Lean Team Eliminates Almost 10,000 Paper Telus Invoices

Submitted by James Pinske, Information Management Branch Business Analyst

If the stack of paper mail in your branch’s inbox is towering a little lower these past few months, it is likely the result of the new Lean process for paying our ministry’s Telus mobile device bills. As of April, most staff in the ministry stopped receiving individual Telus bills, because the invoices are now being processed centrally by the Information Management Branch, with a consolidated e-bill from Telus.

The Savings
This project has eliminated nearly 10,000 paper statements from being produced each year and can be attributed to saving more than 12 cases of paper annually. A new personal use policy was also introduced in June 2016 which will further reduce the effort required by staff to process the bills. The new process has been credited with recovering 4,500 hours of staff time, or $170,000 of labour, which can now be redirected back to activities that positively impact the citizens of B.C. As a taxpayer, you will likely be pleased to learn that the new billing structure is on track to save more than $70,000 in cellular expenses, by the end of the current fiscal year. This project is a great example of the growing Lean culture in our ministry and what can be achieved when we focus on eliminating activities that produce waste in our day-to-day work.

The Project
In September 2015, I proposed this project to the ministry’s Lean Project Selection committee and was approved to move forward by my sponsor, Finance and Management Services ADM Nancy Bain. While working toward my Lean Green Belt certification, I began measuring the existing process along with the inherent problems. By January 2016, I had completed the Green Belt coursework and was ready to move into the “improve” phase of the project. A project team was quickly formed of ministry staff and management from across the province. I was very fortunate to be able to work with such a dedicated team of individuals who brought a wealth of knowledge and varied experience to the project. The team embarked on a four-day Kaizen improvement workshop where we passionately debated the issues and collaboratively designed the new process in consultation with Telus, along with an action plan for how we would do it. The new process was successfully rolled out (on schedule) by the team on March 28, to coincide with fiscal year-end.

During the roll out period, Ministry Telecom Analyst Cameron Young worked tirelessly to put the new process into action. Although the implementation phase came with some

More on Page 3...
<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>September 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lean Team Eliminates Almost 10,000 Paper Telus Invoices</td>
<td>Page 1</td>
</tr>
<tr>
<td>Editor’s Note</td>
<td>Page 2</td>
</tr>
<tr>
<td>West Kootenay District Wins 10 Best Places to Work</td>
<td>Page 3</td>
</tr>
<tr>
<td>CVSA Challenge Puts Inspector Skills to the Test</td>
<td>Page 5</td>
</tr>
<tr>
<td><strong>Public Service Week</strong></td>
<td></td>
</tr>
<tr>
<td>Public Service Week Festivities: Proudly Serving British Columbians is What We Do Best!</td>
<td>Page 6</td>
</tr>
<tr>
<td>Northern Region Celebrates PSW with Safaris, Sundae and Service Pins</td>
<td>Page 7</td>
</tr>
<tr>
<td>Skeena Sluggers Play for Public Service Week</td>
<td>Page 8</td>
</tr>
<tr>
<td>My Experience at the Canadian Institute of Transportation Engineers Conference</td>
<td>Page 8</td>
</tr>
<tr>
<td><strong>Employee Advisory Forum</strong></td>
<td></td>
</tr>
<tr>
<td>Announcing the EAF’s Latest Mini Project – Get2KnowUS</td>
<td>Page 9</td>
</tr>
<tr>
<td>Rick Ignition – Eva Crabb</td>
<td>Page 9</td>
</tr>
<tr>
<td>Paving the Way for Transit Infrastructure</td>
<td>Page 10</td>
</tr>
<tr>
<td>Cycling Reigns Supreme During Bike to Work Week</td>
<td>Page 10</td>
</tr>
<tr>
<td>Succession Planning: Supervisors Reach the Summit across B.C.</td>
<td>Page 11</td>
</tr>
<tr>
<td>Awarding Field Services Safety</td>
<td>Page 12</td>
</tr>
<tr>
<td>Swift Water Training for Work</td>
<td>Page 13</td>
</tr>
<tr>
<td>Lesson 3: How to Protect Yourself from Malvertising</td>
<td>Page 14</td>
</tr>
<tr>
<td>In the Field – Old Rail Corridor Mapping Expedition</td>
<td>Page 15</td>
</tr>
<tr>
<td>Field Services on the Move – Jim “Lone Wolf” Gallagher</td>
<td>Page 16</td>
</tr>
<tr>
<td>Chief Engineer Earns Certification for Climate Change Resilience</td>
<td>Page 17</td>
</tr>
<tr>
<td>Exercise Coastal Response – A Look Behind the Scenes</td>
<td>Page 18</td>
</tr>
<tr>
<td><strong>Community Events</strong></td>
<td></td>
</tr>
<tr>
<td>Southern Interior Region Rides the Big Bike</td>
<td>Page 19</td>
</tr>
<tr>
<td>Provincial Permit Centre Employees Pitch-In</td>
<td>Page 19</td>
</tr>
<tr>
<td>Team-Work Strong in Five Km of Foamy Fun</td>
<td>Page 20</td>
</tr>
</tbody>
</table>

The RoadRunner employee newsletter is published four times a year, on the Ministry of Transportation and Infrastructure Internet site. We welcome your story submissions. Email your article as a Word document (approx. 500 words) and your high-resolution photographs as JPEGs to: RoadRunner@gov.bc.ca.

In the email for your story, please attach the Word document and graphics (photos, charts, etc.) separately. Please DO NOT embed graphics in the article — this compromises reproduction quality and the images may not be useable by our graphic artist. Photos supplied should be one megabyte.

For contributor guidelines, writing tips and upcoming deadlines, see RoadRunner on TRA.net.

Check out the Employee Advisory Forum website for regular updates: www.th.gov.bc.ca/EAF/home_intra.asp.

For @Work – the Public Service Community Website, visit: www.gov.bc.ca/

Graphic design for Road Runner is provided by Kathy Macovichuk.

**Editor’s Note**

Warm appreciation goes to Electrical Design Technologist Daniela Pricope who sent me photos of a Langley restaurant exterior, bearing the same name as our employee newsletter.

How could I resist running her pics of the Road Runner Restaurant/Café in this edition?

The casual eatery gets consistently high marks from just about every food review site in existence, including Yelp, TripAdvisor, FoodPages, Zomato and DineHere. Comments run along a theme of, “Service is fast and very friendly...good home feeling.”

I see this sentiment expressed in other photos in this edition of Road Runner. There’s the acclaimed West Kootenay District showing some of what makes them one of 10 Best Places to Work in the BC Public Service, on Halloween and “Dress Like Mike Day.” Employees are also looking friendly and engaged at Public Service Week events, and the Field Services’ double safety award winning Smith crew comes across as amiable, adaptable and efficient.

This is much of what I experience in my day-to-day interactions at the Ministry of Transportation and Infrastructure. I hope you feel the same way.

Nancy McLeod
Editor

—at HQ's Public Service Week luncheon, it could also be said that “Service is fast and friendly...a good home feeling.”

