Stanley Park Causeway: Safety Improvements Completed

Submitted by Henry Lew, Traffic Operations Engineer

A ceremony held on Feb. 26 marked the completion of $7 million of major pedestrian and cycling safety improvements, along the Stanley Park Causeway in the heart of Vancouver.

This 2.2-kilometre segment is a critical commuting corridor connecting the City of Vancouver’s downtown core to the North Shore, including North Vancouver and West Vancouver.

From a Wooden Footbridge a Century Ago

Before the Stanley Park Causeway was built in the early 1900s, a wooden footbridge connected downtown Vancouver to Stanley Park. When the causeway was initially constructed, the shallow tidal mudflat adjacent to the newly built roadway became landlocked and Lost Lagoon was created. Its name originated from the fact the water in the man-made lagoon disappeared at low tide. The causeway was eventually widened and extended through Stanley Park in the 1930s with the construction of the Lions Gate Bridge.

Today, the Stanley Park Causeway carries more than 65,000 vehicles per day. Cycling and pedestrian traffic is the highest during summer months with over 2,200 cyclists and 200 pedestrians travelling the causeway daily. Given this busy corridor is heavily used by commuters every day, including an increasing number of commuting cyclists, maintaining mobility and safety for the public during the recent pedestrian and cycling improvements was of paramount importance to ministry staff.

The completed safety improvements included widening the east sidewalk of the Stanley Park Causeway to accommodate northbound cyclists and two-way pedestrian traffic. The west sidewalk was also widened for the exclusive use of southbound cyclists, including two new passing lanes to provide opportunities for faster cyclists to overtake slower cyclists.

Custom one-of-a-kind fencing was installed on both sides of the causeway to separate pedestrians and cyclists from vehicles. The unique fence design was developed through extensive consultation and input from numerous stakeholders and park users, and review of examples throughout North America. A number of options were developed and evaluated before the final design was selected.

Radar Sensors Make Crossings Safer

High-visibility green pavement markings were accompanied by elephant’s feet – squares of white paint alongside the green pavement markings, to identify where cyclists might be riding through a crossing. Rectangular rapid flash beacons were added at the three crossings, along both sides of the causeway, to alert motorists to the presence of cyclists. Radar sensors were installed, to passively sense the movement of approaching cyclists and automatically activate the bright flashing LED lights, just before the cyclists reached the crossings. Crosswalk pavement markings and manual push buttons for the flash...
Editor’s Note

Here are two from the Luxor Creek Bridge story (Page 7) that breathtakingly illustrate the changes we make to the landscape. Just as striking, is what you do not see in the photos—how replacing a culvert with a bridge benefits the broader ecosystem.

By freeing the waterway and restoring fish habitat, the Luxor Creek project enhances ecological connectivity and the movement corridor for wildlife, like badgers, coyotes, mule deer, elk, moose and black bears (which all frequent the project limits). Read more about how this links to a major conservation initiative in the Rocky Mountain Trench, by the Nature Conservancy of Canada.

Speaking of the unseen, I wonder who that prankster was, who put smiles on the faces of Peace District employees on April Fool’s Day… Does anyone have any tips?

Nancy McLeod
Editor
Anti-Skid Green Marks Crossings for Cyclists
Submitted by Henry Lew, Traffic Operations Engineer

High-visibility green pavement markings were installed at the three crossings, on the Stanley Park Causeway project, to highlight where cyclists and motorists might interact. The pavement markings remind motorists of the multi-modal use of the causeway, and raise awareness of the areas of potential conflict for both motorists and cyclists. The markings improve cyclist comfort by clearly delineating the area where cyclists should ride. They also encourage motorists to yield to cyclists, thereby reducing near-miss encounters between cyclists and turning vehicles.

To install the pavement markings, the surface was first prepared and swept clean. Then the designs and dimensions were laid out with chalk and tape. Given the wet weather and damp road surface conditions at the time, the pavement was heated and dried thoroughly with propane torches to ensure proper adhesion of the marking materials. The high-visibility green methyl-methacrylate material was applied and allowed to dry – this material is not only high-visibility, it’s also anti-skid! Finally, the rest of the pavement markings including the bike stencils, and the square “elephant’s feet” alongside the green surface, were painted.

Ministry staff went through an extensive public consultation and engagement process to plan and design the improvements for this project. The ministry team, led by Project Manager Erin Moxon, worked in close collaboration with the Vancouver Park Board, City of Vancouver, Stanley Park Ecological Society, HUB Cycling and local First Nations throughout the planning, design and construction process.

The result was a project that met the diverse needs of Stanley Park Causeway users, while minimizing the impacts on the park’s natural environment.

A cycling detour route, primarily using Park Drive, was provided and signed through Stanley Park, offering an alternate route for cyclists during the construction. Detour maps, helpful informational videos and regular updates on the ministry’s TranBC social media website, Facebook and Twitter accounts, plus our Stanley Park Causeway Safety Improvements Project website kept the public informed, and assisted people with their trip planning.

Early feedback about the pedestrian and cycling safety improvements has been overwhelmingly positive.

Thanks to all involved for their contributions and input throughout this unique project – from concept to completion!
Succession Planning: Toward our Future Workforce
Submitted by Russel Lolacher, Director of Web and Multimedia Services

I was excited. I don’t get to travel out of Victoria as much as I’d like, but on this occasion, I found myself standing in front of a packed room of 60 people, in Coquitlam.

And they weren’t pulling any punches, sharing with me all their concerns, suggestions and questions around the current state and future of our ministry and its people. And it was awesome.

A couple of months ago, I was asked if I’d be interested in joining a group of senior management volunteers pushing succession planning forward and making it a part of our ministry’s culture. This work was around the development of six pillars: knowledge transfer, at risk functions, leadership development, supervisory excellence, My Performance and employee recruitment. But though there was a lot of momentum and great ideas around these topics, there were some pretty important questions needing to be answered:

- What resources would we provide that would be of use to staff?
- How would staff like to be communicated with?
- Were we on the right track with the pillars we identified?

