Premier's Awards Place Sharlie Huffman in Hall of Excellence

Submitted by Nancy McLeod, Road Runner Editor

Long-time employee and seismic engineer Sharlie Huffman was recognized for her lasting contributions, and regional people and projects were winners, at the 2016 Premier's Awards this fall.

Sharlie, one of four recipients of the Legacy Award, has contributed to the field of seismic engineering and the development of projects, tools, systems and people, throughout her 35-year career. Her efforts have had a major impact on B.C.'s work to design and build structures to withstand earthquakes. She has developed performance-based seismic design of bridges, and seismic instrumentation for structural health monitoring.

In her work provincially, nationally and internationally, Sharlie has pursued knowledge relentlessly, applied and tested her learnings, mentored others, and furthered the field of seismic engineering. Well-known and respected throughout the field and by ministry employees, she has established many partnerships and cross-discipline collaborations.

Sharlie's career is an impressive record of continuous service to the people of British Columbia that will benefit others for years to come. As a Legacy award winner, she has been inducted into the BC Public Service Hall of Excellence. The Hall of Excellence recognizes individuals who have made exceptional and long-term contributions to our province.

Watch the video.

Pemberton Mud Slide Team – Organizational Excellence, Lower Mainland

On Sept. 20, 2015, two large landslides came down the side of the mountain at Gates Creek Road and Pemberton Portage Road, at Neff Creek. The slides covered both roads deeply in debris, and destroyed railway tracks and BC Hydro towers.

About 250 residents in the communities of Darcy, Devine and the N'Quatqua First Nation were stranded, and in addition, Highline Road was cut off. BC Hydro reported 3,200 people without power as a result of the slide.

The Ministry of Transportation and Infrastructure led the restoration work, and together with road maintenance contractor Mainroad Howe Sound, responded swiftly to restore and re-open the route in an astonishing two days. A high level of cooperation and collaboration was achieved by all involved, including the ministry, Mainroad Howe Sound, BC Hydro, CN Rail and the Squamish Lilooet Regional District.

Watch the video.

Heather Lyle – Leadership, Lower Mainland

Emergency Management BC’s Heather Lyle is one of the most influential emergency management leaders in Canada. The acting executive

More on Page 3…
Editor’s Note

There comes a time to stop.

Stop and take stock of your life, your well-being, your direction at work, home or play.

You’ll read about various kinds of stops in this issue.

There’s stopping to assess your mental health and choose ways to improve it. Some employees are planning stops for a BC Transit route to reach communities nearby and along Highway 16.

Our ministry is encouraging the public to suggest new B.C. Stop of Interest signs, and you too can participate. (We hope you will!) Up to 75 new signs will become lasting monuments to our remarkable places and people and the events that have become part of our identity of British Columbians.

A stop is really just marking another place to go on. Even when repairs on the Pattullo Bridge stopped traffic from crossing the Fraser River at that spot, vehicles kept moving elsewhere (requiring a big effort to manage traffic elsewhere in the Lower Mainland).

So stop. Take a breath, look around, take another breath. Look to the left, look to the right, look up then look inwards. Then keep going or alter your course.

Nancy McLeod
Editor

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 Road Runner on TRANnet.

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

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

Graphic design for Road Runner is provided by Kathy Macovichuk.
Premier’s Awards Place Sharlie Huffman in Hall of Excellence… Continued from Page 1

Kootenay Pass Avalanche Team – Innovation, Interior/North

Highway 3 at Kootenay Pass has the largest remote avalanche control system in Canada, called Gazex which is made up of six control shelters and 24 Gazex explorers. This remote system uses a computer and radio modem in each control shelter at the top of the mountain, as well as a shoot computer that’s operated from the highway. The old technology used to trigger the Gazex system was unable to achieve the desired goal of reducing road closure times as the software could only communicate with one control shelter at a time.

The idea of initiating Gazex from the road and controlling both sides of Kootenay Pass simultaneously came from the ministry’s district avalanche team, which took the idea to the Gazex manufacturer in France. The manufacturer said it wasn’t possible, so the team pursued it themselves by working closely with ministry environmental electrical technology employees in Nelson.

Now, the time it takes to shoot the exploders has been reduced by more than 50 per cent, which is a significant improvement for all motorists who rely on Highway 3 for the safe and efficient movement of goods and services. See more on Page 4.

Watch the video.

Nominees

On top of a big congratulations to the winners, recognition is also due to the award nominees from our ministry, including Mike Pearson who went forward as an emerging leader. The Vancouver Container Trucking Strategy was nominated for innovation and organizational excellence, in the Lower Mainland. Wendy Grant, Gavin McLeod and Gord Smith were nominated for organizational excellence, in the Vancouver Island Region, as members of the provincial government’s Internet Advisory Council which worked on the Web Rationalization Project for across government. 

Share your story in the February 2017 Road Runner
Send articles and photos to RoadRunner@gov.bc.ca

Regional Emergency Planning Coordinator Miranda Myles with leadership winner Heather Lyle.

Director of plans and mitigation has the ability to translate a vision into action and has had significant impact at the local, regional and provincial levels. She has been instrumental in expanding emergency management capacity in Metro Vancouver and the Capital Regional District (Greater Victoria).

She has repeatedly demonstrated an exceptional ability to work in collaborative, multi-stakeholder situations, including leading emergency management preparedness for the 2010 Winter Olympics and for unanticipated events such as major flooding in spring 2012. Heather excels in high stress, high-demand roles, like her month-long assignment as operations chief in the Provincial Regional Emergency Operation Centre in Kamloops during the summer of 2003 – one of B.C.’s worst fire seasons ever.

Heather’s tireless efforts have greatly increased B.C.’s readiness for a major catastrophe, including leading the development of B.C.’s Immediate Earthquake Response Plan which addresses how the province will deal with an earthquake from the first tremors through completion of life-safety and critical response activity. Introducing people to careers in the field of emergency management, and offering guidance and mentorship, is something else she sees as an important part of her work.

Watch the video.
On Sept. 22, ministry employees filed into the West Kootenay District boardroom, in Nelson, and waited with extreme impatience, for the announcement of their nomination during the prestigious Premier’s Awards broadcast.

