepared. The North Peace office has set up an Energizer Incentive Program that has been presented to the Wellness Committee for possible Ministry-wide implementation. To introduce their community and promote the “north” as a great place to live and work, the District sent out information booklets on Fort St. John to every Highways office (if you didn’t receive one, please call North Peace District). Thanks to Debbie Pool, the Office Manager, staff has begun to assemble a recipe book entitled “Moving up the Highway” with entries from Ministry staff across the province (They’re still looking for more winning recipes!). All of these projects will foster a closer working relationship amongst employees and should contribute to bringing the entire Ministry closer together.
The North Peace office also participated in Superhost training recently. Just about everyone has gone through the program and the District has been designated a “Superhost” office. This training has really helped in the staff’s day to day activities as well as providing great preparation to meet the public during the Open House and the “Spirit of the North” trade show, April 19-21 - a first for this office. A lot of the employees have shown their support for Service Excellence and purchased T-shirts with the District motto “Let’s do it!”. These were worn by staff at the Trade Show and will be used at future community events.

Their enthusiasm is infectious! Fort St. John was also chosen as a pilot community for the Service Quality B.C. program. Dale Hillman of the North Peace Highways District is a member of the committee which is made up of employees from all Ministries as well as members from the private sector. Right now, they face the task of creating a “Community Services Directory” which should lead to better liaisons and more direct communication between the public and government.

The pilot group was able to squeeze some fun into their busy schedule when they last met in Victoria on March 13 and 14. Besides an Open House put on by staff at headquarters, a farewell dinner was staged at Samuels Restaurant. The DHMs did a traditional hula to bid “Aloha” to Ray Mau and Rob McGregor. Without their leadership and support, progress would not have been as substantial.

All six districts were honored with a certificate of appreciation from the Service Excellence Executive Committee, presented by Vince Collins at a luncheon held in Victoria on March 13th.

Staff in the North Peace appreciate the commitment demonstrated by the Executive and all the District staff. Without that level of support, the North Peace could not possibly have proceeded nearly as far down the road to Service Excellence as they feel they have today.

**Occupational Health Inventory**

Seven committees around the province, made up of approximately 10 employees each, selected by staff and management make up the Occupational Health Inventory Committee. Dave Grant, Manager Health and Safety explains, “These committees are charged with developing an action plan as a result of the Occupational Health Inventory Report (O.H.I.). They will present their recommendations to the Executive Committee 14th to present their recommendations.” Copies of the O.H.I. report are available to all staff and can be obtained either through their Regional O.H.I. or by contacting their Regional Personnel Officer.
SERVICE EXCELLENCE

“It’s a vision for the future, for the ministry,” replied Ray Mau, Ministry Coordinator for the Service Excellence program when asked to define this complex and exciting program. “It is a different way for staff to look at themselves and their jobs.”

The Service Excellence Program was started in our ministry following the inception of Service Quality B.C., an initiative of the Deputy Ministers' Council. The achievements of our Service Excellence Program are held in high regard by the other ministries involved in the Service Quality B.C. program, because of the affirmative action taken by Ray and our Pilot District Groups. Another article in this issue “Service Excellence, what it means to you” talks further about accomplishments and what Service Excellence has accomplished to date.

“The next step” says Ray, “is to go to as many groups in the ministry as possible, to explain face to face what the program is about.” Ray and his Service Excellence Team will gladly attend your staff meeting and assist you in the development of the program in your area in a support function.

If you want to know more about Service Excellence, give Ray a call at 387-7800.

TOLL FREE INFO NUMBER

The toll-free Road Report Information telephone number has been in effect for only 18 months and, already it’s exceeded all expectations of demand.

This past winter, Rob McLean, Communications Centre Manager in South Coast Region, and responsible for the operation of the toll-free telephone number, saw just how popular it was during periods of heavy snowfall.

“We averaged more than 130,000 calls answered per month,” said Rob, “but during emergencies, we couldn’t handle the demand, even if we had more than 400 lines. With the help of our employees, and a survey conducted for us through B.C. News, we have been able to modify the system in anticipation for next winter.”

