



CRIME PREVENTION TIPS FOR BUSINESSES

C I T Y O F
PORT
COQUITLAM



Royal
Canadian
Mounted
Police

Gendarmerie
royale
du
Canada



Businesses are the heart of our community and play a significant role in crime prevention. Use this booklet to make your business a safer place for you, your staff, and your customers.

This booklet was compiled through a partnership between Port Coquitlam Community Police Station (part of the City's Community Safety & Community Support Department) and the Coquitlam RCMP to bring businesses and staff quick resources and knowledge on where to turn to for more information about crime prevention.

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PORT COQUITLAM COMMUNITY POLICE STATIONS AND PROGRAMS

Community Police Stations (CPS) are a partnership between Coquitlam RCMP and the City of Port Coquitlam to bring resources, policing initiatives, and extend police services in the community.

Our mandate is enhancing public safety through education, supporting volunteerism by extending police services, and problem solving through local policing.

Contact us or drop by to learn about crime prevention best practices and programs, make a report, and more:

Downtown CPS

2581 Mary Hill Road
Port Coquitlam, BC V3C 4X3
604-927-2383

Northside CPS

3312 Coast Meridian Road
Port Coquitlam, BC V3B 3N5
604-927-5172

Email for both sites: communitypolice@portcoquitlam.ca
Website: portcoquitlam.ca/cp

COMMUNITY CRIME PREVENTION INITIATIVES

Anti-Graffiti and Anti-Vandalism Program

Provides tips for deterring graffiti, graffiti removal requirements for property owners, graffiti removal support and paint vouchers.

Community Safety Patrol Ambassadors (Bike & Foot) or Tri-Cities Citizens' Crime Watch

Volunteers support the RCMP's crime reduction strategy by attending to community crime hotspots – which may include local business locations – as additional eyes and ears. Volunteers can be requested to visit your parking lots. A large emphasis is on two objectives:

- Stolen auto recovery (checking license plates to aid in the recovery of stolen vehicles abandoned in the area) and
- Promoting automobile security through crime prevention notices (reminding drivers of the dangers of leaving vehicles unsecured or valuables in sight).

Distracted Driving Awareness (Cell Watch) or Tri-Cities Citizens' Speed Watch

If your staff or business is seeing speeding or distracted driving, our volunteers can be requested to attend in a safe location to raise awareness and create visual representation and deter distracted driving or speed.

Free Community Courses and Special Events

Local Community Police Stations provide courses and events intended to educate and inform businesses, the community and clients about crime and crime prevention.

For more information on these and other programs, go to portcoquitlam.ca/cp or coquitlam.rcmp.ca.



Photo taken pre-pandemic.

TIPS FOR USING 9-1-1

When to Call 9-1-1

Call 9-1-1 if you have an emergency when lives are in danger, a serious crime is in progress, or police, ambulance, or fire are needed immediately. Examples of 9-1-1 calls for police:



- An immediate threat to a person or property (ex. shots fired)
- A serious crime in progress or just happened and a suspect may still be on scene (ex. drug deal or robbery).

Remember These Tips When You Call 9-1-1

- Stay on the line and follow instructions.
- Know your location at all times and communicate it when asked.
- Be prepared to answer questions.
- Listen carefully, speak clearly, and try to remain calm.
- If you dial 9-1-1 accidentally, stay on the line to tell the call-taker.
- Do not text or tweet 9-1-1 in an emergency – dial 9-1-1.
- Lock and store your cell phone carefully to prevent accidental 9-1-1 calls.

When to Call the Non-Emergency Line: 604-945-1550

Your local non-emergency number should be used when you do NOT require immediate help from police, fire or ambulance. Examples of non-emergency calls for police:

- A crime has been committed but there are no suspects at the scene. and no immediate danger to people or property (ex. vehicle or property break discovered after-the-fact or fraud).
- An on-going or chronic criminal activity where suspects are not on scene (e.g., vandalism or drug use).
- A suspicious circumstance that may indicate criminal activity (e.g., you think neighbours might have a residential grow operation).

REPORTING CRIME

Reporting Crime Online

Coquitlam RCMP does not accept reports or complaints via email, text or social media.

Report crime online at coquitlam.rcmp.ca. A typical online report takes 15 minutes to complete.



YOU CAN USE ONLINE REPORTING IF:

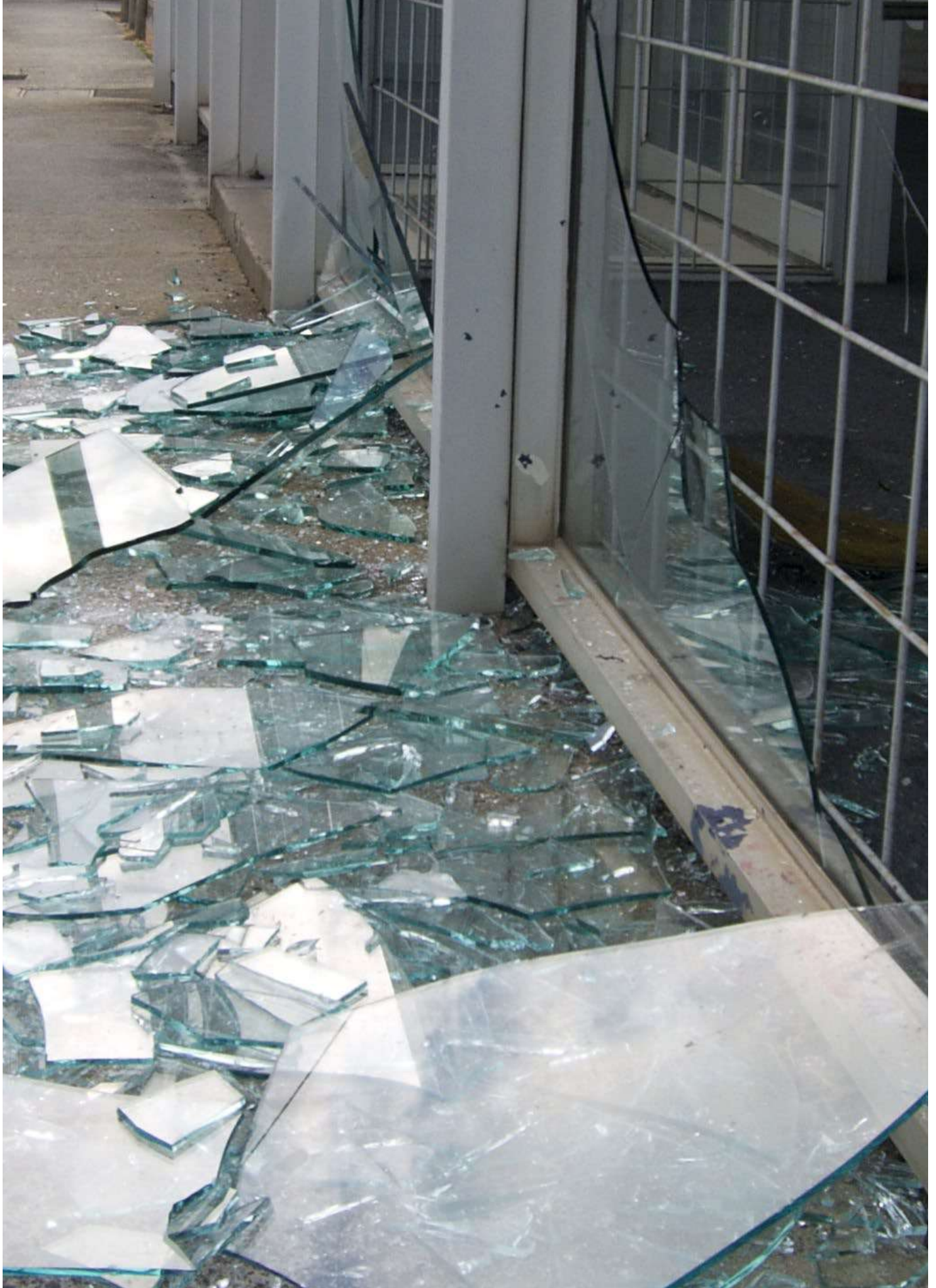
- The crime happened within the jurisdiction of the Coquitlam RCMP – Coquitlam, Port Coquitlam, Village of Belcarra, and Village of Anmore.
- You have lost something that costs less than \$5,000.
- Someone has stolen something from you that costs less than \$5,000.
- Someone has vandalized your property or vehicle and it will cost less than \$5,000 to repair it.
- You want to report a driving complaint that is not in progress.
- Your license plates or decals are lost or stolen.



YOU CANNOT USE ONLINE REPORTING IF:

- There is a witness or suspect (this restriction does not apply to driving complaints).
- There are lost or stolen items involving personal identity or firearms.

More ways to report crime >



REPORTING CRIME

Where to Report Crime in Person

COQUITLAM RCMP MAIN DETACHMENT

2986 Guildford Way, Coquitlam
604-945-1550

PORT COQUITLAM COMMUNITY POLICE STATIONS (CPS)

(Hours vary – call to confirm)

Downtown CPS

2581 Mary Hill Road
Port Coquitlam
604-927-2383

Northside CPS

3312 Coast Meridian Road
Port Coquitlam
604-927-5172

Other Reporting Options

ANONYMOUS REPORTING: CRIMESTOPPERS

- Phone: 1-800-222-8477 (TIPS)
- Online: solvecrime.ca
- Text: BCTIP and your message to CRIMES (274637)

REPORTING IN DIFFERENT LANGUAGES

9-1-1 has interpreters available in 170 languages and Coquitlam RCMP offers a range of language skills as well for non-emergency reporting.

Know someone who doesn't speak English fluently? Share these two simple tips with them to help them in case they ever need of emergency services:

- Encourage them to learn the English word for the language they speak (e.g., learn to say "Spanish" instead of "Espanol").
- Teach them the English words for "police", "fire" and "ambulance".
Knowing those three words in English will help speed up the process of finding an interpreter and getting the help they need.