The West Kootenay District avalanche program for Kootenay Pass was a finalist in the innovation category and all eyes were glued to the big screen. I would like to say that you could hear a pin drop but the vociferous crowd let their feelings show as the presentations ran through the screen. And then a huge cheer exploded in the room as the Kootenay Pass Avalanche Program was named the winner of the innovation award in B.C.’s Interior and North!

The Kootenay Pass Avalanche Program uses a remote avalanche control system, called Gazex, as its primary method for avalanche control. The Gazex system at Kootenay Pass is the largest Gazex system in Canada, and consists of 24 separate exploders and six control shelters.

The system was originally configured in such a way that the avalanche technicians could only shoot one exploder at a time – 10 on the east side of Kootenay Pass Summit and 14 on the west side of the summit. The exploders were activated from the office at the summit of Kootenay Pass. An avalanche technician on the road would observe to confirm that an explosion had happened, and that it had the desired effect. A typical avalanche control mission using the Gazex system would take about an hour, to shoot all 24 exploders that span the pass.

In 2013, Kootenay Pass avalanche staff started to investigate the possibility of shooting more than one exploder at a time, and the idea quickly evolved into the possibility of shooting one explosive on each side of Kootenay Pass simultaneously.

When the team initially reviewed the existing technology, there was not anything out there that would support their vision. The system was starting to age and continuing to work with Gazex on a new system meant continuing to have to contact the supplier in France, should the system have problems.

The risks involved changing from a Gazex computer system, to a new system that was unproven.

As the team moved forward with research and development, they found a vendor that they felt could supply the technology that would support the project’s ultimate goal. Over the three years that the team worked on this project, numerous technological challenges were overcome with a significant amount of technical support from ministry Environmental Electronics Technicians Paul Heikkila and Sean Anderson, in Nelson.

The team sourced out additional assistance from a company called Campbell Scientific, which provided the hardware and software needed for the project. Utilizing a local vendor, the team completed this project at a quarter of the cost that the Gazex company had proposed. The other significant benefit of using local solutions is that our own in-house electronic technicians can support the maintenance and reliability of the computer system – no calls to France and time changes to deal with.

The new Gazex shoot hardware and software were installed over the summer of 2015. Kootenay Pass avalanche team is the first Gazex system users in the world, to not only suggest this change, but to incorporate new software successfully into an existing system.

Using the new system via remote radio, “shoot kits” can now be operated by avalanche staff from the highway, in their vehicles. They set off the explosions and observe the results. The new system also improves the speed and reliability of the communications between the shoot kits and the Gazex system on the mountain. And now that the team can activate one exploder on each side of the pass at the same time, what once took an hour on average, now takes only a half hour.

West Kootenay District Manager Hugh Eberle has told district and avalanche employees that he wants them to innovate and take calculated risks to make improvements to their work and how we serve the public. The Kootenay Pass avalanche team, with Hugh’s support, moved forward with determined patience to successfully enhance the system, despite all the unknowns and risks.

Congratulations to the Kootenay Avalanche Program for their innovation and the West Kootenay District for their support!
Third Annual B.C. Cabinet and First Nations Leaders’ Gathering
Submitted by Jake Roder, Aboriginal Relations Analyst

The Third Annual B.C. Cabinet and First Nations Leaders’ Gathering was held in Vancouver from Sept. 6 to 8, and many ministry employees contributed to its success.

The yearly event brings together representatives from the more than 200 First Nations across the province, and provides an opportunity for First Nations to have one-on-one meetings with ministers and executive from all provincial government ministries.

Following the opening day presentations by the Business Council of British Columbia and the Aboriginal Business and Investment Council, the remaining day and half of the gathering was dedicated to one-on-one meetings to talk about issues affecting First Nation communities. In total, 19 meetings took place, with Kevin Richter, Norm Parkes, Jodi Newnham and Dawn Drummond representing our ministry. Discussions ranged from how our ministry can help increase economic development on First Nations’ lands through improved infrastructure, to increasing road safety within communities, to various highway projects.

Preparation for the event took months of hard work and planning, and reached every corner of our ministry. From the collection of data and information by Highways Department district, headquarters and regional staff, to members of the Partnerships Department and Policy and Programs Department and everyone in between. Along with the 19 briefing notes for the one-on-one meetings, regional and headquarters staff assembled binders that included information notes on all 200 plus First Nations in B.C. Once all of the briefing material had been compiled and approved, Pete Taylor and his Web Services colleagues in the Business Management Services Branch had the daunting task of creating a website to host the nearly 250 briefing notes. These went along with the hard copy binders assembled by a crew composed of members from all different units of the branch, to get everything ready in time for the meetings. It was all hands on deck and came down to the wire but everyone somehow made time in their busy schedules to ensure our Executive had the best briefing package possible.

By all accounts, the event hosted by the Ministry of Aboriginal Relations and Reconciliation was a success, especially for our ministry. In many of the discussions between our ministry and the First Nations, the First Nations had nothing but good things to say about the work and relationships that have been developed between ministry staff across the province and First Nations.

Following a brief, collective exhale by our ministry’s Aboriginal Relations Team after the event was done, it is now time to start working on the commitments made during the gathering. And before we know it, the time will come to start planning and preparing for the fourth annual B.C. Cabinet and First Nations Leaders’ Gathering, happening next year.

If you’re reading this and had any part in the process, whether it was collecting, tracking, writing, editing or assembling materials, congratulations and thank you for all your hard work in making this a successful event!

Some of the team who worked on briefing materials for the First Nation Leaders’ Gathering: Emily Thomas, Jake Roder, Danielle Christy, Meghan Saunders, Pete Taylor and Jodi Newnham.

Next Generation Helping Out the Next Generation
Submitted by Duane Wells, Senior Environmental Services Coordinator

On Nov. 2, as part of “Bring your Kid to Work Day”, the next generation of ministry employees came to help out with the next generation of riparian work along Durand Creek.