There would be a lot of wasted time and brainpower if ministry staff didn’t find this direction valuable or the right areas weren’t being addressed for succession planning. So, we first piloted a session with the Employee Advisory Forum, then our Succession Planning Committee members hosted consultations across the province, in each region, at HQ and online. There were 28 sessions in all, involving 763 members of our ministry. I had the absolute pleasure of hosting five of these workshops and I have to say, it was an amazing experience. The honesty, feedback and engagement from staff, all shared with the intent of strengthening our ministry, now and for the years ahead, was powerful and extremely insightful. Thank you to everyone who attended, for sharing your time and your thoughts.

Staff were really receptive to what was proposed including a website, email updates, Leader in You Workshops and Supervisor Summits. After looking through the feedback, the overwhelming response was that people liked the sessions, were looking forward to seeing what happened next and were most interested in a knowledge centre of information and career planning.

A really important next step is to keep that momentum going. And I wouldn’t be the communication nerd that I am, if I didn’t tell you about some of the things coming up. The Leader in You pilot program, a two-day workshop which supports the pillar of leadership development, is already well underway, receiving a crazy amount of interest. I have a feeling this won’t be a “pilot” program for much longer.

And then there’s the four Supervisory Summits in May and June, contributing to the succession planning focus on supervisory excellence. I’m a big fan of professional development, especially if it includes removing yourself from your usual day-to-day environment and joining colleagues you don’t normally get a chance to connect with.

If you’re a supervisor and don’t have this in your calendar yet, please make sure you fix that. It looks to be an amazing day of learning and networking.

The succession planning group is working toward answering the questions raised at the sessions, and we look forward to updating you on where things are heading.

Though I’ve only been on the Succession Planning Committee as it’s communications lead for a few months, I’m really looking forward to seeing where this will go and how it will transform our ministry, especially with the help and input of the great people that work here. ♦
Congratulations to our Top Work Unit Award Recipients
Submitted by Kim Struthers, Strategic Human Resources

Eleven work units across our ministry were recently recognized with Top Work Unit awards from the BC Public Service.

Top Work Unit awards are presented to BC Public Service work units with engagement scores of 75 or higher on the Work Environment Survey. This achievement highlights the strong employee engagement and positive workplace culture within these teams. These employees love what they do, have fun doing it and don’t mind showing it!

The 11 recipients are:
- Fort George District, Northern Region, Highways Department
- Peace District, Northern Region, Highways Department
- Northern Districts, Highways Department
- Planning and Partnerships, Project Management, Corporate and Operational Services, Business Services, Northern Region, Highways Department
- Northern Region, Highways Department
- West Kootenay District, Southern Interior Region, Highways Department
- McKenzie Crew, Provincial Field Services, Southern Interior Region, Highways Department
- Corporate and Operational Services, Southern Interior Region, Highways Department
- Lower Mainland District, South Coast Region, Highways Department
- Business Management Services Branch, Highways Department
- Financial Management Branch, Strategic Human Resources and Writing Services, Financial Management Services Department

Each work unit award recipient received a framed Top Work Unit certificate, but the good news doesn’t stop there! Five of the above award winners have been selected as a semi-finalist for a 10 Best Places to Work award. These awards are an extension of the Top Work Unit awards and were introduced by the BC Public Service as a way to further highlight specific practices that contribute to positive, engaging and productive workplaces. These work units are selected because of their Work Environment Survey engagement scores (75 or higher) and for having 10 or more survey categories with scores in the top 25 per cent of all work units. A big round of applause for our ministry colleagues from:

- Fort George District, Northern Region, Highways Department
- West Kootenay District, Southern Interior Region, Highways Department
- Corporate and Operational Services, Southern Interior Region, Highways Department
- Business Management Services Branch, Highways Department
- Financial Management Branch, Strategic Human Resources and Writing Services, Financial Management Services Department

Congratulations to all the Top Work Unit award recipients and 10 Best Places to Work semi-finalists! Winners of the 10 Best Places to Work awards across government will be announced during Public Service Week, so stay tuned for news in the August 2016 Road Runner.

Employees from the Fort George District, one of five top work units from the Northern Region.
Looking Ahead to Another Exciting Year for the EAF

Submitted by Kristen Spearman, EAF Leadership Team

In early February, the Employee Advisory Forum (EAF) leadership team met with all the members of the ministry’s Executive, to discuss the EAF’s priorities and projects for 2016. This meeting was very timely as it coincided closely with the release of the 2015 Work Environment Survey results. This allowed for immediate identification of areas where the EAF can provide support and focus our efforts, over the coming year. One way we will continue to do this is through our twice-yearly Temperature Checks. Thanks to all the ministry employees who provided their thoughts and input during our recent spring conversations about professional development and executive-level communication.

Initiatives such as Leader in You and Supervisor Summits are a direct result of our Executive acting upon your past Temperature Check feedback. We really do value your comments and will continue to work with Executive do our best to create initiatives and programs that have a positive impact on the workplace.

What’s next for the EAF? We have had to wave goodbye to Kevin Volk and Susan Kwan as they take on new and exciting roles elsewhere in the public service. We look forward to welcoming a new chair and leadership team member shortly. We will also be rolling out various mini-projects, continuing to support the unpacking of the 2015 Work Environment Survey results, and preparing for our summer/fall Temperature Check.

Being a member of the leadership team provided me with a unique experience to discuss the priorities of the EAF with our Executive team, and meet each of them face-to-face. I’m excited to be part of the EAF; and I know I speak for the rest of the leadership team when I say we look forward to continuing to partner with Executive to improve our workplace in 2016. We will stay in touch about our progress, but in the meantime keep your eyes open for projects and information on TRAnnet News, in the Weekly Headlines and in the Road Runner. You can also get in touch with your local EAF representative or check the EAF website for additional information on what we do.

