The Leader in All of Us
Submitted by Daniel Belisle, Engineer-in-Training

Anyone can be a leader. Positional leadership (think reporting relationships) is not the same as everyday leadership.

On Oct. 18 and 19 in Kamloops, I had the privilege to participate in something truly remarkable — the Leader in You Workshop. It was empowering and uplifting in every way, and I’m delighted to share some of this experience with you.

The workshop was structured into four modules. Our first module allowed for an engaging and thought-provoking discussion about the system of government through which we serve. In sharing our personal experiences, we learned about the mechanics of good government, and how the system naturally enables positive outcomes for British Columbians. We learned about where we, as public servants, fit in the big picture, and how we should approach our work to best affect those outcomes.

For the next module, we learned about ourselves and our natural leadership styles. We identified our strengths and weaknesses, and developed strategies for working with both. We learned how to support one another, actively listen and engage, and when to mentor and coach.

Our third module focused on building resilience in response to change. Government is a very dynamic and unique environment, and it requires us to be flexible in all aspects of our work. Things change. Priorities, actions, staff, reporting structures… anything really can shift. We learned about the stages of change, the challenges it presents, and how to thrive and support others at each step.

Our last module was about effective time management. We’ve all thought at least once, “I don’t have time for this!” But there is time for all our priorities. It’s there, but we just have to find it. Managing that time effectively requires reflecting on what our priorities truly are. There are numerous techniques for effective time management, and some work better for different people. At the workshop, we were able to explore these techniques and see what works best for our styles.

Successful workshops need people to be actively engaged, and the material itself can only go so far in achieving this. It’s the people involved who made this workshop great. The workshop in Kamloops was facilitated by three incredible people: Michelle Evans, Ron Sharp and Darrell Gunn. They set up a safe, open, welcoming environment to share our experiences. Participants responded with equally respectful, thoughtful and passionate contributions, making it an enriching experience for all. I am really impressed with our ministry for prioritizing initiatives like this. I am convinced these types of activities will achieve the goal of empowering our people to be a resilient workforce. Everyone involved including participants, facilitators and sponsors should be commended for their forward thinking, in recognizing the value of leadership skills.

As I now write this article, the workshop was only two weeks ago, and I’ve already applied skills from every module in many helpful ways. I look forward to occasionally reviewing my Leader in You Workshop Journal and reference material, as I strive to develop additional good habits (and drop a few more bad ones).

In my experience, all of us at the Ministry of Transportation and Infrastructure exhibit leadership qualities. This workshop helps us bring out the leader already within every employee.

This is a unique opportunity to experience something truly remarkable. Unlike leadership courses, books, or other resources you can find anywhere else, this workshop is custom built by our very own ministry team. It’s made by people who understand our business, and know what information will benefit us the most.

Set yourself up for success. Prioritize your leadership skill development. Apply to attend the next Leader in You Workshop.◆
Editor’s Note

Some things are extra sweet… like when you’re in the right place at the right time.

That’s what happened when Jason Wood was on Highway 1, and witnessed a major crash involving a pair of touring European cyclists and a one-ton truck pulling a trailer. While the event was anything but enjoyable, being able to call for help on a ministry radio, when no one else could instantly summon emergency services, would be a rewarding feeling.

Jason also showed himself to be the right kind of person, to have at a collision scene. He gave calm reassurance to the badly injured cyclist that help was coming, and later assisted with gathering and packing up the couple’s belongings. He then drove the young woman’s uninjured partner, to the hospital to where the woman had been air-lifted.

A more conventional sweetness is recognition for having delivered 25 or more years of public service. Last month, 88 long-time ministry employees were honoured at Government House, and treated to a memorable evening which included a delicious meal, sumptuous desserts and live music.

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 their reproduction quality and the images may not be useable by our graphic artist. Photos supplied should be one megabyte or larger.

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.
A Conventional Bridge Replacement with a Not-So-Conventional Story
Submitted by Darren Englund, Senior Project Manager

It all started with an old two-lane creosote timber bridge that was built in 1966, to replace the original bridge that was built in the late 1800s. The bridge burned to the ground in 2001 and was replaced with a single-lane temporary Acrow bridge, along with an accompanying signal light for alternating traffic to cross the structure.

Fast forward to 2015, and the $15-million North Courtenay Connector project was born. It called for replacement of the old bridge with a new 58-metre, two-lane bridge across the Tsolum River, and 700 metres of new, straighter road alignment. A further 800 metres of shoulder widening was planned, immediately adjacent to that new section of road. The bridge and new stretch of road was to be built above the 200-year flood plain level, to stay high and dry as an emergency response route to the new Comox Valley hospital. During construction, a partnership was reached between the Comox Valley Regional District and our ministry, to include a multi-use trail alongside the new stretch.