Taylor Baxter (Senior Project Manager Deborah Newby’s daughter) and Thamindu Widyaratne (Senior Highway Design Engineer Wijaya Widyaratne’s son) assisted folks from Triton

Environmental and our ministry’s environmental services team in the planting of 400 willows adjacent to Durand Creek, where we had recently replaced a bridge. Durand Creek Bridge is in Savona, 35 kilometres west of Kamloops.

Hopefully these two are back in four or five years, as employees, to see the fruits of their labours.
Inter-Community Transit Planned along Highway 16
Submitted by Linda Harmon, Director Strategic Outreach and Business Engagement

A public transit service is shaping up to better connect communities along Highway 16 from Prince George to Terrace.

People are looking forward to improved transportation that will enable residents of First Nations communities and municipalities to travel safely to and from rural towns and villages along the approximately 575-kilometre route. There are lots of reasons residents travel between communities on Highway 16. Houston’s grocery store closed in June, requiring residents to travel to stores in Smithers or Burns Lake. Many seniors look forward to visiting family and friends, or caring for grandchildren, but are uncomfortable driving in the winter.

Greyhound and VIA Rail offer long-distance travel options, which is different from the new BC Transit services that will connect residents to their next largest community and allow them to return home the same day.

BC Transit has been working with local governments, First Nations, and the Ministry of Transportation and Infrastructure’s Transit Branch to establish inter-community transit along Highway 16 from Prince Rupert to Prince George. The proposal was to have five segments: Prince Rupert to Terrace, Terrace to the Hazeltons, the Hazeltons to Smithers, Burns Lake to Smithers and Burns Lake to Prince George. In November, the City of Prince Rupert decided not to participate in the Highway 16 transit expansion.

BC Transit held 20 public meetings between Aug. 20 and Sept. 10 at busy locations in communities along this section of Highway 16. In addition, four “by request” meetings took place. At the same time, an on-line survey was available on the BC Transit website. The results were:

- Public engagement participants: 720
- Paper survey respondents: 250
- Online survey respondents: 783

The BC Transit Highway 16 Inter-Community Transit Public Engagement Report is available here: https://bctransit.com/servlet/documents/1403646546425

The input from the engagement and surveys helped BC Transit finalize routes, schedules and fares in collaboration with regional districts, local governments and First Nations. The proposed fare is $5 per trip for each segment, including the 228-kilometre bus ride from Burns Lake to Prince George.

Meanwhile, Rosemary Barneswell, Carl Lutz and Mark Savage in the Bulkley/Stikine District have been working with BC Transit, local governments and First Nations to identify locations for transit shelters. The bus stops and shelters are one of the pieces in a complex logistical operation to deliver transit. Other considerations include secure storage for buses, maintenance, hiring drivers, publicizing routes, schedules and fares, coordination with existing transit systems and transportation options and mobile communications for the bus drivers.

The first new transit service will begin in late January with a six-day-a-week commuter bus between Moricetown and Smithers. Transit service between other communities will roll-out a little later with start dates depending on discussions with local governments and operators. Transit service is one of the deliverables in the Highway 16 Transportation Action Plan. The other four are the Community Transportation Grant program, First Nations driver education training, transit shelters and webcams, and continued collaboration to increase connectivity.

Proposed Highway 16 Transit Service

The proposed service includes:
- Terrace – Prince Rupert
- Hazeltons Area – Terrace
- Burns Lake – Smithers
- Burns Lake – Prince George

Existing transit routes and transportation hubs are also available to other local and regional services.

Length of corridor is over 700 kilometres

* Additional stops may be included

A BC Transit public engagement session in Kispiox.
Mentoring Matters
Submitted by Krysta Groenewegen van der Weiden, Planner, Strategic Human Resources

Our ministry has a well-developed mentoring program to support you, and the Employee Advisory Forum has developed a series of resources called Mentoring Matters that provide advice, tips and fun facts about the benefits of mentoring.

Mentoring can take many shapes and forms – it doesn’t have to be formal or be a series of sit-down meetings. Mentoring can be informal and it can easily take place in the field as well as in the office.

What Are Ministry Employees Saying about Mentoring?
“Don’t assume that someone is too busy or important to want to help or invest in you.” – Emily Robertson, Sign Design Technologist

“I was able to connect with one of our bridge area managers to mentor him on project management. In return I got to learn a lot about structures, bridge maintenance, rehab and prioritization in the field.” – Kristen Spearman, District Operations Technician

“My first mentor taught me a lot ‘on the ground’ and my second mentor taught me the ‘fine details.’ I still use this information as a reference.” – Audrie Henry, District Development Technician

What’s Next?
If you are looking for a mentor, then check out our ministry’s list of mentors and see what great skills and knowledge they are interested in passing on to you!

If you are interested in becoming a mentor, please contact Strategic Human Resources. We would love to connect you with another ministry employee so you can share your experience!

RICK IGNITION Presents: The Recognition Bulletin

KIMBERLY STRUTHERS
Strategic Human Resources Change Management Planner

During a MyPerformance meeting with a former supervisor, he asked me if I would be interested in joining the EAF and he also asked if I would like to explore temporary assignment opportunities.

By asking these questions, he showed his faith in me and confidence in my abilities. It was motivating and made me feel appreciated.

I prefer one-on-one recognition for small stuff, but I am comfortable with public recognition when it comes to larger accomplishments.

Benefits of Mentoring

Mentor

Promoted 6x more often than those not in a mentoring program
Better understand how coworkers and subordinates see you
Reduce turnover, increase commitment, promote knowledge sharing, and enable early identification of top talent

Mentee

Promoted 5x more often than those not in a mentoring program
25% of employees who enrolled in a mentoring program had a salary-grade change
Experience higher career satisfaction, career commitment, career mobility, and positive job attitudes
Employees Share Informal Learning Experiences in Journal
Submitted by Jeff McConnell, Infrastructure Development Manager and Emily Robertson, Sign Design Technologist

The My Learning Journal project is an Employee Advisory Forum (EAF) initiative to collect and showcase the stories and experiences that ministry employees have had through informal learning.

These journal entries were collected over a period of two years and were compiled during the summer of 2016 into a publication by EAF members Jeff McConnell and Emily Robertson, with graphics support and guidance from Beverly van Druten-Blais.

