

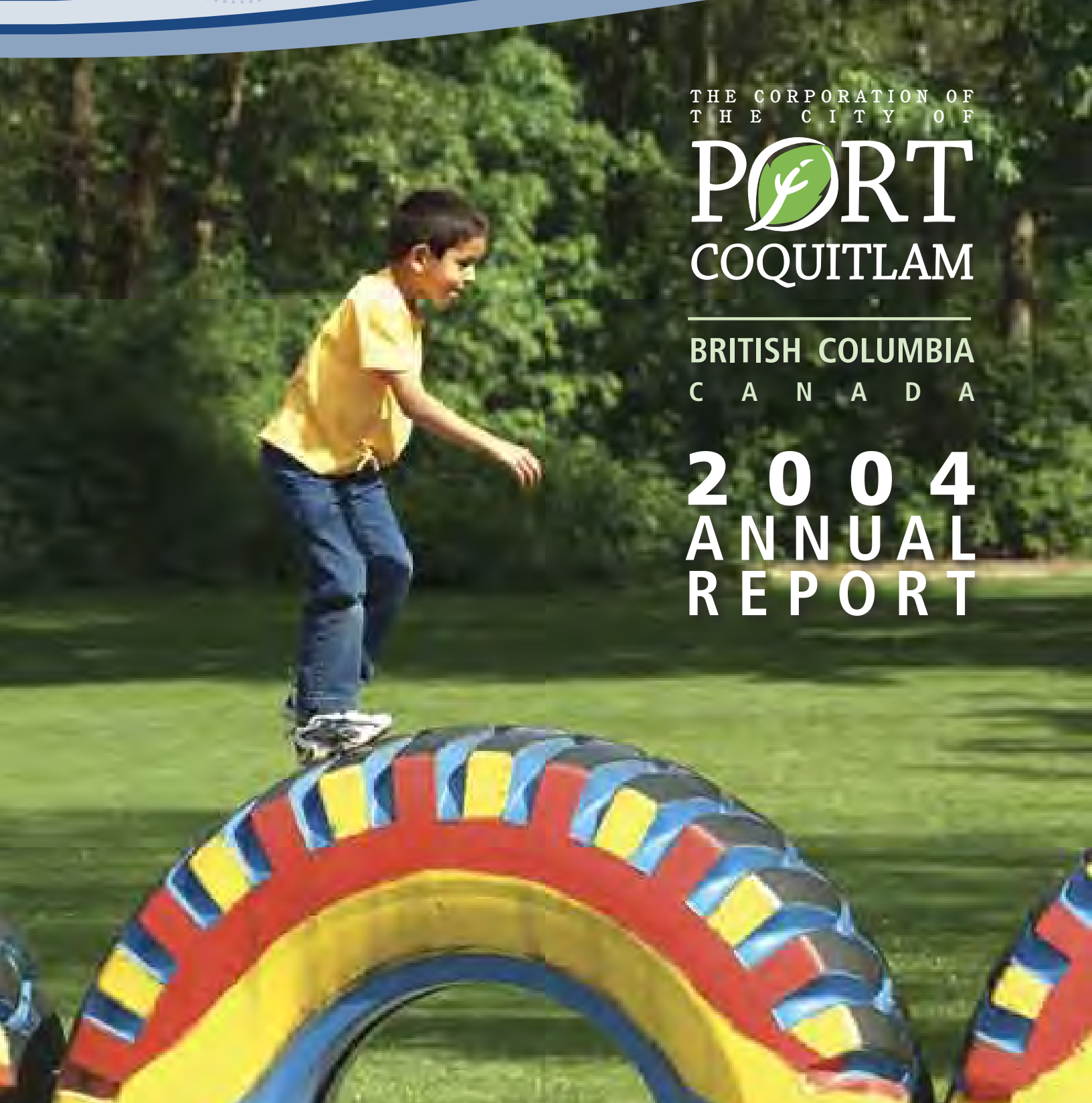


THE CORPORATION OF
THE CITY OF

PORT
COQUITLAM

BRITISH COLUMBIA
C A N A D A

2004
ANNUAL
REPORT





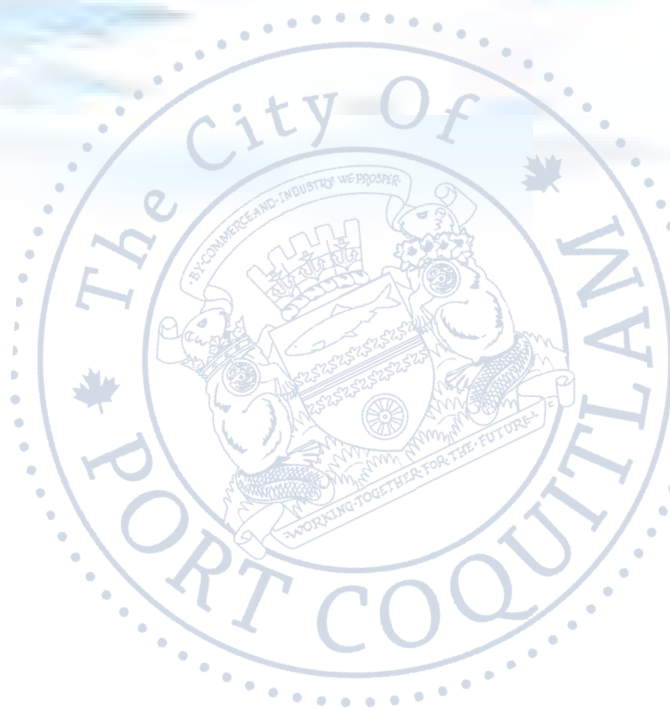
Port Coquitlam, British Columbia:

Small town
charm
with big city
connections—

a beautiful
place to **live,**
grow,
and **prosper.**



The City of Port Coquitlam would like to thank the many photographers that submitted their photographs for our 2004 Annual Report, including B. Herger, B. Edwardson, R. Long, and B. Nickason.



THE CORPORATION OF
THE CITY OF

PORT
COQUITLAM

BRITISH COLUMBIA
CANADA

2004
ANNUAL
REPORT

FOR THE YEAR ENDED DECEMBER 31, 2004
PREPARED BY THE COMMUNICATIONS DIVISION OF THE
CORPORATION OF THE CITY OF PORT COQUITLAM

www.portcoquitlam.ca

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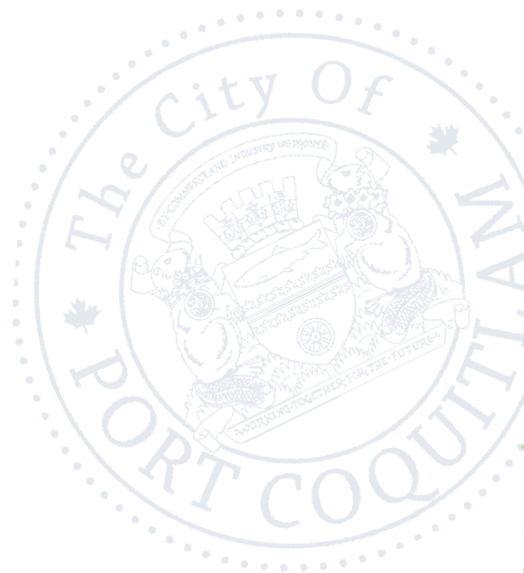
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Introductory Section



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Message from the Mayor

On behalf of City Council and staff, I am pleased to present the City of Port Coquitlam's 2004 Annual Report. This report is a snapshot of some of the progress, improvements and accomplishments in our work over the past year. As you'll see, 2004 was another positive year, as we continued to support and promote economic growth while working to improve services for our residents, protect the environment and honour the values that make Port Coquitlam the special place it is.

We are fond of saying that Port Coquitlam has the charm of a small town with all the amenities of a large urban centre. I can proudly say that we continued to endorse those ideals in 2004 by pursuing the path we set as a community in 2002 - our Strategic Plan. Here are some of the ways we met the community's objectives: we worked with TransLink to improve access for our residents; added new recreational opportunities through park upgrades, new facilities and internet registration; addressed community safety concerns with a new fireworks bylaw and new policing measures; and made significant land use planning decisions with community-driven revisions to the Official Community Plan.

On the financial side, we enhanced our financial planning process with a new requirement for all City departments to prepare business plans as part of their budget development. This brought a new focus on results and continuous improvement to the 2005 budget process, which was successfully completed on schedule. I am happy to report that Port Coquitlam continues to have a healthy financial picture and compare favourably with other Greater Vancouver municipalities. Our per-capita expenditures and taxes are relatively low, and we have adequate reserves and no debt.

Port Coquitlam has many assets: an involved community, an accessible location, a thriving local economy and more than 259 hectares of parkland. As these advantages continue to attract more businesses and residents to the area, City Council is dedicated to making Port Coquitlam a complete and prosperous community that retains its livable, caring and family-friendly nature.



 A handwritten signature in black ink, which appears to read "Scott Young". The signature is stylized and fluid.

Scott Young
Mayor

Message from the City Administrator

It is with a great deal of pride that I present the City's second formal Annual Report. I do so on behalf of the hardworking men and women of the Port Coquitlam municipal organization.

2004 was a boom year for the development industry in Port Coquitlam as it was elsewhere in the Lower Mainland. Our relatively small Development Services staff struggled with the increasing volume of enquiries and applications throughout the year. To their credit, they managed to process a record number of applications and enquiries. As a result of their work, a visible amount of construction is taking place in the City, particularly in the downtown area. The current and proposed mixed developments, both private and public in the downtown, will soon transform this precinct into the vision articulated in our Downtown Plan.

As you peruse the pages of this Annual Report, you will note that many of the projects involved community members ranging from youths to seniors. The following are three excellent examples of partnerships formed between the City and individuals in the community. Without the valuable contributions of these community-minded volunteers, the high level of success achieved on these projects would have been highly unlikely:

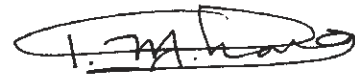
- Conceptual Plan for the Leigh Square Community Arts Village
- The RailSide Youth Activities Park
- The development of the new Official Community Plan

The City is blessed with many individuals interested in shaping the development of this community. I want to take this opportunity to thank them for their generous contributions.

In 2004, the City introduced a new method of solid waste collection – the first of its kind on the West Coast! Preliminary evaluation of this new system indicates an 11% reduction in solid waste destined for landfills, a 38% increase in recycling and a 35% increase in green waste. As an added bonus, this new system has also reduced worker injury! This is an excellent example of the City's innovation in pursuit of environmental sustainability practices.

During this past year, the City expended a considerable amount of time and staff resources working with external agencies to improve the movement of traffic within the City. Some of our successes are reflected in the recent announcement by the Provincial Premier that the Pitt River Bridge will be replaced with a more efficient high-level bridge. Associated with this project is the construction of a new Lougheed/Freemont/Mary Hill Bypass Interchange on the west approach to the new Pitt River bridge. This new interchange will facilitate the development of the remaining commercial and industrial lands in the Dominion Triangle generating additional tax revenues and new jobs.

As we enter into 2005 and beyond, the City is well poised to enjoy greater economic growth and prosperity. Port Coquitlam is and will be a great place to live, grow and prosper!



Tony Chong, P.Eng.
Chief Administrative Officer

Community Profile

Port Coquitlam is centrally located in the Lower Mainland between the Fraser, Pitt and Coquitlam rivers. With more than 259 hectares of parkland within its borders, the community offers an extensive system of outdoor trails perfect for cycling, hikes and leisurely walks.

Port Coquitlam also offers an abundance of business opportunities. It is a small town with all the amenities of a large urban centre. Industrial and commercial land is reasonably priced, easily accessible and well serviced. More than 13,000 people are employed in specialized manufacturing alone. Supporting and promoting economic growth continues to be a primary community focus and, as a result, Port Coquitlam has become the home base for a large number of progressive enterprises.

An authentic downtown centre – complete with a main street lined with trees and decorative street lamps – showcases specialty shops, restaurants and small business establishments. This warm and caring community is committed to providing a desirable, safe place to raise a family.



Currently, Port Coquitlam is home to more than 50,000 people who enjoy:

- Affordable housing
- A wide variety of recreational and leisure activities
- Quality schools
- Numerous places of worship
- Local health care facilities

Its picturesque natural setting, business opportunities, small-town spirit and dedication to healthy living combine to offer an exceptional living environment for people of all ages.



Mission and Vision

Mission Statement

Our mission is to work with our citizens to create a healthy, vibrant and caring community through:

- Visionary leadership and accountable governance
- Citizen involvement
- Balancing the expectation for services with available resources
- Decision-making that integrates the community's social, economic and environmental interests
- Quality in customer service

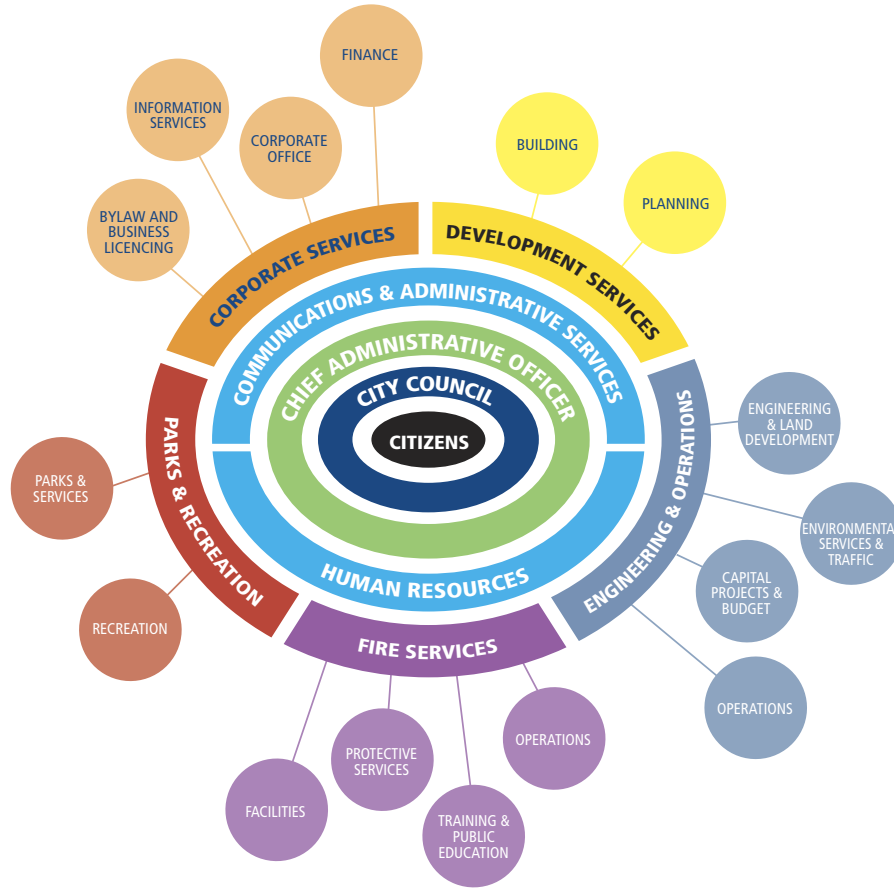
Our Vision

Port Coquitlam will aspire to be a complete community, unique because of its traditional, small-town atmosphere and its strong sense of pride, and where:

- Citizens have a collective sense of belonging and contribute to the quality of life in the community.
- The community celebrates a vibrant culture and heritage.
- The environment is nurtured for present and future generations.
- A dynamic economy contributes to prosperity and the opportunity to work close to home.
- Planned development strengthens the character of the community, helping to create safe and affordable neighbourhoods.



City of Port Coquitlam Organizational Chart



Elected and Appointed Officials

Mayor S.W. Young

Councillors

- M.P. Bowen
- A.P. Crowe
- M.W.C. Forrest
- G.B. Moore
- D.G. Penner
- M.R. Wright

City Officials

- Chief Administrative Officer
- Corporate Officer
- Finance Officer
- Director of Corporate Services
- Director of Development Services
- Director of Engineering and Operations
- Fire Chief
- Director of Parks and Recreation

- T.M. Chong, P.Eng.
- S. Rauh, CMC
- J.G. Maitland
- N. Gomerich
- K. Fowler
- F.K. Cheung, P.Eng.
- S.R. Gamble, CFO, MIFireE
- B.W. Becker

Municipal Auditors KPMG LLP

Bankers Toronto Dominion Bank

Port Coquitlam City Council

2002–2005 City Council
(left to right)
Front row:
Councillor D. Penner,
Mayor S. Young,
Councillor G. Moore.
Back row:
Councillor M. Wright,
Councillor A. Crowe,
Councillor M. Forrest,
Councillor M. Bowen.



City Council is the legislative body that represents the citizens of Port Coquitlam, provides leadership and establishes policies and priorities for Port Coquitlam's municipal government. Council reviews and establishes budget levels for civic operations and capital expenditures.

City Council is made up of the Mayor and six Councillors. All members of Council hold office for three-year terms. The Mayor chairs meetings of Council and is also an ex-officio member of all Council Committees and all bodies to which Council has the right to appoint members.

There are also seven special committees of Council: Finance and Intergovernmental, Environmental Protection, Health and Social Issues, Parks and Recreation, Community and Economic Development, Protective Services and Public Works.

City Council holds two regular meetings each month. Meetings are open to the public and agendas are available from City Hall or the City's website at www.portcoquitlam.ca.

Citizen Involvement

Celebrating the Spirit of Volunteers

Port Coquitlam volunteers have a spirit all their own. They show it in what they do – working with youth, celebrating the arts, keeping us safe – and all the other ways they help to enrich our community. Often behind the scenes and with little or no fanfare, our volunteers give of themselves and their time to make this community a better place to live.

Our local service clubs and community organizations have a long history of volunteerism, dating back to the Incorporation Celebration Committee in 1913. Volunteers support important community projects and help make our City stronger, safer and healthier.

Volunteerism and community participation play an important role in building community spirit in Port Coquitlam. Our city is a better place, thanks to the tireless efforts of our volunteers. With sincere appreciation, we celebrate the spirit and dedication of the volunteers who step forward, make things happen and make our community extraordinary.

Thank You Port Coquitlam Volunteers!

We celebrate the spirit and say thanks to the following community groups and volunteer organizations...