1. Statistics tell us that we received more calls from the Okanagan and from Whistler than any other areas. So, we’ve implemented local access from Kelowna and Whistler in the same manner as is already in place in Greater Vancouver. In the coming months, we’ll be providing local access in Victoria, Abbotsford and Kamloops. With these high traffic areas removed from the toll-free system, we can offer better access to all other areas in the province.

2. An automated data base is being developed to provide businesses (i.e. trucking companies) and the media with on-line access. That means radio stations can dial a number from their computers and automatically pull up the Road Report on their screens. No more need to call the toll-free line.

3. Regional Radio Room operators will soon be able to send updates directly to the system. That will cut out an extra step in place right now where Comm Centre staff take the information and reprogram it into their machines.

4. A library of terms is under development so all Ministry employees are speaking the same language. All employees will have the same definition of “Good Winter Driving Conditions”.

5. We are rewriting the verbal road report to advise highway conditions by exception. Soon you’ll hear “All highways in good winter driving condition except........where delays of ........are in effect.

6. The number of regional road reports will be increased to 8 from the present six. Two reports will be corridor-specific. When planning a trip from Vancouver to Alberta, travellers will soon be able hear the road report for Highways 1/3 or Highways 1/5. This information will be included in one report, instead of the current scenario where travellers must listen to two different regional reports.

Jane Sparkes, PIO from North West Region, and Rob are spearheading the improvement program with Regional Operations Managers and Regional PIOs.
NEW GOVERNMENT DIRECTORY IN THE WORKS FOR SUMMER

How often have you heard someone at the other end of the phone say, “You’re the third person I’ve spoken to. All I want is some information on…….”. Or how many times have you been transferred to three or four people when you want the answer to a simple question?

Frustrating? You bet. But, soon there will be help.

Under the umbrella of Service Quality BC, each ministry was approached to provide a brief description of services/departments that the public may access.

Service Quality B.C. is now combining the information into a government directory that will be available to the public this summer.

Kris Aitken, from Headquarters Public Affairs Branch, coordinated the project on behalf of the ministry earlier this spring. Copies of the ministry’s submission have been sent to each Region and District to help staff answer questions about other branches/sections in Transportation and Highways.

The concept is based on the Ontario directory called, KWIC (Key Word Index in Context) Index to Services. It is designed to provide the user with “key word” access to the descriptions of branches, programs and agencies of the Ontario government, and to offices which provide the service.

Key words are listed alphabetically, along with the ministry responsible and page number in the book.

NEW LOOK FOR TELEPHONE BOOK BLUE PAGES

This year, when you receive a request from Information Systems Branch to update the ministry’s blue pages directory, you’ll notice a change in format.

The Blue Pages section will, for the first time, include a key word index section to help users quickly find the information they need. The ministry’s submission will highlight the road report telephone number and the road and bridge contractor’s name/phone number at the top of the listing.

This is followed by a brief description of the Region’s (in the six Regional cities only) and/or District’s responsibilities so that callers can direct their enquiries to the right place on the first call.

The Excel Program

Russ Spilsbury, Staff Development Officer tells us the Excel Program was developed by MoTH to fill a need for a development plan that will satisfy future management requirements. “The aim is to encourage employees to broaden their management skills and career options,” said Russ. The Excel Program consists of four phases: Selection, Development Planning, Education and Assignment - leading to pools of eligible candidates for career advancement for future management and supervisory vacancies. Adds Russ, “Excel focuses on the development of leadership and managerial skills; it does not replace technical training in any way.”

... p. 13
THE PRINT SHOP: Getting the word out.

"Planning is nonexistent," says Steve Netherton, printing supervisor at Printing Services. But no matter how suddenly a job is foisted on them, this group at headquarters jumps into the task.

"People are looking for a quick turnaround on lots of rush projects, and for the bread-and-butter kind of printing projects, we’re able to do it."

"Reprographics" is a service-oriented group of five fulltime staff who are geared to meeting the Ministry’s immediate printing needs. With a wealth of equipment and an enormous variety of skills they get the job done quickly. "All the people here were printers at one time," says Steve, who has been with the Ministry for 17 years.