Casual eatery in Langley gets good customer reviews.
West Kootenay District Wins 10 Best Places to Work
Submitted by Kim Struthers, Strategic Human Resources

Congratulations to the West Kootenay District, which was recently selected as one of the 10 best places to work in the BC Public Service.

This honour comes in addition to the six Top Work Unit awards this team has received since 2001 – an incredible achievement!

As mentioned in the May 2016 Road Runner, 10 work units across our ministry were recognized, along with the West Kootenay District, with Top Work Unit awards. Five of the top 10 work unit award winners were then selected as semi-finalists for a 10 Best Places to Work award, with the district being one of 10 winners from amongst 36 applicants.

We asked what makes the West Kootenay District such a great place to work, and a few district employees shared that it’s all about relationships, friendly and positive attitudes and a strong sense of teamwork. Co-workers are genuine and sincere and they take time to get to know one another. And, as District Program Engineer Ryan Oakley says, “This support network helps us when we have bad days at work (or at home) and also makes celebrating our successes that much sweeter.”

District employees take the time to plan and participate in many informal get-togethers. There is the famous Bacon Breakfast, Halloween chili cook-off and costume contest, various lunchtime potlucks and barbecues, and the annual Christmas party. They also give back by sponsoring a local family every Christmas through the hamper program.

Lean Team Eliminates Almost 10,000 Paper Telus Invoices… Continued from Page 1

unexpected hurdles, the team worked together effectively to smooth out the wrinkles, and can feel satisfied that its vision was achieved.

A Team Effort
I would like to thank the members of the project team for their dedication. The project required considerable time commitments, with much of the work taking place during the busy fiscal year-end. The initiative required both policy and financial considerations, and had a direct impact on more than 1,000 ministry employees. The team members took their added responsibilities in stride and can be proud to have delivered efficiencies and savings that will continue to benefit the ministry for years to come.

The team was supported by Nancy Bain (Sponsor); Debbie Fritz (Champion); and Nick Nixon (Lean Lead). Additional involvement and a well-deserved thank you go to Melissa Thickens, Ellen Slanina, Kari McKeel, Yvonne Davies, Louise Braybrook and Terri Marsters.

James Pinske receives the first Telus consolidated ministry bill for reconciliation, prior to it being switched to an e-bill

James Pinske and Cameron Young with the Telus invoices received in the final month of the old process.

Hard work, cooperation and a willingness to lend a hand are also common themes. Central Kootenay District Operations Manager Katie Ward says, “I appreciate the good people, how hard everyone works and how hard everyone works for the team. Whatever you are working on, someone is always willing to jump in and help.”

District Operations Technician Kristen Spearman echoes that comment with, “I feel like there is a strong sense of community within the office and that we’re all in this together which makes you feel very supported as an employee.”

Where does this strong team spirit come from? “At the end of the day, a lot of the credit has to go to the tone set by our past and present district managers,” says Katie. “We have been fortunate to have a legacy of district managers who value their employees and work hard to give them opportunities to learn, try something new or even just have a little fun at work.”

Ryan agrees, saying, “I’m valued as a member of the team. I feel like I have an important role to play in our success and that really gets me engaged to do my work. When my boss asks me to help with something, I know it’s important and that he’ll support me to do a good job.”

In addition to recognition in our ministry via the Road Runner, TRANnet News and the Weekly Headlines, the district’s achievement was
announced across the BC Public Service on @Work and highlighted in the Spotlight online magazine during Public Service Week.

It's clear that all the district's employees have contributed to its success. It takes every single member of the team to create a culture worthy of a 10 Best Places to Work nod, so the efforts of each district employee are to be applauded.

Way to go, West Kootenay District, and congratulations again to our Top Work Unit award recipients and 10 Best Places to Work semi-finalists!

“Working in the West Kootenay District is like being a Cirque du Soleil performer – there are always a million things going on simultaneously, but somehow it's still fun. You are encouraged to push your boundaries, think outside the box, and if you miss, there is a whole net made up of other employees and their experiences that will catch you.”

– Kristen Spearman, District Operations Technician

10 Best Places to Work Award Semi-Finalists

Along with our cheers for the West Kootenay District, we extend a big round of applause for our ministry colleagues from:

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

About the 10 Best Places to Work Awards

The 10 Best Places to Work Awards are an extension of the Top Work Unit awards and were introduced by the BC Public Service as a way to highlight specific practices that contribute to positive, engaging and productive workplaces. Work units are selected based on their Work Environment Survey engagement score (75 or higher) and for having 10 or more categories with scores in the top 25 per cent of all work units.

Three West Kootenay District Managers (past and present): Jacques Dupas, Glenn Olleck and Hugh Eberle.

Employees did their best impersonations of Southern Interior Regional Director Mike Lorimer, for Dress Like Mike Day, on April 24, 2014.

Visit the Learning Centre Site to:

• Check your training records
• Search for courses using keywords, location or date range
• Register for a course

The Learning Centre Collaboration Site has information and discussion boards for project management and procurement, and the Financial Management Program, Supervisor Development Certificate Program and Contract Management Program.

Click here to visit the Learning Centre Site
CVSA Challenge Puts Inspector Skills to the Test
Submitted by Richard Roberts, A/Deputy Regional Manager, CVSE South Coast

CVSE’s annual inspector’s competition, known as the CVSA Challenge, was hosted by the South Coast Region, in beautiful Victoria, June 13 to 17.

This event is a great opportunity for inspectors to receive specialized training and test their skills against their peers and the clock. They are also able to meet other inspectors from throughout the province.

The event starts with a series of timed written exams. The top seven inspectors then move on to the provincial competition. This year’s competitors were Allison Kelly (Kamloops), Trevor Todd (Castlegar), Jesse Giesbrecht (Vernon), Kevin Lutz (Prince George), Kari MacKichan (Surrey), Marcus Sakhon (Surrey), and Neal Martin (Kamloops).

The week started off with a Legislative Assembly tour. It was followed by training on dangerous goods and cargo tank and bus inspections. We also had a meet and greet with Deputy Minister Grant Main and Highways Executive Director Norm Parkes.

Wednesday and Thursday saw the competitors putting their skills to the test. The competition consists of inspections of truck, trailer and driver log books, and a highway bus (motorcoach), dangerous goods cargo tank and dangerous goods small package. These events are timed and inspectors really need to know their stuff! You can pick up on the charged atmosphere in the video produced by Multimedia Information Officer Neil Judson.

Highways ADM Kevin Richter and Finance and Management Services ADM Nancy Bain joined Grant Main to attend the competition and get a firsthand look at our competitors in action. No pressure there! The week ended with a well-deserved awards banquet.

Congratulations to everyone who competed. This year’s category winners are:

Vehicle Inspection: Marcus Sakhon, Surrey
Motorcoach (Bus) Inspection: Marcus Sakhon, Surrey
Driver Interview: Trevor Todd, Castlegar
Dangerous Goods Inspection: Marcus Sakhon, Surrey

2016 CVSA Challenge Provincial winner: Trevor Todd

Trevor went on to represent CVSE and the Ministry at the North American Inspectors Championship, in Indianapolis, Indiana, Aug. 8 to 12.

Trevor also came in second overall in North America, for motorcoach inspection, and was a member of the Red Team which won the Team Award for the most overall points.

