

# *On Approach*

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NEWSLETTER OF THE VICTORIA AIRPORT AUTHORITY

VICTORIA AIRPORT AUTHORITY



## IN THIS ISSUE:

- Moving the Ramsay Shiploader
- Airport Commissionaires
- Shell Aerocentre

# Contents

- 4 Airport News**  
Victoria Airport Authority hosts the 2010 Victoria Flower Count.
- 7 Moving the Ramsay Loader**  
Moving a 650 tonne shiploader late at night.
- 8 Airport Commissionaires**  
Mixing security and public service to enhance the airport.
- 10 Airside Operations**  
The new Airside Operations Centre is officially opened.
- 11 Shell Aerocentre**  
More than a place to refuel and park an airplane.
- 13 Camosun Furniture**  
Camosun students add style, creativity and energy to the airport.

**On Approach is a publication of the Victoria Airport Authority.**

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*On the cover: Sunrise over Victoria International Airport and Illarion Gallant's artwork, Bouquet of Memories.*

*On the back cover: This 650 tonne, five story high shiploader was towed across the airport runways late one night in March.*

## Editor's desk

Welcome to the summer 2010 issue of *On Approach*. As always, we have a good selection of stories in this issue. In words and pictures we tell you about moving the 650 tonne Ramsay Shiploader across airport taxiways and runways to the Pat Bay Seaplane Base, where it was loaded onto a barge for shipment to Vancouver.

We also bring you a story written by Councillor Annie Scoones, District of North Saanich, about the historic airport gates at Hospital Hill along Mills Road on the north side of the Airport. In *The Shell Aerocentre at YYJ*, we introduce you to a Fixed Base Operation (FBO) at Victoria International Airport.

In the winter issue of *On Approach* we brought you a story about the Canadian Air Transport Security Authority (CATSA). This time around, we feature the other security organization at the airport in *Airport Commissionaires: Security Specialists*.

We also have stories and photos of the new tables, recently arrived from Victoria's Camosun College, a story about the official opening of the Airport's new Airside Operations Centre and, finally, a review of some of the events of the past year at Victoria International Airport.



Happy flying,

Phil Jensen,  
editor, *On Approach*



A WestJet 737 taxis past the historic gates at Hospital Hill.

# Airport Gates Stand Again

By Annie Scoones

Pedestrians, cyclists and drivers who travel along Mills Road may have recently noticed that the historic cement airport gates are standing once again at the 1937 original entryway to the Patricia Bay Royal Canadian Air Force Operations Training Facility. The site of these gates is one of the most recent historic locations added to the North Saanich Heritage Registry.

The Airport Authority has added a picnic table and bench for all to enjoy the beautiful view over Pat Bay and historic Trinity Church and cemetery. The original Northwest Camp buildings included officers' and airmen's quarters, armament, dental clinic and a hospital, thus this site is known as Hospital Hill. Plaques for the

cement gates will be made to replace the originals and plans are in place to include an informative kiosk.

The pioneer Reimer family have donated the capstones which will soon be added to the posts. The District of North Saanich is very grateful to the Airport Authority and the Reimer family for their support, community effort and interest in this special heritage project for all of us to enjoy.





*Red Coat Volunteers: Jacqueline de Muinck, Margarete Rothlisberger and Barbara Nedzelski with Historic Costumes Victoria members: Tracy Lowe, Charlotte Rennison and Sherry Dorman.*

# Airport News

## Hosting The 2010 Victoria Flower Count

In February, the Victoria Airport Authority hosted the launch festivities for the 2010 Victoria Flower Count in the Terminal Building Arrivals Rotunda at Victoria International Airport.

The Flower Count is an annual event sponsored and organized by regional chambers of commerce, Butchart Gardens and Tourism Victoria. The Airport's Red Coat Volunteers and members of Historic Victoria Costumes in period costumes greeted travellers with bouquets of locally grown daffodils. Mayors and council



*Victoria Mayor Dean Fortin (right) and Dave Grayson, Parks Department (left) include edibles with their flower arrangement.*

members from nine Greater Victoria Municipalities participated in the event,

competing in a flower arranging competition.

First place award went to Oak Bay councillor Hazel Braithwaite and Oak Bay Garden Club members Margaret Weiss and Audrey Dominy. Second place winners were Langford councillor Lillian Szpak and assistant Margene Brown with their homage to the Paralympics Games, Spirit in Motion.