BREAK-AND-ENTER PREVENTION

Making Your Business Secure

An appearance and layout of a business can attract or deter crimes. Business owners have to set up numerous lines of defence to keep thieves out, starting from the surrounding of the store working towards the interior. For example:

- Make sure your building, landscaping, sidewalks, and parking areas are all clean and well-maintained such as removing graffiti and garbage.
- Your parking areas, address, and entrances should be clearly marked and well-lit, particularly at night.
- Remove any large objects near the building which people could use to hide behind, in, or climb.
- Your loading areas should be well-lit and kept clean and free of any large objects for the same reason.

[More break-and-enter prevention tips >](#)

BREAK-AND-ENTER PREVENTION

Store Layout

- By placing your checkout counter near the front of the store, your staff can better monitor activities inside and outside your business.
- Thieves may not be tempted at night if they can see your empty cash drawer.
- Your public and private areas should be clearly marked.
- Refrain from using any large displays or posters that cover the windows.
- Good quality video surveillance is recommended at all entrances to your business.
- An alarm system can be a deterrent. Post signage to make thieves aware that you have an alarm.
- Any exterior doors should be solid core, and have deadbolts with a minimum one-inch bolt and a saw-resistant insert.
- Store windows can be protected with polycarbonate sheets, bars or roll-down covers.
- By keeping staff and storage areas secure, you can reduce theft during business hours.

If a Break-and-Enter Has Occurred

- Don't enter the premises – leave the crime scene undisturbed until police arrive.
- Call 9-1-1 if a break-in has just happened at your business. If there has been a time delay, report it to the Coquitlam RCMP non-emergency line at 604-945-1550.

Review portcoquitlam.ca/cp for more tips on business security and crime prevention through environmental design (CPTED) .

SHOPLIFTING PREVENTION

Your best tool for preventing shoplifting is to keep an eye out for suspicious behaviour. Techniques include:

TUCKING IT AWAY

Tucking stolen merchandise into a pocket, purse or bag, clothing or stroller.

WEARING IT OUT

Wearing an item out of the store, either in sight as if it is their own, or underneath other clothing.

PADDING ITEMS

Stuffing extra items into boxes or bags of things they intend to purchase.

GRAB AND RUN

Usually involves an accomplice in a waiting vehicle outside (make note of the licence plate).

HIDING IN PLAIN SIGHT

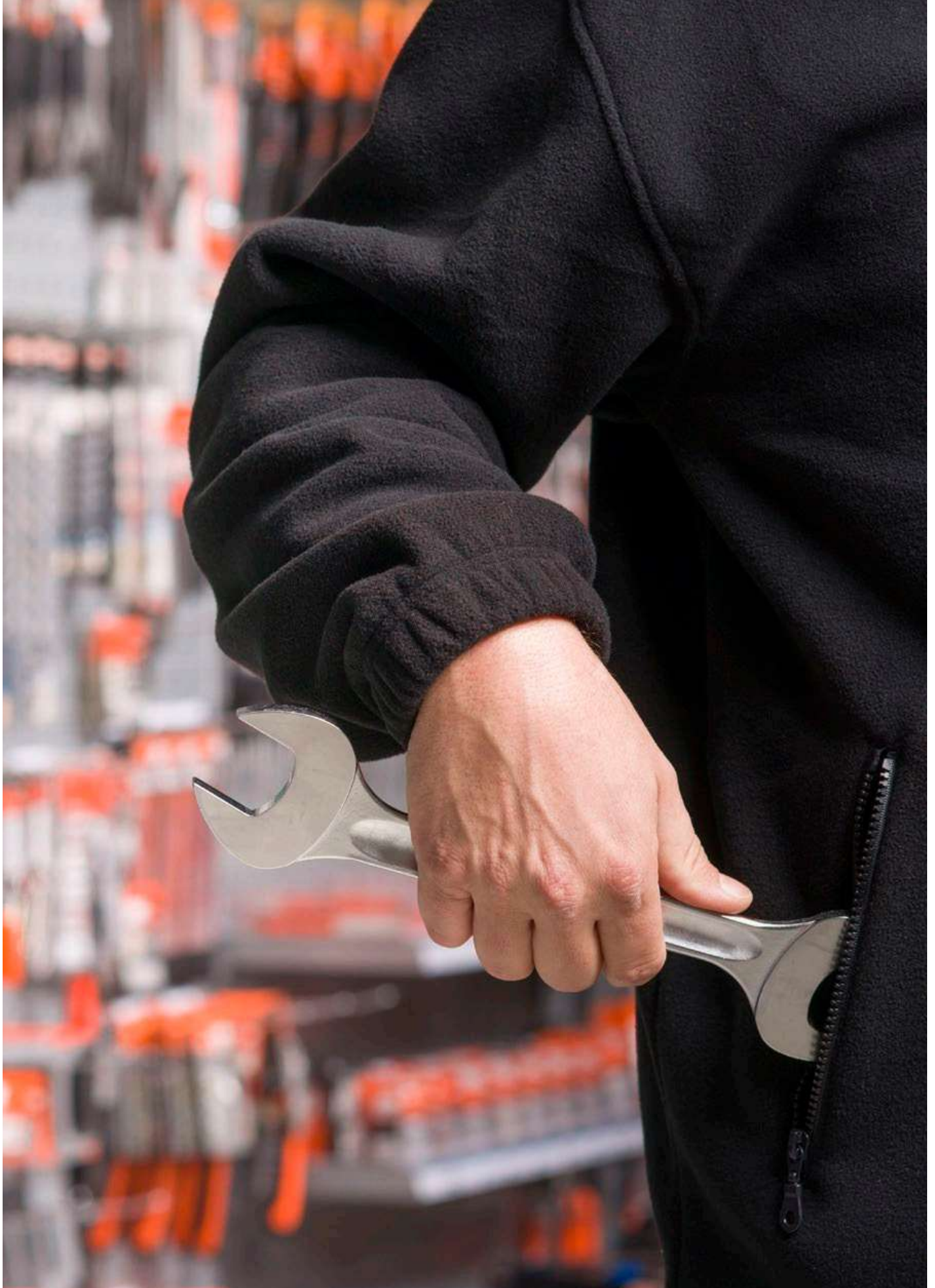
Holding an old receipt and walking out of the store with the item as if it has been paid for.

