

## Mayor's Message

Welcome to our second Business edition of our Update newsletter, in which we endeavor to keep the business community apprised of issues and information pertinent to them.

New this year is an RCMP Business Liaison, a constable in charge of communicating with local businesses and helping to keep them safe from crime.

Port Coquitlam's increased development continues to make our city a great place to do business. Continued growth in the business sector is evident, with a 69% increase in business licenses issued in the past 10 years.

Anyone visiting downtown Port Coquitlam can see the explosion of residential multi-family and multi-use development in our city. We are working with businesses to meet the needs and growing demands of the new residents who will soon be calling Port Coquitlam home.

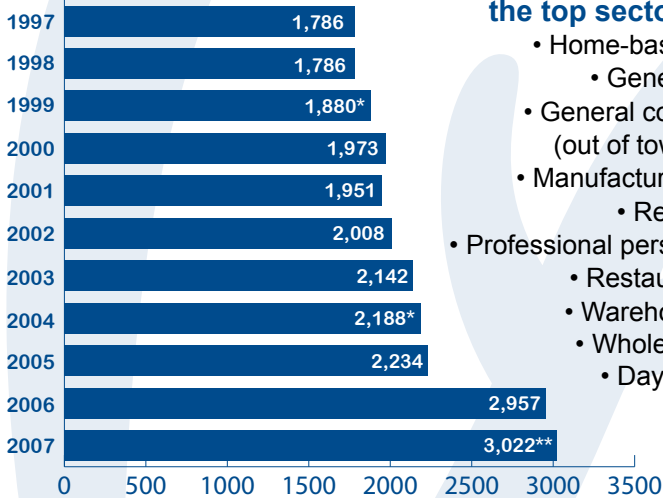
To help businesses meet these new demands, Port Coquitlam's open door policy encourages business owners, operators and potential investors to communicate their questions and concerns to the City. As we move into 2008, we want our businesses to continue to grow and prosper.



Mayor Scott Young

## Who's doing business in Port Coquitlam?

### BUSINESS LICENCES ISSUED



\* estimated

\*\* as at Oct. 31, 2007

### Of 3,022 businesses, the top sectors are:

- Home-based: 636
- General: 595
- General contractor (out of town): 510
- Manufacturing: 187
- Retail: 170
- Professional person: 159
- Restaurant: 96
- Warehouse: 96
- Wholesale: 80
- Daycare: 78

## Your business license renewal is due soon

Each fall, local businesses receive invoices to renew their City of Port Coquitlam Business Licence.

Please carefully review the information in your invoice:

- Are there any errors or omissions?
- Is your business no longer operating in Port Coquitlam?
- Has your business moved to a different location within the City of Port Coquitlam?
- Has your business name changed?

Please indicate any changes on your invoice and return it to the Business Licence Division via fax to 604.927.5470 or by mail to 2580 Shaughnessy Street, Port Coquitlam, BC, V3C 2A8.

### YOUR 2008 BUSINESS LICENCE PAYMENT IS DUE BY DECEMBER 31, 2007

*Payments received after the due date are subject to a \$50 penalty.*

You can pay your 2008 Business Licence by:

- Cash
- Cheque (can be post-dated up to December 31, 2007)
- Debit
- Visa or MasterCard

The following payment options are available:

- Online at [www.portcoquitlam.ca](http://www.portcoquitlam.ca) (Visa/MasterCard only)
- In person at City Hall, 2580 Shaughnessy Street, Port Coquitlam (City Hall will be closed between 2pm on December 24, 2007, and January 1, 2008, inclusive)
- By mail to City of Port Coquitlam, c/o Business Licence Division, 2580 Shaughnessy Street, Port Coquitlam, BC, V3C 2A8
- By drop box at Port Coquitlam City Hall (located outside to the right of the main entrance facing Shaughnessy Street)
- By phone to 604.927.5238 (Visa/Mastercard only)

### ONLINE RENEWALS ARE BACK!

As of December 1, 2006, local businesses can renew their business licences online using a credit card. Please visit Online Payments & Services at [www.portcoquitlam.ca](http://www.portcoquitlam.ca).