TURN TO PAGE 5



# Airport News

FROM PAGE 4

## Award-winning Service

Airport Revenue News (ARN), a monthly trade magazine, recognized Victoria International Airport as the airport with the Best Customer Service in the Small Airports category at its 2010 Airport Revenue Conference and Exhibition.

“This award is not because of a single act by a specific company or person at the airport,” says Richard

Paquette, VAA President and CEO. “It is recognition to everyone here who provides courteous service to our passengers on a day to day basis. This includes our Red Coat Host Volunteers, our Commissionaires and security staff, Victoria Airport Authority (VAA) staff, and all of our airline and concession business partners.”

## Gateway To Vancouver Island

Victoria International Airport, the gateway to Vancouver Island is the ninth busiest airport in Canada, serving more than 1.5 million passengers a year. Victoria is well served with 60 plus daily departures and convenient non-stop service to Canadian and US destinations.

TURN TO PAGE 6

# Airport News

FROM PAGE 5

## West Coast Life In Art

For the past two years more than 231 Canadian west coast artists have collaborated to create the Kunamokst Mural Mosaic. Each artist was provided with a one foot square panel and instructed to paint their interpretation of west coast life. None had any knowledge of the larger painting they were creating, until the completed mural was unveiled at the 2010 Olympic Winter Games. The finished work has been

on tour and was located at Victoria International Airport for a several weeks.

Contributors to Kunamokst include First Nations artists Roy Henry Vickers and

April White, and well known Canadian artist Robert Bateman. World renowned whale muralist WYLAND and muralist Judy Baca, both from California also contributed. For more information on the background of this incredible mural, please visit [www.muralmosaic.com](http://www.muralmosaic.com).



*This image is of one of the individual panels making up the complete mural.*



*This photo shows a portion of the large Kunamokst Mural.*



# Wagon Train: moving the Ramsay Shiploader

The Ramsay Group shiploader took 18 months to build. It stands five stories high, and weighs 650 tonnes. Moving an object of this size and weight over local roads to the Pat Bay Seaplane Base would be impossible. But airport pavement is several times stronger than that used on roads, and airport runways were made available for the move.

The move began just before midnight on March 23, towed by two 600-horsepower tractors moving at a walking pace. The shiploader was towed 1.8 kilometres down a taxiway, across the airport on the main runway, and down more taxiways to the west gate of the airport. Extra halogen lighting was set up and the runway and taxiway lights were on. The Victoria Airport Authority team assisting Ramsay likened the move to a wagon-train. Followed by a convoy vehicles and the occasional pedestrian, the massive piece of equipment reached Pat Bay without incident. It arrived in Vancouver early on the morning of March 24.

The largest loader built to



*A convoy of vehicles follows the five story Ramsay Shiploader across the airport runways.*

date by the Sidney based Ramsay Group was created for Kinder Morgan at the bulk marine terminal in North Vancouver. Now in place for several months, it's used to load copper concentrate on ships. Readers interested in more information about the loader may access the Ramsay Group website at [www.ramsaygroup.com](http://www.ramsaygroup.com).



# Airport Commissionaires: Security Specialists



*Don Perkins, an Airport Commissionaire, assisting traffic and pedestrians.*

years. The organization was founded in 1859 by Captain Edward Walter. He wanted to help veterans make the difficult transition back to civilian life. The Corps of Commissionaires was established in Canada in 1925, with branches in Vancouver, Montreal and Toronto. Now recognized as a premier provider of security services, it employs close to 20,000 people.

Denis explains that access control is the crux of a Commissionaire's job at the airport. What this means is that no one is ever allowed airside without going through security first. This applies to passengers, flight crew and airport staff. Commissionaires also provide customer service. People can understandably become anxious when they travel, and Commissionaires are always ready to help - whether inside or outside the terminal building. One of the Commissionaire's responsibilities is to keep the traffic moving, so all passengers have safe curbside access to the terminal building. Enforcing the established rule of three

You've seen them at the airport, uniformed women and men easing the flow of traffic and pedestrians, moving luggage carts to strategic locations, patrolling

airport facilities and helping passengers. The Airport Commissionaires fulfill an important and complex role. "Our job is both security and public service," Airport Detachment Commander Denis Pettigrew says. "We

pride ourselves on walking a fine line between the two."