During our open house, at the completion of the functional design process, we received a surprising number of comments about river flooding, and from equestrian users, which we took into great consideration as we went into the detailed design phase. For the local equestrian enthusiasts, we looked into how to better accommodate horses. We delivered that, by creating a multi-use path across the new bridge deck, along with higher bridge railings on that side, to allow for riders on horseback crossing the new bridge.

As for the flooding issues, there was a dramatic change in design philosophy for the new section and road fill within the Tsolum River flood plain, to account for the possibility of a significant damming and backup effect of river floodwaters. The functional design called for about four small one-metre flood water equalization culverts in some lower draw areas. Following a very robust hydraulic design modelling exercise, it was determined that we had to increase the bridge span by a further five metres to improve the hydraulic opening for the main river channel, but also add 11 massive flood relief culverts.

For scale, you can drive a transport truck through these culverts!

HQ Does Take Our Kids to Work Day
Submitted by Rachael Westgate, Executive Administrative Assistant

It was an exciting day at 940 Blanshard Street on Nov. 1, when eight young bright minds from various schools throughout Victoria, showed up for Take Our Kids to Work Day 2017.

Between interactive wildlife presentations in the engineering department, career exploration workshops in the executive boardroom and numerous presentations from ministry staff in a variety of exciting roles, these students sure had a great taste of what a day in the life of a ministry employee is like!

Our young visitors were presented with T-shirts about the hazards of B.C. wildlife along roads.

We were so thrilled at the opportunity to put together a full and all-encompassing day of activities for the students, and are looking forward to turning this into an annual affair.

A huge thanks to all of the incredible presenters and behind-the-scenes volunteers who made this day so special for our guests.

‘Till next year!◆

More on Page 4...
A Conventional Bridge Replacement with a Not-So-Conventional Story… Continued from Page 3

saw the flood plain in full action, along with our flood relief channels and ditches full of water, and spawning salmon (that’s another story though).

The primary construction contract was awarded to Knappett Industries in the spring of 2017, and they proceeded to complete the bridge replacement and road alignment works on time and on budget, with exceptional attention to detail. (Knappett’s performance was later recognized with a Deputy Minister’s Contractor of the Year Award on Dec. 8.) Atlantic Industries supplied the structural plate pipe arches, for the enormous culverts, and detailed their successful efforts to ensure smooth construction and installation in this article.

Minister Claire Trevena was on hand to open the new connector and bridge to traffic on Oct. 20, in time for the opening of the new Comox Valley hospital. It was a fine conclusion to our not-so-conventional bridge replacement project.◆
South Coast Region Takes Our Kids to Work

Submitted by Kathleen Au, Records Clerk

Picture this…the smell of coffee in the air, the beeping of security passes, and eight sleepy Grade 9 students shuffling through the halls of the South Coast Region office to the boardroom – after all, 8:30 a.m. is quite the early start to the day, for them.

Nov. 1 marked the annual Take Our Kids to Work Day, which is part of the Grade 9 curriculum, when students get to learn about future career possibilities and job shadow their parents. The South Coast Region put together a jam-packed half-day event with a variety of speakers, demonstrations and hands-on activities for the kids.

At first, the atmosphere was silent and unsure – almost tense. However, it was all smiles radiating from proud parents, as they dropped their kids off and said goodbye. The energy picked up quickly, as students and employees introduced ourselves and played a game of two truths and one lie. Laughter broke the nervous silence and everyone soon became friends.

We kicked the morning off with environmental services, where the kids got to learn about wildlife crossings and endangered species, and checked out samples of invasive plants. Next stop was project management where they got a case study of the Evergreen Line.

The kids were then ushered outside where they got to learn about Commercial Vehicle Safety and Enforcement (CVSE), play with speed radar guns and check out a CVSE vehicle. Of course, we also touched on driving safety, instilling good driving habits before they get their licences in two years.

And last, but not the least, they were given the opportunity to witness what the wonderful world of engineering has to offer. Speaking to the kids were the well-versed employees from traffic, electrical, design and structural engineering. The young people learned about the impact engineering has on our beautiful province and how we handle avalanches, floods, safety, signals, signage, bridges, rock falls and dynamite. They walked around the office to see some of the traffic models and switchboard, and were also able to play with structural bridge materials.

I have a feeling that at least one of them will become an engineer.

As we parted ways in the afternoon, I couldn’t help but have a hint of wistfulness, remembering what it was like to be in Grade 9. While it was the end of my time with these wonderful young folks, it was only the beginning of their journey to their future careers.

◆

Thien Choo explains how we use the traffic controller to time our signals, using a traffic model.

CVSE Officer Rick Wiltshire showed the Grade 9 students how we use speed radar guns.