The North American Inspectors Championship is the only event that recognizes and awards commercial vehicle inspector excellence. Every year, each jurisdiction is invited to send its best inspector to compete against other inspectors from across Canada, the U.S. and Mexico. Competitors also receive training on the latest commercial motor vehicle safety trends, technologies, standards and inspection procedures while sharing insights, ideas, techniques and experiences.

Trevor Todd Named Best Vehicle Inspector in Canada

Congratulations to Commercial Transport Enforcement Officer Trevor Todd who won the High Points Canada Award, and was named Top Canadian Inspector, at the North America Inspector’s Championship in Indianapolis, Indiana, Aug. 8 to 12.

Trevor Todd Named Best Vehicle Inspector in Canada

CVSE’s Trevor Todd at NAIC, where he won multiple awards.

RoadRunner
September 2016
Public Service Week Festivities: Proudly Serving British Columbians is What We Do Best!
Submitted by Krysta Groenewegen van der Weiden, Strategic Human Resources

Public Service Week (PSW) provides us with a unique opportunity to come together to celebrate our hard work and that of our colleagues. Recognition activities took place in offices and other locations across the province and I’m happy to share some details about the festivities that were enjoyed by some Victoria-based ministry employees and those at the Southern Interior Regional (SIR) office in Kamloops (See Page 7 for Northern Region PSW activities).

This year, Headquarters’ celebrations included a coffee kick-off, an informal luncheon, Dairy Queen ice cream treats and a jelly bean counting contest. Bob Steele, from the Transportation Policy Branch, was our winning “bean counter”. His guess was amazingly only one bean off the correct amount: the jar contained 728 beans and Bob guessed 727!

The Compliment Tree remained a popular way for us to recognize our colleagues’ efforts and it was wonderful to see so many people using it. A total of 900 cards were printed in advance and all were used, which means we delivered more than 900 compliments to each other!

Meanwhile, our Emergency Management BC colleagues at the Keating X Road office enjoyed a lunch ordered, picked up and delivered by Deputy Minister Becky Denlinger’s office! More than 50 employees gathered for some PSW camaraderie and to celebrate all the hard work that went into their extremely successful Exercise Coastal Response (Page 18).

Up in Kamloops, at the SIR office, Engineering Administrative Assistant Sher Horvath was busy doing a “hold off the rain” dance so that their PSW barbecue could commence. Sher’s dance worked, so SIR Regional Director Mike Lorimer and Thompson Nicola District Operations Manager Graeme Schimpf slaved away at the grill, cooking hot dogs and burgers so that everyone was able to enjoy the great food and even better company. The SIR planning team was led by Regional Management Administrator Debbie Koehl, Regional Administrative Clerk Janet Billey and Sher. They teamed up with volunteers and made sure everyone in the SIR enjoyed the week and that fun was had by all.

Public Service Week may have concluded for 2016, but I think every day is a good day to serve British Columbians, and to recognize and thank one another for our contributions. Never underestimate the power of thanking someone or recognizing the effort they put into serving you or the public – it can brighten your co-worker’s day!
Northern Region Celebrates PSW with Safaris, Sundaes and Service Pins

Submitted by Pamela Castle, Regional Director’s Assistant

It was a full week of action to mark Public Service Week at the Northern Regional Office, in Prince George. All this was made possible by volunteers who initiated activities that involved friendly competitions and fun food. The week was nicely capped off with a region and district-wide Live Meeting, to say thank you to the staff in the Northern Region for all that they do each and every day.

Here’s how it unfolded…

**June 13: Kick off to Public Service Week**
Public Service week was kicked off in the Regional Office with our Compliment Tree and Highway. In the end, there were 354 compliments handed out. Nice to see that our peers are recognizing and appreciating each other.

A big thank you to Shelley Ruiz and others for all your help.

**50/50 Draw**
Thank you everyone that purchased tickets. The Phoenix Transition Society and draw winner Linda-Lee Schell shared the amount collected of $168. The generosity of our staff is truly amazing!

**Crib Tournament**
We had 16 individuals participate. There was no shortage of “Trash Talking” this year. The winner again was reigning champ Steve Burke. Special thanks to Colleen Davis for coordinating this event.

**Wii Tournament**
Congratulations to the winners. First place went to Jed Zimmerman, placing second was Kelly Ruston and third place went to Catherine Deol. Thank you to Sarah Clark for coordinating this event. It was appreciated by all staff that participated and was a great way to get everyone up and moving throughout the day!

**June 14: Secret Transportation Test**
This year we put together a Top-Secret Transportation Test for all Northern Region staff to participate in. The competition was the ICBC Road Test and folks had to complete the test, and send in their results. Once all results were in, teams of three were randomly selected and the combined score from each team would produce the winners.

We had a three-way tie. The winning team (drawn out of a hat) was Denzil Amor, Chrystal Jones and Ryan Todd.

Honorary mention goes to David Churchill who scored 100 per cent on his test!

**June 15: Potluck Luncheon**
This was another success! What a great time to socialize and enjoy the fabulous dishes provided by staff.

A very big thank you to Linda-Lee Schell for heading up the luncheon, and to everyone that helped with set-up and clean-up.

**June 16: Photo Safari / Sundaes / Wrap Up**

In the afternoon, regional and district staff gathered. A Live Meeting was organized and everyone in the Northern Region was invited. Regional Director Scott Maxwell spoke to us about the week and thanked everyone for their dedication to the public service.

**Sundae Bar**
Everyone enjoyed a delicious bowl of ice cream with all the toppings.

**Service Pin Presentation**
Project Manager Kyle Drummond presented two of his staff with 10-year service pins and their 10-year Ministry of Transportation and Infrastructure pins. Congratulations to Brian Taylor and Brooke Clasby.

The Compliment Highway was travelled by vehicles loaded with acknowledgements.
Skeena Sluggers Play for Public Service Week
Submitted by Brian Lomas, Roads Area Manager

Skeena District All-Star Julie Cooke wasn’t sure how receptive our Ministry of Forests, Lands and Natural Resource Operations (FLNRO) neighbours were going to be when she issued the challenge for a Public Service Week slow pitch battle...

Not only did the folks from the wrong side of Kenny Street answer the bell, they gave the Skeena District Sluggers (or “MoTH Balls” to reflect our previous name as the Ministry of Transportation and Highways, according to our more “experienced” team members) just about all they could handle. If it wasn’t for our scrappy ministry crew breaking the game wide open with a five-run third inning, the story could have been much different. Danica Bruintjes, ministry ringer from Northern Region, had a little something to do with it too!

Newly acquired bridge area manager and leadoff batter, Scott Hales, has never seen a pitch he didn’t like. In the top of the third inning, he chased a short and outside sinker to deep centre field for a triple. District Manager Darrell Gunn followed suit and scored Scott from third with a stand up triple of his own. Area Managers Nathan Voogd and Brian Lomas piled on and found their way to deep centre field for a 12–5 victory over FLNRO.

Retired Project Manager Bill Rose made the trip to Terrace and expertly took care of the official score sheet. Area Manager Grant Watson is credited for the amazing photos that will cement the event in sport history.