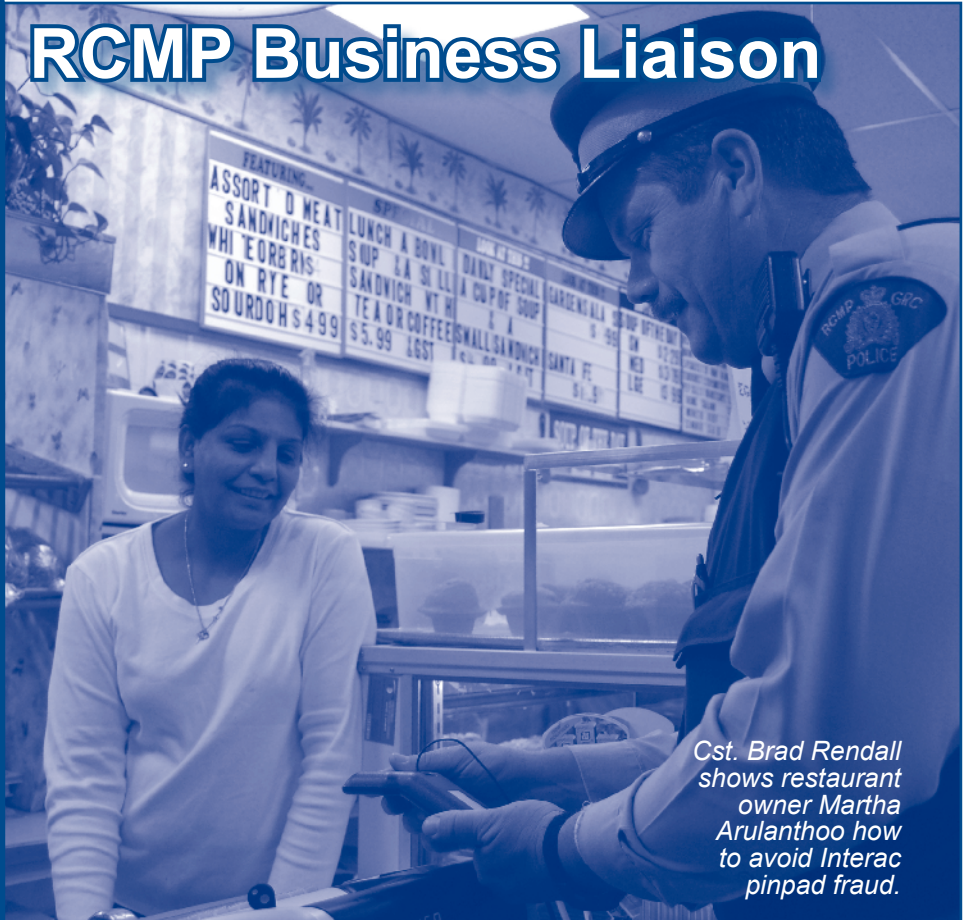
If you have any questions regarding your 2008 Business Licence invoice or payment options, contact the Business Licence Division at 604.927.5238 or [bylawlicencing@portcoquitlam.ca](mailto:bylawlicencing@portcoquitlam.ca)

In response to feedback from consultations with the local business community, the Coquitlam RCMP detachment's Business Liaison program, which had been shelved as a result of resource pressures several years ago, has been re-vamped and re-launched as part of the Community Policing Section.

The Business Liaison Officer (BLO), Cst. Brad Rendall, will focus on improving communication and information sharing between the local detachment and the business community. Cst. Rendall will work with business owners and groups to identify the crime and public safety issues that impact their customers, employees and, of course, their bottom line. Further, he will also help to raise awareness of and participation in some of the initiatives, programs, and approaches available to address those issues.