New Opportunities as Recognition

While I was working as a district clerk, the operations manager, development approvals technician and my supervisor recognized that I had the skill set and potential to help out a very busy development approvals department while one of the technicians was away. This learning experience was invaluable. Having the opportunity to gain knowledge and provide support in other subject areas of the ministry was very impactful. It not only increased my knowledge, but I gained a greater appreciation and understanding of the work my colleagues do.

It felt great to be recognized; and being provided with the potential to make a difference during a busy time made me feel incredibly supported and encouraged.

Clock-wise, from left to right: EAF Vice-Chair Warren Lemky, Susan Kwan (EAF Leadership Team), Nick Nixon (SHR), ADM Lindsay Kislock, Deputy Minister Becky Denlinger, ADM Nancy Bain, ADM Deborah Bowman, Deputy Minister Grant Main, ADM Patrick Livolsi, Melissa Thickens (SHR), ADM Kevin Richter, EAF Chair Kevin Volk, Kristen Spearman (EAF Leadership Team).
In early June 2015, the ministry began construction of a new three-span bridge over Luxor Creek, along scenic Highway 95, about 20 kilometres north of Radium.

Key elements of the project included construction of a new 66-metre-long, two-lane bridge, installation and operation of a signalized one-lane detour alignment, removal of a 3.3-metre diameter culvert and restoration of an 80-metre long section of Luxor Creek, completed in March.

Luxor Creek is an important tributary stream to the biologically rich Columbia River wetlands area, which provides habitat for a diverse array of aquatic and terrestrial wildlife. The stream itself provides important fish habitat for species such as rainbow trout, Westslope cutthroat trout, bull trout and kokanee.

The culvert in the creek was a seasonal fish passage barrier, due to it small diameter and strong water velocities. For many decades, it restricted a number of species from being able to access critical spawning habitat above the Highway 95 crossing. Channel enhancements in the restored section of the stream include the installation of large woody debris, construction of large boulder clusters and rock weirs, creation of resting pools, addition of spawning gravel and planting of riparian vegetation.

The new channel now allows juvenile and adult species to freely move between various reaches of the stream, both above and below the bridge, under all flow conditions. Over time, as the habitat restoration measures mature, they will provide a variety of complex habitats for fish species in all life stages.

Due to its proximity to Kootenay National Park, the Luxor Creek project will also enhance a key ecological connectivity and movement corridor for wildlife, and benefit species such as badgers, coyotes, mule deer, elk, moose and black bears which all frequent the project limits.

The kokanee fall spawning run in Luxor Creek is known for attracting large concentrations of bald eagles each September, as well as other birds of prey.

The new bridge project also ties in nicely with a large-scale conservation initiative currently being undertaken by the Nature Conservancy of Canada, involving lands immediately adjacent to the project area. The Purcell/Rockies Connectivity Initiative is seeking to secure, restore and enhance land and water resources in the area commonly referred to as the Rocky Mountain Trench.

Key contributors to the success of the Luxor Creek project included the entire ministry team led by project manager Tim Dyer, Brent Shypitka of Glacier Technical Services, and TYBO Contracting Ltd. All were instrumental in helping achieve the final end product that improves fish habitat and contributes to wildlife conservation work beyond.
Answers Abound in the Annual Quick Facts Book
Submitted by Aaron Lewis, Utilities and Program Analyst

You’ve made your wager. The familiar jingle begins to play and you have 30 seconds to come up with your answer (in the form of a question, of course).

But there’s a problem – you don’t know the answer to the clue that Alex Trebek just read: “Rising 1,774 meters through the Selkirk Mountains, this highway mountain pass has the highest elevation in British Columbia.”

Lucky for you, it was just a bad game show dream. In reality, you definitely know the correct answer is Kootenay Pass on Highway 3, because you read the ministry’s most recent version of the Quick Facts Book!

The Quick Facts Book is a long-standing ministry tradition, with the first version created more than 20 years ago. Originally only 12 pages in length (compared to a whopping 94 in 2015), it was intended as a handy, pocket-sized reference guide of pertinent facts and figures for answering media questions. Over the years, the breadth of topics covered has expanded significantly. Today’s book is more comprehensive and bursting with detailed facts on everything from annual budgets and avalanche statistics, to information on ferries, buses, and of course, highway infrastructure.

For example, did you know that the George Massey Tunnel (which is set to be replaced with a new bridge by 2022), carries more than 80,000 vehicles each day? Or that more than 40,000 tons of asphalt (enough to fill 63 Olympic-sized swimming pools) was used during the construction of the South Fraser Perimeter Road, between Delta and Surrey? It’s fascinating stuff, folks!

The Quick Facts Book is updated and published annually by the Business Management Services Branch, located in Headquarters. Work on the 2016 version is well underway and the publication is expected to be released, in print and online, later this summer. In the meantime, feel free to prepare for your Jeopardy! moment and browse through some historical editions from previous years, which can all be found on TRANnet here. If you have questions, comments or suggestions for future editions, please contact Samantha Eburne.

Happy reading! ♦

The Little Kaizen that Could: Improving Rocky Mountain’s Shared Drive
Submitted by Nikki Berube, Senior District Clerk

The Rocky Mountain District held a Kaizen workshop to enhance district information management, in the Revelstoke Area Office, March 22 to 24.

The initiative, aimed at improving the district’s shared drive, is a Lean Green Belt project led by Senior District Clerk Nikki Berube, and supported by District Manager Jack Bennett. The goal of a Kaizen workshop is to review the current process, explore an improved process, identify required actions and assign action items.

The Rocky Mountain District’s project takes a long hard look at the current folder structure as well as filing habits within the district. The project hopes to improve the shared drive and how people use it, in order to provide a higher quality of service to our clients and reduce the amount of time it takes for staff to fulfill requests.

The three-day workshop consisted of some vigorous brainstorming sessions, as well as development of an action plan and a control plan, to ensure the solutions were implemented and continuous. The participation was excellent and the workshop went off without a hitch. The focus on the district’s shared drive may have initially been overwhelming, but the Records Management Discipline Dudes team pulled together to create a shared vision that we hope will be adaptable to all staff.