A big thank-you to FLNRO for the healthy competition and helping us celebrate Public Service Week. If there are any Ministry of Transportation and Infrastructure ball players reading this from other corners of the province, please find your way to Terrace for a meeting during Public Service Week 2017…

FLNRO is already talking revenge and threatening to tap into their forest fire fighting crew reinforcements next year!

“The squad came alive in the third… that was the TSN turning point,” says Senior Project Manager George Lomas, who suited up at first base. “I was a little apprehensive about playing when first asked, but earlier this week I was able to find my jock under a 35-year-old pile of dust. As game day approached I just had to play”. George and CVSE Centre Fielder Dave Malinowski shared 2016 Gold Glove honours for spectacular defensive plays that put an exclamation point on their 12–5 victory over FLNRO.

At transportation engineers conference: (back) Sumit Bhasin, Trevor Demerse, Mark DiDonato, John Babineau, Kathryn Weicker, Daniela Pricope and Ed Miska; and (front) Jill Morrison, Susan Randle, Tyler Kuny, Kenedee Ludwar, Shawn Grant and Ryan Oakley.

My Experience at the Canadian Institute of Transportation Engineers Conference
Submitted by Trevor Demerse, Planning Engineer-in-Training

I view opportunities as the circumstances that allow us to achieve our goals. Whether created by access to new tools, resources, ideas or collaborations, opportunities make the difference in enabling ourselves to be successful. To that end, the Institute of Transportation Engineers (ITE) Canada conference held June 6 to 8, in Kelowna, spurred a host of opportunities for me and all of the ministry staff who were fortunate enough to attend.

Cutting-edge tools and resources were presented, but it was the discussion, collaboration and networking that made the conference something that I enjoyed. I not only had fun but learned a lot too.

As an engineer-in-training who started with the ministry in June of last year, I am still new to our field. What I saw in Kelowna was a fantastic two-way collaboration where professionals from Canada and around the world were eager to see presentations by our colleagues.

Ministry presenters included Murray Tekano, Kathryn Weicker, Geoff Freer, David Chang, Neil Arason, Jennifer Locke and John Babineau (apologies if I’ve missed anyone). These presentations on a variety of topics showed the great work we are doing to keep B.C. on the move. Whether it’s new ideas, tools and resources being implemented province wide, such as the variable speed limit and wildlife detection systems, or our collaborations in areas like P3 partnerships on the Evergreen Line and George Massey Tunnel replacement, opportunities abound for our partners, B.C. businesses and the travelling public. These presentations were received by other jurisdictions keen to bring our innovations to their customers, while talks by transportation professionals from around the world highlighted things that we can bring back to refine our own processes. I know I’ll benefit from this sort of exposure as I continue to grow as both an engineer and a public servant.

What also struck me was the opportunity to see how much I have grown. As a proud UBC Okanagan Alumni, I was able to reconnect with professors, friends and even a few students I had instructed in labs at UBCO. I’ve learned so much in this last year here with the ministry, and was able share that experience with many who are now looking at future career paths for themselves. I had an entertaining experience in a contest run during a student/professional mixer. I was approached and asked if I had collected the business cards of three or more “professionals.” After awkwardly finding out I wasn’t eligible for the contest, many of the students quickly learned I was in fact a professional myself. After what can only be described as a brief business card bonanza, many great conversations and introductions followed.

It was a great opportunity to learn, meet friends old and new, and feel rewarded that my first year at the ministry has been phenomenal both personally and professionally.
Announcing the EAF’s Latest Mini Project – Get2KnowUS

Submitted by Krysta Groenewegen van der Weiden, EAF Facilitator and SHR Planner

The Employee Advisory Forum (EAF) recently launched Get2KnowUS, a series designed to help you learn more about the office cultures and unique work of your colleagues, in business units and departments across the ministry.

Each EAF member has written a short Get2KnowUS profile that is being released each week on TRAnnet News. Each profile highlights the interesting work of the EAF member and their work unit. A number of profiles have been released to date, including the development approvals team in the Skeena District and the engineering services group at headquarters.

Why is this information important?

It is all too easy to get wrapped up in our day-to-day work and be aware only of what happens in our own unit, branch or department. In addition to becoming more informed about the wide variety of jobs and work units that exist within the ministry, it is important for us to take a moment to acknowledge other types of work and cultures. When we can create a link between what we do and the work of our colleagues, and see how it supports the ministry as a whole, we become more knowledgeable, more connected and more engaged.

We hope you enjoy Get2KnowUS and the EAF’s other projects. If you are not an EAF member and would like to tell your colleagues about your work unit through a Get2KnowUS profile, please get in touch with your EAF representative or Krysta Groenewegen van der Weiden.

Do you have a great idea for an EAF project that will improve our work environment and help others learn? If so, please contact the EAF at MoT.EAF@gov.bc.ca.

---

EVA CRABB
Regional Financial Analyst
Corporate Services
South Coast Region, Highways Department

My previous position involved working on various DriveBC initiatives like planning, testing and training. After I left, I was very pleasantly surprised when a thank you card was delivered to me a few days after settling into my new office.

The card was from the DriveBC team lead in Victoria, thanking me for all my support and contributions and wishing me all the best in my new position. I totally did not expect anything like that, but it was very much appreciated and it really made my day!

I valued this experience because it was unexpected – coming from out of the blue. It was really heartwarming that someone took the time to write and send the note.

---

We’re looking for stories and photos for the November RoadRunner

Please email them to RoadRunner@gov.bc.ca
Paving the Way for Transit Infrastructure
Submitted by Elizabeth Nicholls, Manager, Divisional Operations, Partnerships Department

On June 16, Prime Minister Justin Trudeau and Premier Christy Clark gathered with mayors, MPs and MLAs to reveal that British Columbia will be the first province to officially receive federal infrastructure funding, to spend on public transit initiatives.

It was announced that $460 million will go to B.C.!

The funding will be used toward upgrading existing transit infrastructure, including renovations to aging transit stations and building new bus lanes. Along with the provincial government contribution of up to $308 million over the next three years, this will help with the province’s goal of cutting down on congestion and air pollution.

Having the federal government bring funding levels to 50 per cent enables projects to advance that otherwise would not have gone forward, due to affordability for the other partners.

This historic agreement has really made waves across the country. Ontario provincial staff have already contacted our ministry to see what we did, and draw upon our experience and expertise – kudos to us!

I hope you’ve tuned into the full suite of BC Transit projects that were announced this summer.

Cycling Reigns Supreme During Bike to Work Week
Submitted by Jessica Ling, Policy Analyst, Transportation Policy Branch

I always know that summer is just around the corner when Bike to Work Week rolls around. This year, the event took place from May 30 through June 5.

Bike to Work Week began in Greater Victoria in 1995 with a core group of commuter cyclists committed to raising the profile of cycling as transportation to work. The event counted around 500 participants.

Two decades later, more than 34,000 people in 47 regions and communities across B.C. participated. Throughout the week, they cycled more than 1,334,000 kilometres, averting 289,333 kilograms of carbon dioxide in greenhouse gases between them, had they commuted by motor vehicle!