2005 Volunteer Recognition Awards Selection Committee, 201 RCSCC Grilse, 2010 Olympic and Paralympic Games Task Force, 2893 Seaforth Army Cadets RCACC, Adult Mixed Soccer, Air Cadets 754 Phoenix Squadron, Arts Connect, Art Focus, BC Special Olympics, Board of Variance, Brown Creek Streamkeepers, Burke Mountain Naturalists, Canada Day Task Force, Catholic Women's League, Chamber of Commerce, Citizen Advisors to the Environmental Protection Committee, Citizen Advisors to the Parks and Recreation Committee, Citizen Advisors to the Community and Economic Development Committee, Citizen's Crime Watch, Coast Meridian Overpass Project Impacts Mitigation Task Force, Coastal Sound Music Academy, Community Cultural Development Advisory Committee, Community Policing, Community Volunteer Connections, Community Volunteer Services for Seniors, Coquitlam Chapter of the Order of the Eastern Star, Coquitlam Optimist Club, Coquitlam River Watershed Society, Coquitlam Search and Rescue, District Parent Advisory Council, Fraser-Burrard Youth Justice Society, Friends of Terry Fox Library, Hyde Creek Watershed Society, Crossroads Hospice Society, Eagle Ridge Hospital Foundation, Elks Club of Port Coquitlam, Families First, Innervisions Recovery Society, Junior Forest Wardens, Maple Creek Streamkeepers, May Day Task Force, New View Society, Old Age Pensioners Organization Branch 21, PoCo Blues Soccer, PoCo Buckeroos Hockey, PoCo Figure Skating, PoCo Garden Club, PoCo Judo Club, PoCo Marlins Swim Club, PoCo Minor Baseball Association, PoCo Minor Hockey Association, PoCo Minor Lacrosse, PoCo Oldtimers Hockey, PoCo Plan OCP Review Task Force, PoCo Saints Lacrosse, PoCo Soccer, PoCo Speed Skating Club, Polonez Tri City Polish Association, Port Coquitlam Amateur Athletic Association, Port Coquitlam District Hunting and Fishing Club, Port Coquitlam District Guiding, Port Coquitlam District Scouting, Port Coquitlam Downtown Business Improvement Association, Port Coquitlam Emergency Preparedness Volunteers, Port Coquitlam FC Soccer Association, Port Coquitlam Five Pin Association, Port Coquitlam Heritage and Cultural Society, Port Coquitlam Kinettes Club, Port Coquitlam Kinsmen Club, Port Coquitlam Lions Club, Port Coquitlam Minor Softball Association, Port Coquitlam Ringette Association, Port Coquitlam Senior Housing Association, Port Coquitlam Rotary Centennial, Port Coquitlam Women's Centre, Rivers and Trails Task Force, Royal Canadian Legion Branch 133, The Royal Canadian Legion Women's Auxiliary, The Royal Purple, Share Society, Simon Fraser Society for Community Living, Society for Community Development, Stage 43 Theatrical Society, St. John Ambulance, S.U.C.C.E.S.S., S.W.A.T. (Students Working At a Task), Terry Fox Foundation, Terry Fox Hometown Run Committee, Terry Fox Theatre Advisory Group, Theatrix Youth Theatre Society, Time Step Cloggers, TRACES, Tri City Family Place, Tri City Female Hockey, Tri City Masters Field Lacrosse, Tri City Soroptomist Club, United Way of the Lower Mainland, West Coast Senior Soccer, Wilson Centre Advisory Board, Youth Advisory Committee, Youth Matters, Youth Park Steering Committee.

Citizen Involvement, continued

Great Employees Contribute to Our Community

A look behind the scenes in Port Coquitlam shows that City employees care about their community. Not only do they proudly serve our City on a day-to-day basis while doing their jobs, employees often dig deep into their pockets or juggle off-duty schedules to give back to our community.

Here are just a few examples of how City employees supported our community in 2004:

- City employees held fundraisers and donated over \$11,000 to community services and local charities through the United Way of the Lower Mainland.
- Staff at City Hall participated in 'Dress Casual' days and potluck luncheons to gather donations and raise money for the local SHARE food bank. In addition to the food items collected, employees donated over \$500 in cash.
- The City of Port Coquitlam team together raised \$10,063 for the Terry Fox Hometown Run. Leading the effort was Maria Aragon, a Clerk in the Tax Office, who shaved her head to raise awareness and funds for the 2004 Terry Fox Run.
- CUPE Local 498 provided support to all the Dry Grad celebrations for all of Port Coquitlam's secondary schools.

In addition to participating in City-wide initiatives, Port Coquitlam's Fire Fighters continue to volunteer their off-duty hours to support their community. Their 2004 activities include:

Whether working diligently at their jobs or contributing to the community in their off-duty hours, City employees help make Port Coquitlam a great place to live and grow.

- Raising \$14,500 dollars for the 2004 Port Coquitlam Muscular Dystrophy campaign.
- Helping out and hosting families visiting the "Bright Nights Bright Lights" at Stanley Park, which raised over \$200,000 dollars for the Burn Unit.
- Generating \$6,500 in funding for the Burn Unit by hosting a Slo-Pitch tournament and the 1st Annual Show & Shine Antique Car Show.
- Supporting a safer community for our youth by volunteering their services at the Terry Fox Dry Secondary School Dry Grad.
- Hosting the ever-popular Salmon BBQ at Castle Park on Canada Day and contributing the proceeds to the Burn Unit.
- Serving meals and refreshments to patrons attending the Art Knapp fundraiser to fight Breast Cancer.
- Providing first aid and hosting a hospitality room on their own time in support of the International Bantam Minor Hockey tournament, held at the Port Coquitlam Recreation Complex in March.

Economic Snapshot

New construction

Type	Value	Including Repairs and Additions		
		New Units	Value	New Units/ Permits
Single Family/Duplex	\$ 16,001,388.00	99	\$ 16,707,268.00	120
Multi-Family	9,219,478.00	82	10,357,429.00	82
Commercial/Industrial	12,640,582.00	10	16,603,642.00	93
Institutional	44,700.00	2	1,339,700.00	7
Accessory	320,302.00	2	325,302.00	23
	\$ 38,226,450.00	195	\$ 45,333,341.00	325

Business incorporations

Year	Port Coquitlam	BC
2000	230	21,386
2001	170	19,474
2002	188	20,987
2003	145	22,531
2004	173	24,703

Source: Ministry of Finance, B.C. Government.
Incorporations are counted in municipality of the registered office address which may differ from the actual business location.

Major construction projects

Name	Description	Completion schedule
Citadel Landing	43 single family homes	Phase 4 constructed in 2004
1760 Coast Meridian	Industrial Complex	Constructed in 2004
1963 Kingsway	Industrial complex	Constructed in 2004
Skeena/Prairie	22 single family units and 71 Townhouse units	started construction in 2004
2386 Hawthorne	15 unit apartment	Started construction in 2004
2432 Welcher Ave	31 unit apartment	Constructed in 2004
3155 Seymoure St	24 unit apartment	Constructed in 2004
1668 Grant	20 unit apartment building	Constructed in 2004
2609 Shaughnessy Street	mixed use (commercial/residential) development	Land sale negotiated in 2004
2346 McAllister	54 unit apartment building	City land sale completed and site preparation in 2004
2478 Shaughnessy Street	59 unit apartment building	City land sale completed and site preparation in 2004

Population estimates

Year	Port Coquitlam	% change	BC	% change
2000	52,381	-	4,039,198	-
2001	53,497	2.2	4,078,447	1.0
2002	54,887	2.6	4,115,413	0.9
2003	55,703	1.5	4,152,289	0.9
2004	56,114	0.7	4,196,383	1.1

Source: BC Stats

Age distribution

Ages	Port Coquitlam		% Distribution*	
	Male	Female	Port Coquitlam	BC
All ages	25,490	25,775	100.0	100.0
0 - 14	5,850	5,365	21.9	18.1
15 - 24	3,570	3,450	13.7	13.2
25 - 44	8,590	8,970	34.3	30.1
45 - 64	5,840	5,805	22.7	25.1
65+	1,625	2,180	7.4	13.6

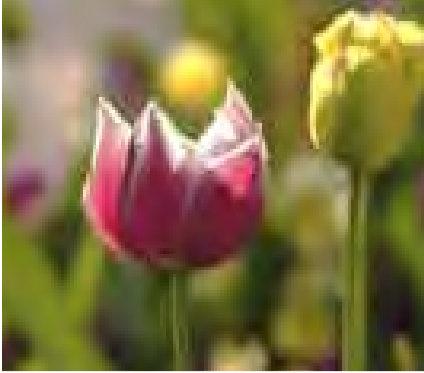
*Distribution based on published totals, both sexes.
Source: Statistics Canada

Summary statistics

	Port Coquitlam	BC
Population, 2001	51,257	3,907,738
Population (by citizenship)	50,800	3,888,875
Non-immigrant	37,170	2,821,870
Immigrant	13,405	1,009,820
Labour force (15+ yrs.)	28,705	2,059,950
Employees	25,525	1,715,600
Self-employed	855	95,185
Participation rate	72.6%	65.2%
Unemployment rate	6.4%	8.5%
Population, 20 yrs. & over	35,570	2,890,730
Less than grade 9	1,500	190,905
Some high school	5,755	511,600
High school graduate	5,480	354,130
Trades certificate	5,185	370,170
College without diploma	3,015	208,385
College diploma	7,450	482,050
Some university	2,740	264,450
University degree	4,445	509,030
Census families	14,415	1,086,030
Lone-parent families	2,205	168,420
Households	17,755	1,534,335
1-family households	13,465	1,012,925
Multi-family households	475	35,050
Non-family households	3,820	486,355
Median Income	\$26,728	\$22,095
Males	\$35,177	\$28,976
Females	\$20,015	\$17,546
Median Family Income	\$63,588	\$54,840
Economic Families	14,090	1,044,850
Incidence, low income	14.5%	13.9%
Unattached persons, 15+	4,770	576,825
Incidence, low income	38.4%	38.1%
Population in private hh.	50,730	3,785,270
Incidence, low income	16.6%	17.8%
Dwellings	17,755	1,534,335
Owned	13,220	1,017,485
Rented	4,540	512,360
Average gross rent	\$811	\$750
Average owners' payments	\$1,114	\$904
Avg. value, owned dwel.	\$216,968	\$230,645

Source: Statistics Canada, incomes are for 2000; rent/owner's payments are restricted to non-farm, non-reserve private dwellings.

Strategic Plan



In the fall of 2002, the City of Port Coquitlam completed a comprehensive Corporate Strategic Plan that outlined the City's goals, priorities and strategies to achieve its preferred future. The plan brought together insights gained through community discussion forums, a public and staff survey and various other studies and plans.

In this plan, eight strategic objectives come together under a common vision and mission. For each objective, implementation tactics are identified to maintain and enhance the quality of life in Port Coquitlam. Every year, the Strategic Plan is reviewed and updated and progress is reported annually.

Eight objectives form the building blocks of Port Coquitlam's Strategic Plan:

- 1. Improve Mobility and Access** — Develop a transportation system that provides for the efficient movement of people, goods and services and promotes accessibility within Port Coquitlam and the region.
- 2. Maintain and Improve Infrastructure Assets** — Protect the City's investment in infrastructure to support the delivery of services in a cost-effective and sustainable manner.
- 3. Build a Complete Community** — Create a livable, vibrant and healthy community where social, economic and environmental interests are balanced, active lifestyles are promoted and a diverse culture and heritage are celebrated.
- 4. Enhance Community Safety** — Improve community security through the continued delivery of City and emergency services with the participation of residents and businesses.
- 5. Enhance Customer Service** — Provide the community with quality customer service that is efficient, respectful and competent.
- 6. Build Strategic Alliances** — Create ties to promote understanding and support for strategic directions.
- 7. Maintain Financial Stability** — Effectively manage public funds to balance available resources with community priorities.
- 8. Build a Strong Organization** — Generate the commitment, skills and resources needed to achieve the City's vision.

Strategic Plan, continued

Major Accomplishments of 2004

1. Improve Mobility and Access

- Secured \$60 million in principle from TransLink to fund the Coast Meridian Overpass project.
- Pursued the extension of rapid transit to Port Coquitlam with TransLink.
- Pursued a new Pitt River crossing and improvements to the Mary Hill Bypass and Lougheed Highway intersection with the Ministry of Transportation.
- Upgraded the Traboulay PoCo Trail, including a new parking lot at Argue Street.
- Upgraded the Internal Trail System.

2. Maintain and Improve Infrastructure Assets

- Consolidated and reviewed data on all City assets (roads, water and sewer infrastructure, facilities, equipment, etc.) to identify current and future funding requirements. Identified funding gaps and developed a basic funding plan.
- Made significant strides in implementing the City's Geographic Information System (GIS).
- Increased energy efficiencies at Hyde Creek Recreation Centre that are expected to reduce annual operating cost by over \$30,000 annually.
- Completed major upgrades to parks and sport fields, including new parking lots at Gates and Lions parks, artificial goal mouths at two soccer pitches in Gates Park and playground upgrades at Birchland, Elks and Sun Valley parks.
- Completed cemetery redevelopment work, including surfacing of new road, curbs, gutter and sidewalks.
- Started construction of Gates Park Baseball Field and the Outdoor Youth Park in Lions Park.

3. Build a Complete Community

- Completed the Hyde Creek Integrated Watershed Management Plan.
- Commenced design work for the Leigh Square Community Arts Village.
- Offered RCMP mentoring and role modeling opportunities for youth through activities such as Summer Youth Detail, Red Serge Classic Senior Girls Volleyball Tournament and Lower Mainland Youth Academy.
- Proceeded with the Official Community Plan revision under the PocoPlan task group, via a workbook, public meetings, draft bylaw presentation to Council and referral to outside agencies.
- Implemented the new row-housing zone (offering more residential options), leading to successful rezoning and development permit for row housing in 2005.
- Hosted the seventh annual Volunteer Recognition Awards and honoured over 250 community volunteers at the Volunteer Recognition Tribute.
- Developed and deployed a public information campaign to promote awareness of good ecological practices, focusing on water conservation and pesticide alternatives.
- Developed and distributed a children's activity booklet to increase awareness of municipal government services and activities and to foster civic pride and environmental stewardship.

4. Enhance Community Safety

- Partnered with RCMP to develop a high-level Police Services Strategic Plan and related resourcing plan, initiate quarterly reporting to Council and begin development of a Police Services Business Plan.
- Completed the Coquitlam River Flood Hazard Mitigation Options study.
- Held a successful Emergency Preparedness Fair that attracted more than 800 people as well as a number of new volunteers to the City's Emergency Preparedness Program.
- Held fire drills at all Port Coquitlam elementary schools during Fire Prevention Week, and made a student from Castle Park elementary "Fire Chief of the Day" for creating a home escape plan.
- Developed and implemented a new fireworks bylaw to address community concerns.



- Delivered nine Emergency Social Services reception centre courses to prepare for a large-scale evacuation. Up to 50 volunteers took part in each course.
- Expanded Vandal Watch program to introduce new programs and a number of new chapters.
- Implemented a Marihuana Enforcement Team.
- Implemented a Bait Car Program.
- Implemented an illegal drug bylaw for remediation of residential properties.
- Cooperated with the City of Coquitlam to develop and deploy a public awareness campaign on measures to address the West Nile Virus.

5. Enhance Customer Service

- Established a Customer Services Committee and developed a work plan for related Corporate Strategic Plan objectives.
- Implemented a new Automated Solid Waste Collection System that reduced garbage by 11%, increased recycling by 38%, increased green waste by 35% and reduced worker injury.
- Processed more than 3,700 requests for service from Operations and Engineering, including pothole repairs, dust control, pavement markings, traffic signs and signals, traffic visibility (overgrown vegetation), street lighting, water main breaks, service connection leaks or blocks, drainage problems and solid waste collection.
- Developed "Help Us to Service You Better" customer service survey pamphlets to assist in community input for Fire Service front-line staff.
- Developed and launched a new City website at www.portcoquitlam.ca.
- Introduced ExperienceIt.ca (internet recreation program registration).
- Implemented the new Community Cultural Development Investment Program.
- Developed a Volunteer Management Program for the City.
- Developed quality maintenance standards for parks, sport fields and trails.
- Developed/enhanced the cemetery, parks and facility, and tree bylaws and developed documents such as the Artifact/Archival Management Plan and a marketing plan for the Recreation Division.

6. Building Strategic Alliances

- Met regularly with the local MLA and MP, ensuring the City's views and needs were effectively communicated.
- Developed a Strategic Policing Plan through collaboration between the RCMP, the City and the community of Port Coquitlam.
- Worked with TransLink and Ministry of Transportation to pursue a variety of transportation improvements to benefit Port Coquitlam residents.
- Collaborated with Coquitlam and Port Moody fire departments and the RCMP on the new fireworks bylaw.

7. Maintain Financial Stability

- Completed business plans for all City departments.
- Revamped the City budget process to better identify key planned activities and long-term financial projections.
- Successfully lobbied the Provincial Government for funding to support the Restorative Justice Program.

8. Build a Strong Organization

- Provided training for managers and supervisors about their obligations under WCB regulations and due diligence.
- Reviewed the impact of WCB regulation changes on the City's current policies, procedures and practices.
- Established mandatory training components and subject matter for all new employees.
- Provided and sponsored supervisory training sessions for managers and supervisors.
- Recruited and provided orientation to 38 new employees.
- Participated in the national Bring Your Kids to Work Day.
- Organized and sponsored several employee recognition events.
- Signed a new collective agreement between the Corporation of the City of Port Coquitlam and the Port Coquitlam Fire Fighter's Association Local 1941.

Strategic Plan, continued

Goals for 2005 and 2006

1. Improve Mobility and Access

- Plan and implement the CPR Overpass and connecting roads.
- Continue to work with TransLink and other levels of government to promote partnerships and secure funding for transportation improvements.
- Support off-site transportation initiatives that improve mobility and access for Port Coquitlam residents.
- Incorporate new transportation techniques such as transportation demand management and intelligent transportation systems into future transportation projects in Port Coquitlam.
- Develop a Master Pedestrian and Bicycle Plan.
- Review and implement, as appropriate, the 2002 Downtown Parking Study recommendations.

2. Maintain and Improve Infrastructure Assets

- Develop a north-side materials storage site for operations and emergency purposes.
- Enhance GIS capability.
- Develop a preventative maintenance program for parkland.
- Develop of a Youth Park Maintenance Management Strategy.
- Develop street enhancement and design guidelines for the north and south side commercial centres.

3. Build a Complete Community

- Continue to develop environmentally friendly standards for infrastructure and services to promote eco-efficiency.
- Develop a Heritage Tree Inventory and Registry.
- Develop Shaughnessy Park Preliminary Design Plan.
- Develop the Parks, Recreation and Cultural 2015 Plan.
- Implement concession and caretaker operations for Gates Park facilities.
- Develop and implement operating policies for the Outdoor Youth Park.
- Develop and implement operating policies and start-up strategies for the Leigh Square Community Arts Village.
- Market and sell City lands near Golden Ears Hotel on Shaughnessy Street.
- Complete downtown rezoning to comply with existing Official Community Plan designation and strategy to increase housing density.

4. Enhance Community Safety

- Work with RCMP to develop a comprehensive Police Services Business Plan, to improve communication with the City of Port Coquitlam and to better focus and address local community issues.
- Apply to ICBC to fund corridor safety audit
- Increase and deliver the Emergency Preparedness Training Programs for City staff, volunteers and the community.
- Identify the need for a city early warning emergency detection system.
- Enhance evening fire prevention programs to increase availability to core groups.
- Increased police enforcement of violent crimes, property crime and drug-related criminal activities.
- Increase police activities to reduce youth-related crime and victimization, and improve youth programs.
- Enforce new marijuana grow-operation bylaw.

