

Environmental Inquiries: Who Do I Contact?

Environmental inquiries are addressed by various local, regional, provincial and federal governmental agencies, as well as non-profit organizations. The following list provides a guide to assist in reaching the agency best able to help depending on the nature of the inquiry and/or concern.

Spills and Pollution Incidents

| Inquiry | | Agency and Website Information | Contact Number | |
|--|---|---|---|--|
| Spill with an Immediate Threat to Health and Safety | | City of Port Moody - Fire Services | 911 | |
| Marine Spills | | Canadian Coast Guard (Pacific Region) | 1-800-889-8852 (24 hours, 7 days a week) | |
| | | Notify: City of Port Moody - Environment and Parks | 604-469-4628 | |
| Non-Marine Spills | Spill with Reportable Volume of a Polluting Substance and/or that Pose an Immediate Threat to the Environment | Provincial Government-Emergency Management BC | 1-800-663-3456 (24 hours, 7 days a week) | |
| | | Notify: City of Port Moody - Environment and Parks | 604-469-4628 | |
| | Sedimentation and Other Pollution Incidents | City of Port Moody - Environment and Parks | 604-469-4628 | Alternates: 604-469-4547 (Manager of Environment and Parks) |
| | | | 604-617-1491 (Manager of Operations) | |
| | City of Port Moody Police - Non-emergency Line | 604 461-3456 (after hours) | | |

Other Environmental Inquiries

| Inquiry | | Agency and Website Information | Contact Number |
|---|---|---|---|
| Air Quality | | | |
| Air Quality Inquiries, Concerns, and Complaints (Including odour or dust) | | Metro Vancouver - Air Quality | 604-436-6777 |
| Bears and Wildlife | | | |
| Report a Nuisance or Aggressive Bear or Conflict with any Wildlife that Threatens Public Safety | | Provincial Government - Ministry of Environment, Conservation Officer Service | 1-877-952-7277 (24 hour) |
| | | Notify: City of Port Moody - Environment and Parks | 604-469-4628 |
| City of Port Moody's Bear Essentials Program | | City of Port Moody - Environment and Parks, Bear Essentials Program | 604-469-4628 |
| Reporting Injured Wildlife | Birds & Small Terrestrial Wildlife | Wildlife Rescue Association | 604-526-7275 |
| | | Notify: City of Port Moody - Environment and Parks | 604-469-4628 |
| | Large Terrestrial Wildlife (e.g., bear, cougar, coyote, etc.) | Provincial Government - Ministry of Environment, Conservation Officer Service | 1-877-952-7277 (24 hours, 7 days a week) |
| | | Notify: City of Port Moody - Environment and Parks | 604-469-4628 |
| Marine Wildlife (injured, distressed or entangled) | Federal Government - Fisheries and Oceans (DFO), Report An Incident | 1-800-465-4336 (24 hours, 7 days a week) | |
| | Notify: City of Port Moody - Environment and Parks | 604-469-4628 | |
| Reporting Dead Wildlife | Large Terrestrial (e.g., deer, coyote, etc.) | Provincial Government:- Ministry of Environment, Conservation Officer Service | 1-877-952-7277 (24 hours, 7 days a week) |
| | | Notify: City of Port Moody - Environment and Parks | 604-469-4628 |