The province supports Bike to Work Week, and since 2008/09, has provided more than $1.1 million to support this initiative. This is in addition to the more than $220 million that has been invested in cycling infrastructure through BikeBC and highway projects since 2001.

In early April, a contingent of Ministry of Transportation and Infrastructure employees from headquarters made our way down to the kick-off event for Bike to Work Week 2016. Representatives from the Bike to Work Week BC Society, MLAs, local government officials and private sponsors came together to show their support. Some of the speakers featured were MLA Jordan Sturdy and Accent Inns’ CEO Mandy Farmer.

Our ministry has a history of participating in the Commuter Challenge, which leads up to Bike to Work Week. This year’s challenge was held on May 25, and invited workplaces across Greater Victoria to send two representatives; one person drives a motor vehicle and one rides a bicycle.

The two challengers begin at a common starting point (participants choose), and following all the rules of the road, they travel to the finish line (in Victoria, this is the Starbucks at Fort and Blanshard).

The rest of Bike to Work Week was a terrific experience, with so much energy and enthusiasm felt across the province. I had a great time coordinating our TRAN HQ team – BikeME – and I thank all of you who joined our team.

Bike to Work BC has posted more information on the 2016 results here: www.biketowork.ca/. I know I speak for a lot of you when I say, I can’t wait for Bike to Work Week 2017!
Succession Planning: Supervisors Reach the Summit across B.C.

Submitted by Russel Lolacher, Web and Multimedia Services Director

It’s a wrap!

After four successful gatherings at four regional locations (Prince George, Kamloops, Victoria and Coquitlam), the 2016 Supervisor Summits have come to a close. And I think I’m safe to say, especially based on the feedback, that it was a great learning and relationship-building opportunity.

As part of the Succession Planning Committee’s sub-group on supervisory excellence, I was thrilled to attend all the events and I want to count down some of my highlights.

1. Keynote Speaker Caroline Rekar Munro sharing her three C’s of connectivity – curiosity, courageousness and cultivating leadership.

2. Strategic HR Executive Director Melissa Thickens and Southern Interior Region Deputy Director Paula Cousins sharing their personal stories of great, and not-so-great, supervisors they’ve had through their careers.

3. The attending supervisors rebelling against the tight timing of the scheduled breaks. They just wanted to have more opportunity to connect with each other.

4. Regional Manager of Project Delivery Jennifer Fraser’s update on the Leader in You program and the excitement of what’s upcoming for it.

5. The insights shared by Executive on how important the supervisor/employee relationship is to the health of the ministry. This included Highways ADM Kevin Richter, Infrastructure and Major Projects ADM Patrick Livolsi, Transportation Policy and Programs ADM Deborah Bowman and Emergency Management BC Deputy Minister Becky Denlinger.

6. Keynote Speaker Bob Chartier challenging the status quo around employee engagement and providing some useful tools for upgrading our leadership skills.

But my favourite highlight, by far, was the presentation of the Supervisory Excellence Awards. These honours were given to supervisors who were nominated and recognized for their skills, by their employees. The surprise was the resulting visible emotion. The honour of receiving these awards was much appreciated, and I was grateful to see it happen in the moment.

So, I would like to acknowledge them one more time. The following 27 employees received recognition as standout supervisors, during the summit in their region.

**SOUTH COAST REGION**
Coquitlam, May 31
David Holloway
Johnathan Tillie
Michelle Evans
Nick Dhaliwal

**NORTHERN REGION**
Prince George, June 7
Carl Lutz
Grant Herman
Karen Andrews
Melanie Robbestad
Rena Gibson
Rianne Sarginson
Val Hunsaker

**SOUTHERN INTERIOR REGION**
Kamloops, June 21
Brian Jepsen
Donalda Ritchie
Glenn Taylor
Joanne Sutton
Ken Gallagher
Lynn Ann Cheverie
Nick Dhaliwal
Robyn Clifford

Congratulations to all the recipients, and thank you to everyone who attended, as well as those who worked so hard to make the summits successful.

*Nick Dhaliwal was honoured with a supervisory excellence award, presented by Melissa Thickens.*

*Melissa Thickens presents a supervisory excellence award to Alexander Ritchie.*

*Patrick Livolsi presents an award to Val Hunsaker, recognizing Val as a standout supervisor.*
Awarding Field Services Safety
Submitted by Tracy Wynnyk, Provincial Occupational Risk and Safety Advisor and Cheralee Miket, Safety Advisor Assistant

Similar to previous years, 2015 proved to be a very busy time for Provincial Field Services which successfully delivered 86 projects, with an overall approximate value of $302 million.

Good safety practices, planning and communication are an essential part of ensuring the successful completion of these projects. As well, a commitment to each other’s safety in order to carry out work activities safely is evident, though inclusive and dynamic crew discussions. The effort and dedication that is demonstrated by Field Services personnel is greatly appreciated.

With Field Service crews once again achieving 100 per cent toolbox compliance (for four years in a row!), it can be difficult to determine the awards for best grading and best paving. Winners in this category have not only proven they met the compliance goal but they demonstrated engagement through safety-related research and activities which have produced some valuable discussion topics and ideas that have been used throughout Field Services.

After reviewing the contents of the monthly toolbox submissions, and the engagement scores, we are proud to announce the following winners:

**Best Paving**
Bob Petho and crew from Terrace have proved themselves worthy again for the eighth year in a row! This crew has continually delivered consistent timely submissions, and demonstrated active participation in the Field Services occupational health and safety meetings.

**Best Grading**
Mel Smith’s crew from Kamloops was the deserving recipient as the crew members demonstrated continual commitment and consistency, in the criteria for the monthly toolbox compliance.

**Best Manager**
In his last year with the ministry, Brian Twiname won this illustrious award for the seventh consecutive time! This award is presented to the manager who achieves the highest toolbox compliance amongst all the Field Services crews. Brian’s dedication to safety and continual support will be missed.

In addition to the toolbox awards, Field Service managers and co-workers can nominate crews and individuals for initiatives which encourage creative ideas and enhance the safety environment for workers. Upon review of the nominations, and supporting information, the managers were pleased to provide awards in the categories of Safety Leadership and Safety Innovation.

**Safety Leadership**
Last year, in honour of Len Romanow, this award was renamed the Len Romanow Memorial Safety Leadership Award. During his 50 years with the ministry, Len’s dedication and commitment to highway workers, was second to none. This was demonstrated in his care and compassion for his crew, and remarked on by his family and co-workers.

Field Services was proud to present the 2015 Len Romanow Memorial Safety Leadership Award to Blake Evans, whose interesting and diverse safety topics have provided a wealth of information and benefit to all Field Services personnel. Ever wonder about the hidden costs of accidents and unsafe shortcuts? Or, how about the effects of sleep deprivation, or what to watch for in dirty hotel rooms? Those are just a few of the interesting topics brought forward by Blake and shared amongst the Field Services crews.

This award was also presented to Brian Twiname for his ongoing commitment to safety as a manager in Field Services. Over the past 10 years, Brian’s crews have improved to become some of the most consistent award winners, which can

More on Page 13...
be attributed to the leadership he provided. Whether it was starting each meeting with a safety discussion, or encouraging his crews to improve their safety administration or practices, or fostering engaging toolbox meetings by providing encouraging feedback, the results have been evident and a strong demonstration of safety leadership.