5. Enhance Customer Service

- Design and implement a customer service measurement and monitoring system.
- Develop a web-based GIS (MapGuide) to give customers a variety of information about the City (i.e. road map, trail map, watercourses, water mains, storm and sanitary sewer mains, etc.).
- Develop a 'Construction Zone' on City's web site to inform residents of the status with ongoing capital construction and maintenance work (i.e. unidirectional flushing, patching, water main repairs, etc.).
- Enhance tracking of complaints/requests to address them in a more timely and efficient manner.
- Develop informative, user-friendly brochures about the permits, initiatives and programs administered by the City.
- Improve the use and allocation of police resources to address community priorities.
- Improve police visibility, response to calls for service (both time and method) and communications with partners, stakeholders and the public.
- Improve customer satisfaction regarding police service delivery.
- Develop models and guidelines for resident involvement in community development.

- Develop a communications strategy that expands communications with residents and businesses and includes opportunities for feedback.
- Ongoing development of website content and online services.
- Host a 'City Info' booth at civic events to provide information on City programs, activities and events.

6. Building Strategic Alliances

- Review and renew swim lesson agreement with School District #43.
- Develop and formalize reciprocal use agreement with Minnehada Middle School.
- Review the Major Event Assistance Program within the Recreation Division's Ice Allocation Policy.
- Introduce the concept of community development to provide opportunities to increase services in the future.
- Identify and pursue new approaches to obtain provincial support for City initiatives and funding for projects.
- Support 2010 Olympic Task Force.
- Review contract with Business Improvement Association and present new contract to council.

7. Maintain Financial Stability

- Pursue alternative funding sources including grants and partnerships.
- Review City services to improve efficiency and effectiveness.
- Use special skills by the Fire Service to identify a Fee for Service/Cost Recovery Program by assisting and providing special operations to local businesses and neighbouring communities as well as meet WCB safety regulations.
- Conduct a comprehensive assessment of incentives and disincentives to economic growth in Port Coquitlam.

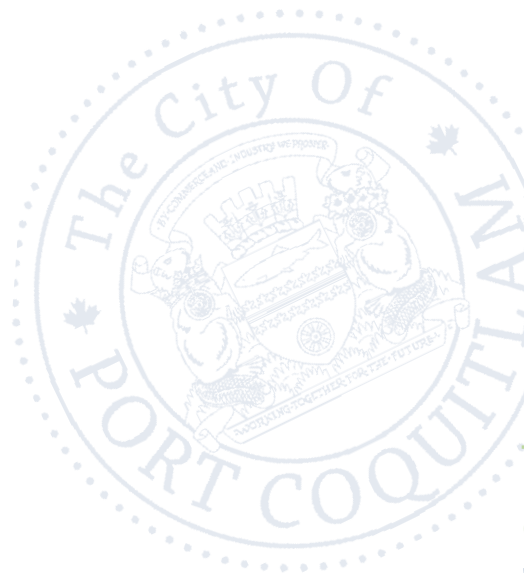


8. Build a Strong Organization

- Contribute towards the development of a corporate training program by identifying the priority training needs of employees and assisting in preparing annual training programs.
- Assess and develop an employee suggestion program or other method to encourage innovation and creativity amongst employees to improve how the City conducts business and serves customers.
- Expand the Corporate Planning and Reporting System to include performance measurement at the corporate/strategic plan and departmental level.
- Encourage staff training in engineering and operations-related courses.
- Conduct interactive and informative meetings with staff to inform of current events and issues facing the City and the department.
- Identify the need to adopt an Accreditation Program for the Fire Service.
- Develop a Fire Service Wellness Program.
- Develop and implement a communications protocol to enhance internal communications and consultation.
- Implement a Marketing Plan for the Recreation Division.
- Implement the City's Volunteer Management program
- Develop a Youth Services Strategy.
- Develop a Recreation Division Orientation Manual.
- Review and standardize a system for evaluating programs and services within the Recreation Division.
- Develop internal procedures to better integrate social, economic and environmental interests into evaluation and decision-making for Development Services.



Departmental Overviews



THE CORPORATION OF
THE CITY OF

PORT
COQUITLAM

BRITISH COLUMBIA
C A N A D A

2004
ANNUAL
REPORT

FOR THE YEAR ENDED DECEMBER 31, 2004
PREPARED BY THE COMMUNICATIONS DIVISION OF THE
CORPORATION OF THE CITY OF PORT COQUITLAM

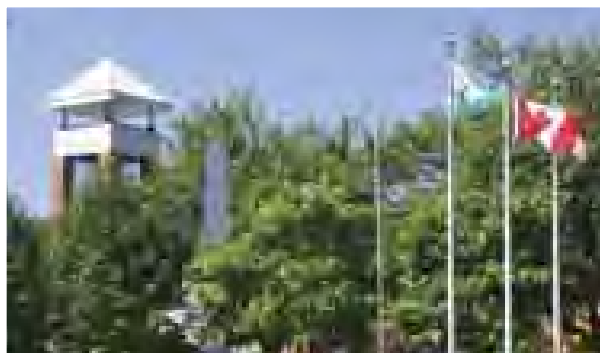
Administration

Administration takes the lead in all major projects and programs. The Chief Administrative Officer provides direction to all departments and is the liaison with the Mayor and City Councillors. In Port Coquitlam, the Administration Office also includes Communications and Human Resources.

Communications

The Communications Division facilitates the smooth flow of information between the City and the community to ensure citizens receive the information they need on City activities, plans and issues.

To encourage open communication, the department maintains a dynamic website and produces a variety of newsletters, press releases and other print material, all in an effort to inform the public on local issues. Often the first point of contact for the community and media, the communications staff also manage the City's advertising. By providing communications guidance to other internal departments, they ensure the City provides open and consistent communication on all its initiatives.



Human Resources

The Human Resources Division is responsible for providing advice, assistance and support in all areas relating to recruitment, labour relations, occupational health and safety, attendance, training and development, human resource programs, benefit administration, wage and salary administration and any other related matters that involve City employees.

COMMUNICATIONS AT A GLANCE

- Cooperated with the City of Coquitlam to develop and deploy a public awareness campaign on measures to address West Nile Virus.
- Developed and managed a public information campaign for the City's new automated waste collection system and glass recycling program.
- Distributed two public newsletters to promote public awareness of civic events, plans and initiatives.
- Redeveloped and deployed a new website for the City.
- Developed and distributed nine employee newsletters to ensure all employees were informed of key City events, initiatives and plans.
- Developed a multi-purpose marketing brochure, to promote amenities and opportunities available in Port Coquitlam.
- Developed and distributed a children's activity booklet to increase awareness of municipal government services and activities and to foster civic pride and environmental stewardship.
- Hosted City Hall tours for twelve local school groups as part of the government module in the elementary school curriculum.
- Coordinated the seventh annual Volunteer Recognition Awards and honoured over 250 community volunteers at the Volunteer Recognition Tribute.
- Developed a public information campaign to promote public awareness of good ecological practices, focusing on water conservation and pesticide alternatives.

HUMAN RESOURCES AT A GLANCE

- Continued to train staff in software applications and mandatory training programs.
- Organized and sponsored staff involvement in national Bring your Kids to Work Day.
- Coordinated the posting of 50 CUPE, four IAFF and six non-union positions.
- Provided flu shots and Hepatitis B immunizations for City staff.
- Recruited 38 new employees and provided orientation and safety training.
- Celebrated the service of five staff members employed 25 and 30 years.
- Reviewed the impact of WCB regulation changes and the subsequent impact on the City's current policies, procedures and practices.
- Developed and provided training for supervisors and managers.
- Managed the process to update most of the classification specifications for CUPE employees.
- Initiated and coordinated the Canada Savings Bond program for staff.

Corporate Services

The Corporate Services Department brings together four service areas: Finance, Corporate Office, Information Systems, and Bylaw and Business Licensing. The department is also responsible for Vector Control Services and acts as a liaison with the Fraser Valley Regional Library and the RCMP. Corporate Services also manages a variety of support services, such as legal, telephone, office supplies and equipment and reception.



The Finance Division manages municipal funds and investments, produces annual financial statements, leads the annual process of preparing the financial plan and performs all financial services within the City.

The Corporate Office supports and manages the Council meeting process, develops and maintains City bylaws, maintains and protects corporate records, considers and facilitates access to corporate information and deals with related privacy issues.

Information Systems ensures continued operation of the city's computer systems, updates the City website and supports the implementation of new information systems. It works in consultation with the Information Steering Committee, which includes representatives from all City departments.

Bylaw and Business Licensing oversees business licensing and conducts parking and bylaw enforcement, in most cases on a complaint basis.

CORPORATE SERVICES AT A GLANCE

- Established a cross-departmental Records Management Committee, developed a corporate record classification system and related policies and completed an inventory of all City records.
- Received the 2003 Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award (one of 10 Canadian cities to receive this award).
- Consolidated and reviewed data on all City assets to identify current and future funding requirements, identified significant funding gaps and developed a basic funding plan.
- Led the development and implementation of the Corporate Planning and Reporting System, which included the first annual Corporate Report with the Administration Department and implementation of Departmental Business Plans.
- Implemented various information system upgrades that improved IS staff efficiency, system reliability and service to the public, including:
 - Installation of a remote desktop control program to allow IS staff the ability to work on staffs' computers from a remote location.
 - Significant upgrading and testing of system security.
 - Implementation support for the following new IS systems: Recreation Internet Program Registration, Corporate Service Request System, and Website Content Management System.
- Reviewed and updated the business license fee structure and updated the Business License Fee Bylaw.
- Completed and assessed bylaw staff requirements.



Development Services

The Development Services Department, composed of the Planning and Building Divisions, is responsible for managing the growth and development of the City. The department responds to inquiries from residents, property owners and developers on land use and development matters.

The Building Division processes building and plumbing permit applications and inspects buildings under construction.

The Planning Division prepares land use plans; researches and recommends policy responses to community issues; and processes zoning, development permit and sign permit applications. It deals with development-related matters such as economic development, parking, watercourse protection, floodplain standards, affordable housing, homelessness, liquor licensing and social issues. The division is also reviewing development on City-owned lands in the downtown area to ensure that these sites provide a variety of housing options and improve the area's viability.

Land use and development is regulated through the Zoning Bylaw. While this bylaw establishes standards for development, the City must also be responsive to changes in the residential, commercial and industrial sectors. The City's plans, research activities and development review process ensure that growth results in a better community with jobs, housing, amenities and services for residents.



DEVELOPMENT SERVICES AT A GLANCE

- Processed development and building permit applications for commercial, industrial, institutional and residential properties including the Townline, Citadel Landing, Skeena, Riverwood subdivision, Nicola, Coast Meridian, Kingsway and Broadway sites.
- The Official Community Plan revision proceeded under the Pocoplan task group through a workbook, public meetings, draft bylaw presentation to Council and referral to outside agencies.
- City land sales included a single family dwelling subdivision in Riverwood, an apartment site downtown. Others are being processed or under construction.
- Nurtured a Shaughnessy Street development and City land sale opportunity.
- A new row housing zone was implemented, leading to successful rezoning and development permit for row housing in 2005
- Building permits and inspections proceeded under a new bylaw adopted in late 2003.
- The City's McAllister Avenue parking lot was designated and constructed
- An illegal drug bylaw was implemented for remediation of residential properties.

Engineering and Operations

The Engineering and Operations Department is dedicated to meeting the needs of our customers while preserving public safety and enhancing community living through the provision of municipal services, including:

E&O AT A GLANCE

- Implemented the Geographic Information System (GIS) to allow access to street maps, property maps, rezoning maps, aerial photographs, and elevation contours.
- Provided GIS information to other City departments, and to outside agencies including: Simon Fraser University, the University of Victoria, the Blueberry Council of BC (Agriculture Canada), TransLink, the G.V.R.D., and to the local utility companies (BC Hydro, Telus, Terason Gas).
- Rehabilitated \$1.2 million of road projects to improve road infrastructure and maintain cost controls by replacing aging pavements in a timely manner.
- Improved storm drainage in the northeast area of the community, including Dominion Avenue to Burns Road, Prairie Avenue from Burns Road to Pitt River, and Laurier Street from Dominion Avenue to Pitt River.
- Completed a major upgrade of Lougheed Highway/Shaughnessy Street intersection, including construction of a westbound acceleration lane and the resurfacing of the intersection with an anti-skid pavement to improve road safety.
- Implemented the new Automated Solid Waste Collection System. The new program resulted in the reduction of garbage by 11%, an increase in recycling by 38% and an increase in green waste by 35%. The new system is not only popular with residents but also with workers who have not missed a day of work due to injuries. Multi-family participation has increased in 2004, with a predicted increase of 870 additional units in 2005.
- Completed a number of major water main and service connection replacement projects in conjunction with the road rehabilitation program. Some of the projects include Pooley Avenue from Pitt River Road to Eastern Drive, Hawthorne Avenue from Mary Hill Road to Tyner Street, and Kitchener Street from Hastings Street to the Coquitlam River.
- Performed unidirectional flushing in the Mary Hill and Citadel area to maintain water quality levels.
- Completed a number of sanitary sewer replacement projects by using trenchless relining technology, which is a cost effective alternative than the conventional excavation construction. Some of the projects include Dominion Avenue from Ottawa Street to Bennie Place, the easement behind Flora Place and Francis Place, and the relining of the sanitary sewer services located along streets that were milled and repaved in 2004.
- Retrofitted Lynwood sewer lift station with new pumps and electrical controls. A telemetry system was installed utilizing new radio technology to reduce costs associated with Telus lease lines.
- Ordered backup generators for installation to several sewer lift stations, including Lincoln, Westview, Mary Hill and Nacht.

- Transportation,
- Sanitary sewers,
- Drainage systems,
- Water supply,
- Flood control dykes,
- Garbage collection, and
- Environmental stewardships and programs

We strive to provide these services through responsive, innovative and sustainable practices, in an environmentally conscious manner.



STATISTICS AND FACTS 2004

- Requests and inquiries from the public: **3,700**
- Water fire flow analysis requests: **52**
- After-hours call outs: **335**
- Public Works Committee: **20** meetings managing **223** issues
- Environmental Protection Committee: **10** meetings managing **107** issues
- Processed **20** subdivision applications and seven estimate files
- Processed **40** site profile applications
- Processed **11** soil removal and deposit applications
- Processed **317** building permit applications
- Maintained **30.6 km** of dykes, including eight storm water pump stations
- Maintained **154 km** of roads, including **33** traffic signals and **16** major bridges
- Maintained **172 km** of water mains, including **917** hydrants and **540** water metres
- Maintained **172 km** of sewer mains, including **23** sanitary pump stations
- Provided full refuse, recycling and green waste pickup to **12,500** residential units
- Supplied **10.3 million** cubic metres of water
- **73** capital projects valued at **\$14.97 million** (\$3 million for garbage carts)

Fire/Rescue

The primary mission of the Port Coquitlam Fire/Rescue Department is to protect the lives and property of the citizens of Port Coquitlam from the adverse effects of fires, sudden medical emergencies and exposure to dangerous conditions created by man or nature. Much of our mission is accomplished through fire prevention, education and training programs. The Fire Service also accomplishes this through the Emergency Preparedness Program(s).

Our Fire Fighters are trained to a high standard of response, and crews respond to all fire calls, motor vehicle accidents and industrial incidents. They are also highly trained in the First Responder Medical Program, hazardous material mitigation, high-angle rescue and confined space rescue.

Port Coquitlam Fire/Rescue also plans, develops and implements the City's Emergency Preparedness Program along with volunteer recruitment and training.



FIRE/RESCUE AT A GLANCE

- Fire Protective Services works towards banning of firecrackers, bottle rockets or screechers and more to ensure to enhance public safety.
- Fire/Rescue Personnel endeavor to enhance training by conducting a live fire burn for Suppression Staff.
- Port Coquitlam Emergency Preparedness Volunteers assisted Red Cross in the Kelowna Fire and the South Asia Earthquake and Tsunami Response.
- New Rescue Truck tendered and to be delivered in 2005.

STATISTICS AND FACTS 2004

- Total structure fire calls: 65
- Total vehicle fire calls: 38
- Total Medical Emergency Services Assists (MESA) calls: 1,547
- Total other calls: 669
- Total of all calls: 2,319
- Conducted 2,374 business inspections.
- Investigated 25 structure fires
- More than 800 people attended the Emergency Preparedness Fair.
- Delivered 22 fire hall tours
- Safety and Training Division delivered over 850 hours of Fire Fighter Training Sessions

Parks and Recreation

Parks, arts, athletics, culture, environment, fitness ... experience it! The Parks and Recreation Department contributes to the quality of life and personal wellness of the community through the provision of a variety of programs, services and facilities.

RECREATION AT A GLANCE

- May Day, Canada Day, Rivers and Trails and Harvest Festivals continued to define the fun side of Port Coquitlam
- Music in the Park, Sunday Coffee Concerts and Live at Leigh Square concert series entertained the community
- Leigh Square Community Arts Village received a Canada/BC Infrastructure Grant and commenced design
- Internet recreation program registration — Experiencelt.ca — introduced
- Development of Marketing Plan for the Recreation Division
- Development of City-wide Volunteer Management Plan
- Development of Custodial Maintenance Standards for recreation facilities

STATISTICS AND FACTS 2004

- The Recreation Division and its partners provided over 2,700 leisure opportunities by way of programs, services, activities and participation topped 395,000
- Admissions at the Hyde Creek Recreation Centre reached more than 240,000 in 2004, a 19% increase
- The Aquatics area provided over 1,000 aquatic opportunities, with over 6,100 people registering in Learn to Swim programs, from preschoolers to future lifeguards
- Wilson (Senior) Centre members volunteered more than 7,700 hours assisting staff in providing programs, services, and special events for more than 1,100 Wilson Centre members. Wilson Centre participation surpassed last year by more than 20%
- The Community Volunteer Services for senior's programs saw 200 active volunteers donating over 10,000 hours
- The Youth Centres received more than 10,000 visits from youth ages 11 to 18 years with 75 youth volunteering at various events and activities throughout the community
- The Port Coquitlam Recreation Complex hosted 11 major tournaments and events, with the Jon Baillie Arenas being used 6,207 hours by local sport groups and the general public

PARKS & FACILITIES AT A GLANCE

- Energy efficiency upgrades to the Hyde Creek Recreation Centre – Solar Energy Project
- Life Cycle projects such as the Hyde Creek steam room renovation and weight room upgrades; the Port Coquitlam Recreation Complex ice plant chiller for Green Arena and City Hall air conditioner upgrade for the Heritage Room
- Development of Quality Maintenance Standards for parks, sport fields and trails
- Development/update of Cemetery, Parks and Facilities and Tree bylaws
- New artificial turf goal mouths at Gates soccer pitches #1 and #3

Recreation

The Recreation Division provides facilities for aquatics, fitness and sports, arts, culture and heritage, skating, youth services, outdoor recreation opportunities and special civic events.