Some of the print shop material that you might come across in your day-to-day work are booklets, forms, contracts, news releases and manuals.
— everything from FMIS manuals to engineering or personnel or financial manuals. "We're very much geared to contract documents," says Steve, "but we're ready to take on a variety of printing jobs, as well as copying, binding, stapling, cutting, drilling, laminating and more."

"We now have a Kodak 300 copier which will more than double our production capability," says Steve. "That means we can print more than 1.2 million copies a month. Items the size of your desktop can be printed, we can print on a variety of different paper, and greatly enlarge or reduce from the original."

Three staff members are training on the recently acquired desktop publishing system. This holds promise for some expansion of the branch's graphic capabilities — now limited to the production of basic forms, logos and designs for contract covers.

"We can do any colour, as long as it's black," jokes Steve. But a colour copier could be in the picture.

The shop also laminates (in a variety of different thicknesses) signs, maps, and other items such as aerial photographs which are used by the Avalanche Section for identifying avalanche runs.

Steve made a tour of the regions a year or so ago to explain some of the services that are available. "If it's worth their while to have the material sent to headquarters, we'll be happy to do it here." Should you have any questions or need expert advice, Steve and crew also provide printing advice to help you get the end product you have in mind.

Women's Programs Committee

The 10 ministry representatives making up the Women's Programs Committee are striving to enhance the working environment and job satisfaction of women employees. The Committee develops an annual action plan with goals and a strategy.

The Women's Programs Committee reports to the ministry's Executive Committee and supports the Advisor to the Ministry Responsible for Women's Programs.

Dan Doyle, P.Eng., ADM, is the Executive Committee Representative, Sharlie Huffman, P.Eng., Reg. Bridge Eng. Central North East Region is our Ministry Advisor to the Ministry Responsible for Women's Programs and, Chair of Ministry Women's Programs Committee. Barb Harrison, Executive Administrative Coordinator is the alternate advisor and also sits on the Ministry's Committee.

The other Committee Representatives are: South Coast Region: Sharon Goddard, P.Eng., Project Manager. Thompson Okanagan Region: Joanne Harder, Secretary. Kootenays Region: Georgina Oris, District Office Manager. Central North East Region: Susan Harrison, Regional Personnel Assistant. North West Region: Gail McFadden, Regional Personnel Assistant. Vancouver Island Region: Judy Robertson, Development Technician. Headquarters Victoria: Veronica Walsh, Executive Secretary.

For further information on the Women's Programs Committee, contact your representative and watch for a new brochure filled with details, due out this Spring.
YOU’LL GET A CHARGE OUT OF OUR ELECTRICAL PEOPLE

"We just get in, get the job done and get the heck out," agreed Al Sadler, Ross Casey and Dave Trodd during their interview for the Road Runner.

However, after listening to all the things our Electrical group does, you realize just how modest these people are.

They claim the group at Headquarters does “the paper work stuff” and the shops “put together the stuff that’s needed” - if it were only that simple!

Al is the Senior Electrical Engineer, Ross is the Senior Electrical Design Technician and Dave is the Traffic Engineering Centre Supervisor. Working with them are Peter Boudreau, Technologist, Standards and Special Projects, Patrick Livlosi, Electrical Operations Engineer, Linda Gabrielle, Dave Moran and Ross McDonald, all technical people out of HQ, and Ron Jameson, Jamie Hill and Chad Bell, part of the Traffic Engineering Centre in Victoria. We can’t forget Brian Day, our Electrical Project Inspector who certifies all traffic signals in the provincial highway system, and our Regional Electrical Maintenance crews who ensure what we install is maintained properly.

The Electrical group of Highways Engineering is responsible for all electrical design for highways in the province. They liaise with contractors in various stages of projects, are responsible for signals and street lighting. Those 22 changeable message signs around the province are another example of the type of items Electrical Branch obtains for the ministry. Al said, "We check out reliability, the type of system and the signing function before we invest in signs like these. We are really the bridge between maintenance and design."

