



It has been a busy year since beginning my term as president of the HAABC in February. I am really enjoying being involved again with the HAABC on this level. I encourage all of you to get involved with the HAABC board and let your name stand as a zone representative. It is a worthwhile experience and will serve to make you a better harbour manager or board member of your own HA. Each meeting we have is a valuable experience and I feel honoured when I am able to represent the HAABC at meetings and events, locally and nationally. I am truly proud of this organization and what we have accomplished.

The HAABC is working at helping you to make the transition to the new Canada Not-for-profit Corporations Act. This may seem like a daunting task, but with the tools that SCH has provided on their website, along with the workshops the HAABC is facilitating we hope to make it as painless as possible. During this process I encourage you to take some time to think and talk about what the HA means to you and your community. This can be incorporated into a new mission statement for your HA or it may serve to re-emphasize the statement you chose years ago. If you find yourself at a standstill in the process please do not hesitate to contact the HAABC administrator. Leslie Taylor will be happy to point you in the right direction.

In my other role as harbour manager of Steveston HA I take great pride in the relationships the HA has developed within our community. It is both rewarding and beneficial to work hard at building alliances in our own communities, and I encourage all HAs to maintain productive, inclusive, and amicable relationships with the other organizations in their community.

On a final note, I encourage you to attend the HAABC conference in February. We have put together a great agenda and have top level presenters that will be of interest to both harbour staff and directors. Registration packages will be mailed out on November 15 and will include an agenda so that you can plan your visit to Nanaimo. All the best!

Bob Baziuk

The following was posted on the Pacific Coast Congress Web Email by Art Childs:

Given the many discussions we've seen on this forum regarding the pros & cons of the various versions of Marina Management software out there, I thought it timely to share an experience we recently had at False Creek Fishermen's Wharf. As many of you know, we use FSM software from Professional Software Inc., a sustaining member of the PCC. I'd like to talk about after-sale support, because that's where the real value is found.



Last week we had a complete failure of our Server, which contains our management software and houses all of our historical data. Given the age of the computer, it wasn't really a surprise and we had planned on replacing all of our workstations and the Server this coming year. We had an automated back-up system in place, so when the crash came, we were confident we could set up a standalone machine to run the software if necessary. When we tried to restore the Server, we discovered that our back-up system had failed, and it became imperative to get the Server restored, if only to get a good back-up done. As it turned out, we were successful in recovering the data, and made a good back-up before the Server crashed again, this time permanently. We have a very competent IT person who makes herself available to us on short notice, and won't give up until she achieves the goal!

However, we still had to set up the standalone machine. With Rick McCorkle (in Atlanta) on the phone, and me on the computer in our office, we were able to use a free program to allow Rick access to the workstation, and in under 45 minutes, he had transferred the necessary files, and performed the set-up, allowing us to continue to make daily postings and maintain accurate records until the new Server arrives! This may seem like run of the mill stuff. I can assure you it isn't. To find that level of commitment from a support tech is actually uncommon.

This experience reinforced the importance of diligence in the areas of back-ups and records management when using electronic record keeping, as well as checking ALL back-ups to confirm the integrity of the data. That importance can't be over-stated. However, when making a software choice that will be a long-term relationship, carefully checking the after-sales support record of the software provider is paramount. Without Rick's commitment to FCHA as one of his customers, we would have been in a real jam, potentially catastrophic.

File this one in the "Credit where credit is due" file. Kudos to Professional Software Inc., and Rick McCorkle!

Computer Trivia

It took the radio 38 years and the television only 13, but the internet reached 50 million users in only 4 years. **The computer mouse** was invented by Doug Engelbart in 1963. It was made out of wood (weird, huh). **In 2009 the average number of Internet transactions** per second was 2,000. The total number of goods sold was worth \$60 billion. **Early hard disks** in personal computers held only 20 MB of data and cost around \$800. In 2010 you could get a 2 GB flash drive for around \$8. This implies that there is a 100-fold reduction in the price and a 100-fold increase in storage capacity.

Why back up your computer?

Have you ever had a visit from a computer technician and been asked where you back up your data? If you replied in a vague manner, they likely looked at you like you had just landed from Mars. Technicians know the importance of a **good** back up system because they have been faced by many a customer in a state of sheer panic after a computer crash. Data backup or data recovery can mean the difference between a slight computer setback and living through your own electronic apocalypse.