Parks and Facilities

The City maintains a total of 266 hectares of parkland and natural areas, as well as 42 park sites, 21 playgrounds, 67 sport fields, 17 tennis courts, 4 sport courts, 5 outdoor pools and the Traboulay PoCo Trail system, along with numerous internal trails.

In addition, the department delivered services including maintenance management of all City buildings, cemetery operations and provision for emergency social services in the event of a major disaster.



Parks and Recreation, continued

Planning and Design Division

This area is responsible for the overall planning of the City's parks, sport fields, trails and conservation of natural areas along with the project management of larger related projects.

Terry Fox Library

Port Coquitlam's Terry Fox Library is a member of the Fraser Valley Regional Library system, which covers 15 municipalities and regional districts and serves more than 600,000 people. The Fraser Valley Regional Library Board's mission is to provide comprehensive library and information services on an equitable and cost-effective basis throughout the service region.

Customers have access to magazines, newspapers, business and health databases, videos, DVDs, music, audio books, ESL materials and books in a variety of languages. The library also offers programs for children, teens and adults.



PLANNING & DESIGN AT A GLANCE

- Playground upgrades at Birchland, Elks and Sun Valley Parks
- New parking lots at Gates and Lions parks and Traboulay PoCo Trail at Argue Street
- Upgrade of Birchland Park
- Cemetery upgrades including new road surface, curb and gutter and entry sidewalk
- Outdoor Youth Park and Gates Park Baseball field construction
- Trail upgrades on west side of Coquitlam River near Patricia Avenue and Brown Creek



TERRY FOX LIBRARY AT A GLANCE

- Co-operative events with local community organizations and the Friends of the Library, including Missing Sarah with author Maggie de Vries
- Staff visits to local schools, Health Unit and Health Fair to introduce library resources and promote the joy of literacy
- Visits by local and Canadian authors
- Wildly successful Summer Reading Club: over 1000 children and youth, lots of books, several spectacular puppets, a few rope tricks and a traveling wild life zoo
- The first Global Reading Link Challenge teleconference bringing together Port Coquitlam with teams from Seattle and Kalamazoo

STATISTICS AND FACTS 2004

- Items borrowed: 406,418
- Library visits: 195,330
- Library cardholders: 27,171
- Programs delivered: 261
- Program attendance: 9,508

Police Services

The City of Port Coquitlam contracts the Royal Canadian Mounted Police to provide police services to the community. The City shares the municipal policing services with the City Of Coquitlam, resulting in savings for both communities.

The detachment responds to 16,974 calls for service and provides crime prevention services with the assistance of our hundreds of volunteers. The police officers and municipal staff are dedicated to working in partnership with the City, community groups, businesses and citizens to ensure that Port Coquitlam has safe homes and a safe community.



POLICE SERVICES AT A GLANCE

- Developed a Strategic Policing Plan with the City and the Community of Port Coquitlam
- Implementation of a Marihuana Enforcement Team
- Implementation of the "Bait Car" Program
- Implementation of a Summer Youth Detail
- Continuing Partnership with University Practicum Students
- Youth Initiatives: Red Serge Classic Senior Girls Volleyball Tournament and Lower Mainland Youth Academy
- Targeted Robberies, Business Break 'n' Enters and Theft of Autos
 - Financial Robberies were 100% solved
 - Safe Attacks were 100% solved
 - Stolen Vehicles reduced by 13%
 - Break 'n' Enters reduced by 7.5%



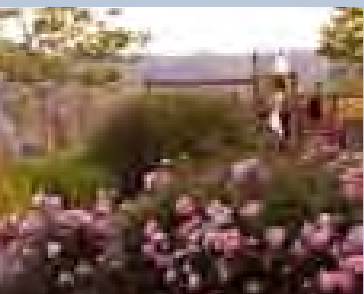
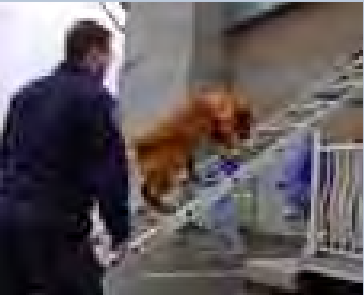
STATISTICS AND FACTS 2004

Crime Types:	2001	2002	2003	2004
Homicide	0	4	0	1
Attempt Murder	0	0	0	2
Robbery	72	63	62	47
Assaults	520	661	563	546
Sex Assaults	36	22	28	34
Break & Enter	593	599	707	654
Theft of Vehicles	458	525	787	682
Theft under \$5000	1728	1813	2207	1909
Disturbing the Peace	-	-	984	1113
Traffic Collisions	476	572	568	532
Drugs	182	229	214	234
Grow-Ops	-	72	78	82

Note: The list does not include every category of incidents reported to the RCMP detachment.

Port Coquitlam, British Columbia

2004 year in review



January

- Launched new glass recycling program and made depots available throughout the City.

February

- Began distributing automated waste collection carts to residents.
- Port Coquitlam Fire/Rescue played an active role in Burn Awareness Week, offering an educational program designed for children to reduce the number of fire and burn injuries.
- The Terry Fox Theatre hosted the Peggy Lee Band, the first performance in the City's 2004 Sunday Coffee Concerts. More than 1,000 people attended the free concerts.

March

- Launched the new automated solid waste collection service.
- Port Coquitlam Fire/Rescue conducted a joint emergency preparedness training exercise with CP Rail.
- Hockey teams traveled from throughout BC, Western Canada and the United States to participate in Port Coquitlam's 27th Annual International Bantam Hockey Tournament. Port Coquitlam Fire Fighters volunteered their time and provided first aid to tournament participants.
- The Wilson Centre Advisory Association, in conjunction with local businesses and Parks and Recreation staff, hosted a Health and Services Fair at Wilson Centre. More than 30 agencies set up displays and workshops for more than 700 people who visited the Fair.

April

- Public Open House at James Park Elementary School to sought public input from north side residents on the Coast Meridian Overpass Project.
- During National Volunteer Week, the Parks and Recreation Department held a recognition dinner for the 500 volunteers assisting in the City's various recreation programs.
- In partnership with Terasen, the City hosted the 7th annual Volunteer Recognition Awards and Tribute in honour of Port Coquitlam's volunteers.
- City Council and community groups participated in the City's inaugural Pitch In for PoCo Pride event and cleaned up local parks and trails.

May

- Public Open House at Kilmer Elementary School sought public input on the Pitt River Road Reconstruction Project.
- Annual Emergency Preparedness Fair hosted over 800 residents reinforcing the importance of being prepared.
- Fire/Rescue personnel enhanced training by conducting a live fire burn for suppression staff.
- 2004 marks the 81st anniversary of the City's Annual May Day Festival.

June

- Adopted the RCMP Police Services Strategic Plan, identifying community policing priorities.

July

- 4th Annual Creek Classic Triathlon attracted 198 participants.
- More than 8,000 gathered at Castle Park to celebrate Canada Day and watch the spectacular fireworks.
- PoCo Pride Residential Garden Awards showcased Port Coquitlam at its best.

August

- The Coast Meridian Overpass Impact Mitigation Task Force was established to review potential impacts and develop mitigation options to address local residents' concerns with the north end of the Coast Meridian Overpass.

September

- Received the 2003 Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award (one of 10 cities in Canada to receive this award).
- Rivers and Trails Festival celebrated the awareness of Port Coquitlam's extensive trail and river systems through fun activities and a working boat parade.
- 24th annual Terry Fox Hometown Run
- Parks and Recreation Department launched Experiencelt.ca – internet registration for recreation programs.

October

- City launched www.portcoquitlam.ca, a new and enhanced civic website.
- Public Open House at Hyde Creek Recreation Centre sought public input on the proposed mitigation options developed by the Coast Meridian Overpass Impact Mitigation Task Force.
- Delivered fire drills to all Port Coquitlam Elementary Schools during Fire Prevention Week and designated a student from Castle Park Elementary as "Fire Chief of the Day."
- Fire Protective Services, in conjunction with the RCMP, enforced a ban on firecrackers, bottle rockets and screechers to enhance public safety during Halloween celebrations.
- The third annual Trail River Run Half Marathon took 165 participants along the scenic Traboulay PoCo Trail.
- Construction commenced on both the Outdoor Youth Park at Lions Park and new baseball facilities at Gates Park.
- City staff donated over \$11,000 to the United Way of the Lower Mainland.

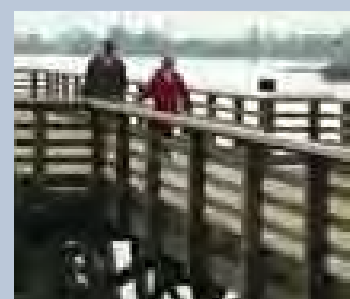
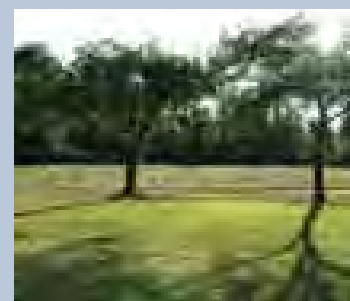


November

- Emergency Preparedness Program added additional free courses, including family preparedness, basic first aid, rapid damage assessment, basic fire suppression and basic light urban search and rescue to the Community.
- New Cemetery Bylaw and enhanced services, including a columbarium, scattering garden, pedestal niches, and memory book were completed at the Port Coquitlam Cemetery.

December

- Public Open House at Kilmer Elementary School sought public input from south side residents on the Coast Meridian Overpass Project.
- Introduced new Collection Schedule and Community Events calendar format to residents.
- Port Coquitlam Emergency Preparedness Volunteers assisted Red Cross at the Call Centre in response to the South Asia earthquake and tsunami.
- Architectural firm hired and detailed design commenced for the Leigh Square Community Arts Village
- City Council and residents gathered in Leigh Square to light up City Hall.





Financial Section CONSOLIDATED FINANCIAL STATEMENTS



THE CORPORATION OF
THE CITY OF

PORT
COQUITLAM

BRITISH COLUMBIA
C A N A D A

2004
ANNUAL
REPORT

FOR THE YEAR ENDED DECEMBER 31, 2004
PREPARED BY THE COMMUNICATIONS DIVISION OF THE
CORPORATION OF THE CITY OF PORT COQUITLAM



LETTER OF TRANSMITTAL

March 22, 2005
 Mayor and Council
 City of Port Coquitlam

Your Worship and Members of Council:

I am pleased to present the Annual Report for the fiscal year ending December 31, 2004. The purpose of this report is to publish the combined financial statements and Auditors' Report for the City of Port Coquitlam pursuant to Section 167 of the Community Charter.

The preparation and presentation of the financial statements and related information in the 2004 Annual Report is the responsibility of the Finance Division. Statements were prepared in accordance with generally accepted fund accounting principles and the recommendations of the Public Sector Accounting Board (PSAB) of the Institute of Chartered Accountants.

The City maintains a system of internal accounting controls designed to safeguard assets of the corporation and to provide reliable financial information. We also monitor expenditures through ongoing account analysis and quarterly variance reports.

The audit firm of KPMG was appointed by Council and has expressed their opinion that whether the Consolidated Financial Statements, prepared by management, fairly present the financial position of the City of Port Coquitlam and the results of its 2004 operations.

MUNICIPAL OVERVIEW

The City of Port Coquitlam provides a complete range of services to residents and local business. Services include police, fire, water, sewer, transportation, planning, recreation, and other programs to benefit the community. Where possible services are cost shared with other municipalities so they can be provided in the most cost effective manner. Examples of services that are cost share include sharing facilities and administration for police services, emergency communication services, fire dispatch services, and vector control.

The City is dependant on the Greater Vancouver Water District for the supply of water, the Greater Vancouver Sewer and Drainage District for the disposal of sewage, and the Greater Vancouver Regional District for the co-ordination of common services with other municipalities.

Finance Division

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www.cityofportcoquitlam.ca



Significant activities not evident from the financial section are the imminent construction of the new Arts and Cultural Centre and the expansion of City Hall. These activities will greatly increase the recreational services available to residents and improve their access to City staff.

FINANCIAL OVERVIEW

2004 Operating Results

From a financial perspective 2004 was a positive year for the City of Port Coquitlam. Assets have increased in excess of \$9.3 million. The year ended with net expenditures across all funds of \$1.8 million that is well below the net expenditure budget of \$10.5 million. This improvement to the net operating result was primarily related to significantly lower capital expenditures and related revenues for capital works. The only other significant contribution to the net operating result was from police protection costs that were \$0.6 million under budget.

Investment Portfolio

It is the policy of the City of Port Coquitlam to invest City funds in a manner that will provide the optimal blend of investment security and return while meeting the daily cash flow requirements and complying with the statutory requirements of the Community Charter. Investment income increased in 2004, from \$2.9 million to \$3.0 due to increased balances invested throughout the year. The average balance invested by the City of Port Coquitlam during the year was \$90.3 million with an average rate of return of 3.39%.

Reserves

The City's operating reserve funds remained relatively constant at \$23.8 million as shown on the Combined Statement of Financial Position. These funds will be used to fund ongoing projects and potential liabilities.

The City's capital reserves decreased from \$18.2 million to \$14.9 million over the year. These funds along with development cost charges, shown as \$40 million of deferred revenues, will be used to fund capital projects in future years. Despite the size of these reserves, there are capital needs that have been identified in the capital planning process for which no funding sources currently exist.

Finance Division

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Utilities

The City government operates two major utilities, which are funded by user fees.

The Sewer Utility provides for the collection and transmission of sewerage to the Greater Vancouver Sewerage and Drainage District's (GVSD) Annacis Island Treatment Plant. During 2004, the utility collected and conveyed sewerage from approximately 16,410 households and commercial customers.

The Water Utility provides for the delivery of water purchased from the Greater Vancouver Water District (GVWD). During 2004, the utility proved water to approximately 16,518 households and commercial customers.

Financial Sustainability

The following improvements in the City's balance sheet were recorded during 2004:

- The City of Port Coquitlam's accumulated surplus increased from \$4.6 million in 2003 to \$4.9 million in 2004.
- \$0.2 million of general fund surplus achieved during 2004 was used to fund future obligations related to employee future Retirement Benefits.
- \$1.2 million was contributed to Reserves to fund ongoing projects and potential liabilities.

These balance sheet changes are a positive step in ensuring the long-term financial sustainability of The City.

Respectfully Submitted



Jim Maitland,
Financial Officer

Finance Division

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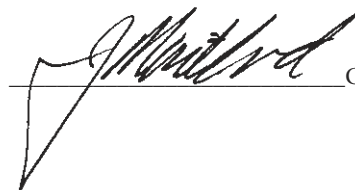
www.cityofportcoquitlam.bc.ca

Auditor's Report to the Mayor and Council



Combined Statement of Financial Position

		EXHIBIT A	
		AS AT DECEMBER 31	
		2004	2003
		Actual	Actual
FINANCIAL ASSETS			
Cash and cash equivalents	note 3	\$ 60,949,748	\$ 43,619,751
Investments	note 3	28,338,147	42,407,432
Accounts Receivable	note 4	7,530,736	7,617,676
Other Financial Assets		95,706	96,804
		<u>96,914,337</u>	<u>93,741,663</u>
LIABILITIES			
Accounts Payable and accrued liabilities	note 5	6,172,573	5,067,993
Employee future benefits		2,632,606	2,285,066
Deferred revenues	note 6	44,867,980	41,387,458
		<u>53,673,159</u>	<u>48,740,517</u>
Net Financial Assets		43,241,178	45,001,146
OTHER ASSETS		386,429	418,667
PHYSICAL ASSETS	note 7	180,003,371	168,890,454
Net Assets		<u>\$ 223,630,978</u>	<u>\$ 214,310,267</u>
EQUITY			
FINANCIAL			
Current Fund Unappropriated - Schedule 1		4,884,865	4,633,110
Current Fund Appropriated - Schedule 1		23,833,184	22,620,470
Reserve Fund - Schedule 2		14,909,558	18,166,233
		<u>43,627,607</u>	<u>45,419,813</u>
PHYSICAL ASSETS		180,003,371	168,890,454
		<u>\$ 223,630,978</u>	<u>\$ 214,310,267</u>
Contingent liabilities (note 8)			



 _____ City Treasurer

Combined Statement of Financial Activities

	EXHIBIT B		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
REVENUES			
General taxes - Schedule 5	\$ 30,904,185	\$ 30,876,240	\$ 29,203,540
Special assessments - local improvements	148,784	149,800	137,727
Grants in lieu of taxes	1,410,456	1,397,620	1,428,416
Deferred Cost Charge Revenue	574,730	7,893,390	1,317,218
Other funding of Capital Works	519,946	2,578,600	595,361
Asset disposals	241,776	3,300,000	4,992,156
Utility charges - Schedule 5	10,138,187	9,894,680	9,596,359
Sale of services - Schedule 6	5,414,495	5,112,750	4,992,923
Other revenue - Schedule 7	7,218,345	6,753,990	6,988,979
Transfers from other governments	457,583	101,610	101,618
	<u>57,028,487</u>	<u>68,058,680</u>	<u>59,354,297</u>
EXPENDITURES - Schedule 8			
General government services	4,650,571	4,344,160	4,433,310
Solid Waste Management	2,264,259	2,519,500	2,283,188
Protective services - Schedule 9	14,561,658	15,032,950	14,012,787
Transportation services - Schedule 10	5,770,952	5,808,800	5,100,871
Planning services	667,186	764,330	675,929
Recreation and cultural services - Schedule 11	9,443,560	9,447,500	8,803,874
Utilities - Schedule 12	8,721,447	8,746,570	7,466,399
Capital expenditures - Schedule 3	11,354,693	30,964,410	7,558,380
Fiscal services and other	1,386,367	917,270	1,395,640
	<u>58,820,693</u>	<u>78,545,490</u>	<u>51,730,378</u>
NET REVENUE (EXPENDITURE)	<u>\$ (1,792,206)</u>	<u>\$ (10,486,810)</u>	<u>\$ 7,623,919</u>
ALLOCATION FROM (TO) FINANCIAL EQUITY			
Current fund, unappropriated	(251,755)	330,000	(68,908)
Current fund, appropriated	(1,212,714)	7,401,820	(1,536,170)
Reserve fund	3,256,675	2,754,990	(6,018,841)
	<u>\$ 1,792,206</u>	<u>\$ 10,486,810</u>	<u>\$ (7,623,919)</u>
FINANCIAL EQUITY BEGINNING OF YEAR			
Current fund, unappropriated	4,633,110	4,633,110	4,564,202
Current fund, appropriated	22,620,470	22,620,470	21,084,300
Reserve fund	18,166,233	18,166,233	12,147,392
	<u>\$ 45,419,813</u>	<u>\$ 45,419,813</u>	<u>\$ 37,795,894</u>
FINANCIAL EQUITY END OF YEAR			
Current fund, unappropriated - Schedule 1	4,884,865	4,303,110	4,633,110
Current fund, appropriated - Schedule 1	23,833,184	15,218,650	22,620,470
Reserve fund - Schedule 2	14,909,558	15,411,243	18,166,233
	<u>\$ 43,627,607</u>	<u>\$ 34,933,003</u>	<u>\$ 45,419,813</u>

Combined Statement of Change in Financial Position

	EXHIBIT C	
	AS AT DECEMBER 31	
	2004 Actual	2003 Actual
CASH PROVIDED (USED) BY:		
OPERATIONS		
Net Revenue Surplus (Deficit)	\$ (1,792,206)	\$ 7,623,919
Increase (decrease) in non-cash operating balances	1,804,322	<u>(135,554)</u>
	12,116	7,488,365
FINANCING		
Increase in Development Cost Charges	3,248,596	2,363,037
INVESTING		
(Increase) decrease in investments	14,069,285	<u>(12,886,782)</u>
INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS	17,329,997	(3,035,380)
CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR	43,619,751	<u>46,655,131</u>
CASH AND CASH EQUIVALENTS, END OF YEAR	<u>\$ 60,949,748</u>	<u>\$ 43,619,751</u>

Notes to the Combined Financial Statements

YEAR ENDED DECEMBER 31, 2004

The City of Port Coquitlam (the "City") is incorporated under the Local Government Act of British Columbia. Principle activities include the provision of local government services to residents of the incorporated area. Services include administrative, planning, protective, transportation, environmental, recreation, solid waste, water, and sewer.