GROUPS OF PEOPLE

Using a large group of people as a distraction, making it difficult to see what is going on.

Tips to Prevent Shoplifting

- Greet customers as they enter the store to take away anonymity.
- Keep store and display shelves neat and organized so staff can easily observe customers and see if something has gone missing.
- Eliminate blind spots.
- Prevent grab and runs by keeping displays away from the front door.
- Keep expensive items in locked cases.
- Watch fitting rooms and restrooms at all times.
- Keep the cash register inaccessible to customers and monitor continuously.
- Avoid keeping cell phones and laptops unattended at service counters or cash registers.
- Train employees to be good witnesses when reporting crime.



ROBBERY RESPONSE GUIDE

During a Robbery

- The safety of staff and customers is paramount. Obey the suspect's demands – give them what they want and don't volunteer anything.
- It's very important to stay calm. Making mental notes of the suspect will help control fear.
- Tell the suspect what you are going to do before doing anything, and don't make any sudden movements.
- Remember the suspect's description – things like height, weight, age, hair, tattoos, scars, clothing, facial shape, style of walk, and vehicle description and license plate.

Evidence left by the suspect may include DNA and fingerprints on items they touched in your store, such as notes, and even weapons. This also includes clothing like gloves, balaclavas, and jackets, often discarded as they flee.

Train staff for a possible robbery by running scenarios and role-playing

After a Robbery

- Lock the doors, call 9-1-1 and tell them you have been robbed and if anyone needs medical attention.
- Give descriptions, and direction and method of travel for suspects (know your directions to accurately describe where the suspect fled).
- Note if the suspect was wet (if raining) or dry – it could determine if they were on foot or in a vehicle.
- Close your business until police arrive to examine the scene.
- Protect evidence, particularly around where the robbery occurred.
- Calm customers or employees who are agitated.
- Make notes of what you saw.
- Don't discuss the incident with anyone until the investigators say it is okay. If you speak to the news media, you may reveal information that could jeopardize the case if it goes to court – refer them to the RCMP.

Be Aware, Be a Good Witness, and Stay Safe!

OPPORTUNISTIC CRIMES: AUTO & BICYCLE

Businesses, customers, and staff can identify risks and reduce opportunities for thieves. If you suspect an auto crime or bicycle theft is in progress, call Coquitlam RCMP at 9-1-1. Report crimes that have already occurred to the non-emergency line at 604-945-1550 or online at coquitlam.rcmp.ca.