Cst. Rendall brings to the position a wealth of expertise in the area of community policing as well as substantial operational and investigative experience with the detachment's Crime Reduction Unit. He is looking forward to working with the local businesses to keep Port Coquitlam a safe and vibrant community.

## RCMP Business Liaison



*Cst. Brad Rendall shows restaurant owner Martha Arulanthoo how to avoid Interac pinpad fraud.*

## Intermunicipal license for mobile businesses

Port Coquitlam is taking part in a Metro Vancouver initiative to create a regional intermunicipal business licence system for mobile contractors who operate in more than one municipality.

At present, mobile contractors who operate across the region are obliged to apply for and obtain a separate business licence for each municipality in which they operate. This creates complexity and can also quickly become expensive, since each municipality must charge a separate licence fee.

The need for a regional contractor licence has been identified as an issue of concern by the business community. If adopted, the intermunicipal system will allow mobile contractors to purchase a single business licence in his or her base municipality, and it will be honoured in all other participating municipalities.

The intermunicipal licence system is already operating successfully in Greater Victoria and the North Shore of Metro Vancouver. If the system is favourably received across Metro Vancouver, the soonest it would take effect would be the 2009 licence year.

If you have any questions about intermunicipal business licensing or want to offer feedback, contact the Business License Division at 604.927.5238 or [bylawlicensing@portcoquitlam.ca](mailto:bylawlicensing@portcoquitlam.ca).

## Don't have a licence yet?

All businesses must have a valid business licence to operate in Port Coquitlam, including temporary, non-resident and home-based businesses. Licences are valid for one calendar year and are renewed annually on January 1.

Businesses have several options for obtaining a licence:

- Applications are available from the City's Business Licence Division at 2580 Shaughnessy Street.
- A PDF application is available in the Business Licence section at [www.portcoquitlam.ca/\\_shared/assets/Business\\_Licence\\_Application496.pdf](http://www.portcoquitlam.ca/_shared/assets/Business_Licence_Application496.pdf) or by going directly to [www.portcoquitlam.ca](http://www.portcoquitlam.ca)
- The Provincial Government's One-Stop Business Registry Services Centre allows registration for municipal business licences and some provincial and federal business registration requirements. Apply online at <http://www.bcbusinessregistry.ca/introduction/index.htm> or visit the kiosk at the Coquitlam Innovation Centre, 1207 Pinetree Way, Coquitlam (604.927.3691).

Applicants must provide the business name, address, phone number and fax number; business owner's name, address and phone number; two emergency contacts; total square footage of the business premise; number of allocated parking stalls (if applicable); and (at leased sites) the name of the property owner or management company.

Fees vary based on business type and may be paid by cash, cheque, debit, Visa or Mastercard. For more information on licences, contact 604.927.5238 or [bylawlicensing@portcoquitlam.ca](mailto:bylawlicensing@portcoquitlam.ca).

# Port Coquitlam – supporting our businesses

Licensed businesses in the City of Port Coquitlam have a variety of services available to them. Port Coquitlam's open door policy encourages business owners, operators and potential investors to communicate their questions and concerns to the City.

At [www.portcoquitlam.ca](http://www.portcoquitlam.ca), businesses can view a Business Resources directory that includes information about why Port Coquitlam is an ideal place to do business as well as resources, services, programs and links to help all sizes and types of businesses. As well, businesses are able to renew their business licenses through the Online Payments & Services section of the website.

The City is also a member of the Safe Streets Coalition, a group of organizations who support sensible, credible legislation and government policy aimed at enhancing community safety. As a member, the City provides resources related to the coalition and the

Safe Streets and Trespass Act. Resources include an Authorized Person Designation (empowering the Business Improvement Association to enforce the Act on behalf of the business), a checklist for enforcing the Trespass Act, copies of the Notice of Prohibition of Entry and Notice to Cease Unwanted Activity, a list of area services for street people.