1. SIGNIFICANT ACCOUNTING POLICIES

Basis of accounting

The combined financial statements of the City of Port Coquitlam are the representations of management prepared in accordance with Canadian generally accepted fund accounting principles as prescribed by the Public Sector Accounting Board (PSAB) of the Canadian Institute of Chartered Accountants. The combined financial statements reflect a combination of the Capital, Current, and Reserve Funds. Interfund transactions and balances have been eliminated.

Capital fund

These funds include the General, Water Utility and Sanitary Sewer Capital Funds. They are used to record the acquisition costs of capital assets.

Current fund

These funds reflect the General, Water Utility and Sanitary Sewer operating activities and administration functions of the City to provide services. Funds are set aside in non-statutory reserves for extraordinary operating expenses.

Reserve funds

These funds hold assets necessary to finance future capital expenditures and are subject to the statutory restrictions of the Local Government Act (BC). Restrictions include the requirement that funds and interest earned thereon may only be expended for specific purposes and these expenditures be approved by a Bylaw passed by City Council.

Budgets

Budget amounts reflect the annual provision approved by Council on May 12th, 2004 as part of the City's Financial Plan Bylaw and have not been audited.

Physical assets

Property and equipment are recorded at cost net of disposal of capital assets. No provision is recorded for depreciation.

Other assets

Other assets are valued at the lower of cost and net realizable value.

Investments

Investments are recorded at cost. Investment premiums are amortized over the term of the respective investment. Investments are written down when there is, in the opinion of management, a permanent decline in value.

Revenue recognition and deferred revenues

Revenue is recorded on an accrual basis when it is earned. Revenue unearned in the current period is recorded on the statement of financial position as deferred revenue. Deferred revenue includes development cost charges which are deferred when received and recognized as revenue when used to fund the appropriate capital works.

Use of estimates

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets, liabilities, revenues and expenditures. Significant areas requiring estimates include the determination of accrued severance liability, and provisions for contingencies. If actual results differ, adjustments are reflected in the operations of the period of settlement or when the estimate is changed.

Financial instruments

The carrying value of accounts receivable, accounts payable, and accrued liabilities approximate their fair value due to the relatively short periods to maturity of the instruments.

2. ADOPTION OF NEW ACCOUNTING STANDARD

Effective January 1, 2004, the City adopted the recommendations under Section PS 3255 of the CICA Public Sector Handbook for accounting for post-employment benefits. The new standard requires the City to accrue for all future obligations relating to employee sick leave benefits and retirement arrangements based on an actuarial valuation. The City had previously recorded an amount for such future obligations without an actuarial valuation. The change in estimate resulting from obtaining an actuarial valuation of the obligations has been applied prospectively.

Notes to the Combined Financial Statements, continued
YEAR ENDED DECEMBER 31, 2004

3. CASH, CASH EQUIVALENTS, AND INVESTMENTS

Cash and cash equivalents includes investments with maturity dates within 90 days. Investments include notes of the Government of Canada, Provincial Government, and Chartered Banks as well as term deposits in Credit Unions, deposits in the Municipal Finance Authority and the TD Bank money market funds. The various investments have rates of return ranging from 2.78% to 6.49% with varying maturity dates over 90 days up to August 2016.

	2004	2003
Cash and investments		
Operating Funds, Unrestricted	\$ 29,510,357	\$ 26,473,492
Reserve Funds, Restricted	14,909,558	18,166,233
Deferred revenue and deposits, Restricted	44,867,980	41,387,458
	<u>\$ 89,287,895</u>	<u>\$ 86,027,183</u>
Cash balances	\$ 2,541,172	\$ 3,894,526
Cash equivalents	58,408,576	39,725,225
	<u>60,949,748</u>	<u>43,619,751</u>
Investments	28,338,147	42,407,432
	<u>\$ 89,287,895</u>	<u>\$ 86,027,183</u>

4. ACCOUNTS RECEIVABLE

	2004	2003
Taxes	\$ 1,464,495	\$ 1,549,087
Accrued interest	1,250,669	1,428,259
Development Cost Charges	1,994,771	2,338,670
Water and Sewer user rates	356,224	449,284
Trade and other accounts receivable	2,464,577	1,852,376
	<u>\$ 7,530,736</u>	<u>\$ 7,617,676</u>

5. ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2004	2003
Accounts payable	\$ 5,084,389	\$ 3,666,662
Wage payables	986,666	1,348,436
Other	101,518	52,895
	<u>\$ 6,172,573</u>	<u>\$ 5,067,993</u>

6. DEFERRED REVENUES

	2004	2003
Development Cost Charges		
Beginning balance	\$ 36,814,154	\$ 34,451,118
New development cost charges received	2,783,012	2,561,426
Interest earnings	1,040,315	1,118,828
Contributions to capital works	(574,730)	(1,317,218)
Sub-total	<u>40,062,751</u>	<u>36,814,154</u>
Programs and Services	1,161,687	1,101,539
Property Tax and Utilities	3,643,542	3,471,765
	<u>\$ 44,867,980</u>	<u>\$ 41,387,458</u>

7. PHYSICAL ASSETS

	2004	2003
Buildings and sites	\$ 73,624,981	\$ 70,256,448
Equipment	23,271,974	19,464,276
Roads and bridges	44,129,010	42,734,938
Drainage	10,797,270	10,297,395
Sidewalks	1,360,290	1,359,950
Street lights	1,069,573	1,048,486
Water system	16,615,233	15,899,819
Sewer system	9,135,040	7,829,142
	<u>\$ 180,003,371</u>	<u>\$ 168,890,454</u>

Notes to the Combined Financial Statements, continued
YEAR ENDED DECEMBER 31, 2004

8. COMMITMENTS AND CONTINGENT LIABILITIES

(a) Borrowing liability

The City of Port Coquitlam is a member of the following districts and is jointly and severally liable for borrowings of the following authorities.

- Greater Vancouver Regional District
- Greater Vancouver Sewer and Drainage District
- Greater Vancouver Water District

(b) Pension Liability

The municipality and its employees contribute to the Municipal Pension Plan (the plan), a jointly trustee pension plan. The Board of Trustees, representing plan members and employers, is responsible for overseeing the management of the pension plan, including investment of the assets and administration of benefits. The pension plan is a multi-employer contributory pension plan. Basic pension benefits provided are defined. The plan has about 130,000 active members and approximately 45,000 retired members. Active members include approximately 29,000 contributors from local governments.

Every three years an actuarial valuation is performed to assess the financial position of the plan and the adequacy of plan funding. The most recent valuation as at December 31, 2003 indicated an unfunded liability of \$789 million for basic pension benefits. The next valuation will be as at December 31, 2006 with results available in 2007. The actuary does not attribute portions of the unfunded liability to individual employers. The City of Port Coquitlam paid \$1,292,537 for employer contributions in fiscal 2004.

(c) Liability Claims

The City is involved with a number of legal actions, the outcome of which cannot be determined at this time. Liability insurance is carried by the City, subject to a deductible of \$250,000. Costs of settlement are recognized in the year when the amount becomes determinable. As a member of the Municipal Insurance Association of British Columbia, the City is contingently liable for claims of all member municipalities in excess of insurance funds. The City self insures claims under \$250,000.

(d) E-Comm Emergency Communications for Southwest British Columbia

The City is a shareholder and member of the Emergency Communications for Southwest British Columbia Incorporated (E-Comm) whose services provided include: regional 9-1-1 call centre for the Greater Vancouver Regional District; Wide Area Radio network;

dispatch operations; and records management. The City has 1 Class A share and 2 Class B shares. Class A shareholders are obligated to share in both funding the ongoing operations and any additional costs relating to capital assets (in accordance with a cost sharing formula) while Class B shareholders are not obligated to share in funding of the ongoing operating costs.

9. RETIREMENT BENEFIT OBLIGATIONS

Upon leaving the service of the City, exempt employees, and Union employees hired before December 31, 1982, are paid a severance payment of two days per year of service. Employees retiring from the City are paid five days per year of service.

Retirement benefit obligations represent the City's cost of this benefit as determined by an actuarial valuation as of September 30, 2004.

	2004	2003
Accrued severance liability, beginning of the year	\$ 1,380,441	\$ 1,326,687
Adoption of actuarial valuation	211,000	0
Service cost	228,367	168,897
Interest cost	41,764	26,146
Benefit payments	(78,572)	(141,289)
Accrued severance liability, end of the year	<u>\$ 1,783,000</u>	<u>\$ 1,380,441</u>

Retirement benefit obligations are included in employee future benefits.

The significant actuarial assumptions adopted in measuring the City's retirement benefit obligations are as follows:

Discount rates	5.5%
Expected future inflation rates	2.5%
Expected wage and salary increases	3.0%

10. TRUST FUNDS

Not recorded in these financial statements are Trust Funds held for various purposes in the amount of \$2,737,926.

Auditor's Report on Supplementary Information



Combined Statement of Current Fund Activities

	SCHEDULE 1		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
REVENUES			
General taxes	\$ 30,904,186	\$ 30,876,240	\$ 29,203,540
Special assessments - local improvements	148,784	149,800	137,727
Grants in lieu of taxes	1,410,456	1,397,620	1,428,416
Utility charges	10,138,187	9,894,680	9,596,359
Sale of services	5,414,495	5,112,750	4,992,923
Other revenue	6,749,047	6,253,390	6,141,420
Transfers from other governments	457,583	101,610	101,618
	<u>55,222,738</u>	<u>53,786,090</u>	<u>51,602,003</u>
EXPENDITURES			
General government services	4,650,571	4,344,160	4,433,310
Solid Waste Management	2,264,260	2,519,500	2,283,188
Protective services	14,561,658	14,761,450	14,012,787
Transportation services	5,770,952	5,808,800	5,100,871
Planning services	667,186	764,330	675,929
Recreation and cultural services	9,443,560	9,447,500	8,803,874
Utilities	8,721,447	8,746,570	7,466,399
Fiscal services and other	1,386,367	1,188,770	1,395,640
	<u>47,466,001</u>	<u>47,581,080</u>	<u>44,171,998</u>
NET REVENUE	<u>\$ 7,756,737</u>	<u>\$ 6,205,010</u>	<u>\$ 7,430,005</u>
TRANSFERS TO CAPITAL OR RESERVE FUND			
Capital fund	(5,361,644)	(13,164,430)	(4,639,591)
Reserves	141,776	7,276,820	90,434
Reserve fund	(1,072,400)	(772,400)	(1,275,770)
	<u>1,464,469</u>	<u>(455,000)</u>	<u>1,605,078</u>
CHANGE IN CURRENT FUND	<u>1,464,469</u>	<u>(455,000)</u>	<u>1,605,078</u>
CURRENT FUND, BEGINNING OF YEAR	<u>27,253,580</u>	<u>27,253,580</u>	<u>25,648,502</u>
CURRENT FUND, END OF YEAR	<u>\$ 28,718,049</u>	<u>\$ 26,798,580</u>	<u>\$ 27,253,580</u>
CURRENT FUND BALANCE			
General Fund	19,185,481	18,611,905	17,336,325
Water Fund	3,276,270	2,489,835	3,259,795
Sewer Fund	6,256,298	5,696,840	6,657,460
	<u>\$ 28,718,049</u>	<u>\$ 26,798,580</u>	<u>\$ 27,253,580</u>
CURRENT FUND UNAPPROPRIATED			
General Fund	4,644,156	4,062,401	4,392,401
Water Fund	174,012	174,012	174,012
Sewer Fund	66,697	66,697	66,697
	<u>\$ 4,884,865</u>	<u>\$ 4,303,110</u>	<u>\$ 4,633,110</u>
CURRENT FUND APPROPRIATED - Schedule 4			
General Fund	14,541,325	14,549,504	12,943,924
Water Fund	3,102,258	2,315,823	3,085,783
Sewer Fund	6,189,601	5,630,143	6,590,763
	<u>\$ 23,833,184</u>	<u>\$ 22,495,470</u>	<u>\$ 22,620,470</u>

Combined Statement of Reserve Fund Activities

	SCHEDULE 2		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
REVENUES			
Return on Investments	\$ 469,298	\$ 500,600	\$ 847,559
TRANSFERS (TO) FROM OTHER FUNDS			
Current fund	1,072,400	772,400	1,275,770
Capital fund - Disposal of Assets	100,000	3,300,000	4,901,721
Capital fund - New capital works	(4,898,373)	(7,327,990)	(1,006,209)
CHANGE IN RESERVE FUND	(3,256,675)	(2,754,990)	6,018,841
RESERVE FUND, BEGINNING OF YEAR	18,166,233	18,166,233	12,147,392
RESERVE FUND, END OF YEAR	<u>\$ 14,909,558</u>	<u>\$ 15,411,243</u>	<u>\$ 18,166,233</u>
SUMMARY OF RESERVE FUND POSITIONS - Schedule 4			
Building Maintenance	110,865	210,072	205,291
Public Works Special	2,072,750	2,191,014	2,243,978
Major Transportation Infrastructure	3,264,165	3,435,708	3,435,708
Tax Sale	9,461,778	9,574,449	12,281,256
	<u>\$ 14,909,558</u>	<u>\$ 15,411,243</u>	<u>\$ 18,166,233</u>

Combined Statement of Capital Fund Activities

	SCHEDULE 3		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
REVENUES			
NEW CITY REVENUE			
Deferred Cost Charge Revenue	\$ 574,730	\$ 7,893,390	\$ 1,317,218
External Contributions	519,946	2,578,600	595,361
	<u>1,094,676</u>	<u>10,471,990</u>	<u>1,912,579</u>
DISPOSAL OF OLD CAPITAL ASSETS			
	241,776	3,300,000	4,992,156
	<u>1,336,452</u>	<u>13,771,990</u>	<u>6,904,735</u>
EXPENDITURES			
General government services	1,404,504	954,950	748,095
Protective services	63,416	560,000	92,293
Transportation services	5,542,141	16,331,100	3,404,021
Recreation and cultural services	2,323,319	9,848,630	1,496,545
Water services	715,415	1,616,000	1,180,314
Sewer services	1,305,898	1,653,730	637,112
	<u>11,354,693</u>	<u>30,964,410</u>	<u>7,558,380</u>
NET CITY EXPENDITURE	<u>(10,018,241)</u>	<u>(17,192,420)</u>	<u>(653,645)</u>
PLUS TRANSFERS FROM (TO)			
Current fund - New assets	5,361,644	13,164,430	4,639,591
Current fund - Disposal old assets	(141,776)	-	(90,434)
Reserve fund - New Assets	4,898,373	7,327,990	1,006,209
Reserve fund - Disposal old assets	(100,000)	(3,300,000)	(4,901,721)
	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
CHANGE IN CAPITAL FUND FROM CURRENT ACTIVITIES			
New assets acquired	11,354,693	30,964,410	7,558,380
Asset disposals	(241,776)	(3,300,000)	(4,992,156)
NET CAPITAL FUND CHANGE	<u>11,112,917</u>	<u>27,664,410</u>	<u>2,566,224</u>
CAPITAL FUND, BEGINNING OF YEAR	<u>168,890,454</u>	<u>168,890,454</u>	<u>166,324,230</u>
CAPITAL FUND, END OF YEAR	<u>\$ 180,003,371</u>	<u>\$ 196,554,864</u>	<u>\$ 168,890,454</u>
CAPITAL FUND BALANCE			
General Fund	153,987,916	169,406,484	144,896,313
Water Fund	16,721,439	17,546,958	16,006,024
Sewer Fund	9,294,015	9,601,422	7,988,117
	<u>\$ 180,003,370</u>	<u>\$ 196,554,864</u>	<u>\$ 168,890,454</u>
SOURCES OF CAPITAL FINANCING			
External funding (Grants, Developers, other municipal)	519,946	2,578,600	595,361
Development cost charges	574,730	7,893,390	1,317,218
Current fund	1,729,948	3,789,600	1,688,071
Reserves	3,631,696	9,374,830	2,951,520
Reserve Funds	4,898,373	7,327,990	1,006,210
	<u>\$ 11,354,693</u>	<u>\$ 30,964,410</u>	<u>\$ 7,558,380</u>