My Learning Journal was released to employees in August 2016 through an email from Finance and Management Services ADM Nancy Bain, and can be viewed at: gww.th.gov.bc.ca/EAF_TRANNET/Content/My_Learning_Journal/My_Learning_Journal.pdf

The concept began at the EAF’s 2014 full forum meeting, where members wrote submissions on their learning experiences. EAF members were asked to think creatively about their learning experiences, and the result was a broad spectrum of submissions. The project team organized the submissions into themes that formed the six chapters in the My Learning Journal publication. The themes highlight the different ways we can and do learn, that go well beyond traditional “book learning.” From the basic organization of the journal, the project team developed a consistent format for the publication, with graphics to reflect the ministry.

My Learning Journal provides a reference for ministry staff to explore the various forms of learning available to them. It also serves as a reminder of the importance of mentorship and succession planning, so that experienced staff are passing on knowledge to less experienced team members. By seeking knowledge and providing opportunities for employees to further develop in their roles within the ministry, we can build a stronger, more connected and passionate ministry team.

As members of the My Learning Journal project team, it was a pleasure to work with other contributors to produce this publication and raise awareness of various forms of learning, as chronicled in the journal entries.
Rehabilitation work on a major Lower Mainland bridge meant significant efforts were devoted to keep traffic moving efficiently throughout the entire region, including our provincial highways, this spring and summer.

The Pattullo Bridge is a critical river crossing that connects Surrey to New Westminster, Burnaby and the rest of the Lower Mainland. TransLink, in partnership with local municipalities, operates and maintains the bridge. The bridge is heavily used by commuters and carries more than 75,000 vehicles per day including 7,000 trucks, or roughly 20 percent of the weekday traffic across the Fraser River.

Essential repairs were needed to keep the Pattullo Bridge operational and safe until a replacement bridge can be built. Rehabilitation on the bridge began on April 29, and TransLink expected the work to take five months to complete.

The Pattullo Bridge needed to be reduced from four lanes to two lanes, for the entire duration of the project. The bridge also needed to be completely closed to vehicle traffic on two week nights each week, and for one weekend per month, for the repairs.

Due to the reduced capacity on the Pattullo Bridge, more than 23,000 vehicles per day were anticipated to divert to the alternate crossings over the Fraser River – primarily the Alex Fraser Bridge and Port Mann Bridge. The diversion was expected to have region-wide traffic impacts, well beyond the limits of the traffic plan that TransLink had prepared for the bridge work itself.

Consequently, ministry staff developed traffic management strategies to address the full extent of the traffic diversion. Maintaining safety and keeping the traffic moving efficiently throughout the entire region were of utmost importance.

**Strategies Work to Manage Diversion Impacts Throughout the Region**

Ministry staff worked in close collaboration with TransLink, municipalities and major stakeholders, to develop traffic management strategies to deal with the impacts of diverted traffic throughout the region. Operational strategies included signal timing adjustments, enhanced tow truck coverage, additional traffic cameras and a network of portable message signs.

Traffic signal timing plans were optimized to accommodate the increased traffic demand that was expected, and the time of day plans for the morning and late afternoon peak periods were adjusted to start earlier and finish later.

More tow trucks were added at strategic locations and their weekday hours of service were extended, to clear disabled vehicles quicker. Tow truck coverage was also expanded to the weekends.

Twenty-one additional traffic cameras were installed to supplement the existing network of 100 cameras located throughout the Lower Mainland, to improve traffic monitoring and facilitate incident detection.

**Dynamic Message Signs and Social Media Used Extensively**

Forty-seven portable message signs were temporarily installed throughout the region to provide information to motorists about upcoming Pattullo Bridge closures, traffic conditions and major incidents.

An enhanced communication plan was developed to inform the driving public of week night and weekend closures of the Pattullo Bridge, travel times for the alternate Fraser River crossings, and detour routing or trip planning information during major incidents.

Protocols and procedures were also established for traffic monitoring, traffic management, incident response, inter-agency sharing of information and communications with the public.

Ministry staff used social media extensively including the TranBC website, Facebook and Twitter, and worked closely with local news media to ensure that travel information provided to the public was timely, accurate and reliable.

**Pattullo Bridge Operations Centre Located at the RTMC**

A Pattullo Bridge operations centre was established within the Regional Transportation Management Centre, at our Coquitlam office. It was staffed with dedicated operators to monitor traffic, respond to incidents and report on traffic conditions.
Learn @ Work Week – Virtually!

Submitted by Surinder (Raji) Basi, Planner, Strategic Human Resources

Our ministry, along with the BC Public Service, celebrated Learn @ Work Week (L@WW), Sept. 19 to 23.

This year’s events and activities focused on the theme “Building Capability in a Virtual World.” The goal was to increase awareness of the tools available to help public service employees lead, communicate and work more effectively in virtual and Leading Workplace Strategies environments. All events were delivered virtually, ensuring all employees had access to these topics and no registration for these events was required.

In our ministry, more than 200 ministry employees attended four events hosted by Strategic Human Resources (SHR). Two sessions called “Intentional Conversations” were held to highlight accessibility in the Public Service, while two sessions of “Aboriginal Cultural Awareness Integration within the Public Service” were hosted by our Aboriginal Youth Intern Rakiya Larkin.

Along with the events coordinated by SHR, the BC Public Service Agency hosted nine webinars on working, facilitating and learning virtually. More than 2,000 public service employees watched and listened as presenters shared their experiences, and tips and tricks for working, training and leading in virtual environments. To make the virtual experience more impactful, many of the webinars featured presenters who were working remotely, or had multiple speakers that presented from different locations.

In case you missed it…

– Blog posts and polls were posted on the L@WW site to get employees talking about learning and working in virtual environments.
– BCPSA L@WW presentations and “Brain Hacks” videos were posted on the L@WW site, for each day of the week. The presentations include engaging citizens in a virtual world, facilitating in the virtual environment and performance management at a distance. The “Brain Hacks” are fun tips to make working with technology and people simpler. Featured are topics like how to add a photo to your email profile and tips to help you remember names. Watch them here: Monday, Tuesday, Wednesday, Thursday and Friday.

