

The Transporter

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DEPARTMENT OF TRANSPORTATION NEWSLETTER



CELEBRATING Education

Airport shows students transportation career options

Take Your Kids To Work Day 2006 brings students to Yellowknife Airport for a day of interactive learning

This year's Take Your Kids to Work Day on October 25 at Yellowknife Airport was a great success.

Thirteen students from St. Patrick's High school arrived at the airport in the morning where they were briefed about the activities of the day over coffee and a snack.

The day began with a tour of the Air Terminal Building where students learned about baggage screening and flow systems as well

machines, which they really liked."

The students met Airfield Maintenance Specialists who explained what their jobs involved and gave a general idea of what it's like to be an Airfield Maintenance Specialist.

After lunch, airport fire staff showed the group around the fire hall where students tried on fire equipment and talked with firefighters about their careers.

"The kids said it was an awesome experience. One of them even said he is thinking about making a career as an airport firefighter."

- Lee Stroman -



Lee Stroman answers the questions of St. Patrick's High School students Jesse Tremblay and John Murray (right)

as airport security, followed by a tour of the Flight Services and Weather Briefing stations.

"After the terminal building tour we took the kids over to the maintenance shop," said Acting Manager of Safety and Security, Lee Stroman,

"They were shown the heavy equipment and they were allowed to climb in and around the

"After the tour of the fire hall we had live training exercises organized involving a cabin fire, brake and wheel fire and a car fire," Lee said.

Students observed two of the fire exercises from a safe distance and were allowed to participate in the large aircraft cabin fire exercise, said Lee.

"We used a simulation smoke

that is breathable and safe and brought the kids inside the plane to show them how difficult it is to operate in those conditions, how you get lost in even a small space when you have no visibility."

The whole day proved to make a difference with many of the

students who in turn sent cards thanking airport staff for the experience.

"The kids said it was an awesome experience. One of them even said he is thinking about making a career as an airport firefighter," Lee said.

Issuing office customers walk away satisfied

Staff at the Driver and Vehicle Licensing Issuing Office in Yellowknife are receiving commendations on their improved approach to customer service after completing a comprehensive training program in October and November.

The Advanced Customer Service Training Program, delivered by TAIT Communications over four half-day sessions, prepared Department of Transportation staff for different situations they may encounter with customers through information sessions and live practice scenarios.

"The goal was to give the Issuing Office staff the tools to provide a pleasant and memorable customer experience," said Leanne Tait president of Tait Communications.

Among these tools was the ability to identify different

personalities of customers that are served by the Issuing Office.

Staff were taught to identify people and react with different styles of service that would best suit the individual.

"With the right amount of attention and training staff will be able to identify and react accordingly, making the experience better for everyone," said Leanne.

Staff involved in the training will help contribute to the overall reduction of work related stress as well by passing on their knowledge to other staff members and better serving the public in what Tait describes as a demanding environment.

"The efficiency and effectiveness of this team has improved significantly after a steep learning curve involved for both staff and the public in the issuing of the new



Issuing Agent Liz Lane helps a customer and her child at the Yellowknife Issuing Office

secure digital Driver Licence," said Michael Conway, North Slave Regional Superintendent

Already the training has paid off with positive customer feedback and remarks being passed on in the week immediately

following the seminars.

"There had been two calls the week after to commend the staff at the Yellowknife Issuing Office for their good work," said Russ Neudorf, Deputy Minister of Transportation.



New Department of Transportation Website

The new website is up, with improved road reports, flight information and many other features. To visit the website,

go to the old website address at www.dot.gov.nt.ca

Please use the Feedback feature under Contacts for comments.

Airports Division installs life-saving defibrillators

This October the Department of Transportation completed the first round of installations of Automatic External Defibrillators (AEDs).

The initiative, which involves placing AED units in airports and Department of Transportation offices around the North, was spearheaded by Ben Webber, Acting Assistant Director of Programs and Standards for the Airports Division.

“Advances in technology have allowed us to place these defibrillators in our airports for everyone to use,” said Ben.

The devices are designed so that any person, trained in first aid or not, could potentially save the life of a heart attack victim.

“There are illustrations on the device showing the person using it how it works, and the whole process is voice guided,” Ben explained.

Other safety features prevent users from making mistakes by monitoring the vital signs of a potential victim the device is about to be used on.

“There is a feature built in so that the device detects the heart rhythm of the person it is connected to,” said Yellowknife Airport Manager Steve Loutitt.

