

2013 ANNUAL REPORT HIGHLIGHTS



FOR THE YEAR ENDED DECEMBER 31, 2013



SURREY, BRITISH COLUMBIA, CANADA

WWW.SURREY.CA



CONTENTS

INTRODUCTION

Award for Outstanding Achievement in Popular Annual Financial Reporting	3
Mayor's Message	4
City Council & Surrey Officers	5
Surrey Facts & History	6
Awards	9
Achievements	11
Finance Report	14
Consolidated Statement of Financial Position	16
Consolidated Statement of Operations	17
Financial Information	18
Services & Contact Information	21

This report features highlights from Surrey's 2013 Annual Report. For the detailed 2013 Annual Report that meets legislated requirements, please visit www.surrey.ca.

The 2013 Annual Report Highlights is available for the general public electronically on the City of Surrey's website. Hard copies are available upon request.



Government Finance Officers Association

**Award for
Outstanding
Achievement in
Popular Annual
Financial Reporting**

Presented to

**City of Surrey
British Columbia**

For its Annual
Financial Report
for the Fiscal Year Ended

December 31, 2012

A handwritten signature in black ink, appearing to read 'Jeffrey R. Egan'.

Executive Director/CEO

**AWARD FOR OUTSTANDING ACHIEVEMENT IN POPULAR ANNUAL
FINANCIAL REPORTING**

The Government Finance Officers Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting to City of Surrey for its Popular Annual Financial Report for the fiscal year ended December 31, 2012. The Award for Outstanding Achievement in Popular Financial Reporting is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government popular reports.

In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards of creativity, presentation, understandability and reader appeal.

An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.



MAYOR'S MESSAGE

On behalf of Surrey City Council, I am pleased to present the 2013 Annual Report Highlights for the City of Surrey.

Due to comprehensive planning and diligent management, Surrey continues to maintain its healthy financial position. Through the practice of transparency and accountability, the City's financial processes and control systems have made certain that Surrey's assets and interests remain secure.

With a vibrant and diverse population of over 500,000, Surrey is British Columbia's second-largest metropolitan centre. This growth has been accompanied by major investments into social and transportation infrastructure. Robust development has been occurring, with careful planning to ensure the facilitation of sustainable community living. In addition, the City of Surrey is continuing to pursue rapid transit, in efforts to increase mobility and accessibility for Surrey residents.

A number of important initiatives have generated robust economic growth within the City. The Build Surrey program continues to unfold, as ongoing capital projects are completed and new ones are undertaken. In February, Surrey's New City Hall was completed, marking a milestone in the progress of Build Surrey. We are looking forward to the official opening of our new Animal Shelter and the completion of two new indoor aquatic centres in both Guildford and Grandview Heights.

City Council takes pride in the City's enviable financial position and remains committed to maintaining healthy finances, while planning a City of the future with great excitement!

A handwritten signature in black ink, which appears to read "Dianne Watts". The signature is fluid and stylized, with a large initial "D" and "W".

Dianne L. Watts

Mayor

City Council

BACK

Bruce Hayne
Mary Martin
Judy Villeneuve
Barinder Rasode

FRONT

Tom Gill
Linda Hepner
Mayor Dianne Watts
Barbara Steele
Marvin Hunt



CITY COUNCIL & SURREY OFFICERS

Surrey Officers

City Manager
Chief Librarian, Director of Library Services
City Solicitor
Fire Chief
(Acting) General Manager, Engineering Department
General Manager, Finance & Technology Department

V. Lalonde
M. Houlden
C. MacFarlane
Chief L. Garis
G McKinnon
V. Wilke

General Manager, Human Resources Department
General Manager, Parks, Recreation & Culture Department
General Manager, Planning & Development Department
Officer in Charge, Surrey RCMP Detachment

N. Webb
L. Cavan
J. Lamontagne
Superintendent B. Fordy

Auditors - KPMG LLP

Bankers - Royal Bank of Canada

SURREY FACTS & HISTORY

View of King George Highway looking south from the Pattullo Bridge in 1964.