Students and employees chilling in the RTMC…what a happy bunch!

Send articles and photos to RoadRunner@gov.bc.ca
Connecting on Empowering Innovation at the EAF
Submitted by Brittney Speed, Manager of Workforce Programs, and SHR Facilitator for the EAF

The Employee Advisory Forum (EAF) held its annual meeting from Nov. 7 to 8, in Victoria.

Around 30 members (including seven new members) came together from across the ministry, to learn, engage and create.

Day one was action-packed and began with an executive perspective from Assistant Deputy Minister of Transportation Policy and Programs Deborah Bowman. Deborah gave a generous amount of her time to update us on department and government priorities, and relayed her and Executive’s ongoing support for the EAF, including activities like our twice-annual Temperature Checks, and the many projects and consultations done throughout the year.

We were then lucky enough to welcome Tracy Houser, a former ministry employee and EAF lead. Tracy, now director of the Change Management Office at the Natural Resource Secretariat, led us in an engaging and informative workshop on

Epic Participation and Fun TransAction Names for 2017
Submitted by Jenna Langejan, Client Relations Coordinator, Strategic Human Resources

The Employee Advisory Forum wrapped up another successful month-long TransAction challenge, on Oct. 31.

The competition was tough and it was fun to check the standings from the regions and headquarters each week. Fifty-five teams from across the ministry participated with a total of 3.2 million points.

As part of Healthy Workplace Month, TransAction promotes physical activity and encourages participants to try a new kind of physical activity they have not done before. Individuals accumulate “fitness points” throughout the month of October, which are calculated based on the length and intensity level of the activity. They compete as part of a team of five, against other teams across the ministry, for top spot and bragging rights.

This year, Trans Wars took home the TransAction plaque as the reigning champions with a whopping 55,410 points. Crimson Fire was close behind with 46,410 points while the Pumpkin Ball Bangs rounded out the top three with 45,645 points. The Northern Region took home the title again for the top region, with everyone’s collective efforts totalling 1,052,260 points, and the South Coast Region secured second place with 898,387 points. Congratulations to all of our participants!

I reached out to some of the team members to learn how they fit activity into their daily routines. A day in the life of Daniel Callander, from Crimson Fire, begins with walking his three dogs for an hour, followed by a trip to the gym to lift weights and participate in martial arts classes. On the weekends, he goes for long runs, does various strength-based exercises and walks his dogs. Are you exhausted yet?

TransAction is a great challenge that gets everyone moving and creates healthy competition among coworkers. Even some of the team names are fun. A few of my personal favourites: Let’s get MOTIvated!, Let’s Get Fiscal, Keepin’ it TRIM and Take a Hikers.

TransAction is a part of Healthy Workplace Month, so if you’d like to get involved, mark your calendar for next October and get ready for another fun and friendly competition!

Draw Winners
Names were drawn for prizes weekly, to keep everyone encouraged. Congratulations to TransAction participants Jack Bennetto, Cheryl Fraser, Sartaj Gill, Gord Hunter, Emma MacTavish, Grady MacTavish, Alexandra McGladrey, Andrea Mercer, Geoff Methuen, Mark Pratt, Rupinder Prihar, Alik Tataryn, John Van Der Holt, Jaklyn Vervynck, Kathryn Weicker and Todd Wikjord on your wins.
Moveable Median Barrier a First for B.C.
Submitted by Stephanie Taur, District Clerk

Have you ever seen a zipper truck moving barriers on a bridge?
If not, you will get a chance next year, on the Lower Mainland’s Alex Fraser Bridge.
The ministry is planning to use a moveable barrier system to reconfigure the six-lane bridge to seven lanes, and add a counter-flow system. Similar to one that was installed on San Francisco’s Golden Gate Bridge two years ago, the system will increase safety and efficiency, by providing lane reversibility to relieve congestion, and eliminating crossover head-on accidents which often result in fatalities.
The barrier will also provide protection to both the travelling public and construction workers, when future work is done on the bridge.
Movable barrier technology consists of steel barriers filled with concrete that are moved by a vehicle that runs over the barrier and shifts it from one side of a lane to the other, like a zipper.

For the Alex Fraser Bridge, initial work involves replacing the existing fixed-median barrier with a temporary concrete median barrier. The ministry is in the process of procuring the moveable-barrier system. The project is expected to cost $70 million, with about $34 million coming from the federal government.

The new barrier system is anticipated to be in operation by fall 2018. To get an idea of how it will look, click here for a video of the Golden Gate Bridge’s system in action.

Photos courtesy of Lindsay Corporation.

Connecting on Empowering Innovation at the EAF … Continued from Page 6
coaching for change. To wrap up the day, Director of Web and Multimedia Services Russel Lolacher gave a lively presentation on innovative, modern customer service in government.