Computers have become a bigger part of life than ever before, and with the advent of user friendly technology even the most staunch luddites are dipping their toes into the electronic world. My own 86 year old father-in-law is now on his third computer and shows no signs of throwing in the towel.

Computers, though easier to use, are not perfect. Files become corrupt, motherboards malfunction, CPUs call it quits taking our precious data with them. The best defense by far is data backup software. Backing up data is vital for businesses. Imagine the hours of data input you have done over even the last two years, and having to sit down and repeat it all. Providing you have backed up with hard copies.....

People often don't back up because they think they are too busy, they think they don't have enough data, they don't know how, they think their computer will not crash, or they simply excel at procrastination. Backing up your data is easy. A backup can be set to be done automatically so as not to interrupt your busy schedule.

It is important to first determine what files are essential to your business. There is no sense backing up a bunch of files that have no value to your business. This requires that you develop a good file management scheme and practice it diligently. Don't save 5 copies of the same document in five different locations.

Once you have chosen the files that are important to you, decide on how you want to back up those files. You can choose to go the old fashioned route and back up to several CDs or make a relatively small investment in an external hard-drive. In all but a few cases in the Harbour Authority world, all your important files will fit on an external hard drive that you can now purchase for less than \$100. You can also choose an on-line back up provider. Your data is then stored at a remote, online location. These sites promise to be very secure, but remember even some very sophisticated systems have been hacked. Again, be selective about what you choose to back up. Retrieval of data is a little more difficult with an online backup system than with a local backup, but if you keep your external hard drive on your desk you could lose everything in the event of a fire or flood. If you have an external hard drive you should find an alternate, safe location to store it, ie a fire proof safe. With this system, your data can be retrieved by plugging the drive in to your computer and reloading the files. Before the day is out you are back in business.

Whatever you decide, do it today! If you need some help or advice to set it up, get it! It could be the most important management decision you ever make, that you hopefully never have to use!

Training for this fiscal period is now underway. Funds are provided by Fisheries and Oceans/SCH Pacific.

A **Canada Not-for-Profit Corporations Act Workshop** took place in Lund BC. The workshop was well attended by the Sunshine Coast Zone HAs. Both HA directors and HA staff participated. Darryl Anderson of Wavepoint Consulting outlined the steps that need to be taken to comply with the new act. This workshop will be repeated on November 8, 2012 and February 12, 2013.

A **Marine Firefighting Workshop** took place at French Creek HA and French Creek Firehall on October 13 & 14. Kudos to French Creek fire department for recognizing the significance of this workshop and providing such an excellent turn out of their members. Thanks to John Lewis of Seafire Training for all the effort he puts in to provide such a relevant workshop.

We have funds to put on 2 **Governance Workshops** between now and March 31, 2013. If any harbour authorities have an interest in providing this workshop for their Board of Directors, please contact Leslie at contact@haa.bc.ca or 250-339-3970. Below is an outline of the workshop.

“Governance 101”

This interactive 3 hour workshop will introduce board members to the key foundational concepts and skills of governing an organization. Presented and facilitated by nationally recognized governance advocate and expert Alisdair Smith www.alisdairsmith.com this work shop will help your board members get focused on the right issues around the board table.

You’ll learn about:

- Governing, as opposed to managing
- Models of governance
- The board’s responsibility for the long term success of the organization
- The importance of knowing the right questions
- The importance of understanding the risks around your organization

This is an important workshop for all board members, providing a common language that can be immediately implemented to make board meetings more effective.

We also offer online courses in **WHMIS** and **Transportation of Dangerous Goods** through Saint John’s Ambulance. WHMIS, and in some cases TDG, are an essential component of your HA’s Environmental Management Plan. They are both easy to set up and require a small time commitment. If you have any questions or want to register, please call Leslie at 250-339-3970.

Funds for **First Aid Level I** training are also available. The course can be taken in your community at your convenience. The number of courses available is limited, fmi contact Leslie.

Emma Conway of Gibsons, BC was the recipient of our 2012 **Dick Maughan Memorial Marine Scholarship**. Funding for this scholarship is provided from the raffle and 50/50 draw held during the conference. Emma is studying Environmental Geography and Environmental Studies at the University of Victoria. Her long term career goal is to design marinas emphasizing environmental responsibility. Emma has worked as a harbour assistant at Gibsons HA and has been very involved in her community through volunteer activities. We are proud to support such a deserving individual and wish her the best in her studies.