| Inquiry | | Agency and Website Information | Contact Number |
|---|--|---|---|
| | Small Terrestrial (e.g., cats, dogs, raccoons, etc.) | City of Port Moody - Public Works Department | 604-469-4574 |
| | | City of Port Moody Police - Non-emergency Line | 604 461-3456 (after hours) |
| | Marine Wildlife | Federal Government - Fisheries and Oceans (DFO), Report An Incident | 1-800-465-4336 (24 hours, 7 days a week) |
| | | Notify: City of Port Moody - Environment and Parks | 604-469-4628 |
| | Dead Corvids (ravens, crows, magpies and jays) – 3 or less | The British Columbia Interagency Wild Bird Mortality and Seabird Bycatch Reporting Line | 1-866-431-2473 |
| Notify: City of Port Moody - Environment and Parks | | 604-469-4628 | |
| Cluster of more than 3 dead birds of any species | The British Columbia Interagency Wild Bird Mortality and Seabird Bycatch Reporting Line | 1-866-431-2473 | |
| | Notify: City of Port Moody - Environment and Parks | 604-469-4628 | |
| Other Wildlife Inquiries | Provincial Government - Ministry of Environment, Conservation Officer Service | 1-877-952-7277 (24 hours, 7 days a week) | |
| | Notify: City of Port Moody – Environment and Parks | 604-469-4628 | |
| Chafer Beetle | | | |
| Inquiries on Dealing with Chafer Beetle | City of Port Moody - Environment and Parks | 604-469-4544 | |
| Composting | | | |
| Purchasing a Compost Bin | City of Port Moody - Public Works Department, Compost Bins | 604-469-4574 | |
| How to Compost? | Metro Vancouver – Solid Waste Services | 604-736-2250 (Compost Hotline) | |
| City Organics Collection Services | City of Port Moody - Public Works Department Green Waste Program | 604-469-4574 | |
| Urban Beekeeping | | | |
| Inquiries on Beekeeping | City of Port Moody - Environment and Parks | 604-469-4628 | |
| Contaminated Soil | | | |
| Inquiries on Private Property | Provincial Government - Ministry of Environment, Contaminated Sites | 604-582-5200 | |
| Inquiries on City Property | City of Port Moody - Environment and Parks | 604-469-4628 | |
| Environmental Sensitive Areas (ESA) | | | |
| Development-related and Other Inquiries | City of Port Moody - Development Services | 604-469-4540 | |
| Illegal Dumping and Littering | | | |
| Illegal Dumping and Littering | City of Port Moody - Public Works Department | 604-469-4574 | |
| Invasive Plants | | | |
| Inquiries Pertaining to Invasive Plants | City of Port Moody - Environment and Parks, Invasive Plants Program | 604-469-4544 | |
| Noise | | | |
| Noise Originated from Evergreen | TransLink Customer Service | 604-953-3333 | |

| Inquiry | Agency and Website Information | Contact Number |
|---|--|-------------------------------------|
| Other Noise | City of Port Moody - Bylaw Enforcement | 604-469-4541 |
| Pesticide Use Bylaw | | |
| Inquiries Pertaining to the City's Pesticide Use Bylaw | City of Port Moody - Environment and Parks | 604-469-4544 |
| Recycling | | |
| City Recycling Services | City of Port Moody - Public Works Department, Waste and Recycling Programs | 604-469-4574 |
| How to Recycle a Certain Material (e.g., paint, tires, batteries, etc.) | Recycling Council of BC | 604-732-9253 (Recycling Hotline) |
| Streams and Riparian Areas | | |
| Development-related Inquiries | City of Port Moody - Development Services | 604-469-4540 |
| Fish Protection Act and other Provincial Environmental Legislation | Provincial Government - Ministry of Environment, Fish Protection Act | 250-387- 6121 |
| Federal Fisheries Act | Federal Government - Fisheries and Oceans Canada, Pacific Regional Headquarters | 1-866-845-6776 |
| Trees | | |
| Concerns of Trees on Private Property | City of Port Moody - Development Services | 604-469-4540 |
| Concerns of Trees on City Property | City of Port Moody- Parks Services | 604-469-4574 |
| Water Services | | |
| Drinking Water Health-related Concerns | Fraser Health Authority - Drinking Water, Concerns about Your Drinking Water | 1-866-749-7900 |
| City Drinking Water Services | City of Port Moody - Public Works Services, Water Supply & Distribution System | 604-469-4574 |
| Purchasing a Rain Barrel | City of Port Moody - Public Works Services, Rain Barrels & Water Conservation | 604-469-4574 |
| Water Sprinkling Restrictions | City of Port Moody - Bylaw Enforcement , Lawn Sprinkling Regulations | 604-469-4541 |
| Other | | |
| Other Environmental Inquiries | City of Port Moody – Sustainability Service | 604-469-4628 |