In addition to these two presentations, in honour of Len Romanow’s legacy, a memorial copy of the award was presented to Len’s wife Lorna, and family. It was a privilege to be able to present the award in recognition of Len’s contributions to Field Services.

Safety Innovation
During the 2015 construction season, the Smith crew were presented with an unforeseen rock hazard, which was directly above the work activity and Highway 1. The crew, with some assistance from Field Services Safety, developed plans for safe and controlled removal of the rock, as well as managing traffic, which included closure of the Trans-Canada Highway for a length of time. This involved coordination and planning between Field Services, the contractor, BC Hydro, CP Rail and district personnel, along with communication with the local residents and the travelling public to ensure safe removal of the material with the least amount of disruption. The result was a well communicated and coordinated event which saw no injuries or damage to any infrastructure and resulted in making the site safer for workers and the travelling public.

Congratulations to all of our safety award winners! Keep up the good work!

Safety Supervision Certificates Earned
Field Services would also like to announce that a number of personnel have received their Safety Supervision Certificates over the past year. They are:

- Alicia Kosolofski
- Beau Annunziello
- Blair McLeod
- Carrie Doyle
- David Gibson
- Frank Heller
- Garry Griffiths
- Geordie Roberson
- Jack Lesnik
- Ken Gallagher
- Nando Di Lorenzo
- Nick Dhaliwal
- Raj Sangha
- Renato Suarez
- Rob Ostrikoff
- Rod Tresierra
- Udo Sommer

Congratulations to you all for a job well done.

Swift Water Training for Work
Submitted by Alysha Piccini, Hydrotechnical EIT

On June 14 to 16, Mike Sullivan and I took part in swift water training.

This training taught us how to safely work in and around water, as our work sometimes takes us into streams to measure velocities and discharge. The course was offered through Raven Rescue in Kamloops. The first day started in the classroom, talking about safety, and then moved outside to work on rope and knot skills.

Days two and three were spent in the river in dry suits, performing various rescue techniques and learning how to swim defensively (feet facing downstream and up off the ground). We also learned to read the river and look for snags and slow-moving eddies, as well as how two people crossing a river together is more effective than one.

Did you know that waders can be dangerous in swift water? They become safer if a belt is worn up high around the waders to prevent them from filling up in the event you fall in. Throw bags, which contain a length of rope, are also a handy safety item that you can throw to rescue someone in the water. They should be carried by all persons when working in and around swift water.

Congratulations to you all for a job well done. 
Did you know you can get malware from online advertisements?

At the end of May, our ministry information security team received a notification from the BC government’s central information security office that six of our workstations were infected. After contacting our users to inform them about the incident, assist them with response activities and identify the entry point for the malicious software, it was relatively surprising to find out that none of them remembered clicking on any phishing links. However, most users indicated that they were searching for something via Google and subsequently visited a trusted website.

How Cybercriminals Use Online Advertising Networks

Cybercriminals have been using online advertising networks to spread their malicious software (i.e., malware). As you know, most websites display advertisements these days to generate revenue. These advertisements are delivered to websites through advertising delivery networks. To use these networks, cybercriminals simply compromise an advertisement delivery server or sign a fraudulent contract with no intention of complying with the network’s rules.

Cybercriminals then upload an online advertisement with malicious content. The advertising delivery network accepts the cybercriminal’s advertisements, and inserts them into its database of options to serve various customers. The network’s customers thus unknowingly display malicious advertisements on their websites.

Innocent users (aka victims) visit trustworthy websites serving malicious advertisements and receive the malicious content. This is referred to as malicious online advertising or malvertising, and an ad that contains malicious content is a malvertisement.

Why Is Malvertising So Popular with Cybercriminals?

Malvertising has been on the rise for some time, and is popular among cybercriminals for a number of reasons. Cybercriminals take advantage of websites’ trust and reputation with visitors, to deliver their malicious content. There is no need to convince their victims to take additional actions (such as clicking on a malicious link sent via e-mail) to infect victims’ computers. In some cases, just visiting websites that have malvertisements is sufficient to receive malicious content.

Adverting delivery networks usually change the ad placement by time, visitor, location and other factors. As a result, it is very difficult to identify the source of the malicious content.

The advertising delivery networks enable cybercriminals to reach hundreds of thousands of victims at once via trusted websites, whereas it would take a lot of traditionally compromised websites to target the same number of victims. Cybercriminals don’t have to worry about the delivery part of their malicious content, and can focus their efforts on creating additional advanced malicious content.

Being aware of malvertising is a good step toward prevention. Unfortunately, the visual part of a malvertisement may not give us any clues about the hidden malicious content.

Your anti-virus software can provide a layer of defence against malicious content delivered through malvertising.

Many malvertisements probe the victim’s browser for unpatched security flaws in popular software like Adobe Reader, Adobe Flash Player, Java and QuickTime. Keeping browsers up-to-date with the latest security patches is a good way to strengthen your browser against malvertisements. Unless you installed those third party apps on your work computer, most software on our workstations is managed and updated centrally.

Home Computer Security

For your home computer, to determine which third party programs need to be patched, you may want to use a free program like Flexera Personal Software Inspector to identify any outdated third party software installed on your computer. If you don’t need those apps, you should remove them from your personal computer.

You may also consider using ad blocking add-on software for your browser (e.g., AdBlock, uBlock etc.) to filter out malvertisements and prevent computer programs (e.g., dynamic scripts) from loading dangerous content. Please note that some websites rely on advertising for revenue, so they may ask you to disable ad blockers in order to access content.

Another thing to consider is enabling click-to-play plugins on your web browsers. By enabling Click to Play, web content requiring plugins such as Java, Flash, Silverlight, Adobe Reader, Quick Time and more will be disabled by default. You will need to manually click to play plugin content on any given webpage in order for the content to load. As a result, malicious content is not automatically executed by your browser.

If you have any other suggestions to stop malvertisements, please feel free to send them our way to share with others in future articles.

What to Do with Work Computer Concerns

If you notice any unusual activity (e.g., persistent pop-ups, request to install software, auto-redirect to another website), while you are visiting your trustworthy website at work, please follow the steps below:

1. Immediately shut down your computer.
2. Go to another computer and change your IDIR password.
3. Report this incident to the Customer Service Centre at (250) 387-7000 option 3 (or toll-free 1-866-660-0811).

Should you have a potential infection, it is standard practice that your computer will be wiped by the Customer Service Centre and re-installed, to make sure that it is clean. For more about information security, click here. If you have any questions about security or privacy, please contact us at: TRANInformationSecurity@gov.bc.ca.

Resources:

On Aug. 3, Allie Le Provost, along with Mercedes Braun from Urban Systems, woke up bright and early to make their way to the entrance of the Cowichan Valley Trail on Sooke Lake Road, to start a 47-kilometre excursion.