Reserves and Reserve Funds

	SCHEDULE 4				Balance at December 31 2004
	Balance at December 31 2003	2004 Contributions	2004 Operating	2004 Capital	
RESERVES					
Tax stabilization	\$ 802,050	\$ 23,180	\$ 0	\$ 0	\$ 825,230
Public works equipment	5,656,158	1,132,615	0	1,429,155	5,359,618
Park equipment	812,613	152,497	0	82,377	882,733
Fire equipment	155,235	224,248	0	0	379,483
May Day	17,501	2,809	0	0	20,310
Canada Day	34,063	984	0	0	35,047
Arts and culture	32,609	13,116	0	0	45,725
Arts and culture facilities	214,555	6,201	0	0	220,756
Parking	843,070	49,962	0	129,089	763,943
Future capital	3,022,544	1,949,964	0	729,478	4,243,030
Artificial field	56,443	59,962	0	0	116,405
Office automation	274,443	271,340	0	164,520	381,263
Public Safety	0	142,164	0	0	142,164
Self Insurance	308,184	8,907	0	0	317,091
Snow and ice removal	359,990	10,288	8,012	0	362,266
GVTA Roads	241,720	62,161	0	0	303,881
Recycling promotion	43,758	1,264	0	0	45,022
Election expense	68,988	28,370	0	0	97,358
Water fund capital	3,085,783	178,520	0	162,045	3,102,258
Sewer fund capital	6,590,763	533,870	0	935,032	6,189,601
TOTAL RESERVES	<u>\$ 22,620,470</u>	<u>\$ 4,852,422</u>	<u>\$ 8,012</u>	<u>\$ 3,631,696</u>	<u>\$ 23,833,184</u>
BUDGETED TRANSFERS		<u>\$ 2,098,010</u>	<u>\$ 455,000</u>	<u>\$ 9,374,830</u>	
RESERVE FUND					
Building maintenance	\$ 205,291	\$ 132,804	\$ 0	\$ 227,230	\$ 110,865
Public works special	2,243,978	61,488	0	232,716	2,072,750
Major Transportation Infrastructure	3,435,708	95,434	0	266,977	3,264,165
Tax sale	12,281,256	1,351,972	0	4,171,450	9,461,778
TOTAL RESERVE FUND	<u>\$ 18,166,233</u>	<u>\$ 1,641,698</u>	<u>\$ 0</u>	<u>\$ 4,898,373</u>	<u>\$ 14,909,558</u>
BUDGETED TRANSFERS		<u>\$ 4,072,400</u>	<u>\$ 0</u>	<u>\$ 7,327,990</u>	

Combined Tax Levies

	SCHEDULE 5		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
A. General Taxes			
Residential	\$ 33,388,892	\$ 32,844,707	\$ 31,892,671
Utilities	994,122	977,920	975,994
Light industry	4,534,681	4,460,772	3,890,563
Business	15,864,666	15,606,098	14,721,990
Recreational/Seasonal	84,707	83,327	87,437
Farm	18,925	18,616	18,602
	<hr/>	<hr/>	<hr/>
Total Taxation Levies	54,885,993	53,991,440	51,587,257
Less: Collections for other governments			
Provincial school tax	20,261,278	19,606,200	18,980,888
Less: Provincial home owners grants	(6,915,191)	(6,691,612)	(6,748,797)
	<hr/>	<hr/>	<hr/>
	13,346,087	12,914,588	12,232,091
Greater Vancouver Regional District	593,859	531,000	515,540
B.C. Assessment Authority	663,017	663,200	643,348
Greater Vancouver Transit Authority	2,462,284	2,313,600	2,242,740
Municipal Finance Authority	1,370	1,200	1,201
	<hr/>	<hr/>	<hr/>
Total General Taxes	\$ 30,904,185	\$ 30,876,240	\$ 29,203,540
B. Utility Charges			
Water levy	\$ 4,932,040	\$ 4,873,400	\$ 4,527,751
Water penalty	50,237	51,200	52,013
Senior citizens rebate - water	(90,186)	(90,400)	(85,372)
Sewer levy	5,269,626	5,075,580	5,119,702
Sewer penalty	51,631	57,000	53,519
Senior citizens rebate - sewer	(75,161)	(72,100)	(71,254)
	<hr/>	<hr/>	<hr/>
Total Utility Charges	\$ 10,138,187	\$ 9,894,680	\$ 9,596,359

Sale of Services

	SCHEDULE 6		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
Garbage collection charges	\$ 2,055,402	\$ 1,996,500	\$ 1,971,855
Other disposal fees	89,808	35,000	28,657
	<u>2,145,210</u>	<u>2,031,500</u>	<u>2,000,512</u>
Recreational and cultural services			
Concession revenue	128,132	145,000	133,329
Swimming pool revenue	815,961	722,000	744,085
Recreation program revenue	970,834	961,000	928,840
Skating admissions	104,349	95,000	109,372
Room and equipment revenue	877,951	836,000	794,246
Cemetery fees	115,021	145,000	125,674
Skate rentals	29,719	20,000	21,877
Other Recreation revenue	8,683	4,000	5,611
	<u>3,050,650</u>	<u>2,928,000</u>	<u>2,863,034</u>
Protective services			
Pest control	191,398	133,250	107,652
Police Revenue	27,237	20,000	21,725
	<u>218,635</u>	<u>153,250</u>	<u>129,377</u>
TOTAL SALE OF SERVICES	<u><u>\$ 5,414,495</u></u>	<u><u>\$ 5,112,750</u></u>	<u><u>\$ 4,992,923</u></u>

Other Revenue

	SCHEDULE 7		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
Licenses and permits			
Business licenses and permits	\$ 619,904	\$ 597,600	\$ 602,460
Dog licenses	71,872	65,000	70,155
Building permits and inspections	466,634	390,500	474,938
Zoning fees	258,304	110,000	146,315
	<u>1,416,714</u>	<u>1,163,100</u>	<u>1,293,868</u>
Rentals	2,075		1,700
Engineering services	1,879,521	1,703,600	1,754,424
Fines	2,988	0	4,104
Return on investments	3,149,329	3,306,600	3,224,702
Penalties and interest on taxes	277,204	308,060	308,291
Miscellaneous	490,514	272,630	401,890
	<u>7,218,345</u>	<u>6,753,990</u>	<u>6,988,979</u>
TOTAL OTHER REVENUE	<u><u>\$ 7,218,345</u></u>	<u><u>\$ 6,753,990</u></u>	<u><u>\$ 6,988,979</u></u>

Expenditures

Expenditures by Object	SCHEDULE 8				
	Salaries & Benefits	Other Operating	Total Actual Operating	Operating Budget	Capital Expenditures
General government services	\$ 3,018,753	\$ 1,631,818	\$ 4,650,571	\$ 4,344,160	\$ 1,404,504
Solid Waste Management	469,028	1,795,231	2,264,259	2,519,500	-
Protective services - Sch 9	7,007,656	7,554,002	14,561,658	15,032,950	63,416
Transportation services - Sch 10	3,055,179	2,715,773	5,770,952	5,808,800	5,542,141
Environmental planning and zoning	462,966	204,220	667,186	764,330	-
Recreation and cultural services - Sch 11	5,744,580	3,698,980	9,443,560	9,447,500	2,323,319
Utilities - Sch 12	702,281	8,019,166	8,721,447	8,746,570	2,021,313
Capital expenditures - Sch 3	-	-	11,354,693	30,964,410	-
Fiscal services and other	-	-	1,386,367	917,270	-
	<u>\$20,460,443</u>	<u>\$25,619,190</u>	<u>\$58,820,693</u>	<u>\$78,545,490</u>	<u>\$11,354,693</u>

Protective Services

	SCHEDULE 9		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
Police protection			
R.C.M.P.	\$ 5,124,346	\$ 5,621,300	\$ 5,028,454
Administration and Justice Building	1,661,064	1,727,100	1,695,739
	<u>6,785,410</u>	<u>7,348,400</u>	<u>6,724,193</u>
Fire protection			
Administration	317,272	321,600	197,440
Training office	142,698	236,460	177,021
Suppression forces	4,853,696	4,645,100	4,507,751
Fire prevention	410,249	379,480	380,507
Fire halls	143,061	140,320	183,873
Dispatching	249,172	241,770	243,859
Equipment maintenance	146,817	178,240	164,116
	<u>6,262,965</u>	<u>6,142,970</u>	<u>5,854,567</u>
Other protective services			
Administration	246,272	188,530	199,036
Building inspections	342,892	352,590	383,808
Plumbing inspections	103,029	131,750	92,610
By-law department	328,007	414,470	354,118
Animal and pest control	408,011	346,880	297,855
Emergency measures	85,072	107,360	106,600
	<u>1,513,283</u>	<u>1,541,580</u>	<u>1,434,027</u>
TOTAL PROTECTIVE SERVICES	<u>\$ 14,561,658</u>	<u>\$ 15,032,950</u>	<u>\$ 14,012,787</u>

Transportation Services

	SCHEDULE 10		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
Administration	\$ 525,725	\$ 536,800	\$ 499,611
Equipment pool	844,857	660,700	741,487
Workshop and yards	184,062	200,000	175,503
Other common services	113,136	118,300	84,236
Roads and streets & Snow removal	2,377,348	2,550,700	2,112,634
Drainage	782,537	779,900	760,230
Bridges and grade separations	38,271	34,400	29,420
Street lighting	450,583	486,300	373,543
Traffic signals and signs	436,957	420,400	313,994
Parking	17,476	21,300	10,213
TOTAL TRANSPORTATION SERVICES	\$ 5,770,952	\$ 5,808,800	\$ 5,100,871

Recreation and Cultural Services

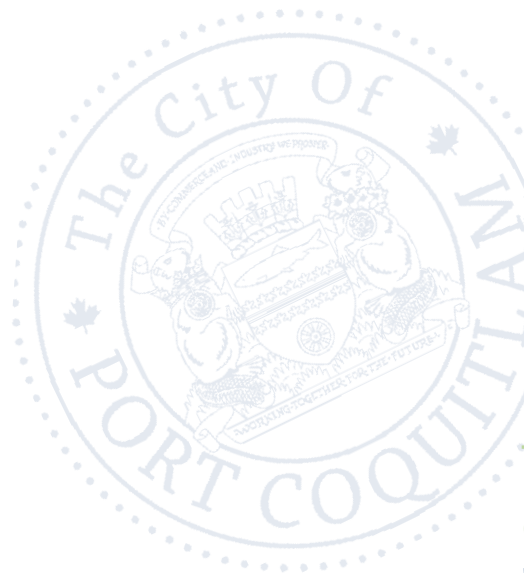
	SCHEDULE 11		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
Administration	\$ 902,119	\$ 854,000	\$ 733,963
Port Coquitlam Recreation Centre (arena)	1,339,392	1,331,000	1,241,736
Hyde Creek Centre (indoor pool)	2,412,464	2,287,000	2,356,488
Outdoor pools	164,608	165,000	163,904
Parks and playgrounds	2,339,383	2,468,000	2,198,851
Other recreation area programming	731,352	791,000	661,693
Terry Fox Library	1,090,689	1,085,500	983,393
May Day	63,685	64,000	64,409
Wilson Centre	399,868	402,000	399,437
TOTAL RECREATION AND CULTURAL SERVICES	\$ 9,443,560	\$ 9,447,500	\$ 8,803,874

Utilities

	SCHEDULE 12		
	FOR THE YEAR ENDED DECEMBER 31		
	2004 Actual	2004 Budget	2003 Actual
Administration - Water Fund	\$ 746,700	\$ 746,700	\$ 650,100
Administration - Sewer Fund	746,700	746,700	636,400
Purchase of water	2,506,178	2,396,500	1,920,301
Water maintenance and meter reading	908,206	984,200	837,411
Sewer maintenance	489,252	562,000	451,933
Sewerage treatment and disposal	3,211,165	3,211,170	2,870,597
Other - Water Fund	67,501	53,800	52,204
Other - Sewer Fund	45,745	45,500	47,453
TOTAL UTILITIES	\$ 8,721,447	\$ 8,746,570	\$ 7,466,399



Statistical Section



THE CORPORATION OF
THE CITY OF

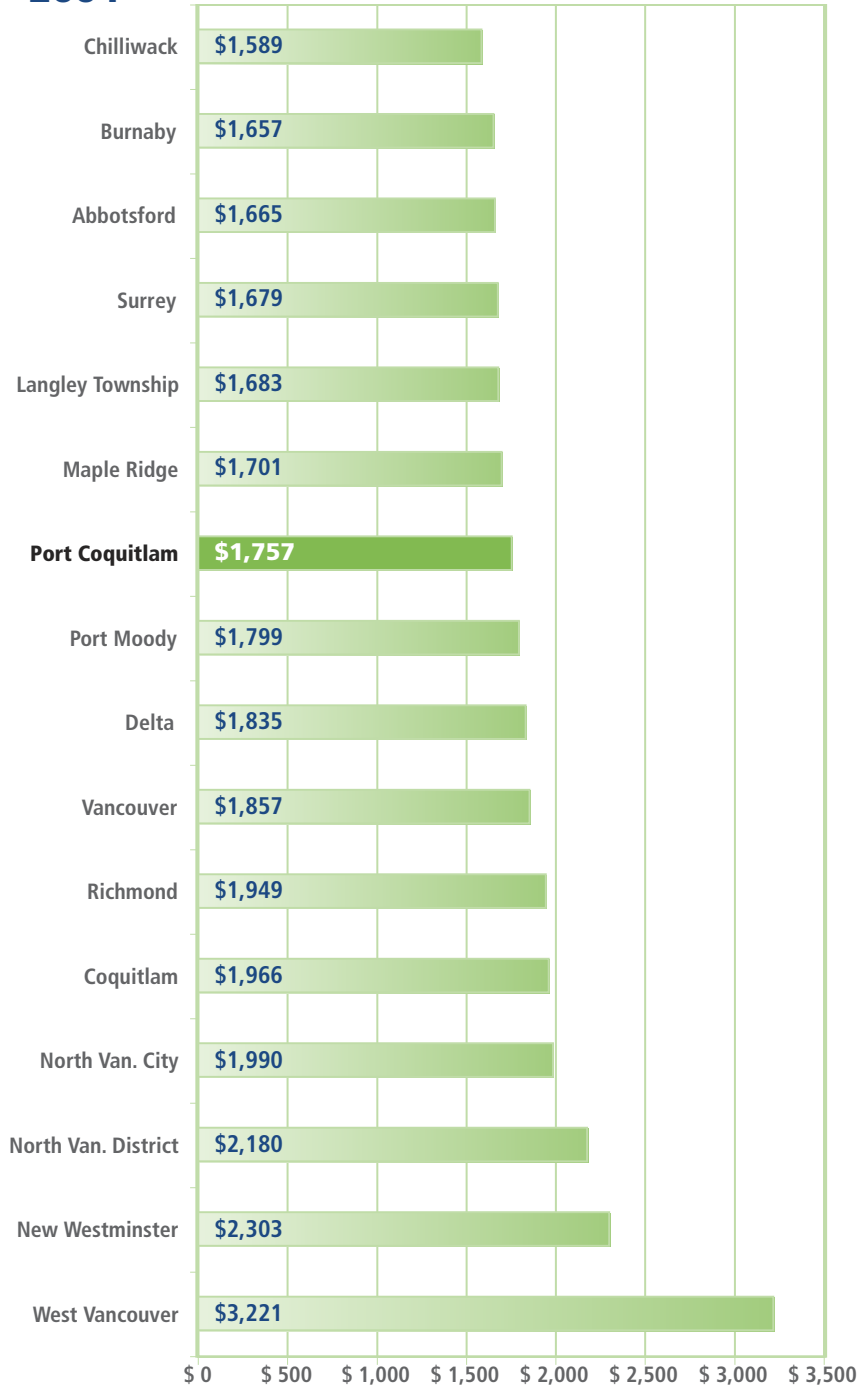
PORT
COQUITLAM

BRITISH COLUMBIA
C A N A D A

2004
ANNUAL
REPORT

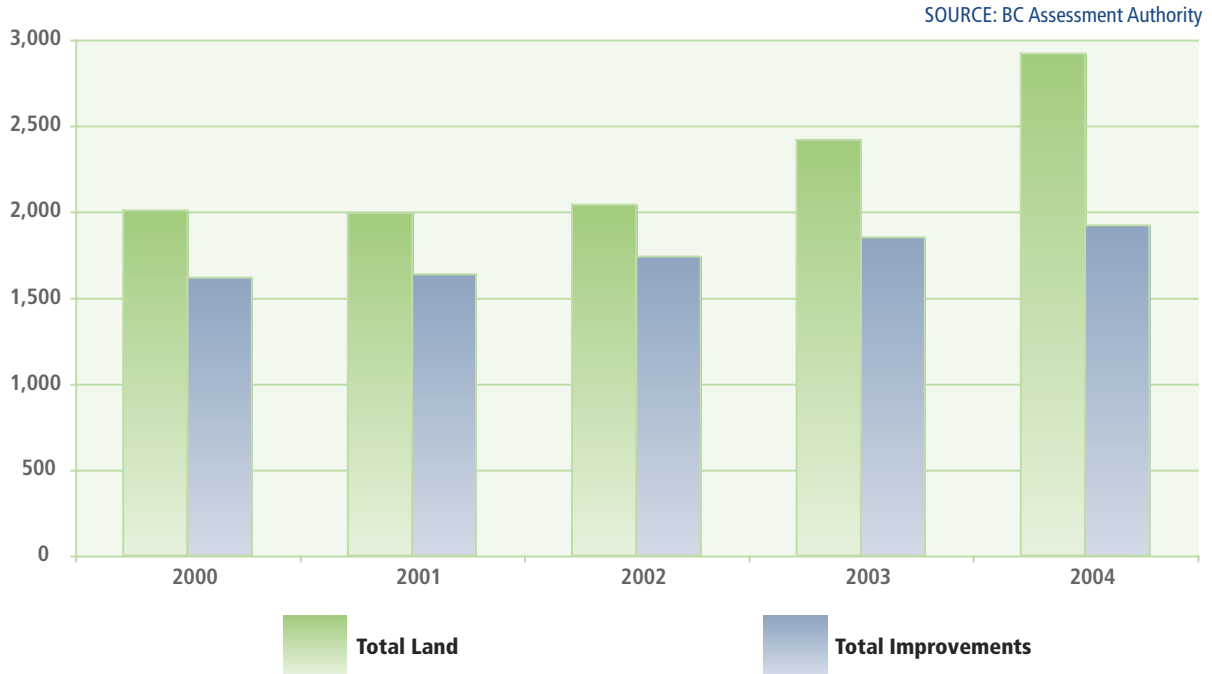
FOR THE YEAR ENDED DECEMBER 31, 2004
PREPARED BY THE COMMUNICATIONS DIVISION OF THE
CORPORATION OF THE CITY OF PORT COQUITLAM