As the project continues, the team hopes to roll out the changes to all the business units within the Rocky Mountain District, in the near future. Congratulations team – the foundation has been set and now it’s time for us to build! ♦
Skeena and Bulkley-Stikine Development Approvals Inter-Agency Meeting
Submitted by Julie Cooke, District Development Technician (TELP)

On March 10, the Skeena District Development Approvals team hosted the second annual face-to-face inter-agency meeting with representatives from the Regional District Kitimat Stikine, Bulkley Nechako Regional District, Northern Health and our ministry Development Approvals staff in the Skeena and Bulkley-Stikine Districts, to discuss and solve issues related to referrals and communication between our agencies.

This meeting came about after it was identified that with changing staff (among other factors), we had a limited understanding of the work that each agency does, and how our processes relate to each other. Originally focused on the subdivision referral process, this meeting has evolved into a forum for attendees to bring forward any items that they think can help improve and streamline our processes, or that they feel would be of interest to the group.

The meeting had a strong turnout with representatives from the various agencies travelling all the way from Prince Rupert and Smithers to attend in person at the Skeena District office in Terrace. The agenda was structured with the goal of allowing the group to work through specific issues in our referral process and openly discuss items as they came up, while also providing an opportunity for different agencies to share information about projects that they are currently working on.

Two projects featured at this year’s meeting were the Thornhill Watershed Protection Program, presented by RDKS Planner Holly Adams, and a ministry-led glaciomarine clays brochure, presented by District Development Technician Julie Cooke and Provincial Approving Officer Michelle Boudreau. The brochure is being developed by ministry geotechnical engineers and development approvals staff, to advise people considering land development, about the hazards of this “quick clay”, unique to the region (see sidebar).

The inter-agency meetings are held twice a year; one conference call and one face-to-face gathering. It became apparent after the first meeting in 2015, that hosting these gatherings regularly would be beneficial for all involved. And while having these events bi-annually has been productive, there is a consensus among the group that the level of engagement that results from the in-person meetings fosters an invaluable open line of communication. It’s always nice to put a face to a name!

These meetings have been overwhelmingly successful in building stronger relationships among our respective agencies. Everyone involved has gained a better understanding of each of our agencies’ workloads, internal processes and ways that we can assist each other in meeting our departmental needs and deadlines.

Improving our processes was the goal and has consistently been the result — making these inter-agency meetings a true success!

“Quick Clay” a Regional Development Hazard

Glaciomarine clay is a quick clay (a naturally occurring, fine-grained sediment which collapses and behaves as a liquid when its structure breaks down) that is somewhat unique to the Skeena and Bulkley Stikine area.

It’s a major hazard because of its susceptibility to large destructive landslides, with little to no warning. In May and June of 1962, it was responsible for two landslides that wiped out a portion of the highway between Terrace and Kitimat and flowed into Lakelse Lake, carrying vehicles and equipment with them.

Identifying where these hazards are present is an important part of many development approval processes (subdivision, rezoning, etc.). The brochure we’re creating will help the public understand how quick clays, like the local glaciomarine clay, can affect developments.

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Development approvals staff from the Skeena and Bulkley-Stikine Districts with other agencies (back row): Sherrie Applegate (MoTI), Brandon Gustafson (MoTI), Nick Redpath (RDKS), Scott Christie (Northern Health), Shane Wadden (Northern Health) and Ted Pellegrino (RDKS); and (front row): Julie Cooke (MoTI), Michelle Boudreau (MoTI), Holly Adams (RDKS), Victoria Chatten (Northern Health), Rena Gibson (MoTI), Kira Horning (Northern Health) and Vu Nguyen (Northern Health).
Raising the Bar: New Records Set in Customer Satisfaction Survey

Submitted by Aaron Lewis, Utilities and Program Analyst

The annual Customer Satisfaction Survey was a terrific success for 2015.

Conducted for eight weeks, between July 15 and Sept. 9, more than 3,350 valid responses (a new record that shattered the 2,700 target!) were received province wide. While the majority of responses were collected online, ministry staff in the Vancouver Island, Rocky Mountain, Thompson-Nicola, Cariboo, and Peace Districts donned their safety vests and sunglasses and performed 345 in-person surveys—more than any other year.

The survey results reveal that the ministry continues to deliver excellent customer service. In fact, nearly 70 per cent of respondents indicated that they were either “satisfied” or “very satisfied” with the ministry’s service delivery. The ministry also exceeded its target overall Customer Satisfaction Score of 4.10 out of 5 by scoring a very respectable 4.11. These high scores are a result of staff’s commitment to our organization and steadfast desire to serve stakeholders to the best of our ability. Indeed, survey respondents had high opinions of staff’s level of knowledge, as well as their ability to deliver customer service in a fair, courteous and respectful fashion.

Providing excellent customer service to all British Columbians is one of the Ministry of Transportation and Infrastructure’s primary objectives. Since 2002, one of the key strategies used to measure and improve customer service has been the annual Customer Satisfaction Survey, which is administered every summer by the Business Management Services Branch.

The survey is a snapshot in time that allows the ministry to gather feedback about the many services it provides — everything from highway maintenance and signage to rest areas and the DriveBC traveller information system — and the manner in which they are delivered. Responses are solicited from a wide variety of external stakeholder groups and the general public. The information gathered is extremely valuable and helps staff not only identify the ministry’s strengths and what it is doing successfully, but also areas that may require extra attention and resources in order to make improvements.

Of course, the Customer Satisfaction Survey is also an opportunity to recognize (and spark some friendly competition between) the districts and branches. With an outstanding overall Customer Satisfaction Score of 4.45 out of 5, the Bulkley-Stikine District led the pack this time around. On Nov. 26, Highways Executive Director Norm Parkes made his way to Smithers and presented the coveted trophy for customer service excellence to District Manager Carl Lutz and his team. The West Kootenay, Cariboo, Peace, Fort George and Skeena Districts, as well as their safety vests and sunglasses and performed 345 in-person surveys—more than any other year.