“So if it is ever connected to someone that isn’t having a cardiac problem it will know not to



Bruce Ulyot and Greg Yates show off the AED at Airports Division office.

administer the shock.”

The devices have been installed at five major NWT airports in Inuvik, Fort Simpson, Norman Wells, Hay River, Fort Smith and Yellowknife. In each airport there is a device that the public can easily access.

Airport staff are trained in the use of the devices and can assist in a situation where they must be used, said Ben.

There are also devices at the North Slave, South Slave and Fort Simpson regional offices with plans to put more devices in maintenance garages and other facilities in the future.

Inuvik Long Service Awards

Long service awards ceremonies for the Inuvik region were held on November 8 at The Midnight Sun Recreation Complex in Inuvik.

Congratulations to Department of Transportation staff who received an award.

20 Years

Gurdev Jagpal

5 Years

Debbie Lindsay, Bruce Krutko, Annie Rose Goose and Arvind Vashishtha

SAFETY TIP *Winter Driving*



Drivers must be prepared in the North. When travelling long stretches with no facilities it is essential to have what you need should there be an emergency

Across the North, we have approximately eight months of winter driving to look forward to and with winter driving comes extra responsibility. Drivers have to look out for themselves and other road users. Some rules to follow and tips to stay safe:

Don’t Drink and Drive - Alcohol magnifies and distorts situations and can quickly turn an enjoyable outing into a situation that’s hazardous for everybody on the road

Be a safe Driver - Drivers should know their abilities. Check that the vehicle is in good mechanical order and before each trip, follow a “pre-op” check. And remember, a set of good winter tires is one of the safest winter investments you can make.

Follow the rules - Regulations are in place to keep everyone safe.

Dress appropriately - Wear layers of clothing to stay warm. Add or remove a layer to match changing conditions or keep extra clothing in the vehicle in case of mechanical difficulties or the event that someone else on the road needs assistance.

Think ahead - Remember safety is the responsibility of the driver. Many problems will be avoided by using common sense. Minor problems can be overcome by carrying a useful emergency kit, spare parts and tools, flashlight, first-aid kit and a few survival items such as high-energy food, water and a heat source. A good communication device, such as a cell phone or satellite phone is also essential on long, remote trips.

Take it easy - Go slow. If you can’t stop within your line of sight your’e going too fast. .

Space: The final frontier - Leave room between the vehicle ahead when driving or waiting for a light to turn green. This allows time to react to possible dangerous situations.

Take the honourable road - There are no perfect drivers. Everyone makes mistakes, or does things that we realize later could have done better. Go over the situation and figure out how you could have done it better then put it to practice at the next opportunity.

Beware of darkness - Low-light and darkness require special care. Slow down and don’t over-drive the vehicles headlights. Ask yourself: “Am I driving slow enough to see an object in time to avoid a crash?”

DM’s Dues

This month I would like to acknowledge the following employees for their hard work and contributions:



The Yellowknife Airport Airfield Maintenance Specialists, Fire Staff, Airport Management Team, Trades Staff and Lee Stroman and Margaret Cyzy for organizing this years Take Your Kids To Work Day. The event was educational and well received while exposing our youth to some of the rewarding careers the Department of Transportation can offer.

Fort Simpson, Inuvik, South Slave and North Slave highway maintenance and airfield maintenance crews for their diligence and long hours required to keep our roads and airports safe during the recent period of heavy snowfall.

Ferry crews and maintenance staff in dealing with the transitional period from ferry service to ice road travel. These members of our Department have done an excellent job in keeping ferry travel safe and reliable in adverse conditions.

HUMAN RESOURCE *Updates*

Welcome

Alexa Tsetso - Contracts/Purchasing Clerk, Fort Simpson

Robert Loutit - Heavy Equipment Operator, Hay River

Brian Noskana - Heavy Equipment Mechanic, Yellowknife

Darren Locke - Transportation Planner, Yellowknife

Farewell

Kathleen Henderson - Commercial Development Officer, Yellowknife

Najina Maheed - Structural Drafting Technician, Yellowknife

David Monroe - Intern-Policy Analyst, Yellowknife

Jonas Bonnetrouge - Highway Maintenance Operator, Fort Providence

Know of any new and exciting story ideas? Contact: David Maguire, Communications Coordinator, DOT: david_maguire@gov.nt.ca@gov.nt.ca, Tel: (867) 873-7813 Fax: (867) 873-0363



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