We continued the momentum on day two, kicking off with a presentation from the Innovation Hub of the BC Public Service Agency, delivered by Innovation Lead Carmen Zabarauckas and Director of Innovation Programs Genevieve Racine. From our Strategic Human Resources Branch, Executive Director Melissa Thickens and Senior Manager of Workforce Strategies Cindy Bachop provided insight on succession planning in the ministry and how the EAF supports this priority.

The afternoon was spent by members working on projects and consultations on a number of topics, which you’ll hear more about soon.

Our busy days together allowed EAF members to reconnect with one another, and work in alignment with the forum’s mission to improve our work environment. As the new SHR Facilitator for the EAF, please let me know if you would like any information about us, or just want to chat EAF.

I am looking forward to leading the forum, as we continue to support our ministry colleagues in 2018. The EAF is always looking for new and innovative ideas to provide employees with the support, training and work environment they need to excel at and enjoy their jobs. Please get in touch with me, your local EAF representative, EAF Chair Mark Traverso or Vice-Chair Warren Lemky with your feedback and ideas.

Wishing you a very Happy New Year
Lean – Looking Forward, Looking Back at Process Improvement
Submitted by Nick Nixon, Senior Manager, Strategic Human Resources

“Innovation is not new to the public service, but we need to more fully embrace a mindset of creativity, experimentation, taking thoughtful risks, trying new concepts and learning from the results.”

– Where Ideas Work.

Six years ago, our ministry kicked off its Lean program with two major projects and a handful of training offerings for employees. As the program evolved, two projects turned into dozens, and the handful of people who had taken training turned into more than 1,000. We experimented and tested through projects, process improvements and training – some were huge successes, and others an opportunity to learn. Six years in, I’ve definitely realized something – empowering people to innovate was why we were successful.

The projects that have been the most successful – that have either saved the most time, the most money or reduced red tape – have been ones identified and supported by the people that do the work. They were ideas submitted by someone who works within the process, or delivers the service, or maintains the system – with little exception.

Through programs like Lean, pockets of innovation have emerged across government. Now, we’ve realized that there is a clear and compelling need to use these programs to help embed the practice of innovation more consistently across the BC Public Service.

In May 2016, the Lean program expanded to also focus on reducing red tape and helping citizens, small business and local governments. Now, we’re combining that with government’s current priority of establishing a culture of innovation through harnessing the capacity, capability and commitment of employees that are already pursuing new ideas and ways of working. That’s a fancy way of saying: you’re the key to innovation in the BC Public Service. End of story. Full stop.

That’s a fair bit of responsibility to throw out there, but there are programs to help. The Innovation Hub, run by the BC Public Service Agency, is home to programs such as the Service Design Team and Behavioural Insights Group that provide opportunities for employees to explore innovation and expand the range of skills they can apply in their work.

In our ministry, the Lean program is here to provide you with a place to explore innovative solutions. It’s our commitment to support you by providing the tools, training and resources to improve ministry processes and systems; in the end, modernizing and streamlining the employee and citizen experience.

Here are a few ways to start:

- **Submit an idea.** Do you work with a process that could be improved? Big or small, we want to hear from you.
- **Get involved.** From the 20-minute Lean 101 to the nationally-recognized Lean Green Belt program, it’s all available to give you the tools and knowledge to innovate your work. And best of all, it’s free-of-charge for your work unit.
- **Ask a question!** Need help or want more information? We’re here to answer.

If you’re ready to begin, contact Strategic Human Resources for more information.

Some ways our colleagues are innovating through Lean:

- CVSE Violation Ticket Processing
- BikeBC Program’s Application Process
- Rocky Mountain District’s File Management Project
- Cellular Billing Optimization Project
- EMBC’s Emergency Social Services Payments

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**PARTNERS OF THE HUB**

The Innovation Hub connects resources and expertise needed to support a culture of innovation.

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On his way home from a lengthy field trip on the afternoon of Friday, Sept. 29, Radio and Electronics Section Manager Jason Wood was driving southbound on Highway 1, about 50 kilometres north of Hope.

Jason was driving a ministry pickup truck, the last in a platoon of vehicles that had just slowed from 90km/h to about 20km/h due to a slow travelling semi that was crawling down the hill with four-way flashers on. As the group of slowed vehicles settled in for a lengthy wait for the next passing lane, Jason noticed two things in quick succession. The first was a pair of cyclists taking a break in a gravel rest area on the other side of the road, and second, in his rear-view mirror, a large one-ton pickup truck towing a trailer that was approaching much too fast.