SURREY HISTORY IN BRIEF

The City of Surrey is the second-largest city in the province of British Columbia, located at the crossroads of the Pacific Rim, Greater Vancouver and the United States. Surrey's population of approximately 501,100 grows every year and a rich ethnic diversity flourishes in this vibrant community. Visitors and residents alike enjoy Surrey's natural beauty of green forests, tranquil rivers and spectacular parks. With its agricultural heritage and economic growth, the City of Surrey is proud to declare its vision, "the future lives here".

Surrey is approximately 317 km², an area almost equal to that of Vancouver, Richmond and Burnaby combined (344 km²).

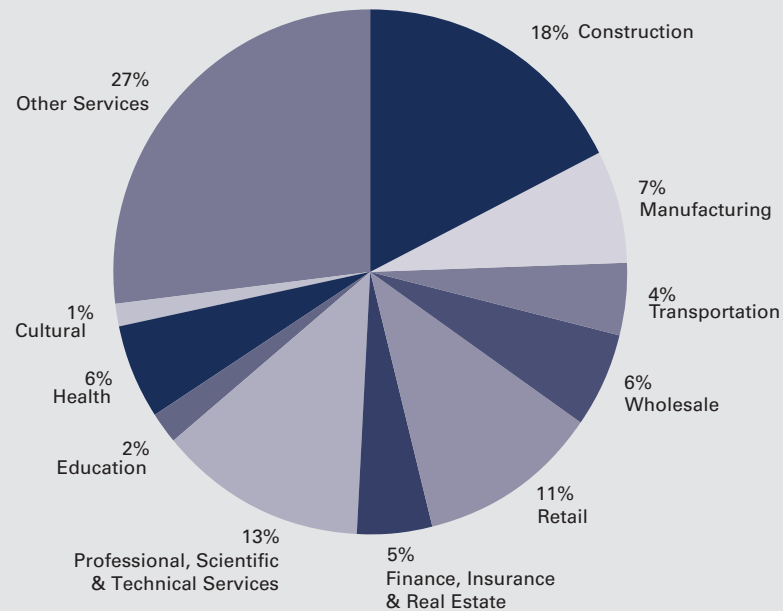
1855	Gold discovered	2003	Surrey celebrated 10 years as a City
1860	Hand logging started along Fraser River	2005	Surrey citizens elected its first female Mayor and its first Indo-Canadian Councillor
1879	Surrey incorporated as a district municipality consisting of 35 property owners	2008	Surrey awarded the Cultural Capital of Canada designation from the Department of Canadian Heritage
1881	First Town Hall built at Surrey Centre	2009	Surrey adopted a new corporate image with a new logo and the tagline "the future lives here"
1882	'K de K' started ferry service across Fraser River		The Surrey Sustainability Charter was published
1904	Fraser Bridge opened	2010	Surrey served as an official venue for the 2010 Winter Olympics and hosted a celebration site situated at Holland Park
1909	Surrey's first Chief Constable appointed		Surrey launched Western Canada's first multi-lingual municipal website
1929	Surrey Leader newspaper first published		Surrey officially announced the development of a new City Hall and a new library at City Centre as part of the Build Surrey Program
1937	Pattullo Bridge opened	2011	First major Canadian city to host an electric vehicle charging station at City Hall
1940	King George Highway officially opened		City Centre Library had its grand opening
1948	Surrey Parks Commission established	2012	Surrey implemented the Rethink Waste Collection Program, achieving 35% waste diversion in less than 2 months
1960	Port Mann Bridge opened	2013	City of Surrey Mayor and Council approved a "Community Climate Action Strategy"
1962	New Municipal Hall constructed at Highway 10 and 142nd Street		Surrey's population surpassed 500,000
1971	Surrey's population reaches 96,000		
1988	Sunnyside Acres and Green Timbers dedicated as urban forests		
1993	Surrey celebrated becoming a City and SkyTrain link opens		
1996	Surrey's population surpassed 300,000		
2001	Surrey became the 11th largest city in Canada and Surrey RCMP celebrated 50 years of service to the City		

SURREY HISTORY IN BRIEF

Surrey City Council's "open for business" attitude is attracting international attention. Over 14,700 businesses are based in Surrey, and approximately 2,000 new business licenses were issued in 2013. Investors are taking advantage of Surrey's diverse economy, skilled labour force and excellent regional and international distribution links.