“Live as if you were to die tomorrow. Learn as if you were to live forever.”
– Mahatma Mohandas Gandhi

Operational monitoring and public feedback received throughout the rehabilitation project indicated that the ministry’s operational strategies and public communication plans worked as desired. While traffic demand on the alternate crossing corridors was heavier than normal, the traffic was kept moving as smoothly as possible and traffic jams were avoided.

The week night and weekend closures helped TransLink to complete the repairs quicker than expected. Consequently, the Pattullo Bridge was reopened to normal traffic operations on Aug. 29 – one full month ahead of schedule.

Pattullo Bridge Rehabilitation: Region-wide Traffic Diversion Successfully Managed… Continued from Page 9

Daily collaboration meetings were also scheduled within the operations centre where municipal staff and major stakeholders were invited to review traffic conditions in real-time, and discuss operational issues or concerns.

Senior Project Manager Jay Porter, assisted by Project Management Technician Shelby Snow, did an excellent job managing the ministry team needed to prepare the operations and communication plans for this major endeavour. The team met regularly over a six-month period to plan the logistics and work through all of the details. Ministry staff also met periodically with municipal staff and major stakeholders to keep everyone updated and to solicit feedback as the plans were developed.

Operational monitoring and public feedback received throughout the rehabilitation project indicated that the ministry’s operational strategies and public communication plans worked as desired. While traffic demand on the

From a Small Ferry a Century Ago…. Before the Pattullo Bridge was built, the only way to cross the Fraser River was using a small ferry. The first ferry, which started service in 1884, ran every two hours during daylight, with a capacity for two teams of horses and wagons. Later, as local communities grew, this ferry was replaced by a larger ferry.

That ferry service was replaced by the New Westminster Bridge in 1902, which was built with two levels. Initially, trains and vehicle traffic shared the lower level while horses, wagons and pedestrians used the upper level. Eventually, the upper level was removed but the lower level bridge continues to be used by trains today.

The current Pattullo Bridge was constructed in 1937. When the Pattullo Bridge first opened, about 5,000 vehicles per day crossed the bridge (vs. 23,000 today).
Suggestions Sought for New Stop of Interest Signs
Submitted by Haley Leech, Disaster Financial Assistance Arrangements Project Assistant

I began working with the Ministry of Transportation and Infrastructure recently, and have been tasked with assisting with the Stop of Interest signs engagement.

My first response was, "The what?" I had never heard about these signs before, and it occurred to me that some of you may be thinking the same thing.

The Stop of Interest initiative is a program that started in 1958 as a way to acknowledge significant people, places and events across the province. Over the years, 139 signs have been viewed and enjoyed by locals and travellers, but they have also become worn down, outdated or needing to be replaced completely.

As the 139 signs were being updated, it was decided to give the public the opportunity to add another 75 signs across B.C.

This is where we need you, (yes, you!) to help spread the word and nominate new Stop of Interest signs! A lot of you are on the road and highly aware of the interesting features of your community and our province. What better way to connect to B.C.'s history, than by helping to shine a light on heritage that should be shared with our friends, British Columbians and other travellers alike?

If this is something that interests you, please nominate a person (deceased 30 for more than years), place or event on the Stop of Interest engagement website http://engage.gov.bc.ca/stopsofinterest/. Nominations will be evaluated based on the impact the person, place or event has had on the lives of British Columbians. Submissions will be accepted until Jan. 31, 2017.

We look forward to seeing your suggestions in this long-lasting initiative. If you have any questions, feel free to email Haley.Leech@gov.bc.ca or BCStopofInterest@gov.bc.ca.

Evergreen Line Opened Dec. 2
Submitted by the Evergreen Line Rapid Transit Project Team

The Evergreen Line Project is now complete and the rapid transit line was in service well before Christmas.

Over the last two months, crews were completing finishing work on the station plazas and park and ride facilities, and testing and commissioning across the entire 11 kilometres. Major construction on the Evergreen Line Project began in early 2013.

The opening of the Evergreen Line provides British Columbians with yet another efficient and sustainable travel option in Metro Vancouver. Now that the line is open, TransLink has assumed responsibility for operations and Metro Vancouver has the longest fully automated rapid transit system in the world.

The Government of Canada, the Province of British Columbia and TransLink are proud partners in the $1.43-billion Evergreen Line Project. The line links Burnaby, Port Moody and Coquitlam to Vancouver, and is fully integrated into the existing SkyTrain system at Lougheed Town Centre Station.

For more information visit www.evergreenline.gov.bc.ca.
PreparedBC: Master of Disaster Learning Resources
Submitted by Lisa Barrett, Emergency Management BC Online Communications Officer

“I discussed (with my family) about an emergency kit and we bought one from the Red Cross.”

“I liked that we learned about different disasters and what we need to survive 72 hours.”

“I liked when we were to talk to family members because I feel very safe because we’re all prepared.”

– Feedback from Grade 6 students about the Master of Disaster Program (Spring 2016 pilot)

If you want to influence change, you start with children. PreparedBC took that concept to heart when creating Master of Disaster – a Grade 6 program aimed at educating students about the importance of emergency preparedness. The goal was not only to reach B.C. youth, but to spark conversation among parents, caregivers and neighbours, inspiring them to get disaster-ready.

The program came to life in 2016, starting with the creation of a stakeholder working group consisting of teachers, emergency planners and parents from across the province. The collaborative effort produced three core learning modules that focus on emergency preparedness at the individual, household and community level. Each module is aligned with the new provincial curriculum and supported by work sheets, learning plans, a multi-media library and a role-play game featuring a colourful cast of community characters. There’s even an official Master of Disaster certificate.

The program was piloted last spring at five schools located in five distinct geographic regions. The feedback was overwhelmingly positive from both teachers and students, and paved the way for a province-wide launch on Oct. 14, at Queen Mary Community Elementary in North Vancouver.

But what makes Master of Disaster truly innovative is the translation of learning at school into action at home. Each module encourages students to be the teachers, by sharing their new knowledge with others. The post-pilot feedback demonstrated that families were indeed talking about emergencies and even taking the extra steps to prepare. This kind of home-based social behaviour change is integral to building a culture of preparedness and resiliency in B.C.