The next events occurred in a time span measured in milli-seconds. The driver of the truck, presumably having noticed the pull-out but not the cyclists, veered across the highway to avoid crashing into the slow moving vehicles. The cyclists, a young couple from Europe, were unable to take any kind of evasive action. The male cyclist was simply startled by the sudden commotion of dust and noise, but the female cyclist was struck directly, head-on. Jason picked up a blue blur moving horizontally through the air. The truck crashed heavily into the bank and jack-knifed vertically as the force of the trailer drove it into the ground.

Immediately, Jason activated his overhead flasher, turned around, and drove over to where the truck had come to rest. He found the male cyclist standing in shock but the female was nowhere in sight. Looking at the truck crushed against the rock embankment, Jason noticed a crumpled bicycle underneath and feared the worst. Then came the desperate scream of someone in agony. About 20 metres further south, lying in a rock ditch, they discovered the young woman. The blue blur Jason had picked up earlier was the woman flying through the air after being hit. They immediately made the woman as comfortable as they could, and then Jason grabbed his cell phone to call 911. By this time, other motorists had stopped and they too were attempting to contact help, but nobody could call out – there was no cellular network available.

From his vehicle, Jason turned on his ministry radio and with two button presses (“0”) activated the ministry radio repeater system. The special “*0” sequence put him in immediate contact with Kathryn Hullin, an operator at the ministry’s Regional Transportation Management Centre in Coquitlam, who requested an ambulance and the RCMP.

The road maintenance contractor, also equipped with ministry radios, heard the request for emergency assistance and provided traffic control and a lane closure for the first responders.

The next events occurred in a time span measured in milli-seconds. The driver of the truck, presumably having noticed the pull-out but not the cyclists, veered across the highway to avoid crashing into the slow moving vehicles. The cyclists, a young couple from Europe, were unable to take any kind of evasive action. The male cyclist was simply startled by the sudden commotion of dust and noise, but the female cyclist was struck directly, head-on. In his peripheral vision, Jason picked up a blue blur moving horizontally through the air. The truck crashed heavily into the bank and jack-knifed vertically as the force of the trailer drove it into the ground.

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The road maintenance contractor, also equipped with ministry radios, heard the request for emergency assistance and provided traffic control and a lane closure for the first responders.

Jason was then able to assist in comforting the young woman and advised her that help was on the way. Within 30 minutes, the paramedics and RCMP arrived and it was determined that the injured woman needed to be air-lifted to the hospital. Jason then assisted the uninjured man (Josef) with gathering up the couple’s belongings and drove him to Chilliwack General Hospital to be with his partner, Cecile. Cecile underwent treatment for multiple broken bones, including pelvis, wrist, and jaw but is expected to make a full recovery. The driver of the truck was uninjured.

The fact that Jason was able contact Kathryn at the Regional Transportation Management Centre, and report the medical emergency as quickly as he did, spared Cecile from many more long minutes of extreme discomfort. Let’s all give the radio and electronics guys a round of applause for keeping this system operational, and giving us the unique capability to contact anyone, anytime, anywhere, from just about any numbered highway in British Columbia. Bravo!

Now learn how to use that radio, okay? ◆
Focus on Healthy Workplace in October and All Year Long
Submitted by Surinder Basi, Manager, Workforce Programs, Strategic Human Resources

Healthy Workplace Month is an opportunity to focus on our physical and emotional health and well-being. This year, it ran from Oct. 2 to 27, and featured a variety of events and activities offered by our ministry and the BC Public Service Agency (PSA).

Throughout the month, the PSA offered a number of contests, challenges and workshops. One contest was the Healthy Workplace Knowledge Quiz. Congratulations to Program Management Analyst Laura Silva who was one of 10 winners across all ministries who scored a perfect 10 out of 10!

The PSA also offered different team challenges each week that focused on specific health topics such as healthy eating, mental health, physical activity and emergency procedures in the office. Through these challenges, employees were encouraged to work together to make improvements in their day-to-day routines. For example, some teams organized a healthy meal or snack, some found new ways to express gratitude, others organized a team activity break and some got savvy about what to do in the event of a workplace emergency.

And since we all like good-natured competition, our ministry’s Employee Advisory Forum hosted its annual TransAction Healthy Workplace Challenge from Oct. 1 to 31. There were 55 teams who registered and when all was said and done, Trans Wars emerged victorious, followed by Crimson Fire and, not far behind, the Pumpkin Ball Bangs. Congratulations to all of the employees who participated this year!

October may be Healthy Workplace Month but health and well-being are ideally a part of our everyday lives. To support your efforts year-round, check out all the Healthy Workplace Resources available to employees. Additional health and well-being information and resources are posted on TRANnet and in the Weekly Headlines on topics such as: Employee and Family Assistance Services, Mindfulness, Promoting a Respectful Workplace and Wellness Workshops.