The list goes on with Electrical responsible for the lane control systems on the Okanagan Lake Bridge, Lions Gate bridge and the Massey Tunnel reversible laning and lighting. The tunnels through the Fraser Canyon have been recently upgraded, a large undertaking that will result in safer tunnels, that will be easier to maintain. “The lighting fixtures for the Massey Tunnel upgrade were built right here in B.C.,” added Dave Trodd and Ross Casey.

According to Al Sadler, Electrical is going through quite a technological change right now, meaning Training aids are required for staff in the field. "The main tool is now a laptop computer," said Al “The job used to be more bending conduit and pulling wires. Our new traffic controllers now have modems enabling us to upload and download timing changes remotely.”

Technology plays a major part at the Traffic Engineering Centre where a new traffic controller has been designed to take advantage of state-of-the-art equipment. The message on some of the open and closed signs around the province can be changed by “dial up”, using phone lines to change the message by computer, but many still require local access. Dave Trodd explained that this can be taken one step further, “Now, signs can be changed by cellular phone, virtually eliminating problems that can be created when hydro and phone lines are wiped out by something like a flood. This means we can get the message up and keep motorists advised.”

A test site in Duncan will be completed later this year to install a master controller. This will enable the controllers to more accurately select timing plans appropriate for the level of congestion. Detectors spread throughout the system will monitor volume density and speed of the traffic. For more information on this, be sure to read the article from Region 6.

With all this and more on their plates, Electrical is involved with a school program. Region 1 Electrical developed a video and presentation that they take around to elementary schools to show how signals work and what happens at intersections.

Traffic control upgrading is a major job, “we won’t sacrifice safety for deadline,” echoed Al, Dave and Ross.
NOTES ON ROAD HISTORY

In 1953, Harry Cairns, Projects Engineer for the ministry in Kamloops and later in Victoria, compiled a history of our provincial road system. It was aptly titled, “Notes on the Road History of British Columbia”.
If you would like a copy, please contact Public Affairs, 387-3198.
These are just two examples of his work:

Hope-Similkameen Trail, Built in 1860

In 1860 Sargent McColl and a detachment of Engineers located a trail from Hope toward the Similkameen, as far as the summit, carrying over an elevation of 4,000 feet with no greater single gradient than 1 foot in 12. Later, in the summer of 1860, the Hon. Edgar Dewdney built along this route the first trail from Hope to the Similkameen.

The Yale to Spuzzum Trail
Built in 1860

The next work undertaken was the trail built from Yale to Spuzzum in the summer of 1860 by Powers and McRoberts. The old trail of the fur-brigades followed up Yale Creek, and over a divide to Spuzzum. The new one was built along the Fraser, following much the same route as later adopted for the wagon road. Governor Douglas wrote, “The arduous part of this undertaking - excavating the mountain near Yale - was executed by Engineers under Sargent Major George Cann in a manner highly creditable.”

Coping with Personal Problems

Each of us faces a variety of problems in our daily lives. People may find tension in personal relationships, get stressed about financial problems, face difficulties with drugs or alcohol, or feel dissatisfied with work. Usually we manage to work out our problems, but sometimes we need help. Otherwise, the problem may become worse.

The Employee Assistance Program provides ministry employees and their families with free professional counselling which is strictly confidential. If you need assistance, or know someone who does, call this toll free number: 1-800-972-2327. In Vancouver, call 873-1315.

Wellness Committee

“This is more the holistic approach, a whole lifestyle thing,” explains Dave Grant, Manager Health and Safety. A Wellness Committee has been established to look at the factors in and out of the workplace that affect employees. In short, happy, healthy people, make happier, more productive employees.

The Wellness Committee will be distributing a questionnaire at the end of May that will be analyzed by Health and Welfare Canada. This will give a clear picture of what our employees believe we need from there, three year action plan will be developed. “Wellness covers everything from fitness, nutrition through Daycare,” added Dave. “If everything is fine at home, it helps take the pressure off at work.”