ACEC-BC Vice Chair Tim Stanley, Highways ADM Kevin Richter, Client Relations Manager Gloria Valle, Chief Engineer Dirk Nyland and ACEC-BC President and CEO Keith Sashaw.

Ministry Named Client of the Year

Submitted by Nancy McLeod, Road Runner Editor

Our ministry was presented with the first-ever Client of the Year Award from the Association of Consulting Engineering Companies – British Columbia (ACEC-BC), on April 16, in Vancouver.

“For more than 18 years, MoTI has been an exemplary client, setting new standards for procurement, contract fairness, industry engagement, and project partnership and collaboration,” a news release from the association says.

“They are a model for client best-practices.”

Our organization was nominated by McElhanney Consulting Services Ltd. Nomination criteria included communication and relationship management, appropriate risk assessment management and allocation, use of fair and balanced contracts and appropriate procurement and delivery methodology that leads to clear scope.

“The ministry has enjoyed a great relationship with the association and it felt good knowing they hold the ministry and our engineers in such high regard,” said Highways ADM Kevin Richter in an email to Highways Department staff sent after the event. Watch the video here.

Also honoured at the association’s 27th annual Awards for Engineering Excellence Gala, was former Deputy Minister Dan Doyle. Dan was recognized for his work with our ministry and with the Organizing Committee for the 2010 Olympic and Paralympic Winter Games.

ACEC-BC is British Columbia’s provincial association of engineering consulting firms. It represents 85 of B.C.’s consulting engineering companies that provide engineering and other technology-based services to the public and private sectors.
Ministry Co-op Wins a Betty Spalton Scholarship
Submitted by Jeff Knight, Business Management Services Regional Manager

Isobel Irvine, who completed a co-op term with the ministry in traffic engineering last year, has won a Betty Spalton Scholarship from the BC Road Builders and Heavy Construction Association.

Isobel is in her second year at UBC-Okanagan, where she is working toward a Bachelor of Applied Science in Civil Engineering. She is the daughter of Senior Highway Design Engineer Grant Irvine, who is based in the ministry’s Kamloops office.

The BC Road Builders and Heavy Construction Association awards up to two scholarships annually, in honour of Betty Spalton, a former ministry employee who became the president and general manager of the Okanagan South division of Argo Road Maintenance, and an active member of the association’s board of directors. Betty died after a brief illness in 1999.

The scholarship fund was created to provide financial support to individuals obtaining education in fields associated with road building and heavy construction, and has a goal of encouraging diversity in the industry.

Congratulations, Isobel!

Raising the Bar: New Records Set in Customer Satisfaction Survey
…Continued from Page 10

as the Passenger Transportation Branch and Commercial Vehicle Safety and Enforcement, were also honoured for exceeding the 4.10 target score, with framed certificates from ADMs Kevin Richter and Deborah Bowman. Big congratulations to all of you!

Customer service is an integral part of our ministry, and it is clear from these results that employees are committed to delivering the best service possible. Thank you to everyone who contributed to this year’s success, and be sure to watch for the 2016 Customer Satisfaction Survey launching later this summer.

Can You Spot the District Manager?
Submitted by Scott Hales, Bridge Area Manager

It was all hands on deck, during the installation of a detour bridge on Haida Gwaii, the week of March 14.

The completion of the bridge brought together multiple contractors and district staff. The onsite installation was led by experienced bridge builder, Justin Hare of Dunoon Contracting, guiding the crew of the local maintenance contractor, O’Brien’s Road and Bridge, along with multiple ministry staff from the Skeena District including the new Bridge Area Manager Scott Hales and Road Area Manager Brian Lomas. Even District Manager Darrell Gunn got in on the action during his visit to Haida Gwaii for other work.

The 15.3-metre modular steel bridge was successfully installed over White Creek on Towhill Road, North of Masset, in preparation for upcoming structural repair work of the existing bridge. Towhill Road provides access to North Beach, which is a popular tourist destination and an essential location for food collection by the residents of Haida Gwaii.

In order to install the bridge, more than 27 metres of bridge was constructed, pushed on rollers across the creek, assembled to final length, and lowered onto bearing plates. This exciting project involved the collaboration of many parties like ministry Regional Bridge Engineer Joseph Adom and Lead Geotechnical Engineer Gordon Hunter, maintenance contractors, the Council of the Haida Nation, BC Parks, the Ministry of Forests, Lands and Natural Resource Operations, and various other contractors.

This has been a great experience for everyone involved and we hope to continue with exciting projects like this throughout the Skeena District in the future. Final repairs to White Creek Bridge will be completed in the summer of 2016, and then the temporary detour bridge will be removed.

You’re a Winner

Awards

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You’re a Winner

Awards
Aboriginal Youth Intern Experience Led to Learning for All

Submitted by Jordana Luggi, Aboriginal Youth Intern

My name is Jordana Luggi. I am Dakelh, and a member of the Stellat’en First Nation located at Fraser Lake, in Northern B.C.

In September 2015, I nervously embarked on my journey as an Aboriginal Youth Intern. Having come from an entirely different world as a visual artist, I didn’t know what to expect.

The Aboriginal Youth Internship Program (AYIP) is a 12-month paid internship in which interns are placed in a government ministry for nine months, then with an Aboriginal organization for three months. One of the program goals is to support Aboriginal youth in developing their leadership skills.

During my placement in the Transportation Policy Branch, I primarily worked on the BikeBC program and the Transportation Action Plan for Highway 16. Other highlights while with the ministry have been facilitating an art workshop called Indigenous Art Attack at the Gathering Our Voices youth conference, and participating in the Four Directions and Young Entrepreneur Symposium conferences.

My supervisor, Policy Analyst Jessica Ling, says this about our collaborative experience:

“When I was first learned that I would be supervising an AYIP intern, a range of emotions erupted, from excitement to uncertainty. Nothing but questions surfaced in my mind… ‘What will my role be? Who will my intern be? How does the program work? What am I to do – I’ve never been a supervisor!’”