Commissionaires are most often retired military, or police personnel. Denis Pettigrew is retired Air Force with a background in air traffic control, and search and rescue. "We have a mixture of people," Denis says. "We have ship navigators; we have a man who rebuilt propulsion systems in destroyers; we have people from all trades."

Commissionaires have been around for more than 150



*Airport Detachment Commander Denis Pettigrew.*



*Shift Supervisor  
Bill Bennett.*

FROM PAGE 8

minute limits to drop off and pick up passengers can sometimes be a challenge, especially during busy seasons.

There are several posts in and around the terminal building. For example, an Air Two Commissionaire is posted at a major passenger intersection point where domestic, transborder and international passengers converge as they head toward the Arrivals Rotunda to meet their greeters. Air Two assists passengers to exit their respective arrivals area safely and to ensure they do not re-enter a secured area. Air Two keeps people moving one way – from airside to groundside.

Outside the building, the Groundside One post is the curb position. This job involves directing vehicle traffic and moving

parked cars along after they discharge or pick up passengers. This officer also patrols the parking lot, checks cars and collects baggage carts. “Sometimes cars have been left running, or windows are left open,” Denis says.

The Commissionaires are general overseers of the safety of the airport, and the people who use it. “Aviation

security incidents and pre-board incidents have gone down in recent years,” Denis remarks. He believes that a regular RCMP presence at the airport helps. “We have 1.5 million people moving through here in a year,” he says. “Vancouver has 16 to 17 million, so we have proportionately fewer incidents, but the same security restrictions apply to both airports.”



*The Airport Commissionaires are a happy and friendly crew, as this photo shows. Left to right: Al Paterson, Denis Pettigrew, Jeff Gynn, David Logan, Bill Bennett.*

# Airside Operations Centre

VAA officially opened a new Airside Operations Centre (AOC) on May 11 this year. The new facility replaces several old structures originally designed and built for other purposes. The old fire hall began life as a farm house, and vehicle bays were attached to accommodate airport emergency vehicles. The

and emergency vehicles at risk just when they would be most needed.

The new 2,252 square metre

leader, Rick Robertson, the VAA Manager, Safety and Emergency Response, monitored the project, ensuring that requirements

of the fire service were satisfied. The \$9.7 million cost was funded entirely from airport revenues without financial support from any level of

government. The building incorporates geothermal heating and cooling systems to help reduce VAA's environmental footprint. Richard Paquette, VAA President and CEO, says, "Our new AOC is a great facility, that will serve our Airport and our community well for the foreseeable future."



*Cutting the ribbon for the new Airside Operations Centre.*

old Maintenance Complex originated as a collection of buildings dating back to the beginning of WW II, including a torpedo warehouse. The buildings all lacked water sprinklers and seismic protection, putting heavy equipment

complex was designed by Chang Holovsky Architects. Durwest Construction Management Ltd was responsible for the on time and on budget delivery of the development. VAA Director, Facilities Scott Cunningham was the project





*An airside view of the Shell Aerocentre*

## The Shell Aerocentre at YYJ

A fixed base operation (FBO) is much more than a place to refuel and park an airplane. For the private pilot and corporate aircraft, it's really a small air terminal located apart from the main terminal buildings. YYJ/FBO, a VIH Aviation Group company, is a full service fixed base operation at the Victoria International Airport, and General Manager Jen Norie and her staff are committed to providing first class service all the way. It's Jen's job to take care of the big picture. That includes analysis of financial reports, human resources, dealing with tenants and customers, and generally tweaking

the operation to improve services and the financial outlook. "The FBO has been growing really well," she says. "We've added new staff and increased services. We're doing business with new and larger aircraft customers."

In addition to her duties as general manager of the FBO, Jen is the charter co-ordinator for VIH Execujet. They have two aircraft available for charter, a Hawker 800 and a Challenger 604. The Hawker is flying out of Newfoundland this summer, but the Challenger is on site in Victoria. "It arrived here in late February, and has been to Europe twice and all



*General Manager Jen Norie*

over North America since then," she says. "It's proven to be really great for short and long distances.