The chart below breaks down Surrey Businesses by Sector. The largest employers in Surrey are listed in the graph below:

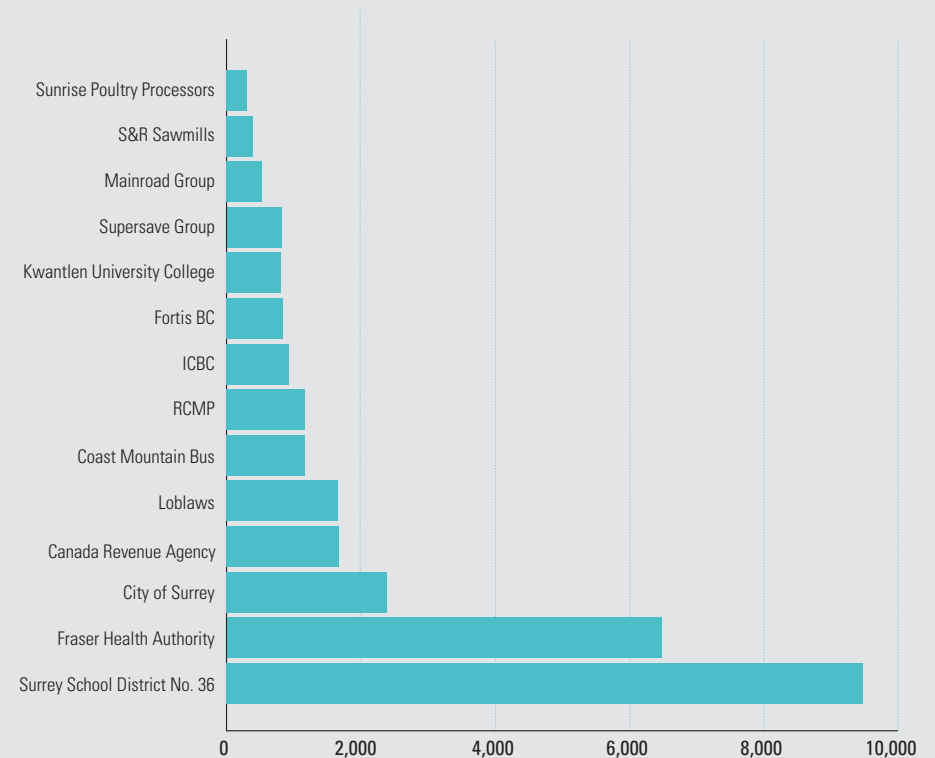
Business Distribution in Surrey by Sector



¹ Other Services includes: rental and leasing, administrative and support, repairs and maintenance, and personal care services.

Largest Employers in Surrey

Source: City of Surrey Economic Development Division (as of December 31, 2013)



AWARDS

**Parks, Recreation and Culture wins Best Public Entertainment Event
for Canada Day 2013 at the BC Event Awards.**



AWARDS

The City of Surrey continues to be recognized for its excellence and innovation; honoured in 2013 with the following awards:

COMMUNITY HEALTH & SAFETY AWARD

International City/County Management Association

Awarded to Fire for their Fire Reduction Program.

BEST PUBLIC ENTERTAINMENT EVENT IN CANADA AWARD

Canadian Event Industry Association

Parks, Recreation & Culture recognized for the City of Surrey's Canada Day 2012 event.

TECHGREEN AWARD

Applied Science Technologists & Technicians of BC

The Surrey Board of Trade nominated the City of Surrey for their Sustainability Dashboard & Transportation.

AWARD OF EXCELLENCE IN MUNICIPAL ENGINEERING

BC Association of Consulting Engineering Companies

Awarded to Engineering for their Bridgeview Sewer System.

CANADIAN AWARD FOR FINANCIAL REPORTING

Government Finance Officers Association (GFOA)

City of Surrey's 2012 Annual Report won the Canadian Award for Financial Reporting from the GFOA of the United States and Canada for the 17th consecutive year.

DISTINGUISHED BUDGET PRESENTATION AWARD

Government Finance Officers Association (GFOA)

Surrey received the Distinguished Budget Presentation Award for the 2013 – 2017 Financial Plan.