The HAABC is pleased to announce we have awarded a total of 5 University of Alaska online training courses through the Dick Maughan Fund in 2012. We encourage all HAs to consider taking these online courses, for more information follow the U of A link on the HAABC website.

HAABC Calendar of Events

Nov 1	Harbour Authority Corporation Insurance Payment Deadline
Nov 6-7	Pacific Regional Harbour Authority Advisory Committee Meeting, Nanaimo
Nov 8	Canada Corporations Act Transition Workshop, Nanaimo BC
Nov 8	Mid-Island Zone Meeting, Nanaimo BC
Nov 20-22	National Harbour Authority Advisory Committee Meeting, Newfoundland
Jan 11	PCC Board Meeting, Olympia WA
Jan 23	HAABC Board Meeting
Feb 12-15	HAABC Annual Conference, Nanaimo BC
Feb 13	North Coast Zone Meeting
Mar 14	Sunshine Coast Zone Meeting
Mar 15	Tidal Currents Articles and Articles Submission to HAABC Administrator
Mar 20	HAABC Board Meeting
Mar 31	Tidal Currents Newsletter Publish Date
Mar 31	SCH Year End
April 1	Barbara Schwantes Academic Scholarship Submission
April 9-12	PCC Conference, Seattle WA
May 2	HAABC Board Meeting
May 14	South Island Zone Meeting, location TBA
May 16	North Island Zone Meeting, location TBA
May 21	Mid Island Zone Meeting, location TBA
May 22	Lower Mainland Zone Meeting, location TBA
May 23	Barbara Schwantes Academic Scholarship Announcement
June 1	Industry Canada HA's Annual Summary Deadline
June 12	HAABC Board Meeting
June 14	PCC Board Meeting, Olympia, WA
June 30	Dick Maughan Scholarship Application Deadline
July 17	Conference Committee Meeting, Nanaimo BC
Aug 1	Barbara Schwantes Project Grant Applications
Sep 11	HAABC Board Meeting

ENVIRONMENTAL MANAGEMENT AT HARBOURS

REQUIREMENTS OF THE HARBOUR AUTHORITY LEASE

In the Harbour Authority Lease with Department of Fisheries and Oceans, the Harbour Authority agrees to comply with Federal environmental legislation and applicable Provincial, Territorial and Municipal environmental legislations, regulations, rules or guidelines.

The mechanism for doing this is a written Harbour Environmental Management Plan. This plan should contain enforceable environmental rules for harbour users and environmental best management practices. It should also contain a way of reporting on progress.

The Environmental Management Plan is not something cast in stone; it should be periodically reviewed and updated to suit how harbour operations change with time. SCH regional office is responsible for ensuring that Harbour Authorities develop and implement an Environmental Management Plan and for assisting them in that task.

Currently most SCH harbours have an Environmental Management Plan in place. It is important for Harbour Authorities to review the effectiveness of this document periodically and make changes as required to improve its usefulness.

HARBOUR AUTHORITY RESPONSIBILITIES IN ENVIRONMENTAL MANAGEMENT

Harbour Authorities must assign specific responsibilities to specific persons to address a particular environmental issue. In general, Harbour Authorities should:

- Develop, endorse, post, and abide by a Harbour Environmental Policy;
- Monitor compliance with applicable environmental legislation;
- Develop and enforce Harbour Environmental Rules;
- Communicate environmental information and requirements regularly to harbour users;
- As part of regular business, monitor harbour activities daily;
- Develop a procedure to manage cases where harbour users do not follow the Harbour Environmental Rules;
- Discuss environmental management at Harbour Authority meetings;
- Follow-up on all environmental items in a timely fashion; and,
- Always set a good example in environmental management.

ENVIRONMENTAL MANAGEMENT PLAN

BENEFITS

Having an Environmental Management Plan helps Harbour Authorities with:

- Ensuring compliance with Canadian environmental laws;
- Minimizing environmental clean-up costs;
- Ensuring sustainable operations and reducing user costs and fees; and,
- Promoting “due diligence”.

An Environmental Management Plan does not create any new regulations. It is simply a summary and a guide to help a harbour comply with existing regulations that apply to harbour operations.