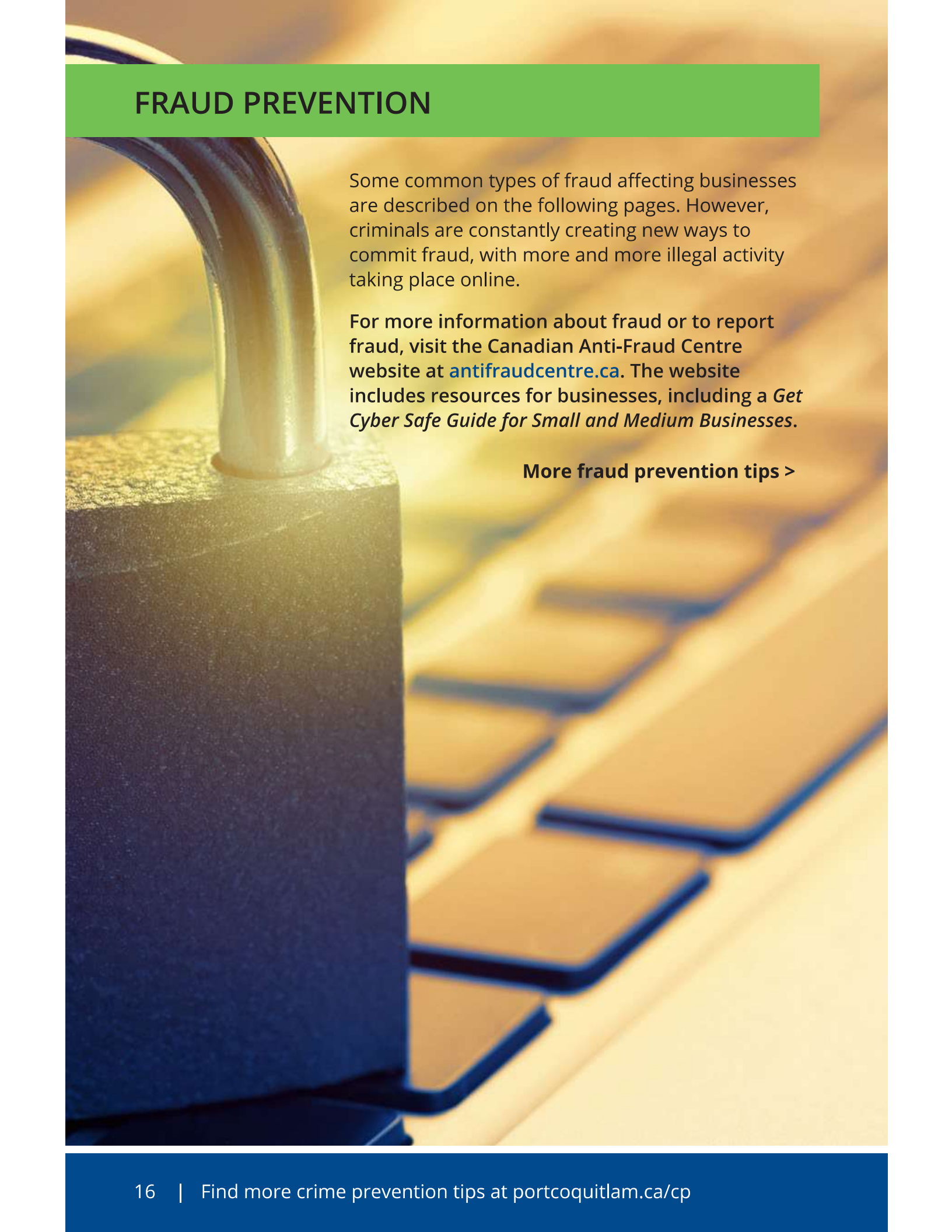
AUTO CRIME PREVENTION

- Ensure your business parking lots are well lit and sight lines are clear.
- Treat keys like cash and don't keep spare keys in vehicles.
- Invest in good anti-theft devices.
- Close windows, lock doors and take your possessions with you.
- Never leave vehicles unattended while warming up.
- Don't leave phone/device holders or cords visible.
- When using underground parking lots, wait for the gate to close.
- Check that license plates and insurance decals are in place before driving.
- Request signage from local Community Police Stations that give your customers crime prevention tips and wait-for-the-gate reminders.

BICYCLE THEFT PREVENTION

- Ensure bike racks are located close to pedestrian zones, windows or entrances, in well-lit locations with clear sightlines.
- Use a high-security bicycle lock, such as a U-lock, chain, rack or metal folding lock. Only use cable locks in combination with other locks.
- Lock the bike frame and one wheel to a proper bike rack, never to a tree. If you must lock to poles/structures, ensure they are secure. Don't forget to lock your wheels and saddle (quick release or hex bolts).
- Keep a file of your bike information including receipts, serial numbers, and photos. Engrave property with your driver's license number.
- Consider a GPS tracking device or using a bike registry database.
- Be aware that social fitness platforms may share your – and your bicycle's – location online in real time.

The more difficult it looks to steal your vehicle or bicycle, the less likely a thief will want to steal it.



FRAUD PREVENTION

Some common types of fraud affecting businesses are described on the following pages. However, criminals are constantly creating new ways to commit fraud, with more and more illegal activity taking place online.

For more information about fraud or to report fraud, visit the Canadian Anti-Fraud Centre website at antifraudcentre.ca. The website includes resources for businesses, including a *Get Cyber Safe Guide for Small and Medium Businesses*.

More fraud prevention tips >

FRAUD PREVENTION

Phishing or Spoofing

Phishing, also called “brand spoofing,” is the creation of email messages and web pages that are replicas of existing, legitimate sites, and business.

These websites and emails are used to trick users into submitting personal, financial or password data. Emails often ask for information, such as credit card numbers, bank account information, social insurance numbers, and passwords that will be used to commit fraud.

Be suspicious of anything that sounds too good to be true or just doesn't seem right to you.

HOW TO PROTECT YOURSELF:

- Beware of and don't reply to unsolicited emails from individuals, businesses or financial institutions presenting an urgent situation requiring immediate attention or requesting personal or financial details.
- Confirm all email requests to send money, whether internal or external, by contacting the sender in-person or by telephone to confirm the request is legitimate.
- Watch for spelling and formatting errors and be wary of clicking on attachments since they can contain viruses and spyware.
- Contact the spoofed person, business or financial institution immediately and report your suspicions.

Director/Supply Fraud

Scammers will contact your business by phone or fax, pretending they have an existing relationship to trick you into accepting an order for overpriced office supplies or worthless online advertising.

Supply Swindle

If one of your overseas suppliers has their email account hacked, scammers may present you with a story. Example: their usual bank account in Hong Kong has been compromised and they want you to send your next payment to a new account in London, England.