WE TAKE ORDERS FROM YOU

If you need a name badge, let Public Affairs know! You won’t even need to fill out a form. Simply send a Wang Office to Cecile Halsey stating the name you want on your badge - it can be your first name only, first and last, may or may not include your title. You tell us. And if you need business cards, look no further than your Queens Printer requisition form. All employees are encouraged to order business cards. You can add that personal touch of service to all your customer transactions when you hand out your card. Let them know your name, let them know you care. order your cards right away!
Back in 1937, an “official souvenir” booklet was released to commemorate the opening of the Pattullo Bridge in New Westminster. The four-lane bridge was constructed by Dominion Bridge Company Ltd. at a total cost of approximately $4 million.

Before the Pattullo Bridge, public transportation across the Fraser River began in 1884 with the “K.D.K.” ferry which had a capacity of two teams and wagons. Although many charged that this was an extravagant experiment doomed to failure, traffic picked up, and a larger ferry came into service. Still, in those days, a farmer living more than 20 miles from New Westminster often required three days to complete a return trip to market.

By 1902, construction began on a bridge. In those days of the horse, buggy, and farm wagon, the bridge was hailed as a momentous achievement. But, eventually, the demands of modern highway traffic signaled the need for a new bridge, and the Pattullo Bridge was constructed — 53 years ago.
The following letter was received by the Minister’s office in March about the our Central Cariboo District Office:

In reference to your letter August 2, 1990, I wish to express my pleasure and the appreciation of the Chimney-Felter Lake Landholders Association in the manner and quality of construction of the remainder of Chimney Lake road completed last fall.

Mr. Milburn, District Highways Manager and his staff are to be congratulated. They displayed dedication and concern, contacting each property owner on several occasions to ensure their satisfaction regarding driveways and drainage problems. They are a credit to public relations and to the Civil Service.

The general contractor also deserves a vote of thanks for the skill and effort they put into completing the road for logging, tourism, recreation, and continuing construction of homes we are looking forward to completion of the paving this year as you suggested. The pavement will add greatly to the safety and to the enjoyment of the public and residents.

Thank you for your continued interest in the Cariboo.

Yours sincerely,

Jim Fraser, President Chimney-Felter Lakes Landholders Association

And this letter to John Hallam, Area Manager, Kelowna,

Dear John:

Re: Improvement of roads within our school’s attendance area.

The parents of Winfield Elementary extend our sincere appreciation for the “extra mile” you have gone to ensure the safety of our children. The widening of part of Okanagan Centre Road, the flashing beacon at its intersection with Berry Road and the partial school zone signing are all acknowledged as essential steps in getting our kids to school in one piece.

My apologies for getting this letter to you so late. I hope you saw the public thank you in the Winfield Calendar newspaper last month.

All of us - parents and highways personnel - have recognized that there remain other unsafe conditions in our school area. I sincerely hope the working relationship we have developed will help us in future situations.

Once again, John, you have our heartfelt gratitude for responding to our concerns with personal attention.

Sincerely,

Holly McNeil-Hay President, Winfield Elementary Parents Advisory Council

Has someone in your office received a pat on the back lately? Share the story through the Road Runner. We all know what terrific staff we have, it’s always a pleasure to hear that others think so too!
The first annual South Coast "Funspiel" was held on February 23rd and was a roaring success! 48 curlers and a host of spectators took part and a good time was had by all! On April 6, South Coast social focus switched from the curling rink to the bowling alley for our first "Crazy Bowling" night - another great success! Upcoming Region 1 socials include a golf tournament (June), a barn dance (July) and a family picnic in August. Congratulations to Debbie Moss for coordinating our social activities and to Lynn Greenall, Jim Lawrence, Roxanna Groundwater, Elaine Germyn, Derek Parkes, Judy Schut and Lorraine Logan for helping Debbie organize our events.
From the High Seas to the Highways

Submitted by:
Stan R. Kravetz
Communications Centre Operator, Burnaby

Keith Windsor has come a long way since he was born at Bonavista Bay in Glovertown, Newfoundland. He now works at the provincial communications centre in Burnaby.