The Environmental Management Plan also helps avoid enforcement actions and helps Harbour Authorities maintain good relations with the neighbouring public.

The following sections describe how an Environmental Management Plan is written, enforced, reported on, and revised.

DEVELOPMENT

Because harbours vary greatly, each harbour has a unique set of environmental characteristics. The Environmental Management Plan will vary in length and complexity depending on the size of the harbour and the nature of operations at the site. For that reason, there is no universal Environmental Management Plan.

SCH has developed a number of model Environmental Management Plans at the regional level which consider local conditions. Harbour Authorities should contact their local SCH office for information on model Environmental Management Plans customized for their region and then can further customize as necessary to accommodate specific situations.

The following is neither a complete list, nor will all items be needed for every harbour. It is simply a list of common elements of a typical Environmental Management Plan at SCH.

1. **Harbour Environmental Policy:** This is the first step of an Environmental Management Plan. It is a short statement of intentions in relation to environmental management at the harbour that provides a justification for the development of the rest of the Environmental Management Plan.
2. **Harbour Environmental Rules:** Harbour Environmental Rules form the core part of the Environmental Management Plan. The Rules should be attached to berthage agreements and indicate that harbour users must conduct all tasks in accordance with all applicable environmental legislation and those Best Management Practices that the Harbour Authority has decided to make compulsory. The Rules ensure that daily operations at the harbour respect environmental regulations. Having formal rules for harbour users minimizes the environmental liabilities of the Harbour Authority.
3. **Best Management Practices:** Where the Harbour Environmental Rules are compulsory for harbour users, the Best Management Practices need not necessarily be compulsory unless the Harbour Authority has decided to make them so. Rather, they describe the best way of conducting certain tasks. They are highly recommended and should be promoted by the Harbour Authority to the harbour users. Best Management Practices are practical and affordable solutions designed to reduce and prevent pollution.

As an example, the following are some Best Management Practices:

Harbour Cleanliness - Best Management Practices



- Schedule routine property cleanup to minimize pollutants getting into the water;
- Ensure correct waste / recycling management disposal containers are provided for use on site;
- Empty trash / recycling containers before they are full;
- Ensure fishing gear and equipment is stored neatly, don't allow unwanted equipment on harbour property;
- Do not burn wastes in open areas or without a municipal permit (Note: In some provinces it is illegal to burn waste/garbage);
- Pick up and dispose of litter floating in the harbour, on harbour structures or on the upland. Dispose in appropriate waste management container (e.g. Garbage, Recycling, Refundable, Compost); and,
- Investigate foul odours, visible emissions (smoke), or noise that would be unpleasant to neighbours.

These two pages are an excerpt from the recently updated SCH Harbour manual. For the full version which is full of helpful examples, please visit the SCH website.
www.dfo-mpo.gc.ca/sch-ppb/home-accueil-eng.htm

Second Annual Fishermen Helping Kids with Cancer

This time of year people come into the harbour offices around the coast looking for either chum salmon or herring to buy. Lower mainland fishermen have found a way to fill at least one of these needs and to raise money for charity at the same time. Fishermen Helping Kids with Cancer is proud to announce their second annual herring sale to take place on Saturday, November 24th between 7am and 4pm (or until sold out) at the south end of Trites Road in Steveston, Richmond, BC. The sale is open to the public and 100% of the proceeds go to the BC Children's Hospital Foundation to help kids with cancer.

The fisherman behind the idea for the event, Brent Melan was inspired by a young 17 year old girl who battled cancer for 3 years only to pass just a few days prior to the inaugural event in December 2011. This event attracted overwhelming support by volunteers, sponsors and donors from a broad cross section of the commercial fishing industry. Ladner fisherman Randy Reifel donated the vessel MV Prosperity, fuel and license, Steveston Seafood Auction donated the plant facilities and crew. Steveston HA was proud to host the event by providing the venue. The many other costs were donated, this allowed for 100% of the proceeds to go to BC Children's Hospital Oncology Department. The fundraising goal was to raise \$25,000 and by far exceeded that by raising just a few dollars shy of \$60,000.