My questions were answered by the AYIP program staff during an orientation day for supervisors and mentors at the Songhees Wellness Centre, near Victoria. The AYIP program staff and guest speakers shared their insights about Aboriginal traditions, culture and values with all the supervisors and mentors. I gained insight into how these values and traditions could be applied on a day-to-day basis in the workplace.

I met Jordana during the opening ceremony for AYIP, at the Esquimalt Long House. From day one, Jordana has fit right into our branch, and she has made my very first stint as a supervisor easy and enjoyable. My initial goal was to teach her a thing or two about the mechanics of policy and programs – but I think I turned out to be the student. She has shared with me the rich tradition of Aboriginal peoples, and has given me insight into a unique world view to which I had very little knowledge.”

These are the perspectives of my mentor Alan Callander, who is manager of Active Transportation and Climate Action Policy:

“Through the program’s orientation events, AYIP introduced me to a variety of First Nation cultures. Participating in AYIP provided me a better understanding of the challenges that Aboriginal people face. But mostly, it gave me the pleasure to work with a motivated young adult, and the chance to provide her with some guidance early in her career.

I would like to thank Transportation Policy and Programs ADM Deborah Bowman for suggesting that I take on the role of mentor for an AYIP intern. I am not sure who learned more from this experience, Jordana or I.”

It has been a pleasure to work so closely with Jessica, a superb supervisor, and I will miss my weekly meetings with my mentor, Alan.

Starting in June, I am excited to begin my summer placement with the Aboriginal Physical Activity Cultural Circle in Vancouver. I look forward to facilitating a workshop on sport, recreation and traditional activities, and profiling indigenous athletes, coaches and teams on the organization’s website.

During the summer, I will be using all of the skills I am so fortunate to have learned at the Ministry of Transportation and Infrastructure. The AYIP staff and cohort, Transportation Policy staff, Alan and Jessica have all given me a solid foundation for a rewarding career.

Thinking about retiring in the next five years?

You’ve worked for your pension, and you’ve earned it! As retirement approaches, it’s time to make sure your pension works for you.

Attend the short seminar Thinking About Retiring to help you plan and prepare for your retirement. We will look at the key pension considerations for members within five years of retirement, including:

• How your pension works
• How to choose your best pension option
• The group health and dental benefits available for retirees
• How to navigate the retirement process
• Tools to assist you when making important decisions about your pension

Don’t delay; register today!
Thanks to cyber criminals, threats to information and systems are evolving every day.

In recent years, a class of malicious software known as ransomware has been targeting a range of computer users – from people at home, to users in a wide range of organizations. The B.C. Government is among those receiving an increasing number of ransomware incident reports, including a few from people in our ministry who were impacted by ransomware, over the last eight months.

Ransomware generally infects your computer by locking/encrypting some or all of the information on all your drives. This includes all network location drives like your H (personal) drive and the drives you share with others, your hard disk drives (B and C), and any devices with removable storage like USB flash drives and external hard drives. Once this locking/encryption operation is completed, ransomware demands a payment in order to unlock/decrypt the files. Different ransomware types (like Cryptowall or CryptoLocker) have been in circulation since 2013. Recently, a new destructive ransomware variant (named Locky) locks the user’s computer and attempts to extort money from victims by displaying an on-screen alert.

Although the ransomware incidents in our ministry were close calls that fortunately did not result in any significant data losses or interruption to other employees’ access to shared network drives, there is an important lesson:

**Only use encrypted external USB devices for temporary storage of government information, and as soon as possible, move that government information to your H or shared network drives (i.e. backed up storage).**

Consider that government information needs to be protected, according to its classification. It’s required that USB flash drives or other devices used to store sensitive or personal information be encrypted, because these storage devices can easily be lost.

**Tips:**

To prevent ransomware incidents:

- Do not click on links or attachments in unexpected or suspicious e-mail
- Avoid visiting any suspicious websites
- Do not accept any software updates triggered from an e-mail or website
- Create a SPAM folder in your Outlook which will automatically move all spam-rated incoming messages into your SPAM folder. Here are the instructions for the BC Public Service: [https://ssbc-client.gov.bc.ca/Exchange/emailfirewall/anti_spam/AntiSpamRulesOL2010.htm](https://ssbc-client.gov.bc.ca/Exchange/emailfirewall/anti_spam/AntiSpamRulesOL2010.htm) (You may need to check this folder from time to time to make sure that your legitimate messages are not being incorrectly given a spam rating).

Sometimes, no matter what preventative steps one takes, phishing e-mails with ransomware can convince us to click on the links provided. If you receive a ransomware popup window or screen that prompts you to pay a ransom (or if you discover that some of your files cannot be opened):

- Immediately shut down your computer.
- Go to another computer and change your IDIR password.
- Report this incident to the Customer Service Centre at (250) 387-7000 option 3 (or toll-free 1-866-660-0811).
- Do not pay the ransom and do not follow the instructions provided by the ransomware.

No security technology can protect you entirely from cyber criminals. When it comes to phishing e-mails, you are the best line of defence. Please be alert when you are checking your e-mail and be aware of what you need to do if your computer is infected.

For more about IT security, click [here](#). If you have any questions about security or privacy, please contact us at: TRANInformationSecurity@gov.bc.ca.
Join the Battle Against Invasive Species
Submitted by Virginia Dragan, Environmental Coordinator

May 2016 was proclaimed “Invasive Species Action Month” by the B.C. government, and in celebration, we encourage ministry staff to learn more about invasive species.

Non-native invasive plants and animals displace other species and destroy fish and wildlife habitat, harm rangeland and cause damage to our ecosystem and people’s livelihoods. Intervention is needed because they have no natural predators to stop their spread.

Although the focus has typically been on invasive plants within the ministry, invasive species are gaining more and more attention. For instance, European Fire Ants, notorious for swarming and delivering a painful sting, have been in the news the last few years, and the ministry has been working with non-profits and experts on ways to mitigate and stop this invasive species on our roadside.