Purpose of the trip: bike the Cowichan Valley Trail, a former Canadian National Railway corridor, from Shawnigan Lake to Lake Cowichan to collect information on the condition of the trail. The Cowichan Valley Trail is one of seven abandoned rail corridors now owned by the Ministry of Transportation and Infrastructure. Equipped with satellite GPS cameras, Mercedes and Allie were tasked to capture significant landmarks (trestles and bridges, provincial park stops, benches), accesses to the trail, culverts and overall conditions of the trail.

This portion of the Cowichan Valley Trail was converted for recreational use in 1986, and has been maintained on our behalf by the Cowichan Valley Regional District, since 1998. Linked by multiple significant trestles, it is also home to the Kinsol trestle, one of the tallest free-standing timber rail trestles in the world. Standing 44 metres above the Koksilah River, the Kinsol Trestle was opened to the public in 2012 and is a reminder of the early mining and logging industries of B.C.

The Kinsol Trestle is one of many trestles along the Cowichan Valley Trail.

The Cowichan Valley Trail itself is an integral part of the Trans-Canada Trail and connects to other rail trails. As a multi-use trail, it offers an amazing recreational experience with gorgeous surroundings. It is not only easy to cover by foot or bike, it is also beautiful, peaceful and easily accessible.

Following the trip, and collaboration between Mercedes and Allie, the collected data will be uploaded into GIS and interpreted to create a detailed map of the trail. Thanks to the GPS cameras, the pictures taken will be converted into coordinate points with attached images.

Having captured, stored and visualized the compiled data, the created map will be used by the ministry for maintenance and lease purposes, and will assist in decision making by providing ministry employees with detailed visual and spatial information of the trail and its surroundings.

Allie LeProvost cycling a trestle on the former rail corridor.
In recognition of our Field Services staff delivering highway rehabilitation and expansion projects throughout the province, we will be sharing their stories in this and future editions of the Road Runner. These articles will illustrate employees’ skills, effort and passion to build B.C., and create a safer and more reliable highway infrastructure for everyone.

Our first spotlight article is on Project Assistant Jim “Lone Wolf” Gallagher, for the projects he delivered during the 2015 construction season. Typically, our crews are made up of three to five people. Due to the size of last year’s program and limited staff available, Jim took on two big projects solo. (Hence, his “Lone Wolf” nickname).

Managing Complexities in Creston

From March until July of last year, Jim supervised construction on Highway 3, at Creston’s Pine Street and Railway Avenue intersection, which involved upgrading, grading and paving. This was a very challenging project due to traffic volumes, design changes resulting from utility conflicts, contaminated soils and a multitude of stakeholders with various agendas. The project was plagued with bad weather at the onset and with some challenges in ensuring that quality requirements were met.

At the site, there are grain elevators, built in the early 1900s, that are heritage structures. Survey monitoring was required to detect any movement of the aging historic buildings, during the project. Normally earth rolling to compact road base gravel is done with vibration, to further strengthen the ground. In this case, the earth rolling equipment had to be operated without vibration, when compacting gravel near the century-old elevators.

The project was only 410 metres in length and with construction delivery over a five-month period, the complexity of issues and conflicts managed was truly unique.

Great work Jim on the “Lone Wolf” delivery of this very challenging assignment. We also recognize the remoteness of this project, and your time away from family and friends. We hope that having the Kokanee Brewery 400 metres from the project was of some help, at the end of some of your tougher days.

Getting it Done at Gardi Road

From August through December, Jim relocated to work on improvements at the Highway 1 and Gardi Road intersection, about 20 kilometres west of Kamloops. A design change and utility conflicts resulted in the project being completed one month beyond the originally anticipated date. The design was completed in-house and Jim’s collaboration with Area Manager/Project Manager Stewart Miller was critical to its completion. Stewart and the Thompson Nicola District were very pleased with the support provided by Field Services and how well the project was delivered.

While you’re around the province, keep an eye out for Field Services’ “Lone Wolf” Jim Gallagher – he may show up anywhere, anytime.

Great work Jim!
Chief Engineer Earns Certification for Climate Change Resilience

Submitted by David Lapp, Practice Lead, Globalization and Sustainable Development, Engineers Canada

Chief Engineer Dirk Nyland was one of six people in Canada to receive his Infrastructure Resilience Professional (IRP) certification, on June 9.

The Infrastructure Resilience Professional (IRP) certification recognizes engineers who have attained additional knowledge and competencies to plan, design and manage resilient infrastructure in the face of a changing climate. The IRP certification provides increased confidence to infrastructure owners and operators, to governments, and to the public that the recommendations or approvals being made by these engineers are supported by advanced training and experience in climate vulnerability assessment, risk management and climate adaptation (on top of the robust set of requirements anyone must meet to be a licenced engineer).

The increasing frequency and severity of extreme weather events that accompany a changing climate, combined with the large infrastructure investments being made by governments, makes it vital that engineers ensure that what we build today can withstand the climate of tomorrow. This new certification program will create a cohort of engineers with additional knowledge and competencies to improve the resiliency of communities across Canada.

The IRP certification is currently targeted at climate and extreme weather risks (current and future), but will evolve to include other natural hazards to infrastructure systems such as seismic and wildfire threats, as well as intentional/deliberate threats such as cybersecurity and accident/technical failures.

Congratulations to Dirk on pursuing the leading edge on learning! ♦

Being a TEAMS Member in Support of Emergency Management BC

Submitted by Andrea Mercer, Manager Crown Agency Policy and TEAMS Member

I have now been a TEAMS member for about four years, and I have found my experience to be extremely rewarding. I have been able to take advantage of a number of training opportunities and have been deployed to the PECC, located out on Keating Cross Road in Saanichton, on a few occasions during the summer wildfire season. I have worked in the Operations Section (responsible for coordinating all operations in support of the emergency response at a provincial level), and most recently during Exercise Coastal Response was deployed to the PECC Planning Section (which is responsible for collecting, evaluating and disseminating information and maintaining situational awareness). See Page 18.

Although it can be tricky to take time away from your regular position (and it always seems like an activation call comes when you are crunching on an important deadline), once you land in the PECC or PREOC, it becomes clear that whatever you were doing yesterday is likely not nearly as important as helping respond to the emergency situation that is unfolding.

The ministry and my supervisor have been extremely supportive in terms of my commitment to EMBC as a TEAMS member and have never made me feel guilty for taking off on a moment’s notice. Likewise, EMBC has been extremely respectful and understanding of how being deployed impacts my ministry in terms of managing workload. There is always a conversation at the outset of any deployment, to understand the terms of managing workload. There is always a conversation at the outset of any deployment, to determine what sort of schedule (how many days away from the office) I can realistically manage.

If you are curious and want to learn more, feel free to come and chat — I’m always happy to talk TEAMS with anyone!

Why Engineers Should Become Infrastructure Resilience Professionals

Enhance your skills and knowledge – You will be more likely to identify interdependencies between infrastructure systems and/or components that may result in additional vulnerabilities and risks.

Enhance confidence for your clients – The program trains you to use the best available tools and knowledge to assess current and future climate impacts.

Join a valuable new community of practice – You will be part of a new community of practice, a network of like-certified professionals who share their knowledge and support each other.