Other resources available in the Business Resources directory include:

- A link to [www.safestreetscoalition.com](http://www.safestreetscoalition.com)
- Brochure: Safe Streets & Trespass Act: Understanding the New Laws and Shelter Contact Info
- Trespass Act flow chart and graphic: Steps to Take
- Trespass Act flow chart and graphic: Unwanted Activities

The City also acts as a referral service, directing businesses to the appropriate agency that can best meet their needs.

## New Construction in 2006

Type	Value	Units/permits
Single-family duplex	\$10,166,847	47
Multi-family	\$53,499,910	437
Commercial	\$3,071,000	5
Industrial	\$3,039,500	3
Institutional	\$4,743,248	8
Accessory	\$182,995	12
<b>Totals</b>	<b>\$74,703,500</b>	<b>512</b>

## Repairs & Additions in 2006

Type	Value	Units/permits
Single-family duplex	\$1,366,740	39
Multi-family	\$822,300	7
Commercial	\$2,188,150	37
Industrial	\$1,463,283	53
Institutional	\$1,814,000	3
Accessory	\$0	0
<b>Totals</b>	<b>\$7,654,473</b>	<b>139</b>

## Business Incorporations

Year	Port Coquitlam	B.C.
2002	188	20,987
2003	145	22,531
2004	173	24,703
2005	194	30,930
2006	260	33,273

Source:  
BC Stats

## Spotlight on Development

Port Coquitlam has been bustling with new development. While much of this development activity has been in the residential sector, we have also seen a lot of interest in commercial, industrial and mixed-use development. Some of the larger developments include:

- City Works Site**  
 The City recently selected Townline Group of Companies as the developer of the City-owned property that was formerly used as the municipal operations yards. This exciting development includes almost 700 new residential units in a mix of highrise, lowrise and townhouse buildings. Two small commercial components will complement the downtown commercial mix, and new public facilities include a daycare, additional amenity space, cycle and pedestrian pathways through the site and a landmark public plaza on the corner of Mary Hill and Kelly Avenue. This development will be built to LEED Gold standards, which means more environmentally sustainable and healthier building construction.
- Oxford Village**  
 Construction is nearing completion on the first phase of Oxford Village, a comprehensive commercial development that will incorporate a mix of large format, service commercial and smaller-scale retail units within a pedestrian-friendly, village-themed complex. An application for the second phase of this development was recently submitted.
- Villagio**  
 Construction continues on the high-end mixed use commercial and residential complex on the former Golden Ears Hotel site in the downtown. Completion of the first phase of this development is expected for 2008.
- Dominion Triangle**  
 A 50-acre "lifestyle" commercial center proposed in the Dominion Triangle will soon be considered by Council. This proposal includes a livable, walkable neighbourhood concept incorporating big box commercial, smaller service commercial, office space, a small component of very high density residential, as well as public amenity space and pedestrian and bicycle trails. The development will be built to high sustainability standards including LEED certification levels for the residential components.
- Leigh Square Community Arts Village**  
 Now completed and open for business!

## CRIME PREVENTION

### NEW BYLAW INITIATIVE

### City working regionally to discourage metal theft

Port Coquitlam is taking part in a regional initiative to deal with the growing problem of metal theft.

The plan is for participating municipalities to enact a model bylaw requiring scrap metal dealers to record transaction details whenever they pay cash to a customer.

The idea is to discourage the anonymous sale of stolen metal by making it easier to identify likely perpetrators. The initiative has the support of the RCMP and municipal police forces.

Look for a model bylaw to be presented to Council in the first quarter of the new year.

## Snow Removal

The winter of 2006/07 saw a considerable amount of snowfall in Port Coquitlam with the result that passage along many sidewalks was made difficult.

