

Subject: FW: Response to letter form Mr. Evers.


Date: Mon, 6 Jun 2005 11:15:55 -0700

From: "Ernie Crist" <ernie_crist@dnv.org>

To: "Mayor and Council - DNV" <Council@dnv.org>, "James Ridge" <James_Ridge@dnv.org>, "Senior Management Committee" <managecomm@dnv.org>, <fonvca@fonvca.org>, <Cagebc@yahoo.com>

> _____
> From: Ernie Crist
> Sent: Monday, June 06, 2005 11:07 AM
> To: Nathalie Valdes
> Subject: Response to letter form Mr. Evers.
>
> Dear Mr. Evers:
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> I am truly sorry that your letters to Mayor Harris, as you claim, have
> produced no results. All I can tell you is that all complaints from
> residents are passed on to the Manager and the Mayor for handling.
> This is our present policy. Indeed this is standard procedure in any
> corporation. It has also been the case with your complaints. The
> question is always, what are the checks and balances to insure that
> such complaints are resolved. If no adequate follow up procedure
> exists, any system is useless more or less.
>
> This is why we set up a Customer Service and Quality Assurance
> Committee some years ago. Such a committee serves as a final review
> including if necessary the opportunity to appear before the committee
> in person. In the event that a complaint is not valid or is indeed
> frivolous, a decision not to pursue it further, including a letter
> explaining the reasons for doing so without apparent bias, can be
> dispatched to the complainant. The District Customer Service and
> Quality Assurance Committee was based on the Lions Gate Hospital
> example.
>
> However, recent allegations of impropriety against me involving a car
> dealership and an adjacent company which was and is still leasing
> property in what appears to be far below market value from the
> District, has shown not only that the District in the past has been
> grossly mismanaged, exactly as I and others have maintained repeatedly
> but it has also shown that it is dangerous for an elected official to
> insist on good and responsible government. My efforts to address this
> issue showed that when the chips are down, there is no support from
> the public and an elected official stands alone.
>
> As mentioned above, previously, a resident could bring any
> unresolved concern to the attention of the Customer Service and
> Quality Assurance Committee. This is no longer possible since that
> committee has been abolished. At the time when this issue came before
> Council for discussion, there was not a single voice from this
> community of 90,000 in defence of maintaining this committee.
>
> This includes the Federation of North Vancouver Community Associations
> (FONVCA) which, as the name suggests represents a number of Community
> Associations located in the District. Nor was there any request from
> (Cage BC) which claims to be an organisation holding governments
> accountable for their spending more or less. It would appear that
> this community simply does not care sufficiently to have a system of
> government under which a resident has a final recourse in the event
> that he or she believes that justice has not been done or that an
> expected level of service was not performed.
>
> In your case I have reminded staff more than once that, in my opinion
> at least, some of your concerns were justified. However, were I to
> pursue your requests beyond what I have done already it could be

> construed as evidence of harassment against staff with consequences
> that are well known. Indeed my defence of residents against such
> shortcomings in the past were used as evidence by legal
> representatives of the District when the issue of alleged harassment
> against staff was an issue.
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>
> Thank your for your input.
>
> Yours truly,
>
> Ernie Crist

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