In 1959, Keith took up his first navy posting in Cornwallis, Nova Scotia. In 1975, the infamous phrase, "Go West Young Man" became a reality as Keith joined the team at the Aldergrove naval station. Three years later, he found himself aboard HMCS Gatoineau, stopping in exotic places such as San Diego, Hawaii, Manila, Hong Kong, Pusan (Korea) and Yokohama (Japan).

Keith could have stayed with the navy until age 56, after 25 years of service. He was still spry at the age of 48, and ready to chart a new course.

Keith started working with us in 1984, joining the crew at Deas Tower, now known as the Massey Tunnel. Responsibilities for Keith included compiling and editing road information for Regions 1 and 6, changing overhead message signs and overseeing the northbound morning rush hour counter-flow. Just after Expo '86, Keith and five others moved to the new provincial communications centre in Burnaby.

For those at the regional office in Burnaby, there is another side to the Newfoundland native — culinary skills which are reputed to be second-to-none. The tempting aroma of clam chowder has, on occasion, wafted through the office. Keith wants you to experience his eastern nectar of the gods, which the author of this article will attest to as being simply exquisite. Bon appetit!

KEITH'S CLAM CHOWDER

INGREDIENTS:
- 1/4 to 1/2 lb. bacon, chopped
- 2 small cans clams
  (5 oz. - 142 grams each)
- 1 14 oz can clam nectar
- 2 1/2 cups cubed potatoes
- 1 large grated carrot
- 1 large grated onion
- pepper to taste
- 3/4 cups milk with approximately
  2 Tbsp. tapioca or cornstarch to
  thicken.
- 1/4 cup evaporated milk

INSTRUCTIONS:
1. Sauté bacon with onion and pepper.
2. Drain clams, reserving liquid.
3. Add nectar and reserved clam liquid to cooked bacon and onions.
4. Add potatoes and carrot.
5. Add clams when potato is cooked.
6. Add evaporated milk and mix with tapioca or cornstarch.
7. Stir and let simmer on low heat until thickened.
Catherine Worley, operator in the Provincial Communications Centre, is the national women’s champion in trampoline sport. She had the opportunity to represent Canada at the World Trampoline Championships in Moscow in April where she came sixth in the world singles trampoline competition. Catherine and her partner came third (bronze) in the doubles competition! Congratulations Catherine. South Coast region is exceptionally proud of you!

South Coast’s Recycling Committee is taking part in “National Pitch-In Week”, May 6-12. Our recycling efforts to date have resulted in the saving of 100 trees! And to mark “Pitch-In-Week”, we’re going to plant 100 seedlings in a Burnaby Park on May 9th! Laurie Fulford, our recycling chairperson has made arrangements with the Ministry of Forests to donate 100 seedlings for our “pitch-in” program, with the Ministry of Environment who are donating garbage bags for a park clean-up which will be part of our tree planting efforts and with the District of Burnaby.
six regions. Since that time, with the help of Contracts personnel in Victoria, the Officers have dedicated themselves to maintaining consistent procedures and high standards within Contract Administration.

Working closely with other Highways branches such as Operations and Professional Services, Contract Admin Officers and their staffs perform a multitude of steps involved with the administration of Contracts. Tasks include determining advertising strategies for upcoming projects; compiling and selling contract documents; chairing tender openings, overseeing the awarding process and maintaining accurate financial management. Most importantly, the Officers ensure that appropriate policies and procedures are adhered to throughout the lifetime of a contract.

Brainstorming sessions such as this recent one in Nelson give the Officers the valuable opportunity to strengthen communication between the regions and headquarters, as well as to evaluate current procedures. The Officers' shared experiences become valuable learning tools for all concerned. As a result, a standardized approach to the administration of contracts is achieved.

In keeping with that theme, the Officers have formed the Procedures Manual Committee which will examine specific aspects of Contract Administration.

As the Ministry continues to enter into millions of dollars of contracts every year, contractors and Highways representatives can rely on Contract Administration to keep the standards high, the procedures fair and the journey smooth.