This year the MV Prosperity expects to harvest 50 tones of herring from the nearby waters of the Gulf of Georgia and deliver this wonderfully fresh and delicious fish to the Steveston HA dock. For \$10 you can purchase a 20 lb bag of herring. Customers are encouraged to bring their own 5 gallon bucket. Live music as well as volunteers to help you transport your purchase to your vehicle should make this a fun event for all.

Pacific herring are beautiful fin fish with bluish green colouration on their backs and shiny silver sides and bellies. They average 7 inches long and 1/4 pound each and lend themselves well to pickling, salting, and smoking. They are particularly delicious this time of year served pan fried as part of a traditional Scandinavian feast.

Due to the success of last year's sale, the event has been expanded to include a Victoria herring sale on the same date. It will be hosted by Finest at Sea Ocean Products on Erie Street.

For those who wish to support the cause but are unable to attend the sale, contributions can be made directly to the BC Children's Hospital Foundation.

www.secure.bccchf.ca/SuperHeroPages/main.cfm?Event+ICE&Member-19160



PRHAAC and NHAAC Updates

The PRHAAC meeting will be held on November 6 & 7 in Nanaimo. Some potential topics to be discussed are Fisheries and Aquaculture Management, updates, Fisheries Management Integration, Integrated Harbour Planning pilots, Transport Canada Derelict Vessels Report, and the Canada Not for Profit Act Transition Status.

The NHAAC will be held in Ottawa on November 20-22 in Newfoundland. The Pacific Region will be represented by Bob Baziuk, Steveston HA; Liz McLeod, Comox Valley HA; and Ben Maberley, Whaler Bay HA. These people volunteer their time to bring Pacific Region Harbour Authorities concerns to the table at the national level. The PRHAAC & NHAAC Records of discussion can be viewed on the Fisheries and Oceans Canada website.

PRHAAC www.pac.dfo-mpo.gc.ca/consultations/sch-ppb/index-eng.htm

NHAAC www.dfo-mpo.gc.ca/sch-ppb/nhaac-ccnap/rod-sdd-eng.htm

Traditional “Swedish Fried Herring”

Ingredients for 4 portions

600 grams cleaned and gutted herring

Breadcrumbs

Salt and white pepper

Butter for frying

Parsley

Serve with mashed potatoes, melted butter, lingonberry jam and freshly grated carrots.

Method

Gutting the herring.

Use a pair of scissors for gutting. Cut off the head and the tail end of the herring. Cut open the belly inserting the scissors at the tail end and cut towards the head end. Gut the fish by scooping out the intestines with your hand. Remove the back bone by pulling it from front to back (this is easier done if you leave fresh herring in cold water in the fridge for a few hours). Remove fins (most important to remove the dorsal fin). Rinse out the cavity under cold running water and make sure any black lines on the fish flesh are removed. The skin on the herring is thin and adds flavour when cooking so leave this on. Now to the cooking...

Put some salt on the meat side of the fish. Mix breadcrumbs, salt and pepper and place mixture on a plate. Use plenty of salt and don't be afraid of the white pepper either.

Coat the skin side of the fish in the mixture (make sure there's plenty of the breadcrumb mixture on the skin side as some of it may fall off when frying). Fold each herring (from front to back) - skin side out.

Fry in plenty of butter turning once (3-5 minutes per side). Make sure it is nice and crispy before turning. Alternatively melt a big knob of butter on a baking tray and cook in the oven a 400 degrees for approximately 20 -30 minutes turning the fish halfway through.

Serve with creamy mashed potatoes, carrots, lingonberry jam. Garnish the mash and fish with freshly chopped parsley. Optional—serve with melted butter over the mash and fish.



Derelict Vessels

Feedback at zone meetings conducted this year indicate that Derelict vessels continue to be a major problem on the BC Coast. The HAABC board of directors has taken steps to address this issue and has made some headway, but there is much more to do.

What we have done so far.