The City's Highway Bylaw requires owners and occupiers to remove accumulated snow and ice from the sidewalks fronting their properties. Based on community input, the Bylaw Division has developed a new policy for enforcement of the snow removal requirement. For commercial, industrial, and multi-family properties, one advisory notice will be issued, after which the work will be assigned to City crews at the fronting owner's expense.

For further information, please contact the Bylaw Services Division at 604-927-5440.

## IMPORTANT CONTACTS

City of Port Coquitlam Business Licence Division:  
604.927.5238 or [bylawlicencing@portcoquitlam.ca](mailto:bylawlicencing@portcoquitlam.ca)

City of Port Coquitlam Planning Division:  
604.927.5442 or [planning@portcoquitlam.ca](mailto:planning@portcoquitlam.ca)

City of Port Coquitlam Building Division:  
604.927.5444 or [building@portcoquitlam.ca](mailto:building@portcoquitlam.ca)

Tri-Cities Chamber of Commerce:  
604.464.2716 or [www.tricitieschamber.com](http://www.tricitieschamber.com)

Port Coquitlam Business Improvement Association:  
604.464.1490 or [www.pocobia.com](http://www.pocobia.com)

# Target hardening: Protecting your business from crime

The City promotes "target hardening" – a security strategy for businesses that makes an intruder's job considerably tougher and longer, and thus riskier. The most effective physical security plans apply the right combination of deterrence, detection and delay strategies, in that order.

### STEP 1: DETER

The biggest deterrent is the chance of being seen.

- Ensure views of your property are unobscured by fencing, landscaping and vegetation. Keep vegetation trimmed and debris cleared to eliminate hiding places.
- Direct lighting to potential points of entry, including the roof. Use vandal-proof fixtures and inspect your lights regularly.
- Secure or remove "weapons of opportunity" such as rocks and projectiles, or tools and equipment inside. Keep ladders, pallets, boxes, crates and parked vehicles away from the building so they can't be used to gain access.
- Use signs to encourage customers and employees to lock their vehicles and lock valuables in the trunk, as well as to advertise that the premises is under surveillance.
- Install surveillance cameras at entry points.

### STEP 2: DETECT

Security commonly fails because of a lack of timely detection. If considering an alarm system, look for alarms that:

- Detect any perimeter violation as soon as it occurs and not afterward (do not rely on motion sensors),
- Are present at the first and basic level of security (window/door lock),
- Eliminate the delay on the alarm condition at all entry points,
- Draw attention to the burglar with sound and light, and
- Use technology that effectively handles false alarms without further compromising security.

### STEP 3: DELAY

Proper construction techniques and devices are an effective way to prevent break-ins, but installation of items such as security gates, barbed-wire fences and window bars can affect your company's image, create an impression of high crime and danger, be costly and might not address the weakest points in security: doors, windows, frames and locks.

- Intruders can usually break doors and locks with a wedge or crowbar. To prevent the frame from bowing under pressure, insert solid blocks between the frame and wall opening (usually in the middle of the frame). To strengthen the frame, drill pilot holes and install 3-4" screws through the doorstop strip and the frame, and through the frame on the hinge side into the wall.
- Deadbolt locks should be at least 1" or more in length when extended and still have a bit in the lock mechanism. The collar surrounding the cylinder should be of substantial construction. Slip rings prevent burglars from twisting off the cylinder with a tool.
- A suitable strike plate should be attached to the frame to house and protect the bolt of the lock.
- Pin the hinges on exterior doors that swing out by removing the centre screw from each side of the hinge and inserting a metal pin or headless screw on one side.
- Replace hollow-core doors with solid-core doors. Replace weak doorframes or reinforce them with steel or concrete.
- To secure windows, add clear polycarbonate sheets.

If you believe your business has been broken into, call 9-1-1 and do not enter as the suspect may still be inside.

For more information or professional crime-prevention advice, contact the RCMP Crime Prevention Unit at 604.945.1550.