Master of Disaster is also unique in how it was conceived and delivered, by adopting a collaborative development approach and making all the resources customizable and easily accessible online.

PreparedBC hopes to expand the program in 2017/18, by adapting the resources to more grade levels and possibly adding new modules based on feedback from this school year.

PreparedBC is British Columbia’s one-stop-shop for emergency preparedness information. You’ll find our Master of Disaster learning resources, and lots of other information to prepare you, your family and your community here. ♦

Worksheets on nine hazards, including power outages, disease outbreaks and avalanches, help Grade 6 students and their families prepare.

Master of Disaster Learning resources help teach students about the hazards in British Columbia and what it means to be prepared.

My Good Health.
Learn how the interactive online health management system can help you and your family make informed decisions and take positive steps to a healthier life.

CONNECT WITH US:
Twitter: @PreparedBC
Web: gov.bc.ca/PreparedBC/learningresources

Worksheets on nine hazards, including power outages, disease outbreaks and avalanches, help Grade 6 students and their families prepare.

Master of Disaster focuses on personal preparedness, preparing your household and neighbourhood/community preparedness.
Your Mental Health – What to Do Now
Submitted by Grant Watson, Roads Area Manager

I’m writing about a subject that has been more frequently on the public radar and in people’s awareness lately – mental health.

Here’s a surprising quote from our benefits page about mental health: “One in five British Columbians will be affected by a mental health and/or substance use problem this year. This could be our neighbours, our co-workers, our dearest friends, our parents, our children, and ourselves.”

What is mental health to me? I would say that it’s being of sound mind. That’s probably the short and easy answer. And how do we achieve mental health? Well that’s a good question. Firstly, how many people actually think about or evaluate their mental health? For those that think about it, how many make a plan to improve it?

I would guess that most people don’t really think about it much at all, but I could be wrong. Maybe as we are made more aware of it, and we see so many stories on the news of mental instability, i.e. recent shootings and violent acts in our world and close to home, we question what mental health really is.

So again, what is mental health on a deeper level? Do I have it totally? If not, how do I achieve it?

I believe we all have our troubles, quirks, phobias, addictions, imbalances, or whatever you like to call them. Some people may be having difficult conflicts with others, struggling with an eating disorder or be under stress looking after ailing, aged parents. Some people may be dealing with losses in their relationships, health or finances. Some people are workaholics, some alcoholics.

You get the picture. The list of challenges goes on, but they all have an effect on our mental health, and our jobs, relationships and overall well-being.

We all hide things from other people that we don’t want them to see. We wear our masks to protect ourselves from what we think others may think of us. We lie to ourselves and we lie to others.

Consider Your Mental Health Daily

Having or achieving good mental health is something everyone needs to think about and work toward on a daily basis. Life can unexpectedly deliver misfortune or a number of big challenges at once. You’re better able to deal with adversity, if your mental health is good and solid to begin with.

Working on your mental health can mean so many things; surrounding yourself with supportive friends and family, paying a visit to your doctor to discuss how you’ve been feeling inside, attending a support group, going to a counsellor to talk about a divorce or anything else that’s tough on you. What’s important is that we actively try to do something to improve it.

Be real with yourself and be real with the people around you. You can assess yourself using this Mental Health Screening Self-Test. Talk to a friend, discuss your situation with your supervisor, see a counsellor. We take such good care of our roads and highways – continually assessing their condition to ensure safety, reliability and longevity – doing such things as plowing, sanding, crack sealing, patching and line painting. Give your mental health the attention and maintenance it needs, so you can function well and enjoy life now and in the future.

Take Care in Your Journey

As provincial government employees, we have resources that can help us with our mental health. We have one of the best benefits package of anywhere in the world. Take advantage of your employee benefit to make yourself a happier person. You will have the support of your friends, relatives and ministry family.

Talk about mental health and by doing so, let’s make a difference!

Resources for Employees

Health and Well-Being – includes help with family-related issues; workshops on stress management, change and transition, meditation, communication; coaching; short-term counselling; and substance abuse treatment funding.

Mental Health Matters – includes self-awareness, ways to promote positive mental health and tips for supervisors managing workers struggling with a mental health issue.

Mental Health and Substance Abuse – includes services, organizations, crisis lines, workbooks and tool kits.

1 in 5 Canadians will experience a mental health or addiction problem.

While people may discriminate, mental illness and addiction do not. Any one can be affected.

Graphic courtesy of Young Ones.
How Microsoft Outlook’s Auto-Complete feature can lead to security/privacy incidents

As the Auto-Complete list grows, you may have entries very similar to each other (e.g., people with the same first and last names). This may lead the sender to accidentally choose an incorrect email address from the Auto-Complete list and send an email to an unintended recipient. There have been some privacy incidents because senders chose an email address or display name (looking very similar to their intended recipient’s email address) from their Outlook Auto-Complete list. Another situation you may run into is that the person on your list may have multiple email addresses (e.g., home, work, alternate email address, etc.). As a result, you may end up sending an email to the right person but not to the person’s appropriate email address.

How can you prevent sending emails to unintended recipients?

Like any other convenience, Outlook’s Auto-Complete feature comes with some additional responsibilities. First and foremost, we suggest you use the Auto-complete list with extra care and caution, to ensure that the correct recipient is selected. Basically, check twice and click send once.

You may also want to manage your Auto-Complete list by deleting some entries you no longer need. You can delete an entry from your list by clicking on the corresponding X (i.e. delete icon) as seen below.

You can also clear your whole list by going to the File tab, choose Options > Mail, and then under Send messages, choose Empty Auto-Complete List.

If you are not comfortable using the Auto-Complete feature, you can disable it altogether by clearing the check box next to “Use Auto-Complete List to suggest names when typing in the To, Cc, and Bcc lines”.

For detailed instructions on how to delete one or more suggested recipients from your Auto-Complete list or turn off your Auto-Complete feature, please visit Microsoft’s website:

What to do if you send an email to an incorrect email address?

If you send an email (containing personal or confidential information) to an unintended recipient(s):

• Report this event as an incident to the Customer Service Centre at (250) 387-7000 option 3 (or toll-free 1-866-660-0811). The Security and/or Privacy Investigation teams will advise you of next steps.