2013 CANADA'S PASSION CAPITAL AWARD

Knightsbridge Human Capital Solutions

Awarded to the Investment & Intergovernmental Relations Department.

CORPORATE OPERATIONS AWARD

Community Energy Association

Engineering received this award for the District Energy at New City Hall and City Centre Library.

BEST PRACTICES, SOCIAL MEDIA

Union of British Columbia Municipalities

The City of Surrey was recognized for their Social Media Strategy.

2013 WASTE AWARD

FCM Sustainable Communities Award

Engineering was recognized for their Rethink Waste program.

COMMUNITY ENERGY BUILDER AWARD

Quest

The Engineering department was awarded this for their District Energy & Biofuel facility.

CANADA'S TOP EMPLOYER FOR YOUNG PEOPLE

Canada's Top 100

City of Surrey was recognized as one of the top employers for young people in Canada.

GOLD – MUNICIPAL CATEGORY

IPAC Deloitte Public Sector Leadership Awards

Awarded to the Kensington Prairie Community Centre.

BEST FESTIVAL AWARD

Special Event Magazine Gala Awards

The City was recognized for the 2013 Fusion Festival.

MOST OUTSTANDING EVENT - \$100K-\$300K CATEGORY

BC Event Awards

Parks, Recreation & Culture received this award for the Party for the Planet event.

POPULAR ANNUAL FINANCIAL REPORTING

Government Finance Officers Association

The Finance Department was recognized for the 2012 Annual Report.

BEST PUBLIC ENTERTAINMENT EVENT

BC Event Awards

Parks, Recreation & Culture was recognized for the 2013 Canada Day event.

CERTIFICATION OF EXCELLENCE INVESTMENT POLICY AWARD

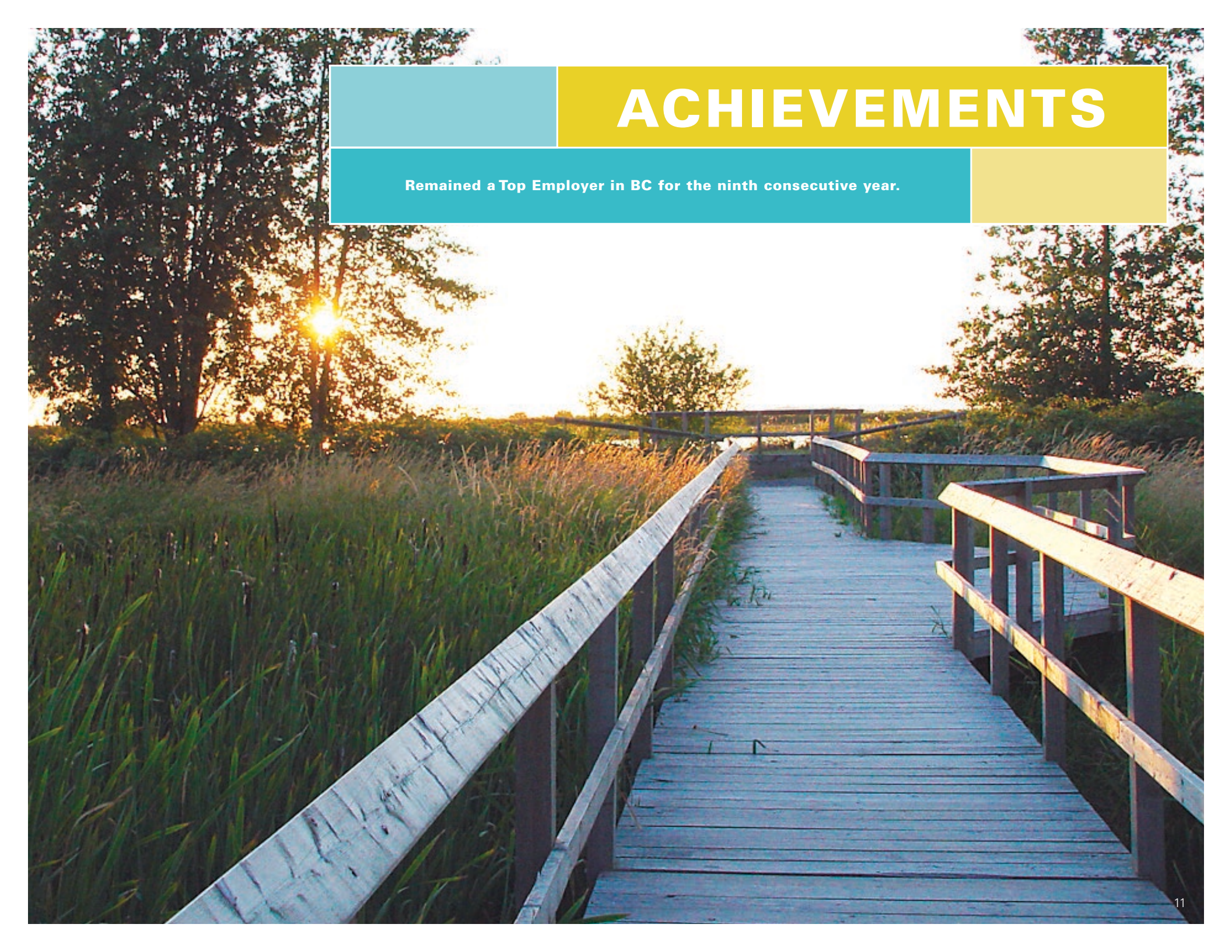
Association of Public Treasurers of the United States & Canada