- The HAABC convened a federal/provincial government committee in September 2008 at the request of our member harbours to address the growing issue of derelict vessels within the boundaries of scheduled Small Craft Fishing Harbours:
Committee Members
 - ◆ HAABC – Committee Chair
 - ◆ Small Craft Harbours – Pacific Region
 - ◆ Bull Housser Tupper, Maritime Lawyer
 - ◆ Transport Canada – Receiver of Wrecks, Navigable Waters Protection Program
 - ◆ Canadian Coast Guard – Environmental Response
 - ◆ Fisheries and Oceans – Pacific Integrated Commercial Fisheries Initiative
 - ◆ Province of BC - Integrated Land Management Bureau
 - ◆ Environment Canada
- The committee developed a Derelict Vessel Tool Kit for Harbour Authorities which is being shared nationally through the SCH website.
- A survey was conducted of 54 Small Craft Harbours.
Results of the survey revealed three surprising tendencies:
 - ◆ The problem is being vastly under reported by some HA's for a number of reasons.
 - ◆ The majority of abandoned and derelict vessels in SCH harbours appear to be formerly licensed fishing vessels.
 - ◆ Many of the 'problem vessels' are just outside the boundaries of our Scheduled Harbours and beyond our jurisdiction.
- The HAABC met with then Fisheries Minister Gail Shea to make her aware of the derelict vessel problem in Pacific Region.
- The HAABC was invited to make a presentation at the Canadian Marine Advisory Committee conference in Ottawa.
- The HAABC spearheaded a letter writing campaign to the Minister of Transport Canada supporting the Union of BC Municipalities resolution to address the problem of Derelict Vessels on the BC Coast.



Direct Outcomes of HAABC Involvement

- Increased awareness of the problem nation wide.
- Limited successes realized by HAs using the tool kit developed by the DV Committee.
- Transport Canada has recognized their jurisdiction in addressing the DV issue.
- Transport Canada has conducted a study of Derelict Vessels on the BC Coast.
- Transport Canada Navigable Waters Protection developed a compliance and enforcement plan to address the problem of vessels obstructing navigation channels. They enacted their plan in four areas, Tsehum Harbour, Brentwood Bay, Silva Bay, and Degnen Bay.

What The HAABC Will Do

- Obtain a copy of the final TC Derelict Vessel Study upon completion and distribute it to our members.
- Continue to request that adequate funding is set aside to address the problem.
- Continue to request searchable vessel ownership databases be made available to Harbour Authority representatives.
- Advocate for the value of vessel licensing to ensure data bases are up to date.

What Can you do as an HA

- Be vigilant in obtaining boater information when unknown vessels enter your HA
- Participate in awareness campaigns when possible.
- Request that your Member of Parliament visit your harbour.
- Continue to share information on the HAABC email forum.
- Report vessels in danger of polluting to Canada Coast Guard.
- Seek out and maintain a good working relationship with enforcement agencies within your community.

The HAABC has worked hard to address this problem. This is a universal problem and each HA is affected by it in some way. Your assistance is required to bring this environmental, social, aesthetic, costly and unsafe issue to a successful conclusion.



Your HAABC Board of Directors

A new board of directors was elected at the AGM in February.

Lower Mainland Zone, President—Bob Baziuk

South Island Zone, Vice President—Janet Rooke

Mid-Island Zone, Secretary Treasurer—Julie Blood

Sunshine Coast—Shawn Cator

North Island Zone—Eric Gregory

North Coast Zone—Lutz Budde

Lower Mainland Zone—Alec Finnsson

Perspective

Three couples had rented a sailboat for the weekend, at a cost of \$300.00. Each couple had chipped in \$100.00 a piece to cover the cost of the boat. As they were getting ready to make way, a dock hand flagged them down to say, "the owner of this boat has decided to give you back \$50.00 in hopes to entice you to come back on another occasion." he proceeded to hand them 5- \$10.00 bills. The couples then realized, there wasn't an easy way to divide 5- \$10 bills equally between themselves. So they gave the dock hand a \$20.00 tip and then divided the remaining 3- \$10 between each couple.

If they each paid \$100.00 apiece originally for the boat rental, and received \$10.00 back. Then in essence they paid \$90.00 for the boat.

$\$90$ (The amount each couple paid) \times 3 (The amount of couples) = $\$270$ + $\$20$ (The tip they gave the dock hand) = $\$290$.

Where did the other \$10 go?



Newsletter Article Submission

The next edition of Tidal Currents will be published on March 31, 2013. Please remember this newsletter belongs to the membership of the HAABC. Please consider contributing an article to the next edition. An interesting boater experience, tips for harbour operations, jokes, photos, etc. All will be considered and welcome. Deadline for submission of articles is March 15, 2013. I'm sure you will all have interesting boating stories to tell. Thank you to everyone who provided articles for this issue, it is greatly appreciated.