• To contain the incident, send a new email to the unintended recipient(s) and request that they delete the email that contains personal/sensitive information. Specify the subject/title of the email and the time you sent it, to help the person correctly identify (and delete) the email. Also, ask them to confirm that deletion, and to let you know if they forwarded it elsewhere before you asked them to delete it.

For more about information security, take a look at our intranet page. If you have any questions about security or privacy, please contact us at: TRANInformationSecurity@gov.bc.ca.
Staff from the Skeena District to the Peace met in Prince George for the highly anticipated Northern Region development approvals training, from Sept. 20-22.

This learning opportunity came to life when it was identified that there was a need for training, particularly from a succession planning point of view, as there were a growing number of new junior staff working in development approvals. Development approvals staff from across the province were surveyed to identify their training needs, which resulted in training being delivered in three separate regional sessions, on the topics of road design, hydrology/drainage and road construction.

The Northern Region office was generous enough to host all 20 of us northern development approvals types, for three full days of training and learning. Thanks to everyone in the Northern Region office, especially Linda-Lee Schell, for making our stay so welcoming and for keeping us caffeinated and fed!

On our first day, Darwin Tyacke and Ryan Oakley walked us through road design basics. To ensure that we were able to apply the concepts we learned, we completed an activity where we analyzed a proposed subdivision road design, to ensure it met design specifications. Road design basics: check!

For a deeper understanding of hydrology and drainage, we had Dongqing Mao and Mike Sullivan provide an in-depth explanation of how the ministry assesses drainage and hydrology designs and reports. After learning the drainage definitions and concepts, we broke into groups and assessed multiple hydrology reports, to put what we learned into action. What we learned is that not all hydrology reports are created equal. Drainage basics: check!

And finally on our third day, we were joined by Keith Callander and Brent Andrews from Field Services, and Cariboo District Manager Todd Hubner, to learn about road construction. With some pavement samples in tow and an engaging presentation, Keith and Brent were able to give us a nice glimpse into the work that Field Services does and the basics of road construction. Check!

And finally, the fun stuff. On our last day, we took a field trip just west of Prince George in the Beaverly area to look at some real life situations. Going out in the field with Field Services and drainage engineers was really productive and was a great opportunity to view road design, frost heaving and drainage design with ministry experts to walk us through it all.

I’d like to thank the Development Approvals Steering Committee (Dirk Nyland, David Fisher, Jim Prewett, Jim Barnes, Samantha Eburne, Hugh Eberle, Todd Hubner, Deborah Newby, Kim Kennedy, Joan Brickwood, Sherrie Applegate, Hali Davenport, Kenedee Ludwar, Ed Miska, Jeffery Moore, Barb Kuhnke and Angie Allwood) for all their hard work in making this training session a reality. All in all, I think the best part of regional training sessions like these is the opportunity to meet face-to-face with your colleagues and share knowledge and give/get input on the complex files that we are all working on.
Thompson Nicola Administration Team Tours Highways
Submitted by Kirsten Smith, District Services Manager

On July 20, a group of Thompson Nicola District administrative services employees embarked on a learning experience, from the office in Kamloops.

On board was Senior District Clerk Bonnie Meints, Kamloops District Clerk Wendy Cumming; Merritt District Clerk Roxanne Lorette, and me, District Services Manager Kirsten Smith. Our highly skilled and informative tour guides were Operations Manager Graeme Schimpf and Area Manager Hilary Barnett.

With Graeme as our lead guide, we crossed Kamloops’ Red Bridge and headed north up the Southern Yellowhead Highway (Highway 5), boarded the McLure Ferry and made the five-minute crossing of the North Thompson River.

We checked out the ferry and looked at the view south. As we said goodbye to the other side, we started our 4x4 adventure on Westsyde Road, all the way to Barriere, where we met Hilary. On our way, we noticed the burned trees from the fire of 2003. We stopped to look at bridges (old and new), examined a cattleguard and even took a moment to pick some wild berries.

Later, we stopped at Dunn Lake and really enjoyed the lake’s beauty, despite the rain.

Then in true 4 x 4 nature, we went through the slide area on Windpass Road, watching carefully that the road didn’t fall out from under us, taking the Little Fort Ferry into Little Fort, with lunch at the High Five Diner. Now that was a mouthful of great food! By then we were on information overload and exhausted from all the amazing

More on Page 18…
Employees Coordinated, Honoured, Competed in 7th RBC GranFondo Whistler
Submitted by Jackie Chambers, Area Development and Operations Technician

At 6 a.m. on Saturday, Sept. 10, about 4,300 cyclists started a 122-kilometre ride to test their athletic endurance while enjoying outstanding views, in the challenging 7th Annual GranFondo Whistler.

The participants pedalled from Stanley Park, over the Lions Gate Bridge, along Marine Drive and up Taylor Way, making their way onto the Upper Levels Highway then the Sea to Sky Highway. Although the day started cloudy and cool, it turned out to be a perfect day for a ride.

Holly Adems Honoured in Hill Climb

This year’s King and Queen of the Mountain challenge event was renamed the Holly Adems Hill Climb in honour of ministry Events Coordinator Holly Adems, who passed away earlier this year. Holly helped GranFondo organizers Neil McKinnon and Kevin Thomson to realize their dream of hosting a cycling event from Vancouver to Whistler. For 10 years, she worked tirelessly in creating consensus among the various stakeholders over the 122-kilometre route — not an easy task.

Holly loved “the Fondo” and anyone who had the pleasure of working with her, loved her back. She was a behind-the-scenes maestro and an unsung hero. The hill climb was an honour to her legacy. The 1.6-km hill climb at Furry Creek has an average six per cent grade (2.5-11.2 per cent) and is a timed challenge for the athletes. This climb category, which is a combination of distance, grade/elevation change and maximum elevation, was rated 4. Holly’s long-time partner, Don McGee, presented the man and woman who had the best times with King and Queen of the Mountain awards. As well, GranFondo Canada donated $500 in Holly’s honour, to the Cancer Society.