The City of Surrey was recognized for its investment policy.

HEROES OF HOMELESSNESS AWARD

Surrey Homelessness & Housing Society

Surrey Libraries was recognized for this award.

A photograph of a wooden boardwalk with railings, winding through tall grass and trees at sunset. The sun is low on the horizon, creating a warm, golden glow. The boardwalk is made of wooden planks and has a railing on both sides. The grass is tall and green, and the trees are silhouetted against the bright sky.

ACHIEVEMENTS

Remained a Top Employer in BC for the ninth consecutive year.

ACHIEVEMENTS

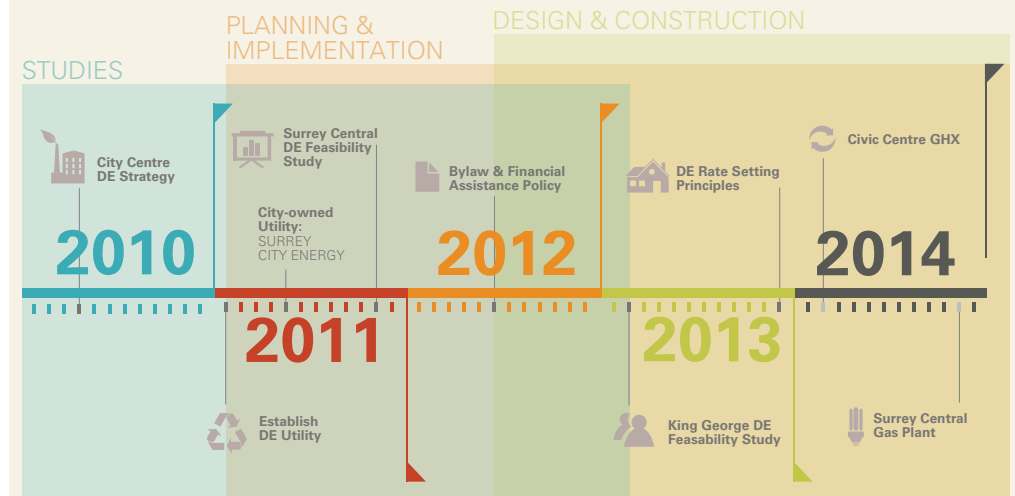
A population of over 500,000, Surrey is projected to welcome an average of 10,000 residents each year over the next two decades. Staff will continue to work efficiently and effectively in delivering high quality services, continue to pursue new revenue opportunities and implement innovative ideas and solutions that will position the City for continued success.