[More fraud prevention tips >](#)

FRAUD PREVENTION

CREDIT CARD TIPS

TIPS FOR CHECKING CREDIT CARDS

- Check second piece of identification.
- Check signature blocks.
- Check security features on cards:
 - Quality of embossing and quality of holograms
 - First numbers on card consistent with issuing company
 - Name/numbers on card consistent with transaction records
- Be cautious of magnetic strips that do not work.

CONTACTLESS PAYMENT

With so much legitimate commerce being conducted by phone, online or by contactless methods in person, you may not be able to physically handle a card. Scammers may use the tap function of a stolen card to pay for goods, or stolen credit card information to place orders.

Speak with your card processor about their fraud prevention tools.

[More fraud prevention tips >](#)



FRAUD PREVENTION

Counterfeit Prevention Tips

With little effort, you can help keep counterfeits out of your till, out of your customer's change and out of all our pockets.

New bank notes come out regularly so refer to bankofcanada.ca/banknotes or 1-888-513-8212, or ask for a presentation from the local community police station on this topic.

DURING A TRANSACTION

If you suspect that you're being offered a counterfeit note, assess the situation to ensure that you are not at risk. Then, do the following:

- Politely refuse the note and explain that you suspect that it may be counterfeit.
- Ask for another note (and check it too).
- Advise the person to check the note with the local police.
- Inform your local police of a possible attempt to pass suspected counterfeit money.
- Be courteous. Remember that the person in possession of the bill could be an innocent victim who does not realize that the note is suspicious.

AFTER A TRANSACTION

If you suspect that you've received a counterfeit note, give it to the local police. If it's real, you'll get it back.

Either way, the police should be informed of possible counterfeiting activity in your community. Timely reporting helps police and prosecutors bring counterfeiters to justice.

Information courtesy of Bank of Canada.

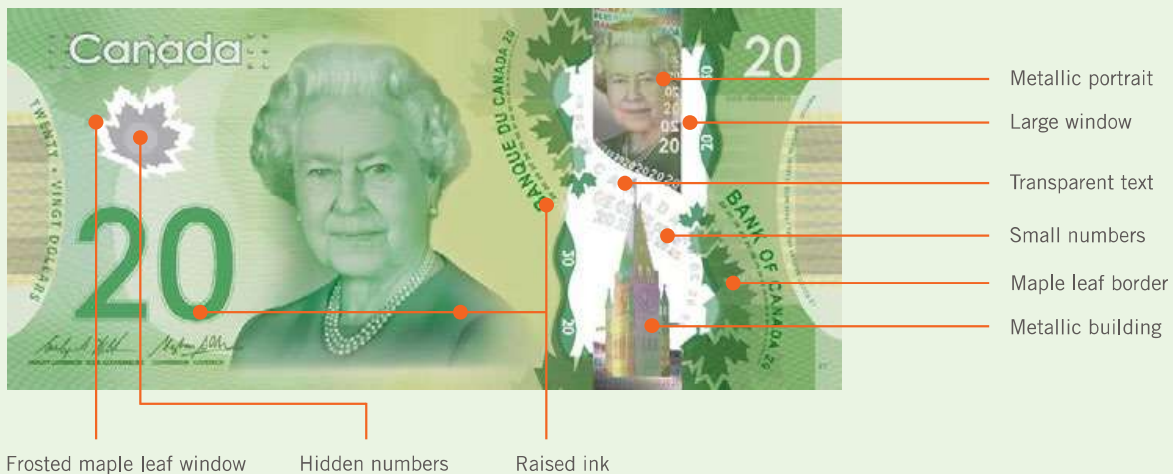
More counterfeit prevention tips >

FRAUD PREVENTION

Find this and other useful information, see the Bank of Canada's free *Employee Handbook: A Guide to Verifying Canadian Bank Notes* at bankofcanada.ca/banknotes.

FRONT OF BANK NOTE

Polymer bank notes have innovative security features that are hard to counterfeit and can easily be checked in seconds.



BACK OF BANK NOTE

Flip the note to see the features in the large window repeated in the same colours and detail on the other side.



All five bank notes have the same security features.

WARNING



**24 HOUR
VIDEO
SURVEILLANCE**

NO TRESPASSING

PANHANDLING AND TRESPASSING

What is Panhandling?

Panhandling is when someone asks people for money or other items in a public space. People may panhandle for all different reasons.

How to Respond to Panhandling

Panhandling is not illegal unless it is deemed aggressive or soliciting a captive audience. Good alternatives for donations can be made to local charities responding to homelessness locally: Rain City or Home for Freedom.

If you don't want to give money to a person panhandling:

- Look at the person, be polite, and say, "Sorry I don't have cash on me."
- If you know the panhandler by name, offer to buy them a snack or meal or provide them a copy of the Street Survival Guide created by the Tri-Cities Homelessness and Housing Task Group, available at tricityhomelessness.ca.

Aggressive Panhandling

The *BC Safe Streets Act* was enacted in October 2004. Under the terms of this act, a person commits an offence if they solicit money or another thing of value in a manner which:

1. Creates a concern for the solicited person's safety or security, such as obstructing one's path, using abusive language or continuing to solicit
2. Solicits a "captive audience", such as within 5 metres of a bus stop, ATM, or a person getting in or out of a vehicle
3. While on a roadway, solicits a person who is in or on a stopped, standing, or parked vehicle.