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**NEWS FROM VANCOUVER ISLAND REGION 6**

**SIGNAL SYSTEM A FIRST IN B.C.**

The Trans-Canada Highway through Duncan on southern Vancouver Island will be the site of the first installation of a computer-controlled traffic flow system by the ministry. A small enclosed box called LM 100 will be the silicon “brain” behind a signal system operating five intersections spread over 2.5-kilometres through the core of that community. The work is part of the Vancouver Island Highway project.

Working with that major project team is Regional Traffic Engineer Barbara Thomas. Her role has been to help design the system, and she’ll program it, once it’s in place. “This system hasn’t been on the market too long,” Barb said from her Nanaimo office, “I have a huge amount to learn. Once the installation is complete, I’ll use its in-road sensors to collect data for setting up optimal timing patterns for each intersection.”

This “smart system” determines traffic flows by using a series of diamond shaped sensors, buried in the pavement between each intersection. Metal vehicles as small as motorcycles can be sensed by this equipment, which will tell the LM 100 at which corner vehicles are waiting and how long they’ve been there. In addition, sensors will tell the computer when left-turn lanes are full, and when vehicles are backing dangerously into adjacent lanes. Once set up, the system will be programmed so that highway lights are synchronized for minimal stop-and-go, but so that the waiting time on adjacent streets is less than it is now. “The difference with this system is that it is also able to change throughout the day in order to meet anticipated traffic patterns,” said Barb. She’s also excited by other possibilities available with this system: “I can program for special events like processions or for holidays. I can even call the LM 100 using a modem and phone line to adjust signal patterns without having to drive an hour south to Duncan.”

Other bells and peeps on the system are audible crossing signals for people who can’t see the lights. When it’s safe for pedestrians to step out, these signals peep briefly. Public meetings on the project brought up this idea, and the project team obliged by including three in the design. Complete installation is expected mid summer.
One of Greater Vancouver's longest awaited projects is now about 50 per cent complete and the Cassiar Connector should be open for business in early 1992. Total cost is estimated to be $102 million (in 1989 dollars).

The project is to upgrade the two-kilometre stretch of the Trans Canada Highway between the end of the Highway 1 freeway and the Second Narrows Bridge.

From First Avenue to the Second Narrows Bridge, the projects lowered highway lanes, running through a tunnel, will eliminate intersections with Vancouver's street system. The Cassiar Connector will also improve the flow of traffic on Hastings Street and provide a better connection between the highway and the Port of Vancouver.

The 730-metre tunnel, which actually consists of two "tubes" will accommodate two-directional traffic and provide paved shoulders for emergency stops and emergency access. The tunnel is now about 60 per cent complete and is impressive with it's modern ventilation and lighting system.

Dale Cripps, at Fenco Lavalin Corporation, acting on behalf of the Ministry as Project Director tells us that all major detours during construction are now in place. Although these are temporary, they must be designed as permanent roads to accommodate the more than 80,000 vehicles per day using the TCH!

"This is no small feat considering the fact that the Hastings/Cassiar intersection is the busiest west of Toronto!"

"The project site is a hive of activity with sections such as the McGill street overhead complete and in operation. Keep in mind that all of this construction is happening in a two-kilometre stretch! Cassiar Street is detoured at the north end to allow construction of five bridge structures. These structures lift the TCH over a new ramp that will take traffic from the south directly to the Port of Vancouver. The Cambridge Street overpass has been demolished at the request of Vancouver Heights residents who no longer see highway traffic diverting to residential streets during peak demands.

New on and off ramps on the TCH at 1st Avenue are under construction and the William Street pedestrian overhead is being demolished to widen and realign the highway. School children are being transported by jitney bus service from the east side of Cassiar, to school on the west side during construction of a new pedestrian overhead and a temporary signalled crosswalk is in operation for all other pedestrians. A series of detours will be in place on the highway near William Street while realignment is under construction for the south tunnel entrance.

The Skeena Tunnel, accessing Vancouver Heights at the south end of the Second Narrows Bridge, will be kept open until work is completed on the Connector. The City of Vancouver then intends to close it.

The whole project is scheduled for completion in Spring 1992, when landscaping is finished.