That said, invasive plants are always top of mind as transportation corridors and soil movement are vectors for spreading invasive plants. Following best management practices goes a long way to helping the ministry control invasive plants.

Every year the ministry delivers an invasive plant management program that funds inventory, planning, education and outreach, and on-the-ground treatment of invasive plants.

In the South Coast Region, a major focus continues to be the survey and treatment of invasive knotweeds and towering, toxic giant hogweed. We are also ramping up management of invasive plants in ministry gravel pits.

The Ministry of Transportation and Infrastructure works collaboratively with other ministries, regional governments, municipalities, First Nations and non-profits to tackle the spread of invasive species. We’re also working with Adopt a Highway volunteers to encourage the spotting, reporting and removal of invasive species, and just produced a new invasive plants training video for them.

You can get involved by attending invasive plant tours offered in your region, looking out for invasive plants and species and reporting them to your regional environmental coordinators, volunteering with invasive species non-profits and educating yourself on the issues of invasive species. For more information on invasive species management, visit our ministry’s new Invasive Species Roadside website.

We also encourage everyone to download the Report-a-Weed BC or Report-Invasives BC application on their smart phone. These free apps allow the user to scroll through the names and pictures of the top invaders and report their presence right in the field. The report is linked to a GPS location at the time of the report. This report is then verified in the field by knowledgeable staff and contractors. To download the app go to this website: www.reportinvasives.ca

For more details about how the B.C. government is working with the Invasive Species Council of British Columbia to educate the public and eradicate invasives, click here.

Photos courtesy of the Invasive Species Council of British Columbia.

 Sap from giant hogweed, when on skin exposed to sunlight, can lead to severe burning and blistering.

Japanese knotweed is highly invasive and degrades road beds, trails and building foundations.

Roadside boat check stops are in place at borders, to help keep invasive mussels out of B.C.

Zebra/Quagga Mussels
These tiny freshwater mussels clog drains, damage infrastructure, and are very costly to control/eradicate.
Picnic Shelter Installed at Telegraph Rest Area on Highway 16
Submitted by Grant Watson, Roads Area Manager

Thanks to recent funding for rest areas, Skeena District has a new feature. The Telegraph Rest Area, between Prince Rupert and Terrace, has a new picnic shelter. Between our local maintenance contractor Nechako Northcoast Construction and sub-contractor Hausi Construction, it was a joint effort to make this happen. Along the beautiful Skeena River, people will be able to sit out of the rain and view eagles, sea lions, the oolichan run, and other natural phenomenon, all while enjoying a sheltered picnic. The shelter is complete but the picnic tables, wheelchair ramps and a few other items will be installed in the near future.

What did other districts do with their Rest Area funding? Please share your projects in the Road Runner!

From artist’s concept to reality, this is one beauty spot for a rest and refresh.

Breaking the Mould
Submitted by Kathy Macovichuk, Graphics Production Technician

At the end of 2015, four hardy souls embarked on a cleaning mission…

A lunchroom at headquarters housed three refrigerators that hadn’t been cleaned for a year. Dale Wood, Brittany Crump, Wayne Yee and Kathy Macovichuk donned plastic gloves, and armed with fierce determination and a bucket of soapy water, they tackled forgotten lunches, abandoned food items and various “science projects” that would have garnered interest with the biological warfare agencies of the U.S. government.

Kathy Macovichuk, Dale Wood and Brittany Crump show off one of the three fridges on which they worked. Missing: Wayne Yee.
Testing B.C.’s Earthquake Plan: Exercise Coastal Response June 7-10
Submitted by Susan Williams, Co-Chair, Strategic Communications Committee

If you live on B.C.’s coast, there’s no escaping the fact that the area is prone to earthquakes.

B.C. is considered a high-risk earthquake zone, and all British Colombians must be prepared for the possibility of being on their own for 72 hours, by having an emergency kit and a household plan. The provincial government also has a plan for how B.C. and its partners will respond in an earthquake and that plan will be tested during Exercise Coastal Response, June 7 to 10.

This first-ever provincially-led earthquake exercise will test elements of B.C.’s new Earthquake Immediate Response Plan, which outlines the initial response activities the Province of B.C. and partners at various levels of government will undertake, in the event of a critical earthquake. The exercise scenario will be based on a magnitude 9.0 earthquake occurring off the coast of southwestern B.C., and exercise participants will tackle real-time activities and simulated situations involving emergency operations, logistics, medical care, public information, operational communications and care for the needs of those affected or displaced.

A significant portion of the exercise is situated in the Alberni Valley Regional District, due to the historical relevance of the earthquake that occurred in that region, in 1964. In addition, the exercise includes response coordination throughout the southern portion of Vancouver Island and the Lower Mainland.

Planning for the exercise continues to move forward, with emergency operations centre refresher training for various levels of staff, testing of communications systems prior to the exercise and coordination with exercise participants. The planning work culminated with a final conference on April 14, in Victoria. The partners discussed the importance of collaborative emergency planning and reviewed final exercise preparation efforts.

Exercise Coastal Response includes participation from a variety of partners, including provincial ministries, municipal and federal governments, First Nations, Crown Corporations, first responders and other internal and external agencies. During the same time frame, neighbouring states and the U.S. Federal Emergency Management Agency will be conducting an exercise called Cascadia Rising 2016. As well, Canadian federal departments involved in earthquake response will be conducting Exercise Pacific Quake 2016 in B.C.’s Lower Mainland.

For more information on B.C.’s earthquake plan, check out the B.C. Earthquake Immediate Response Plan, or find out how you can be better prepared for an emergency at PreparedBC.

Cupcake Day a Sweet Contribution for SPCA
Submitted by Hali Davenport, District Program Manager

On Feb. 29, the Peace District participated in the sweetest day of the year – National Cupcake Day for the SPCA.

Together we raised a tasty $500. What a yummy way to “bake” a difference for the animals in our community!