Some notable achievements of the City of Surrey during 2013 were:

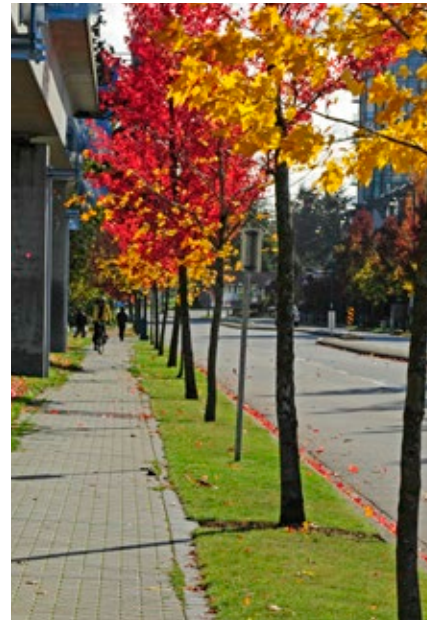
- Completed Surrey's Community Climate Action Strategy, comprised of a Community Energy & Emissions Plan to reduce emissions across the City, and a Climate Adaptation Strategy to prepare for the impacts of climate change;
- Implemented field automation for Engineering Operations by leveraging wireless technology and mobile computing devices for field staff. Wireless mobility is enabling increased staff efficiency and productivity, improved services and reduced greenhouse gas emissions through coordinated work in real-time with field staff;
- Updated the financial system to continue evolving and revising the City's business processes to eliminate inefficient manual processes and provide better processing of information in the Core Financial and Procure to Pay areas;

(clockwise from top: District Energy progress timeline, the new Surrey Library , Surrey Fire Services fire alarm awareness campaign.)

District Energy Progress



ACHIEVEMENTS



(left to right: Modo car sharing program, boulevard trees, RCMP volunteer at events.)

OTHER 2013 HIGHLIGHTS INCLUDE:

- Contracted City Hall small vehicle services to a car sharing program (Modo) providing increased service, better utilization and initiation of a car sharing network in City Centre;
- Identified and secured locations in City Centre for permanent District Energy facilities;
- Committed over \$17.4 million in Parkland Acquisition Program expenditures. Parkland acquisitions, dedications and transfers resulted in 99 acres being added to the City's park inventory during 2013, and more than 170 acres being added during that last two years;
- Secured strategic partnerships to reach out to vulnerable at-risk populations, resulting in the Red Cross smoke alarm awareness campaign with the Home Equipment Loan Program Centre;
- Remained a Top Employer in BC for the ninth consecutive year;
- Launched Surrey Libraries' New Strategic Plan with outcomes that align with City's values (i.e. enhance social engagement, strengthen literacy supports, & provide equitable access to learning);
- Received approximately 700 development applications including rezoning, subdivision development, development variance permit, Official Community Plan amendment and Land Use Contract amendment;
- Approved the creation of approximately 660 single family lots;
- Surrey Detachment Auxiliary Constables volunteered a total of 24,810 hours assisting with special events, community policing initiatives and crime prevention programs;
- Partnered with ICBC and Surrey Crime Prevention Society on the "Protect it, Lock it, Keep it" auto crime prevention campaign which checked more than 60,000 vehicles over a 10-week period;
- 6,200 trees were planted along streets and in parks to beautify the City, over 18,000 native trees and shrubs were planted to improve habitat and over 103,000 metres of invasive plants were removed to further improve City parks;
- The City's system of parks includes natural areas and forests, neighbourhood & community-parks, greenways, athletic facilities and waterfront areas. In 2013, 40.1 hectares (99.1 acres) of new parkland was added, bringing the total of City park land to 2,617 hectares (6,467 acres); and
- Continued acquisition of remaining property rights for the \$190 million Roberts Bank Rail Corridor Program including assisting coordination of complicated property restorations.

FINANCE REPORT

Surrey's financial system continues to evolve to provide a framework for more efficient processing of information in the Core Financial and Procure to Pay streams.



REPORT *from the* General Manager, Finance & Technology

It is my pleasure to submit the City of Surrey's financial statements for the year ended December 31, 2013.

The external auditors KPMG LLP has given the City an unqualified audit opinion on the City's Consolidated Financial Statements, stating that in their professional opinion, the Consolidated Financial Statements present fairly, in all material respects, the consolidated financial position of the City of Surrey as at December 31, 2013 in accordance with Canadian Public Sector Accounting Standards.

