

Subject: Fwd: Mountain Bike Illegal Trail puts hikers at risk
From: Brian Platts <bplatts@shaw.ca>
Date: 03/06/2015 5:25 PM
To: Corrie Kost <corrie@kost.ca>

Do not post. FONVCA review.

----- Forwarded Message -----

Subject: Mountain Bike Illegal Trail puts hikers at risk
Date: Wed, 3 Jun 2015 15:10:17 -0700
From: Elise Roberts <eliseroberts@shaw.ca>
To: rogerss@dnv.org, 'Graham Knell' <KnellG@dnv.org>
CC: council@dnv.org, fonvca@fonvca.org, richard.jong@rcmp-grc.gc.ca, editor@nsnews.com

Mountain Bike Illegal Trail Use and Promotion Puts Other Park Users at Risk

To District of North Vancouver Parks:

I contacted DNV Parks approximately 3 months ago regarding the fact that the Hiking Only Trail, (as stated by the Trails and Habitat Coordinator) that runs from the base of Lower Seymour through DNV Lower Lynn Canyon Park, along the upper bank of Inter-river Park above Morten Creek Salmon Hatchery, is frequently being used by mountain bikers. Please visit <http://www.trailforks.com/trails/sugar--butters/> whose links are included on the NSMBA web site. Yet, this trail is still being claimed and its use promoted by mountain bikers on Trailforks as "*a black diamond, bike primary, downhill only trail. Short downhill section with some steeper sections. Heads down to the river. This trail is Unsanctioned, Ride at your own Risk!*" DNV Parks was made aware of this link at that time. The mere fact that Sugar Butters trail is on Trailforks.com, is clear evidence that mountain bike illegal use of hiking trails is being widely promoted by the mountain biking community, including the NSMBA.

While I understand DNV Parks has limited resources and a huge workload, have no lessons been learned from the tragic incidents and conflicts between elderly hikers and mountain bikers last January / February? This world-wide advertising will lead to the 100's of mountain bikers, that come here during the summer to ride this trail, leading to and encouraging conflicts between hikers, joggers, parents with strollers and dog walkers. Last week I counted approximately 100 people per day using the trail from Inter-river Park to Lynn Canyon and about 25 per day going up the eroded and narrow Sugar Butter Trail to the right. In fact, follow the video above and you will see such a hiker at point 00.44 when the mountain biker shouts "*Watch out bud!*" forcing the hiker to hop quickly onto a log to avoid being hit. Even on official multi-use trails, mountain bikers are supposed to yield to hikers.

I ask once again whether DNV Parks has already or plans to install Hiking Only Trail signage to protect my safety and the safety of other citizens and to properly enforce this area given that

funding has been allocated for a Park Ranger. Please be on notice, should I be injured while hiking up my favourite trail, that I send this letter as an official record. All park users have a right to safe and healthy outdoor fitness programs in our local green spaces and to be free from fear of injury and harassment by mountain bikers.

This must be made a priority.

Thank you,
Elise Roberts
DNV Council
RCMP
FONCVA
North Shore News

Handling a Written Complaint

<http://www.dnv.org/article.asp?a=1150&c=567>

Written complaints from the public shall be dealt with in a timely, efficient and consistent manner.

REASON FOR POLICY

To formalize the process for effective and timely resolution of written complaints.

PROCEDURE

1. Written complaints addressed to Mayor and Council shall be forwarded to the Municipal Clerk who shall, within one business day of receiving the complaint, forward such complaint to the Director of the appropriate Division. The Clerk's Office shall ensure that an acknowledgement card, indicating the matter has been referred to staff for handling, is sent to the complainant, and that the correspondence is entered in Permit Plan and that a copy of the complaint will also be circulated to Council in the Information Package.
2. Written complaints addressed to an individual Department shall be forwarded to the Director within one business day of receiving the complaint.
3. On receipt of a written complaint addressed either to Mayor and Council or to an individual Department, the Director of the appropriate Division shall assign a staff member to resolve the complaint in question. That staff person shall, after making a formal record of the complaint and ensuring that the complaint is entered in Permit Plan, contact the complainant by telephone within two business days, to
 - i) acknowledge receipt of the complaint, and
 - ii) clarify and, if possible, resolve the complaint at that time.
4. Where the staff member responsible has resolved the complaint to the satisfaction of the complainant, the staff member will confirm the resolution to the complainant in writing with a copy to council.
5. Where the staff member responsible was
 - i) unable to contact the complainant by telephone within two business days, they shall immediately write to the complainant requesting that they contact the writer in order to discuss the complaint, or
 - ii) able to contact the complainant by telephone, but unable to resolve the complaint to the satisfaction of the complainant, they shall write the complainant within two business days confirming the District's position on the matter and advising what steps the complainant may take next.

The letter in question shall contain the name, title and telephone number of the staff member assigned to resolve the complaint in question, and a copy of such letter shall be forwarded to Council for information. Except in unusual circumstances or for complex matters, staff are expected to resolve the complaint or communicate the District's position in writing within 10 business days of receipt of the written complaint.

6. Where written complaints are received directly by staff, clauses 3, 4 and 5 of this policy, so far as applicable, shall apply.

7. Where a complainant is not satisfied with the response given by the staff member in question, the complainant shall be advised that they are entitled to meet with the Director (or designate), in a further attempt to resolve the complaint.
8. Where, after meeting with the Director of the Division in question (or designate) a complainant is not satisfied with the response which has been provided, the complainant shall be advised that they are entitled to meet with the Chief Administrative Officer. Where, after meeting with the Chief Administrative Officer, the complainant is still not satisfied with the response provided, the complainant may appear before Council as a delegation in accordance with the Public Input Policy.
9. Where, after addressing the Council the complainant is still not satisfied with the response which has been provided, the complainant may proceed as statutorily permitted.
10. Notwithstanding the previous sections in this procedure, written complaints deemed by the Municipal Clerk to be related to a specified land use application currently under consideration shall be handled as required by provincial statutes or District bylaws.
11. The Chief Administrative Officer shall, on a quarterly basis, provide Council with a summary of the written complaints received, showing those which have been resolved and those which are still outstanding

Approval Date:	January 27, 1997	Approved by:	Municipal Manager
1. Amendment Date:	July 3, 2003	Approved by:	Acting Municipal Manager
2. Amendment Date:		Approved by:	
3. Amendment Date:		Approved by:	

Flowchart for Handling Written Complaints

<http://www.dnv.org/article.asp?a=1151&c=567>