Victoria Meets Nelson in 100 Mile House – Embarking on a Regional Audit
Submitted by Katie Ward, Operations Manager; and Randeep Tut, Partnerships Department Manager

In October, Nelson-based Katie Ward and Victoria-based Randeep Tut travelled to 100 Mile House to conduct a regional audit. It was a regular assignment for Katie, and an eye-opening experience for Randeep who took part for the first time in a highways audit.

Speaking the language of gravel surface grading and reshaping, spray patching, bridge deck maintenance, sign maintenance, rest area and roadside facility maintenance, roadside vegetation, highway pavement patching and crack sealing – punctuated with the odd hiccup – we set out on our journey.

We situated ourselves in the town of 100 Mile House, poetically described by a tourism website as “nestled on the Fraser Plateau between the heights of the Coastal and Rocky mountain ranges.” From that base, we trucked around the area for hundreds of kilometres, auditing the work of the maintenance contractor.

It was a beautiful, slightly dry and crisp location where we experienced all four seasons within four days, and managed to fit in some physical fitness (in 15-minute increments, so we could enter it into TransAction).

Sounds exciting, right? It certainly was!

These audits call for an amazing level of detail, that goes into ensuring the travelling public is safe and the maintenance contractor is meeting contracted specifications. This includes, but is not limited to:

- Ensuring the roadside vegetation is mowed a certain distance away from the road, and cut below a specific height, so people can see the signs and roads.
- Ensuring the W54s (the angled yellow and black signs) are installed on both sides of a bridge and cattle crossing to create visibility and awareness – helping prevent motorists from driving into cement barriers or cattle.

More on Page 11...
Victoria Meets Nelson in 100 Mile House
– Embarking on a Regional Audit… Continued from Page 10

• Checking for the correct type and installation of timber for timber bridges, and ensuring all bridges get cleaned regularly…in some cases preventing wildlife from building housing under the bridges. True story: We stopped to inspect a bridge, and discovered maintenance contractor staff in the river underneath, dressed in rubber gear. They were installing exclusion netting, to keep away pigeons who wanted to call the coveted space home.

• Potholes – they need to be filled – no further explanation required.

• Ensuring rest area facilities and surrounding areas are cleaned and stocked. The rest stop facilities were so clean, that we were not surprised when we came across one that had a pillow!

• Ensuring gravel roads are graded to reduce/eliminate wash boarding – decreasing that jarring “shaky car” syndrome on gravel roads.

In addition to the technical and operational audit, you may be wondering what else happens when employees from Victoria meet employees from Nelson, in 100 Mile House. There’s a lot of knowledge sharing, including but certainly not limited to: computer hacks, feedback models, different perspectives of the same business, best places to stay in town, the best java in town, TransAction tips (i.e. fitting a 15-minute abdominal workout into a conference call) and the benefits of comfortable boots.

Regardless of where we come from, we are ultimately working toward the same goal, which became obvious during one of our drives. The moment that truly struck us both, was travelling through the devastation left behind by the wildfires that had blazed this summer. It was one of those moments, where everything around us seemed to stop, and we sat there and drove in silence.

In reflecting on this experience, it was a reminder that what we do truly does make a difference, and although we may not always get the results we want, the Ministry of Transportation and Infrastructure – all 1,400 of us – contribute to the safety and well-being of people throughout the province.

It’s important work. ◆

Road Hazards
– the Forgotten Minor Events
Submitted by Lotanna Ufondu, TELP Field Services Assistant

As the Field Services season winds up, I’ve been reminiscing on the events that occurred, here in the West Kootenays.

I was just hired this spring under the Technical Entry Level Program and quickly became acquainted with B.C.’s varied hazards and terrain. It was an action-packed season, starting with the flooding, then wildfires, onto potential landslides in some places, and now snow is upon us.

Many natural hazards affected travel in the district, due to intermittent closures of roads. However, there are other incidents which were enveloped by these bigger events, such as the washout that occurred in May on Nakusp Hot Spring Road, that led to the evacuation of campers.

More on Page 12…
The road was closed, repaired by the district and our maintenance contractor, re-paved, and samples tested by our quality assurance lab. A storm drainage system was constructed using spiral rib corrugated steel pipes to ensure efficient drainage and prevent future washout reoccurrence. The road was reopened in June.

Also, some sections of Highway 6 between Nakusp and Silverton, prone to base failure due to settlement and slope stability issues, were excavated and stabilized using geogrids. This will increase the strength and stability of the sub-base and pavement, prevent washout and reduce the cost of maintenance.

Finally, at the location where a project was delayed due to fires, a very dry tree trunk fell right in front of us on Highway 31 near Kaslo, on our way from a field inspection. Rolf Kortegaard and I jumped out of the truck and cleared the road of the hazard, with our vehicle’s amber light flashing to warn oncoming traffic.