Martin Childs, the FBO

TURN TO PAGE 12



*VIH Execujet aircraft available for charter*

## The Shell Aerocentre at YYJ continued

FROM PAGE 11

Operations Manager is the detail person. “We’re a Shell dealer,” he says. “People coming in here think of us as the Shell Aerocentre. Commercial airlines look at us as a fuel provider. To a



*Operations Manager Martin Childs*

private pilot or a corporate jet, we’re much more. We’re a full service FBO, and what we provide is like a concierge service.” Anything the customer needs can be arranged. Transportation and hotel accommodation is available. Customs agents are on call for customers arriving from out of the country. Boardrooms with video conferencing facilities are available. Complete aircraft service, including maintenance, parking, and hangar space is available. There is a pilot lounge, a flight planning room, weather services and showers. “On a busy day we might get 20 to 30 aircraft,” Martin says.” About three out of the 30 might be single engine piston airplanes. Most of our customers are

in light to medium corporate private jets, and we get larger aircraft on charters.”

General Manager Jen Norie remarks that one challenge they face is marketing the FBO. “You’d have to market Victoria,” she says, “They have to want to come to Victoria. But once they come here, we get the majority of the traffic.”

Readers wanting more information about the FBO can find it on their website at [yyjfbo.com](http://yyjfbo.com)



# Camosun College Fine Furniture

At the end of May, the VAA received five tables, designed and constructed by students in the Camosun College Fine Furniture Program. This is the second time the airport has benefited from an association with Camosun College. In 2005, five tables were created for the airport. They may still be seen and enjoyed in the departures/check-in area.

The partnership began a few years ago, after President and CEO Richard Paquette attended an exhibit of furniture created by class members. Paquette was so impressed that he approached Ken Guenter at the college with the idea of incorporating an airport project into their curriculum.

“One of the wonderful aspects of this project is that the students in the Fine Furniture Program get a real life learning experience,” Guenter says. “We cannot thank the Victoria Airport Authority enough for giving us this opportunity.”

Each of the 17 students in the class was asked to design a table based on a theme of airplanes, airports or the accoutrements of air travel. This theme had to be dovetailed with the needs of the airport: specific sizes,



Left to right: Julie Dickson, Paul Maher (designer), Ryan Brach, Shannon Lanning.

finishes and durability. Once the designs were refined and put together in an understandable format, they were presented to a review panel from the Airport Authority. The review panel chose five of the designs. The students were then divided into five groups, with each group assigned to build one of the selected tables.

One large table is now located in the soft seating area located next to the Capital Brew Coffee on the ground floor of the terminal building. The other four are arranged in the Eagles Landing Observation Lounge on the third of the terminal building. “I am proud of our partnership

with Camosun College,” Paquette says. “And I am delighted to have had the opportunity to see the amazing creativity, energy, and craftsmanship of the fine furniture students.”



Left to right: Cherie Lavoie (designer), Jody Klotz, Karen Knight, Vicki Bishop, Anita Kardos (VAA).