In plain language, it is not illegal for a person to panhandle or ask for money. It is, however, illegal for a panhandler to create an uncomfortable or hostile environment by following you asking for change, continuing to ask after you have declined, panhandling beside a bank machine, or to endanger themselves by soliciting in traffic.

[More about trespassing >](#)

PANHANDLING AND TRESPASSING

About the *BC Trespass Act*

Under the *BC Trespass Act*, a person who has been directed by an occupier of premises, or by a person authorized by an occupier of premises, to leave the premises or stop engaging in an activity on or in the premises commits an offence if:

- The person does not leave the premises or stop the activity, or
- Re-enters the premises or resumes the activity.

Essentially, a place of business would be deemed a “premises” and the staff, whether a loss prevention officer or a cashier, would be an “occupier.” As an occupier, staff may ask persons to leave but they cannot discriminate.

Under the *Canadian Charter of Rights and Freedoms* and *B.C. Human Rights Code*, a person is protected from discrimination based on race, national or ethnic origin, colour, religious, sex, age, or mental and physical disabilities.

YOUR RIGHTS AS THE OCCUPIER

If someone is found on enclosed land, it is presumed they are there without the owner’s permission. In other words, it is up to the trespasser to show they have the permission of the occupier to be on the land.

A posted sign can be used to prohibit activities or access to unauthorized people. For example: a sign can be posed requiring backpacks to be left at the front counter of a store or no trespassing signs posted around the exterior. Both the *Trespass Act* and the *Safe Streets Act* give the powers to arrest the person if the person is found committing the act but could be dealt with through violation tickets.

TERMS:

“Occupier” includes a person who has responsibility for and control over the condition of the premises or the activities carried out in the premises, and control over persons allowed to enter the premises.

“Premises” includes a building or “enclosed” land.

“Enclosed land” is defined as land surrounded by a lawful fence or posted with signs at ordinary access points.

Call the RCMP non-emergency line, 604-945-1550, for support regarding trespassing. Additional resources: tricityhomelessness.ca.



SHARPS AND NEEDLE DISPOSAL

Needles are used by a wide range of community members, including people with medical conditions and those who use substances. When needles are discarded improperly in a public place, it is often a result of not having easy access to safe disposal.

Used needles or syringes may carry a number of diseases or viruses and should always be handled with care.

- NEVER re-cap, bend or break off the needles.
- Teach children to NEVER touch the needles or syringes — tell them to inform an adult immediately.

SAFE DISPOSAL

It is important to dispose of the needles or syringes carefully and promptly.

The Lower Mainland Purpose Society's mobile health van serves the Tri-Cities with services including sharps disposal seven days a week. Call 604-351-1885 or read about the service at purposesociety.org (Health Programs section).

HARM REDUCTION

For information about Fraser Health's harm reduction resources, see fraserhealth.ca/harmreduction.

THE RIGHT TO REFUSE SERVICE

When you open your store for business, you are inviting customers to come in and shop. However, this does not mean you must serve a customer – nor does a customer have the automatic right to be served.

WHAT ARE YOUR RIGHTS?



You have the right to refuse service when a customer causes trouble, such as:

- Using foul language
- Causing a disturbance
- Threatening violence
- If they have caused similar problems in the past.



You do not have the right to refuse service based on prejudice against someone for things like:

- Sexual orientation
- Race
- Culture
- Gender

WHAT SHOULD YOU DO IF A CUSTOMER CAUSES TROUBLE?

Begin by stating your wishes directly and clearly. For example: “You are not welcome here. I want you to leave my store.” Provide your reason to the customer and be firm when you speak.

What should you do if the customer does not leave?

- If the customer refuses to leave they are now trespassing.
- If they are violent, call 9-1-1 and tell the call taker you have a hostile customer in your store who will not leave and is continuing to cause trouble.
- If they are not violent, call the Coquitlam RCMP non-emergency line at 604-945-1550.
- If the customer leaves before the police arrive, call the non-emergency line to cancel the call.

DEALING WITH GRAFFITI



Graffiti – letters, symbols or marks made on any structure or thing without a property owner or tenant’s consent – harms a community in many ways.

Graffiti is a sub-culture of writing and can sometimes be considered artwork and be enjoyed by the community. Artwork made with prior written authorization from the property owner, City or tenant is guided by public art policies and is not affected by graffiti bylaws.

[More about graffiti >](#)

DEALING WITH GRAFFITI

Types of Graffiti

The most common graffiti types include tags and advertising:

- Tags are stylized signatures written repeatedly to promote the writer's alias and obtain notoriety – usually not targeted but aimed at being visible and in hard to reach places.
- Advertising could include posters, stickers, decals, chalk or anything that creates visual noise, litter, incurs costs to remove them, or harms nature.

The Problem with Graffiti

Graffiti defaces buildings, lowers property values, attracts graffiti, and invites other types of criminal activity. It also discourages customers, visitors, and prospective residents from enjoying their time.

The best way to stop the spread of graffiti is to remove it as soon as it appears. That is why the City of Port Coquitlam has an anti-graffiti strategy and property standards by-laws that outline requirements for property owners.