Average Home Municipal Property Taxation and Utility Levels – 2004

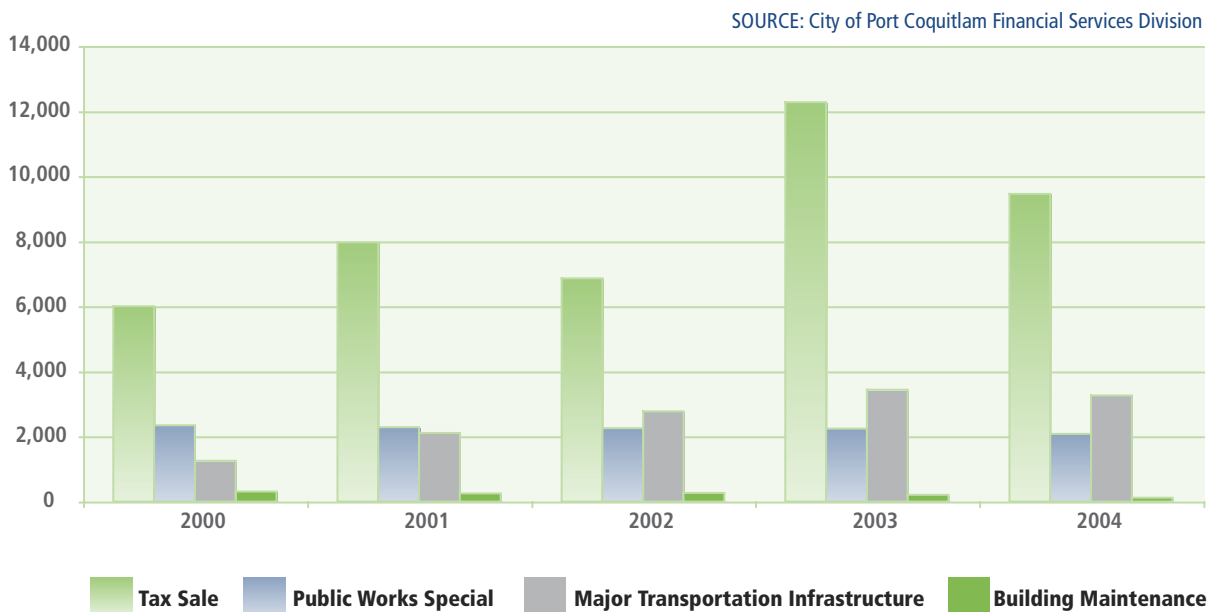


SOURCE:
Ministry of Community,
Aboriginal and Women's
Services

Assessed Values for General Municipal Purposes 2000–2004

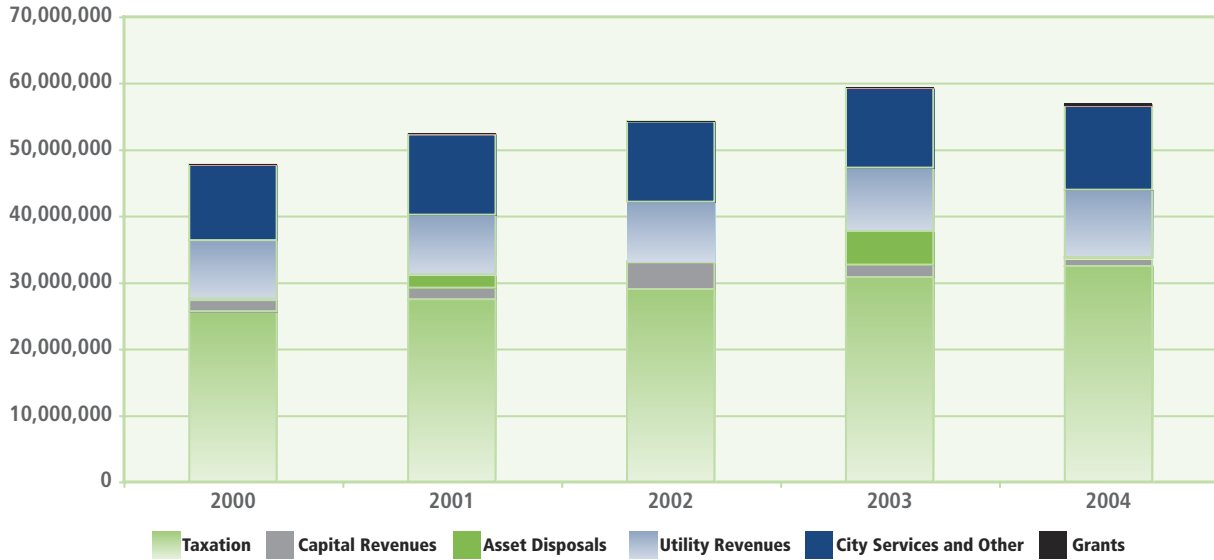


Summary of Statutory Reserve Funds 2000–2004



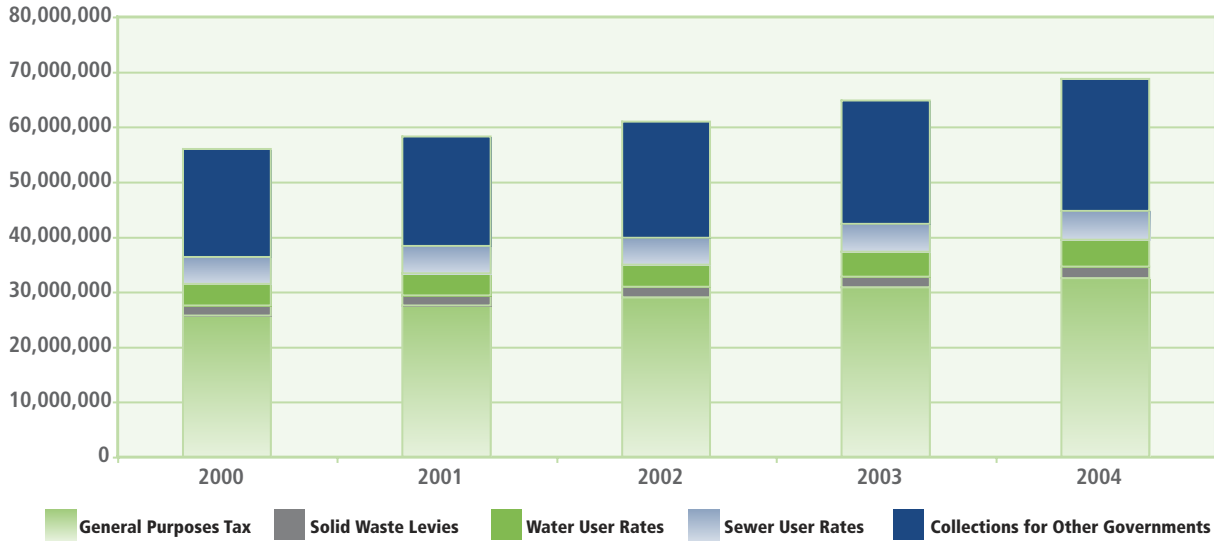
Revenues by Source 2000–2004

SOURCE: City of Port Coquitlam Financial Services Division



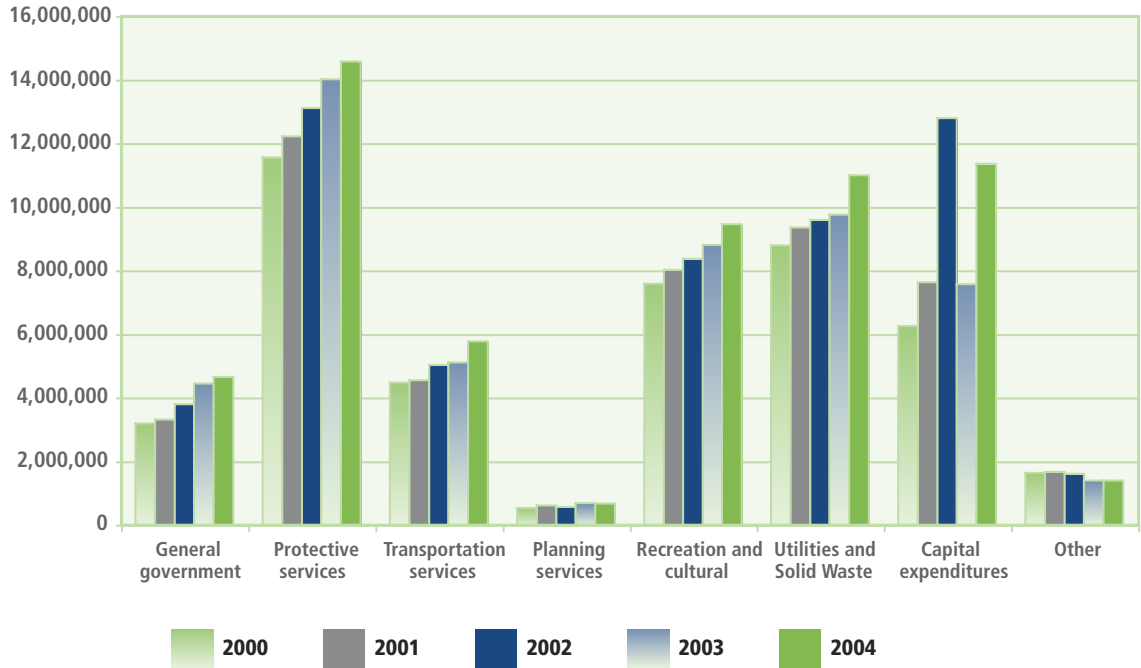
Tax, Major Levies, and Other Government Collections 2000–2004

SOURCE: City of Port Coquitlam Financial Services Division



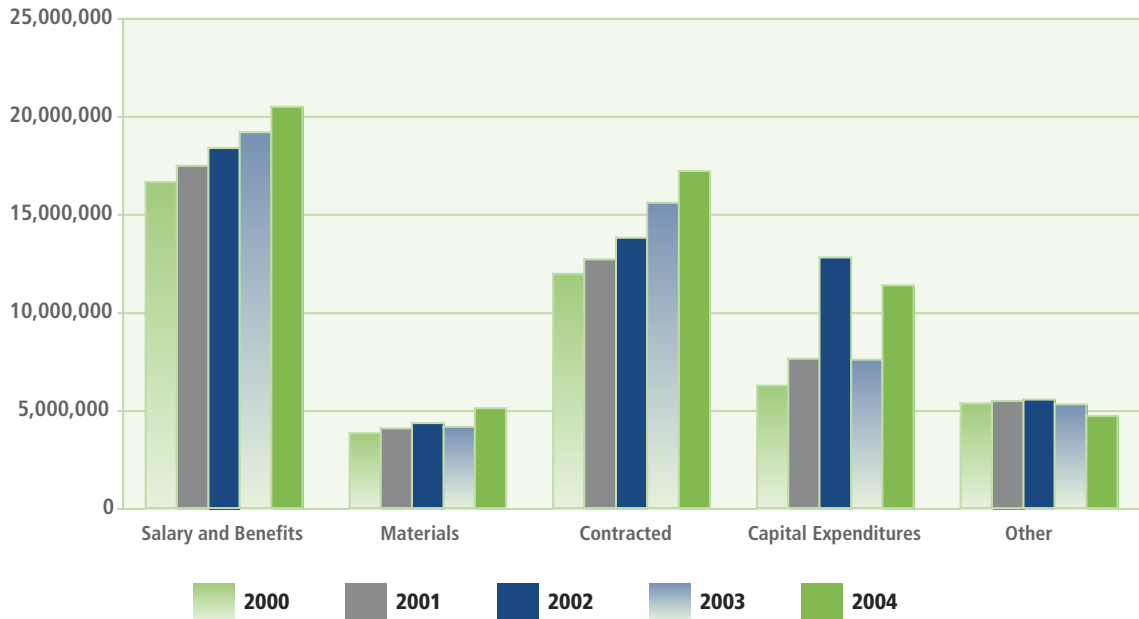
Expenditures by Function

SOURCE: City of Port Coquitlam Financial Services Division



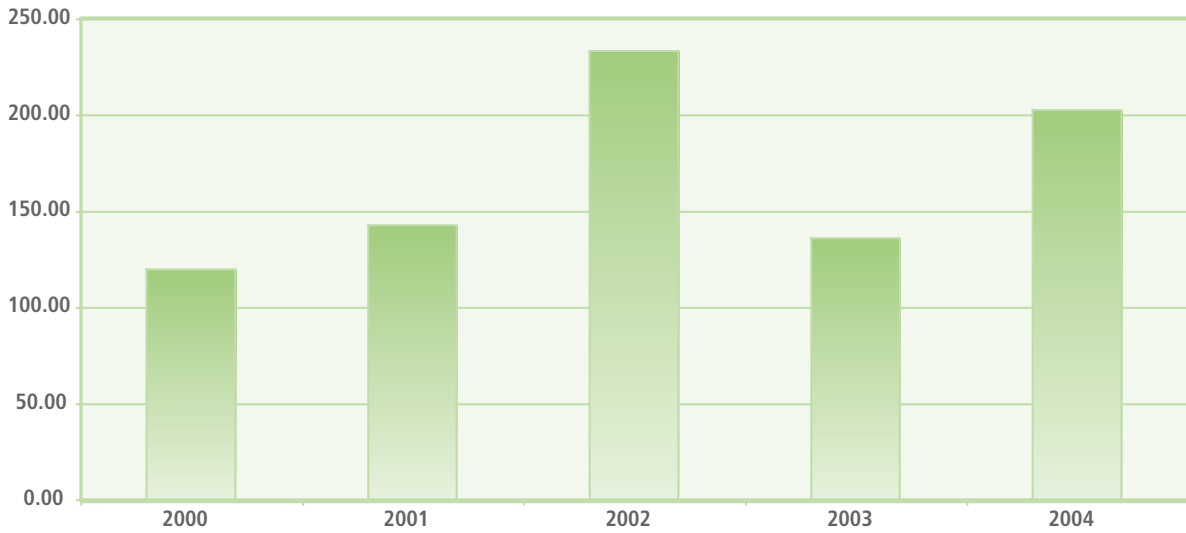
Expenditures by Object

SOURCE: City of Port Coquitlam Financial Services Division



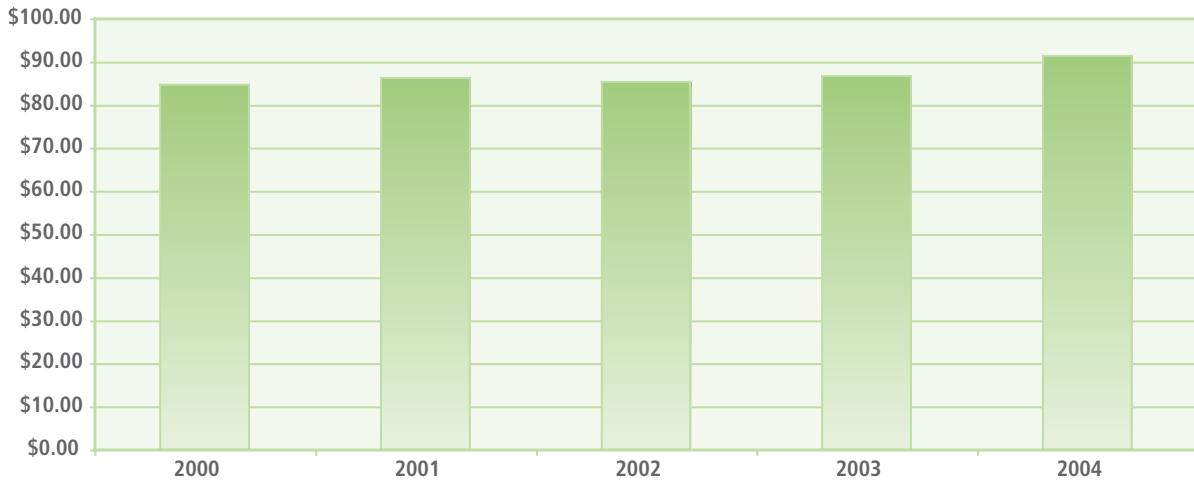
Capital Expenditures Per Capita 2000–2004

SOURCE: City of Port Coquitlam Financial Services Division



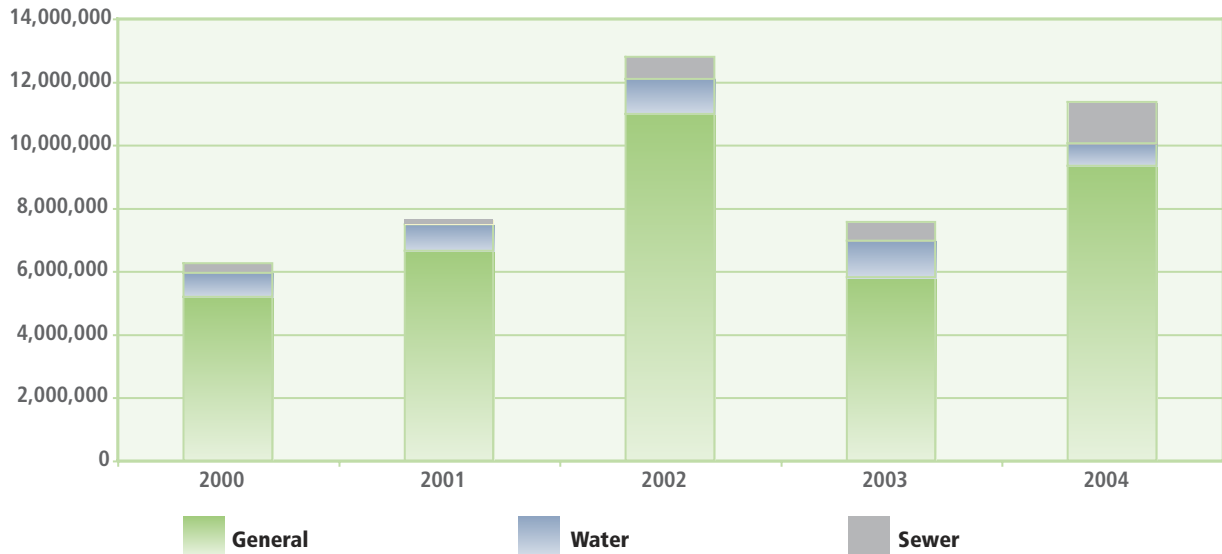
Accumulated Surplus Per Capita 2000–2004