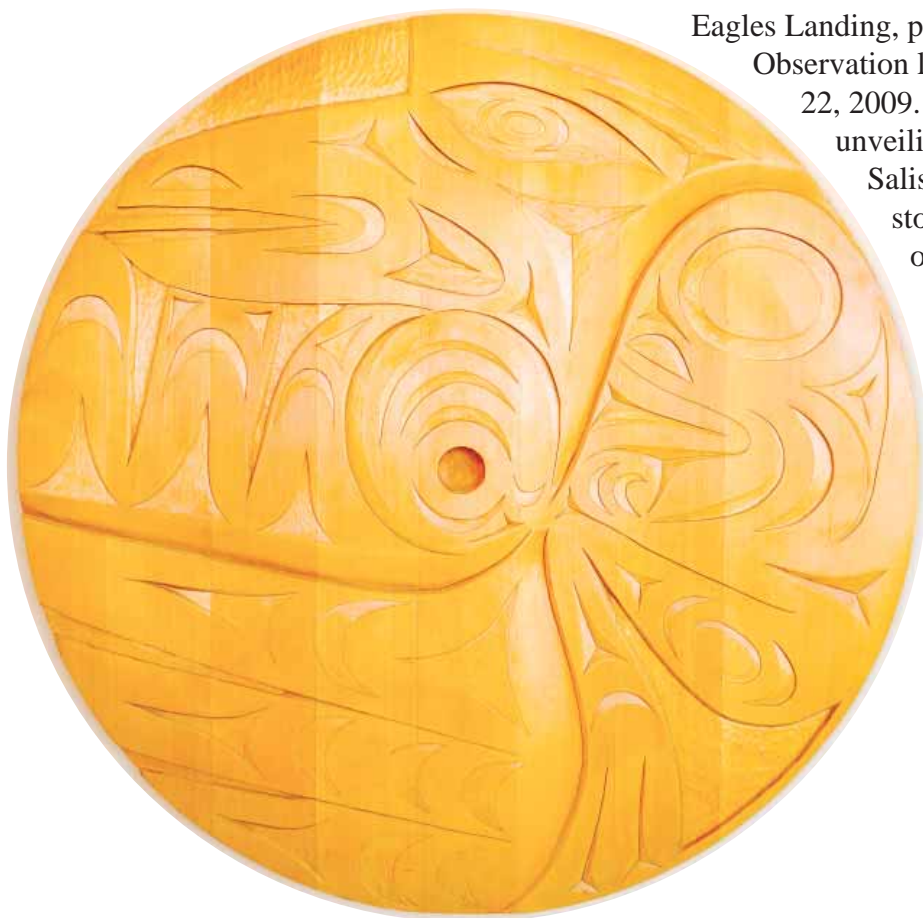
Camosun College Fine Furniture Program Class: (left to right) Doug Burley, Paul Maher, Samantha Seltnerich, Jody Klotz, Chantal Noussitou, Cherie Lavoie, Charles Edmonds, Karen Knight, Nick Auger Langejan, Monica Klassen, Vicki Bishop, Julie Dickson, Ryan Brach, Julie Kervin, Sarah Von Drasek, Shannon Lanning, Glenn Pharis (class technician), Karen Trickett (Instructor), Ken Guenter (instructor) missing.

# A Pictorial Overview of the past year



## Eagle's Landing

Eagles Landing, previously the Third Floor Observation lounge, officially opened on May 22, 2009. The opening event included an unveiling of new art by Coast Saanich Salish Artist Charles Elliott, and story-boards depicting the history of airport lands. Charles Elliott's series of returning salmon carvings are located in the arrivals baggage area.



*Coast Saanich Salish Artist Charles Elliott with his carving, Eagles Landing.*

TURN TO PAGE 15



*On July 10, 2009, Emperor Akihito and his wife, Empress Michiko, of Japan arrive at YYJ.*



*Landon and Jessica Underwood present the Emperor and Empress of Japan with a bouquet of flowers.*



*Charles, Prince of Wales, and Camilla, Duchess of Cornwall, arrive at Victoria International Airport.*



*Cyclists enjoy the new bicycle and walking path along Mills Road at the north side of the airport.*

TURN TO PAGE 16



Sun streams into the Tseycum longhouse.



Tseycum Spiritual Leader Xelcilem (Fred Charlie).



Airport Representatives were honoured with the Fern dance at the Tseycum Long House on June 26. Left to right: Paul Connolly, Richard Paquette (CEO), Peter Bray, Christine Stoneman (VAA Board Chair), Glen Crawford, Danita Ouellette, Lindalee Brougham, Terry Stewart, Greame Roberrts.

TURN TO PAGE 17



*The Olympic Flame, held by attendants Aronhiaies Herne and Dina Oulette. The flame bearers are flanked by the RCMP, Vanoc CEO John Furlong, Vancouver Mayor Gregor Robertson, BC Premier Gordon Campbell and Canadian Prime Minister Stephen Harper.*



*The Viking Air Series 400 Twin Otter.*

# Where do you want to go?



United Airlines: non-stop flights from YYJ to San Francisco.



WestJet: non-stop flights from YYJ to Kelowna, Edmonton, Calgary, and seasonal flights to Toronto, Las Vegas, Hawaii and Mexico.



Island Express Air: non-stop flights from YYJ to Nanaimo and Abbotsford.



CanJet Airlines: seasonal flights to Mexico.



Orca Airways: non-stop flights from YYJ to Abbotsford and Vancouver South Terminal.



Horizon Air: non-stop flights from YYJ to Seattle.



Pacific Coastal: non-stop flights from YYJ to Vancouver South Terminal.



Air Canada/Jazz: non-stop flights from YYJ to Vancouver, Calgary and Toronto.