Leaving graffiti in place sends the message that the building or area is not monitored or cared for, which can lead to graffiti and crime that spreads to other areas.

PORT COQUITLAM'S ANTI-GRAFFITI STRATEGY:

Remove graffiti: Implement measures to facilitate the timely removal of graffiti and encourage increased reporting of graffiti.

Educate the public: Raise awareness in the community about the negative impacts and costs associated with graffiti.

Prevent graffiti: Promote initiatives to better protect private property and city property from graffiti vandalism.

Identify tags: Implement measures aimed at identifying vandals and holding them responsible for their actions.

[More about graffiti >](#)

DEALING WITH GRAFFITI

Who is Responsible for Removing Graffiti?

Responsibility for removing graffiti falls to the property owner or occupant:

- The City of Port Coquitlam is responsible for removing graffiti from public property such as City buildings, light poles, signs, and other public amenities.
- Public service agencies and utilities such as BC Hydro, TELUS, TransLink, Canada Post, CP Rail and others are responsible for removing graffiti from their furniture and utilities.
- Private owners, businesses, and tenants are responsible for removing graffiti off their property. The City offers support services for the graffiti removal – see next page.

BYLAW REQUIREMENTS FOR GRAFFITI REMOVAL

Port Coquitlam's graffiti bylaw (Bylaw 4190) requires graffiti removal within certain timeframes:

- Hate and profane graffiti needs to be removed within 48 hours after receiving notice from the City.
- All other types of graffiti needs to be removed within 14 days after receiving notice from the City.
- Graffiti that remains after receiving a notice may be removed at the property owner's expense.

For more information, find Bylaw 4190 at portcoquitlam.ca/bylaws.

[Graffiti support and tips >](#)

DEALING WITH GRAFFITI

How to Report Graffiti

CITY OR PRIVATE PROPERTY

- Phone: 604-927-5496
- Use the free PoCo Sort & Report app
- Email: publicworks@portcoquitlam.ca
- Use the online reporting form at portcoquitlam.ca/graffiti

VICTIM OF GRAFFITI, HATE GRAFFITI, OR GRAFFITI SPREES

File a police report through the RCMP non-emergency line at 604-945-1550 or online at coquitlam.rcmp.ca.

Get Support!

Residents and businesses who report graffiti to the City of Port Coquitlam are eligible to receive a voucher from the Community Police Station for discounted paint and supplies at local paint stores.

GRAFFITI OR VANDALISM IN PROGRESS

Call 9-1-1.

Tips for Managing Graffiti

- Clean up any graffiti ASAP to deter additional vandalism.
- Apply a protective coating on your walls, which facilitates graffiti removal and preserves the original wall surface.
- Install motion detector lights to discourage vandals from tagging.
- Remove ways that vandals can climb onto the roof or get to hard to reach places such as vehicles, dumpsters, etc.
- Create a mural and/or apply protective coatings to facilitate graffiti removal and preservation of a persistently hit wall.
- Keep your property tidy such as removing litter, broken fences, unused or damaged signs, and overgrown shrubbery.
- Consider hiring a professional graffiti removal contractor to do regular or one-time cleaning.

More details about graffiti prevention: portcoquitlam.ca/graffiti.

KEY CONTACTS

COMMUNITY POLICING STATIONS

- Downtown: 604-927.2383, 2581 Mary Hill Rd
- Northside: 604-927-5172, 3312 Coast Meridian Rd
- communitypolice@portcoquitlam.ca

BUILDING, DEVELOPMENT & ENGINEERING

- Building permits and inspections: 604-927-5444, building@portcoquitlam.ca
- Inspection requests: 604-927.5445 or at my.portcoquitlam.ca
- Development and land use (Planning): 604-927-5442, planning@portcoquitlam.ca
- Engineering: 604-927-5420, engineering@portcoquitlam.ca
- Development Engineering: 604-927-5420, deveng@portcoquitlam.ca

BUSINESS SERVICES

- Business licences / services: 604-927-5238, businesslicensing@portcoquitlam.ca, portcoquitlam.ca/bizhub

BYLAW ENFORCEMENT

- Inquiries and complaints: 604-927-5440, bylawservices@portcoquitlam.ca
- Illegal dumping on City property: 604-927-5496, publicworks@portcoquitlam.ca

POLICE / RCMP

- Emergencies: 9-1-1
- General inquiries: 604-945-1550

REPORT PROBLEMS WITH CITY SERVICES SEE IT? REPORT IT.

- 604-927-3111
- portcoquitlam.ca/report
- PoCo Sort & Report app

NOTES

[illegible]



Photo taken pre-pandemic.



PORT COQUITLAM COMMUNITY POLICE STATIONS (CPS)

Downtown CPS

2581 Mary Hill Road
604-927-2383

Northside CPS

3312 Coast Meridian Road
604-927-5172

portcoquitlam.ca/cp



Royal
Canadian
Mounted
Police

Gendarmerie
royale
du
Canada

COQUITLAM RCMP MAIN DETACHMENT

2986 Guildford Way, Coquitlam
604-945-1550

coquitlam.rcmp.ca