SOURCE: City of Port Coquitlam Financial Services Division



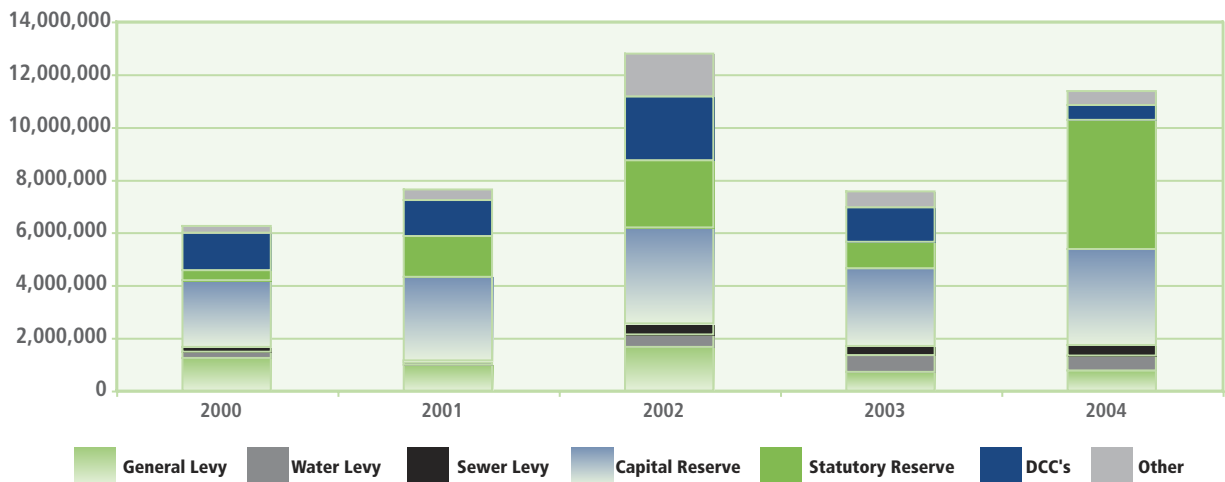
Capital Expenditures by Fund 2000–2004

SOURCE: City of Port Coquitlam Financial Services Division



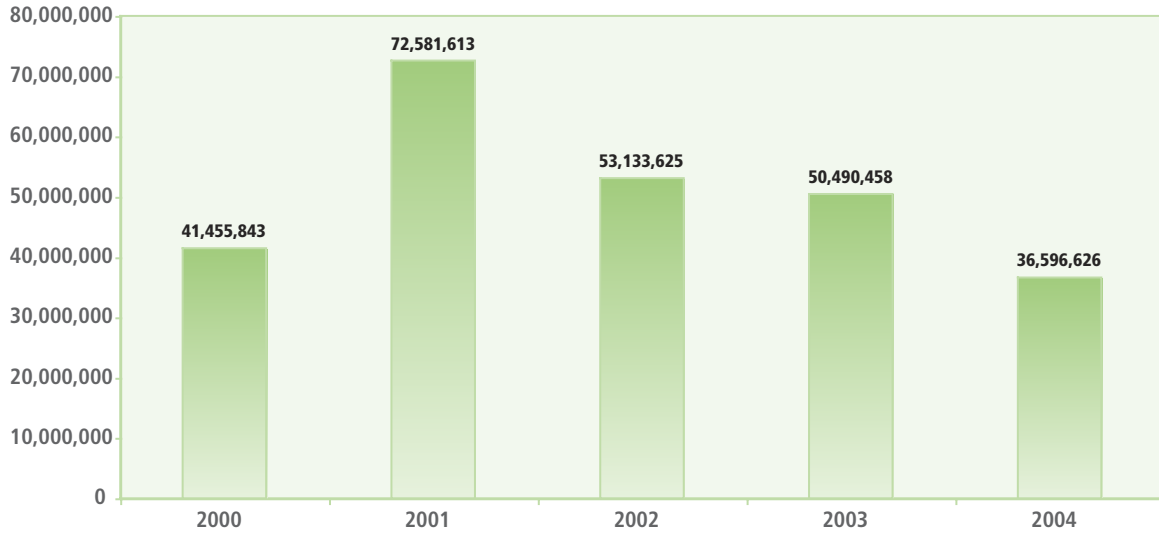
Capital Expenditures by Source 2000–2004

SOURCE: City of Port Coquitlam Financial Services Division



Total Value of Building Permits 2000–2004

SOURCE: City of Port Coquitlam Financial Services Division



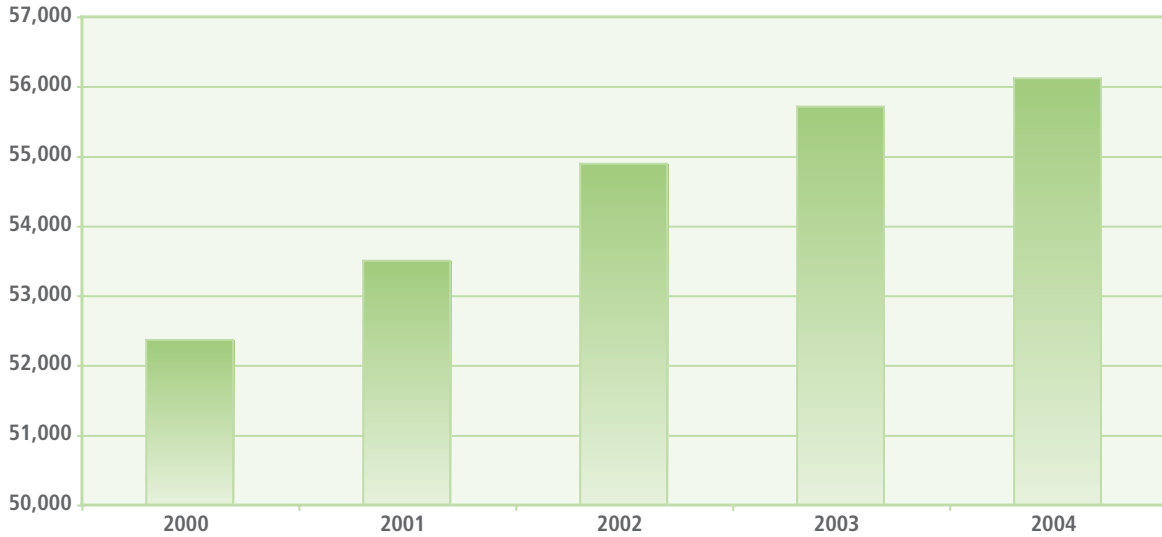
Building Permits and Total Tax Collection 2000–2004

SOURCE: City of Port Coquitlam Financial Services Division



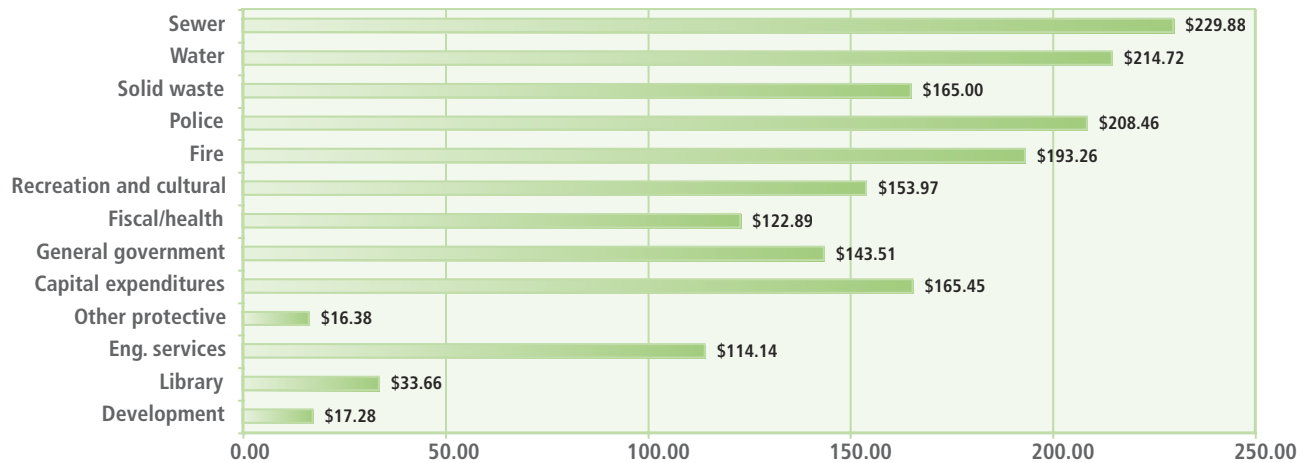
Population Estimates 2000–2004

SOURCE: BC Ministry of Management Services



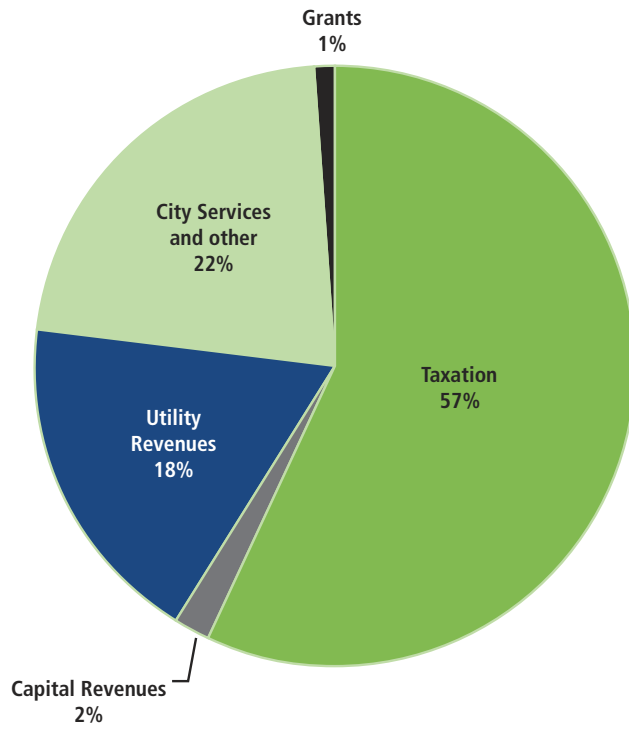
Standard Household Costs of City Services for an Average Single Family Residence

SOURCE: City of Port Coquitlam Financial Services Division



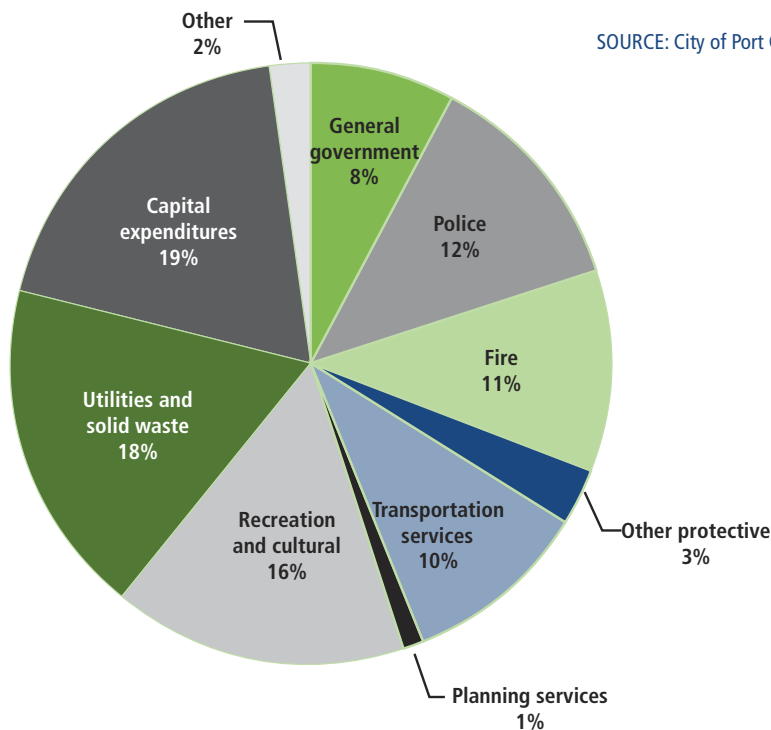
2004 Revenues *(Percentage Source of City Revenue)*

SOURCE: City of Port Coquitlam Financial Services Division



2004 Expenditures *(Percentage of City Cost of Service)*

SOURCE: City of Port Coquitlam Financial Services Division

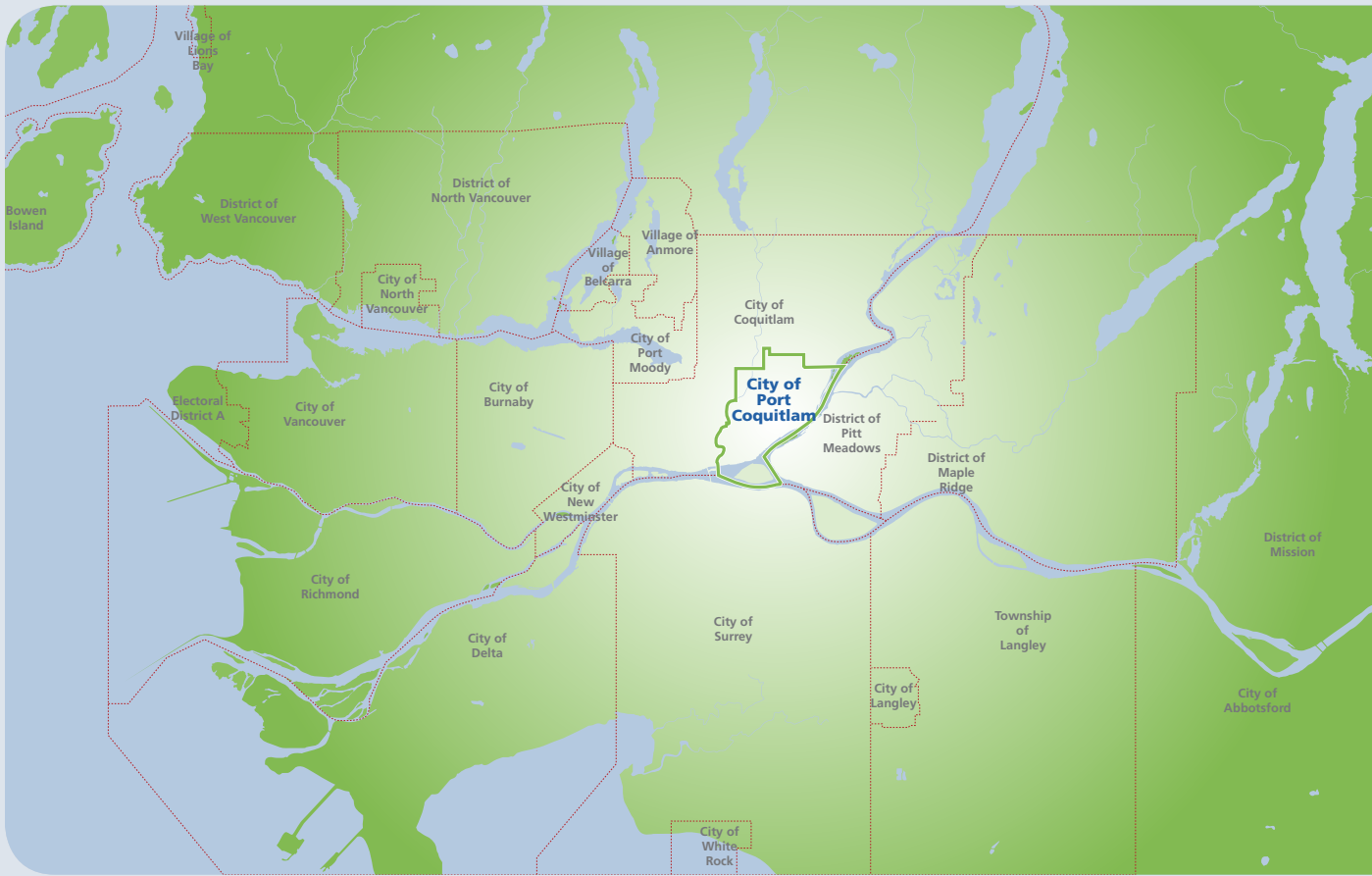


Principal Corporate Taxpayers

Registered Owner	Primary Property	Taxes Levied
Canadian Pacific Railway Co	Rail yard	\$ 1,011,601
Kebet Holdings Ltd	Miscellaneous	\$ 399,767
Narland Properties	Shopping Centre	\$ 348,441
Mondi Properties	Miscellaneous	\$ 324,669
1510060 Ontario Inc	Shopping Centre	\$ 310,510
Port Coquitlam Industrial Estates Ltd	Miscellaneous	\$ 296,347
Viam Holdings Ltd	Miscellaneous	\$ 251,651
Costco Wholesale Canada Ltd.	Retail Sales	\$ 229,965
Onni Development Corp	Miscellaneous	\$ 228,942
K W Food Distributors Ltd	Food Wholesaler	\$ 196,214
Westlo Financial Corp	Shopping Centre	\$ 186,510
Runnel Holdings Ltd	Shopping Centre	\$ 182,965
Esco Limited	Manufacturing	\$ 166,257
Home Depot Holdings Inc.	Shopping Centre	\$ 166,082
Canadian Quality Developments Ltd	Shopping Centre	\$ 145,255
Indalex Holdings(BC) Ltd	Miscellaneous	\$ 134,432
Imperial Self Storage Corp	Storage and Warehousing	\$ 131,571
Jim Pattison Developments	Retail Sales	\$ 123,424
Sears Canada Inc	Warehousing	\$ 118,668
566203 BC Ltd	Food Manufacturing Operation	\$ 105,286
Nielsen Development Co Ltd	Shopping Centre	\$ 94,725
Canada Safeway Limited	Retail Sales	\$ 94,355
Greater Vancouver Housing Corp	Residential Housing	\$ 90,108

2004 Permissive Property Tax Exemptions

Name	Tax Relief
Women's Centre	\$ 2,458
Southside Baptist Church	\$ 4,175
Pentecostal Assembly	\$ 2,854
Islamic Centre	\$ 3,409
Grace Christian Fellowship	\$ 3,099
Port Coquitlam Heritage and Cultural Society	\$ 1,583
Dogwood Manor	\$ 768
Roman Catholic Church and Elementary	\$ 1,551
Roman Catholic Church and Elementary	\$ 10,894
Evangelical Free Church	\$ 2,371
Kinsmen Club	\$ 2,849
Trinity Western Club	\$ 5,354
Victory Baptist Church	\$ 1,971
Hope Lutheran Church	\$ 3,372
Vancouver Bible Presbyterian	\$ 5,634
Foresquare Gospel	\$ 4,965
Archbishop Carney Regional High School	\$ 34,141
Hyde Creek Watershed Society	\$ 3,015
	\$ 94,464



important numbers

AFTER HOURS EMERGENCY CONTACT	604-543-6700
BUILDING PERMITS & INSPECTIONS	604-927-5444
24 Hour Request Line	604-927-5445
BUSINESS LICENCES	604-927-5238
BYLAW ENFORCEMENT	604-927-5440
CEMETERY	604-927-5251
COMMUNITY POLICE STATIONS	
3312 Coast Meridian Road	604-927-5451
2581 Mary Hill Road	604-927-2383
DOG LICENCES	604-927-5425
EMPLOYMENT INQUIRIES	604-927-5479
EMERGENCY PREPAREDNESS	
COORDINATOR	604-927-5466
FACILITY BOOKINGS	604-927-7903
FIELDS CLOSURES	604-927-5455
FIRE DEPARTMENT	604-927-5466
Emergency Calls Only	911

GARBAGE/RECYCLING COLLECTION	604-927-5417
HUMAN RESOURCES	604-927-5411
HYDE CREEK RECREATION CENTRE	604-927-7946
MAIN SWITCHBOARD	604-927-5411
MAYOR & COUNCILLORS	604-927-5410
OPERATIONS	604-927-5488
<i>(Drainage & Flood Control, Roads & Lanes / Sanitary, Sewer / Sidewalks / Street Lighting & Traffic, Signal Outages/ Traffic Inquiries / Water System)</i>	
Emergency (After Hours)	604-543-6700
POLICE (RCMP)	604-945-1550
Emergency Calls Only	911
PORT COQUITLAM RECREATION	
COMPLEX	604-927-7970
PROPERTY TAXES & UTILITY PAYMENTS .	604-927-5425
VECTOR CONTROL (Pest Control)	604-927-5447
WILSON CENTRE (Seniors Centre)	604-927-7970



PORT
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