Employee Competes in Challenging Event

Our ministry also had a competitor in the big ride, this year. Infrastructure South Acting Senior Manager Deborah Tan was a first time GranFondo rider who was encouraged to participate by her stepfather. Deborah started training in April, riding several times each week. Her stepfather has completed the GranFondo almost every year, since it began in 2010.

Besides it being a nice way for them to spend time together training, and thinking it would be fun to do the GranFondo, Deborah felt the timing to do the ride was especially significant, with Holly Adems’ passing this year. While riding, Deborah was reminded of Holly.

“It’s a testament of Holly’s legacy with the ministry, seeing how pivotal she was in making this event happen year after year,” Deborah said. “It goes without saying how spectacular this ride is and getting to do it with a full lane just for cyclists was even better!”

Despite the tough parts of the ride, Deb felt pretty darn good about her accomplishment and we will likely see her out there again.

GranFondo Whistler is planned again along the same route, for Sept. 9, 2017. So get ready to start training and we hope to see you on the highway next year!
The End of an Era – South Coast Region 30th Annual Golf Tournament
Submitted by Jackie Chambers, Area Development and Operations Technician and Donna Chandler, Regional Finance Clerk

What were you doing in 1986?
Maybe you were just getting out of school, looking forward to a career. Maybe you were planning a wedding or were excited about a new addition to your family. Or maybe you weren’t even a twinkle in your parents’ eyes yet…

Thirty years ago, someone (we don’t know who) decided to organize a golf tournament to bring the ministry together with contractors and consultants.

In those days, there were no cell phones, computers were the new thing on the market and “social-media” meant actually getting together face-to-face, shaking some hands, perhaps a hug or two, and getting to know one another.

We are thankful to whoever it was that had that great idea, because three decades years later, many of us still get together year after year after year, often only at the annual golf tournament.

Many ministry employees have “gone to the dark side” (also known as leaving the ministry and taking a position with a consultant or contractor) over the years, and this annual event is a great way to reuniite with coworkers and friends. Some of the “old timers” have been participating from the very first tournament, and have only missed one or two tournaments over the entire 30 years!

The putting contest and 50/50 draw held during the tournaments have raised thousands of dollars for the Heart and Stroke Foundation and the BC Cancer Society, among other charities.

The organizing committee has changed over the years, bringing new ideas and providing opportunities to develop relationships with contractors and consultants, and improve and enhance the way we do business. We would like to thank those who supported this event for 30 years.

We’ve become comfortable old friends and we are sad to say good-bye to this old-school networking event. Alas, times change. We’ll always treasure this part of our ministry history.

Ministry employees who have gone onto other opportunities, but come back for the tournament, year after year: Garry Dawson, Gebre Libsekal, Don Wharf and Gerry Fleming.

Golf tournament “newbies”: Maziar Kazemi, Deborah Tan, Liisa Hein and Curtis Mousseau.

Beenz a team for many years: Jessie Bains, Rob Bitte, Bill Hannay and Grant Smith.

Hearty lunch at the High Five Diner.

The 2016 tournament winners: Daryl Finlayson, John McKenzie, Scott O’Dell and Brent Andrews.

Hilary Barnett “at home” at the Clearwater Office.

Words alone cannot express how informative, educational and fun the day was for the admin team. Huge thanks to Graeme and Hilary for taking the time to make us feel part of the operations team. We returned, tired, but happy.
Law Enforcement Memorial Honours Toni Kristinsson
Submitted by Rick Wiltshire, CVSE Departmental Sergeant Major

On Sept. 25, seven members of the Commercial Vehicle Safety and Enforcement (CVSE) Ceremonial Unit attended the 2016 Law Enforcement Memorial at the Brocton Oval in Stanley Park, Vancouver.

This is a yearly event to honour all peace officers killed in the line of duty. It runs in conjunction with the National Memorial, held in Ottawa on the same date.

This year’s memorial was here in the Lower Mainland, and next year it will be held on Vancouver Island at the B.C. Legislative Assembly. There was overwhelming support from multiple law enforcement agencies, with more than 250 officers from Canada and the United States paying their respects.

CVSE members in attendance were Grace Dean (Vancouver Island), Rudi Wetselaar (Vancouver Island), David Wright (Kamloops), Robert Kelly (Vancouver), Kris Tomson (Prince George), Rick Wiltshire (Vancouver) and Perry Dennis (Vancouver).

Our agency had the honor of partaking in a significant part of this year’s memorial service. Robert Kelly carried the province of British Columbia flag in the colour party. The colour party consists of officers from each agency carrying the Canadian, American, provincial flags, and all departmental flags of the agencies participating in the parade.

David Wright was one of four readers of the Honour Role, which is usually done by a junior member of the agency. They each read a portion of the list of members killed in the line of duty in British Columbia. CVSE Departmental Sergeant Major Rick Wiltshire was the commander of the B.C. peace officer contingency.

The family of fallen CVSE Officer Toni Kristinsson attended and Perry Dennis was the family escort. Toni died Feb. 1, 2015, in a traffic collision near the end of his shift.

Toni’s wife, Patricia Kristinsson, travelled from Prince George, and her son Nathan Kristinsson who lives in Vancouver also came to the memorial. Patricia laid the wreath for the families of the fallen on behalf of all the fallen officers’ families. Rick Wiltshire and Correctional Officer J. Pike laid the wreath for the B.C. peace officers.

Upon conclusion of the memorial, Patricia was presented with a plaque by Departmental Sergeant Major James Pearson of the Vancouver Police Department, on behalf of the Police and Peace Officer Memorial Ribbon Society.

Toni Kristinsson was also honoured on May 26, at the Honor Always Memorial Ceremony. This was held at the Blaine Border Services Headquarters in Blaine, Washington.

*Patricia Kristinsson received a tribute to her husband, from Vancouver Police Departmental Sergeant Major James Pearson. CVSE officers (in hats) are David Wright, Rudi Wetselaar, Rick Wiltshire, Grace Dean and Kris Tomson.*

*CVSE members Grace Dean, Kris Tomson, Rick Wiltshire, David Wright and Rudi Wetselaar. (Missing from photo: Robert Kelly and Perry Dennis.)*

*Robert Kelly (second from left) carried the B.C. flag, in the colour party.*