Now we are on our final paving project for the season near Kaslo, on Highway 31 – a narrow winding road with vertical rock cliffs. Thank you to the avalanche rock unit which has been knocking off perched rocks to avoid unexpected rock fall onto the highway. They’ve been helping to keep our commute to the paving project site safe.

It was a summer full of hazards and potential hazards, but we survived it, and soon we will hibernate to home office until next spring.

These challenges have been a good experience and have further improved my skills and I hope to build on them next year.

Road Hazards – the Forgotten Minor Events... Continued from Page 11
PECSF Kickoff Aims for $2 Million Target

The Provincial Employees Community Services Fund (PECSF) kicked off on Oct. 3, with morning goodies at HQ.

This year at HQ, fundraising events included a pizza lunch, candy grams (to show appreciation to colleagues), a bake sale, weekly 50/50 draws, a silent auction (competition was fierce), and a “3B Sale” of baking, books and board games.

Last year, employees from across the provincial government raised $1.84 million for community organizations. This year the goal is $2 million.

PECSF was started by a group of caring, community-minded B.C. public servants in 1965. It has since raised more than $45 million to assist people across our province.

PECSF Recognized in Major Award

PECSF received an honourable mention in the 2017 PR Daily Corporate Social Responsibility Awards. The recognition was for stakeholder-employee engagement campaigns, and PECSF was named along with corporate giants General Motors and Bacardi. The awards are hosted by U.S. communications professional development firm Ragan, a leader in the field since 1970.
Transit Branch Maps the Way to Knowledge Transfer
Submitted by Kim Struthers, Workforce Programs Manager, Strategic Human Resources

In days gone by, when a long-time employee announced they were leaving, work units would scramble to try and capture all their knowledge before they walked out the door. Thanks to our ministry’s new knowledge transfer process and toolkit, this no longer has to be the case.

Peter Murray, a transit analyst who left the Partnerships Department’s Transit Branch in August, had accumulated a significant amount of knowledge during his six years with the ministry. Ministry Knowledge Management Lead Deborah Newby was asked to work with branch staff to initiate the knowledge transfer process and develop a knowledge matrix.

How did they do it? First, Deborah provided an introductory training session on knowledge management, then facilitated a lively brainstorming session where branch staff (including Peter) utilized the Knowledge Capture Worksheet to identify knowledge required to successfully carry out the branch’s work. After completing this and categorizing the information with the Knowledge Summary Worksheet, Deborah took this information and developed a draft Knowledge Matrix for the branch.

Knowledge Development Plans are the next step in the knowledge transfer process, and the workshop was a tremendous success, with valuable suggestions for amending the plan template to make it a self-directed, user-friendly tool. It was a great opportunity for staff to gain a new appreciation for the work done by different business units around the province.

“There is a common recognition of the importance of having knowledge transfer processes in place, to ensure the continuing effectiveness, productivity and operational safety of work teams,” says Ross.

What’s up next for Ross and the team? With the support of Transit Branch Acting Executive Director Andrea Mercer, Ross and the other branch members are following the steps in the Knowledge Transfer Roadmap to identify members’ current status on key knowledge requirements, highlight potential knowledge gaps and future risks, and create knowledge development plans for each knowledge requirement.

“By engaging all our branch members in the knowledge transfer process, we’re capturing everybody’s ideas and perspectives,” says Ross. “This will ensure that the resulting knowledge transfer plan will reflect the particular needs of our branch and will be relevant and practical to implement. It’s exciting to be one of the ministry leaders in adopting the knowledge transfer process and I’m really looking forward to seeing where we are, in a year from now.”

Thanks to Deborah, and to Ross, the branch now has a knowledge management champion, in Ross Long. Ross is a transit analyst who is actively working with Transit Branch employees to fine tune their knowledge matrix, determine knowledge priorities and support individual staff members.

Recognizing Ross’s enthusiasm for the topic, Deborah invited him to join others from the ministry at a Knowledge Development Plan workshop, in Kamloops, in October.

Another great outcome is that the branch now has a knowledge management champion, in Ross Long. Ross is a transit analyst who is actively working with Transit Branch employees to fine tune their knowledge matrix, determine knowledge priorities and support individual staff members.

What is a Knowledge Matrix?
The Knowledge Matrix is an inventory of employee knowledge. It’s a great tool for identifying our knowledge experts, demonstrating where we may have a knowledge gap, and highlighting where we may want to focus on training to mitigate knowledge shortfalls. It’s also excellent for facilitating MyPerformance discussions and can be used during recruitment.