A glamourous collection of cupcakes was baked up, dressed up and offered to coworkers, colleagues and family for a donation.

The crazy-talented Peace District bakers: Michelle Callison, Chrystal Jones, Lisa Bush (with the cash raised), Melissa Nitz and Nikki Hogg.

Minister of State for Emergency Preparedness Naomi Yamamoto addressed Exercise Coastal Response participants who will put theory into practice, next month.
Bear Aware at the Transportation Management Centre
Submitted by Nancy McLeod, Road Runner Editor

One might not expect a major multi-agency transportation centre in Coquitlam to be prime bear habitat, but one bear did spend a short time nearby there, last spring.

Regional Administrative Clerk Michael Kassian sent us these photos of a bear who made a few appearances in the parking lot and front entry to the Transportation Management Centre, which houses our ministry, TReO (the Port Mann Bridge tolling administrator), TransLink and TI Corp. Almost 100,000 vehicles a day travel by the building on Highway 1.

The bear was seen for about a day and a half, in March or April 2015. During that time, employees and customers were warned that a bear was in the vicinity, and a wildlife officer tried to trap the bear. In the end, the young bear evaded capture and was last seen past Colony Farm, through Riverview and heading north. Hopefully, he found a new home more suited to his species.

Peace Prankster Strikes for April Fools
Submitted by Hali Davenport, Program Manager

The Peace District has a prankster in the house!
“The Fool” left his (or her) mark on April 1, with posters throughout the office that created some chuckles. Many staff were confused when their mouse wouldn’t work…and then found a worthless “free ticket” underneath it.

The best prank was dished out to Program Manager Hali Davenport, who arrived at work to find tiny glasses (some partially filled with water) in front of her office door, only to discover more glasses on the other side, and her workspace entirely covered with tin foil!

The identity of the prankster has yet to be revealed.

Submitted by Jackie Chambers, Area Development and Operations Technician

Holly Adems touched many lives, not only within this ministry, but other ministries, the filming industry, event organizations, municipalities, agencies and her community.

In early March, Holly was diagnosed with cancer, and on March 21 she passed away. We have lost a very special person and friend who was with us for more than four decades.

Holly started with the Department of Highways in a temporary summer position in 1974, and by the end of that summer she was recommended for a permanent position as a clerk typist in the Howe Sound District Office. Like many of us “old school” employees, she worked her way up by gaining ministry knowledge and experience through opportunities that presented themselves.

Although Holly dabbled in a number of temporary positions, her “baby” was events and filming. What started out as a handful of permit applications being processed off the side of her desk in the early 90s, became her full-time career with hundreds of applications being processed every year. Like any “momma”, she nourished, encouraged, championed and loved the filming industry and event organizers. She grew with both these permitting aspects, and the processes and work we perform today, are a direct result of her “can do” attitude. Holly loved her job.

In 2000, the Howe Sound District amalgamated with the Lower Mainland District office. I’ve been told that Holly’s time with the Howe Sound District “family” was some of the best of her career. I have no doubt that Holly was an integral part of why staff there felt an extra-close bond. Her commitment to getting the “old Howe Sound crew” together every Christmas, was her way of keeping everyone in touch, even if it was only once a year that they saw each other.

In her long ministry career, Holly’s pursuit of knowledge and experience took her to many parts of the province for temporary assignments. She has been quoted saying, “I believe in the power of individuals to reach their potential, through challenge and achievement.” Her mantra for sure!

Holly and I shared a passion for professional development, and this found us together on the “Road to Opportunity Team” of the Employee Advisory Forum. The Manager as Leader and Coach workshop, delivered ministry wide in 2008-2009, was the brainchild of our team along with the “Career Development” team. It was a success that we were all proud of.

Holly’s considerable contributions were recognized as part of the ministry’s 2012 GranFondo and 2013 Ironman traffic management teams, when both were nominated and selected as finalists for Premier’s Awards in the Organizational Excellence category. Although neither nomination won the award, Holly felt we were already winners and she was very proud of the team’s accomplishments.

In 2014, Holly’s peers nominated her for a Deputy Minister Award. Although she could fit into every category (Leader, Mentor, Rock, Trailblazer, Achiever, Exemplary Employee and Project Team), it was decided that “Exemplary Employee” captured all her attributes. It was no surprise when she won the award.

Here are descriptions of Holly, from those who worked most closely with her: thoughtful, kind-hearted, a bright light, close friend, confidant, wonderful, a great role model, spiritually connected, beautiful soul, always cheerful, always caring, special, gentle, positive, considerate and a unique personality.

Holly, you will definitely be missed, and as you would say, “Cheers, until we meet again.”

Plaid on The Beach – A Celebration of Max Walker’s Life

Saturday, July 16
1-4 p.m.
Island View Beach Regional Park,
Island View Rd, Saanichton

Please come and join us to gather, tell some stories, have some refreshments and please, feel free to wear some plaid!

Max Walker was an amazing husband and father. He was a kind and gentle man; always willing to lend a hand, at work or at home. A quiet person, one had to pay attention to catch his dry sense of humour, sometimes wondering, hmmm… did he actually say that?

He will be missed by his wife Vickie, his daughters Laticia and Brittany, his sisters Liz and Georgine, Auntie Dolly, Uncle Alex, his in-laws, cousins, nieces and nephews, and grand nieces and nephews.

Max spent more than 35 years working for the Ministry of Transportation and Infrastructure, doing a wide variety of jobs – one of the earliest was cleaning the outhouses at the rest stops in Terrace. He worked in Kelowna, the Lower Mainland and the Courtenay/Comox area. He also received the Queen’s Golden Jubilee commemorative medal, in February 2003, presented in recognition of significant contributions to fellow citizens, community or Canada.

He happily retired in 2012. Max spent a year being a gypsy with Vickie in Europe, travelled to Qatar, Sri Lanka and London, and then spent most of 2015 wandering Canada and the United States.

Max is now on a different journey, but will also remain with us, in our thoughts and in our hearts.