Obtain professional development credits – Various engineering regulators require continuing education or professional development credit to maintain an engineer’s licence. The courses required under this certification program contribute to required professional development units while obtaining or maintaining the certification.

For more information on the IRP certification visit www.engineerscanada.ca/irp ♦
Exercise Coastal Response – A Look Behind the Scenes
Submitted by Brian Daszko, Emergency Management BC Exercise Assistant

Tsunami Scenario Strikes

Exercise Coastal Response 2016 was based on a magnitude 9.0 earthquake resulting from a rupture of the Cascadia Subduction Zone, off the coast of southwestern B.C. In this exercise scenario, strong shaking lasting several minutes occurred in areas of Greater Vancouver, Greater Victoria and central Vancouver Island, causing some destruction in the major urban centres and widespread damage in the Port Alberni valley. A tsunami followed, impacting the west coast of Vancouver Island, including Port Alberni.

Highway 4 out to Vancouver Island’s west coast was blocked, and extensive communication and power failures occurred across southwest B.C. The number of casualties and displaced persons on the west coast of Vancouver Island, were beyond the ability of local and regional facilities to manage.

Exercise Coastal Response 2016 was B.C.’s first ever large-scale, province-wide earthquake and tsunami response exercise, and by all accounts it was a resounding success.

Led out of the Saanichton headquarters of Emergency Management British Columbia in June, it involved more than 800 participants across 65 organizations including First Nations, Crown Corporations, the private sector, non-government organizations, as well as agencies and ministries from all levels of government.

With the excitement of the event in the rear-view mirror, I’d like to share some insight into what an emergency exercise actually looks like.

My role was as a “live-play controller” for events taking place in Port Alberni – essentially, I was a stage director for all the training events as they happened. I had the privilege of seeing the full spectrum of emergency response at work through four days and in 200 events.

Here’s what my four days looked like...

Each morning started with a controllers’ meeting to coordinate the day’s training activities based on the Master Sequence of Events List. This list is a play-by-play script of the events that are about to unfold. The meetings took place during breakfast hosted by the Salvation Army food trucks, which served approximately 1,000 delicious meals over the course of four days.

Following the morning meetings, it was time to meet our special effects make-up artists and discuss the type of injuries that would need to be realistically simulated for our “earthquake victims.” After discussing the medical details associated with broken legs, impaled bodies and burns, I’d brief volunteer victims about the nature of their injuries and medical make-up. After each volunteer was bandaged, bruised and burned (not literally), I took our enthusiastic and disfigured group of “survivors” to prepare the rescue scene.

The stage was set and now it was time for me to observe the “victims” as they were extracted from a giant pile of rubble set up in the tsunami training area by members of Heavy Urban Search and Rescue (HUSAR) Canada Task Force One. In full character, each victim screamed and moaned while the specialized task force carefully transferred each of them to a Canadian Coast Guard helicopter, for transport to the hospital.

 Immediately after the chopper took off, I raced to the local reception centre set up in the Port Alberni multiplex just in time to hear a briefing from the Mobile Support Team. The briefing focused on plans to accommodate a rising number of youth evacuees trying to find their families and a place to stay. Student actors from the local high school were flooding into the reception centre that was already at maximum capacity, and emergency social services were under pressure to increase capacity.

After lunch, I observed a critical patient transfer from an ambulance to the Mobile Medical Unit – a mobile surgical station used to relieve the overwhelmed hospital. The unit is composed of two semi-trucks, with each capable of working as a mini-hospital, fully stocked with medical supplies ready to treat injuries.

Meanwhile, in the local Emergency Operations Centre, key officials were coordinating calls to the Provincial Regional Operations Centre and the Provincial Emergency Coordination Centre requesting assistance. This included resources to support life and safety such as food, water and emergency response personnel, as the simulated disaster knocked out roads, shut off power and destroyed homes.

It was riveting, and a fast-paced four days, with several competing priorities all happening at the same time, and I quickly gained new appreciation for the attention to detail required to quickly and safely deal with a catastrophic earthquake event.

Exercise Coastal Response served as an excellent reminder of how important it is to collectively exercise our plans in advance, to address challenges, gaps and issues for emergency response and recovery. The joint collaboration between all levels of government and external partners prepares us to be a more resilient B.C. when “The Big One” hits.
Southern Interior Region
Rides the Big Bike
Submitted by Michelle Evans, Manager, Rehabilitation and Maintenance

In the Southern Interior Region, we had co-workers, friends and family join our Big Bike ride for Heart and Stroke, raising almost $2,000.

The ride took place on June 2, after work. We had 12 riders and four "volunteers" from Heart and Stroke to make sure we could tackle the Fourth Avenue hill in Kamloops. And we did it!

Staff members included Shawn Clough, Steven Lee, Bonnie Fadden, Bonnie Cameron, Pam Grosjean, Ron Sharp, Nicole Folk, Paula Giardullo and myself. Family and friends were Kent, Sandy and Shelby.

We thought of the volunteers as Superman, Superwoman, Supergirl and Superboy. And we were very grateful to them for their extra power to get us up the hill.

Provincial Permit Centre Employees
Pitch-In
Submitted by Rianne Sarginson, Commercial Transport Program Officer

Four hardy Provincial Permit Centre employees braved springtime conditions and insane wind alongside Highway 2 near Dawson Creek, to volunteer in Pitch-In Canada, April 19.

Rebecca Modahl, Ann Sluggett, Arielle O’Neill and Rianne Sarginson picked up garbage from the side of the highway in a volunteer community clean-up endeavour. A great time was had by us four, although we were tired and muddy once finished.

More than 725,000 Canadians, members of local partner groups and more than 1,500 local volunteer coordinators participate in the Pitch-In Canada program each year. Annual Pitch-In Canada Week results are incorporated into the world-wide Clean-Up the World statistics bank, which is part of the United Nations Environment Program.

We encourage other offices to join up and Pitch-In around their communities!
Team-Work Strong in 5 Km of Foamy Fun
Submitted by Bonnie McFadden, Regional Contract Administrator

Team-Work members were true to our name, as we had big group fun at the Sun Peaks Foam Fest on June 18.

The Southern Interior Regional office entered a work team, called “Team-Work” made up of our colleagues, families and friends – 17 people in total. Team-Work took on about 22 obstacles for five kilometres, up and along the face of Sun Peaks Ski Resort.

The weather was a little chilly but the sun did peek out for a bit. We all felt like kids again, laughing and having a blast.

Everyone ran the five-kilometre course as a team and we all cheered each other on. All the foam and mud just made it even more fun. We are already thinking of costumes for next year’s team!

Go Team-Work!

Bonnie McFadden and Janet Harbicht amid foam and falling competitors.

A muddy, foamy and freezing finish: (back row) Rex Haines, Terry Harbicht, David Retzer and Bert Braybrook; (middle row) Lorraine Thomas, Bonnie Cameron, Laura Benson, Adele Taylor, Mark Bepple and Kathryn Weicker; and (front row) Cat Haines, Janet Harbicht, Jeanne Reeves, Pam Grosjean, Louise Braybrook, Teresa Bepple and Terri Mihalcheon.

Terry “the Titan” Harbicht showing us how it’s done on the Foam Fest Wall.