Knowledge Management Leads
Did you know that there are knowledge management leads for more than a dozen different work units within the ministry? See whether your work group is one of them – and consider getting involved to help support the knowledge management transfer!
Employees Honoured for Long Service
Submitted by Jamie Weiss, Public Affairs Officer; and Sharon Cowden, Finance and Administration Manager

On Nov. 2, the Long Service Awards were held at Government House to celebrate the hard work and dedication of 88 public servants with the Ministry of Transportation and Infrastructure.

Minister Claire Trevena attended to mark the occasion, and gave a speech honouring employees with our ministry, as well as employees from the Ministry of Children and Family Development, and Emergency Management BC who were also recognized for their years of service.

The night was particularly special for Doug Wilson, a bridge area manager in Chilliwack, and Neil O’Neill, a bridge project supervisor in Kamloops, who both celebrated an amazing 45 years in public service! They are recognized by their peers and supervisors as passionate, dedicated people that are always ready to step up when needed.

Doug and Neil were joined by 40-year recipients Fraser Bell, Glenn Callander, David Hawksworth, Tom Lupton, Larry Park, Ken Read, Heather Weir, David Peet, and Janet Colussi. This year, there are also 17 ministry people celebrating 35 years, 16 with 30th anniversaries, and 44 that have 25 years in public service.

Congratulations to all the hard-working recipients of Long Service Awards, who continue to lead, mentor and inspire!
CVSE Social Committee
Aces Teambuilding Event
Submitted by Alexandra Thiesson, NSC Program Clerk

The Commercial Vehicle Safety and Enforcement (CVSE) Social Committee in HQ was originally formed to coordinate events like the winter party, and to ensure that there are lovely snacks at our full branch meetings.

However, the current incarnation of Tracy Mace, Candy Cole, Geoff Ford, Vivien Greig and Nicole Hilborne saw an opportunity to surprise and astound their co-workers, by organizing an event to build teamwork, recognize employees’ contributions this busy year, and to be thanked by our managers and director with a lovely luncheon.

After “The Amazing Race” theme was approved by our managers, the social committee organized for weeks to pull together an event that was coordinated to a tee, and we lucked into a day with perfect weather for running amok in downtown Victoria. Deep thanks and admiration to Candy Cole and Tracy Mace who co-ordinated a million little details of clues, stations, communication, lunch and even a themed cake.

The branch was divided into four teams. Each was tasked with choosing a theme, a fabulous name and costumes (with a bonus in points for best team costuming). Teams were formed to have at least one member from each branch section: Commercial Transport, National Safety Code and Vehicle Inspections.

On the day of the event, Blue Steele, CVSE Back in Black, Dumbledore’s Army and Team #1 were presented to our judges and colleagues. Costumes were on point, and teams were released into the wild to collect clues, and race back to HQ to see which team was able to collaborate the most effectively and build rapport and communication between the working units. At each location, we were to locate a CVSE representative.

Our clues focused on the area surrounding our workplace, with special historical or memorial significance. One station was established behind our lovely Legislative Assembly (built by a 25-year-old in 1898), in the memorial statuary area. This allowed us to recognize our colleagues who lost their lives in the line of duty.

Other stops included a fishy restaurant on the Inner Harbour (where we found Steve Haywood with some friendly seagulls), the bronze statue of Emily Carr and her pets, the main branch of the Great Victoria Public Library, the totem poles and Terry Fox exhibit at the Royal BC Museum, and the new park near the courthouse.

Having each station staffed by a CVSE employee, ensured we worked together as a team to complete the challenges and stayed on track. Some took their role to heart and hid in plain sight so well, that we nearly missed National Safety Code Manager Karen Coverett in the library!

Dumbledore’s Army was the (non-magically aided) winner of the event, and the CVSE trophy has been updated to show that long running champ Jackie Hucal was dethroned.◆
Peace District’s Scary Taste Test
Submitted by Kristy Prothman, Development Approvals Technician

Halloween was a flavourful, if not entirely tasteful event this year, in the Peace District’s Fort St John office.

Inspired by a game played on the ever-so-intelligent show “Bachelor in Paradise,” the employees decided to indulge in a Halloween-themed round of “What’s in My Mouth”.

Half of the group was blindfolded and tasked with eating an item that was dropped into their hands. We called them pieces of Frankenstein, and the tasters ate everything from the monster’s eyeballs (olives) to his brains (cooked twizzlers and spaghetti). The other participants dutifully recorded the best guess, and the winner was the employee who correctly identified each item! 

*Frankenstein’s boogers (gummy worms dipped in custard), hair (cotton candy), eyeballs (olives), blood (hot sauce), organs (falafel) and brains (licorice and cooked spaghetti).*

*Ghoulish, goofy and groovy characters from the Peace District.*

*Terrorized tasters (left to right): Hali Davenport, Chrystal Jones, Riana Hamilton, Nikki Hogg, Hank Glover and Adrianna da Costa.*