The construction of new facilities under the 'Build Surrey' Program continued to bolster development throughout the City during the year. The City Centre has attracted significant development interest over 2013 and is expected to continue to be a significant location for development activity and new businesses in the coming years. Surrey's growth in 2013 continues to increase in comparison to 2011 and 2012.

The City's revenues totaled \$788.5 million in 2013, which is an increase in comparison to revenues of \$702.6 million that were collected in 2012. This increase was attributable primarily to additional property taxes, additional utility fees and increased capital contributions from developers for infrastructure-related projects.

The City's expenses totaled \$574.5 million in 2013, which was an increase in comparison to expenses of \$554.9 million in 2012. This increase was attributable to employee contract settlements, an increase in the amounts that were paid under the RCMP contract for police services and increases in fiscal services as a result of the external borrowing that the City has undertaken in 2011, 2012 and 2013.

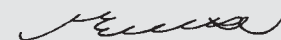
The City's investment policy outlines how City funds are invested to achieve reasonable returns and with investment security while meeting the City's cash flow requirements. The average portfolio balance related to the City's investments during 2013 was \$670.6 million, which earned \$19.9 million in interest in 2013, of which \$2.7 million was allocated to deferred development cost charges. The average rate of return during 2013 on the City's investment portfolio was 2.71%.

The City's statutory reserve funds amount to \$45.2 million at the end of 2013 compared to a balance of \$67.6 million at the end of 2012. This decrease is mainly due to the funding requirements of the projects being constructed under the Build Surrey Program. The deferred development cost charge balance at the end of 2012 was \$219.0 million, which is an increase over the balance of \$216.3 million at the end of 2012. This is a reflection of the City's steady development activity. These funds will be used to fund capital projects that are listed in the City's current Five-Year Financial Plan.

The balance in cash and investments has increased to \$674.1 million at the end of 2013 from \$663.6 million at the end of 2012. This increase is primarily the result of external borrowing received for Build Surrey projects that have yet to be completed. The City continues to maintain a strong financial position.

The City will continue to grow and transform the way it conducts business. The implementation of a new financial system was partially completed in 2013 and ongoing improvements and enhancement will continue on into 2014 and 2015. The City will continue to expand its infrastructure under the Build Surrey Program to accommodate the demands of growth. In this regard, two new aquatic centres are under construction and are expected to be completed in 2014 and 2015. In addition, planning is underway for the construction by means of a public/private partnership of the largest Organics Biofuel Facility in Canada and advance design work will begin for a recreation facility in Clayton. These are just a few of the multitude of activities with which City staff is involved in addition to the on-going day-to-day delivery of municipal services to a City that has reached a population of over 500,000 residents. Despite the pressures of growth, Surrey continues to provide its property owners with low property tax rates in comparison to the region and larger cities across Canada.

Under the direction of City Council, the City of Surrey is well positioned to continue to deliver high quality services for its residents and businesses in support of a continued high quality of life. The City's tag line, "The Future Lives Here", aptly characterizes the growing, exciting, youthful city that Surrey has become.



Vivienne Wilke, CGA
General Manager, Finance & Technology

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As of December 31, 2013, with comparative figures for 2012 (in thousands of dollars)

	2013	2012
FINANCIAL ASSETS¹		
Cash and cash equivalents	\$ 70,402	\$ 82,051
Accounts receivable	139,246	140,748
Properties held-for-sale	15,237	14,788
Investments	674,126	663,551
	899,011	901,138
LIABILITIES		
Accounts payable and accrued liabilities	160,594	153,855
Deposits and prepayments	153,878	154,026
Deferred revenue	50,307	48,044
Deferred development cost charges	219,008	216,298
Debt	245,579	175,478
	829,366	747,701
NET FINANCIAL ASSETS²	69,645	153,437
NON-FINANCIAL ASSETS³		
Tangible capital assets	7,689,954	7,392,537
Inventories of supplies	1,010	1,030
Prepaid expenses	3,299	2,941
	7,694,263	7,396,508
ACCUMULATED SURPLUS⁴	\$ 7,763,908	\$ 7,549,945

1 Financial assets: cash resources and liquid assets.

2 Net financial assets: the net financial position, calculated as the difference between financial assets and liabilities. Financial assets can be used to discharge liabilities to provide services. If the government's financial assets exceed its liabilities, then there are net financial assets on hand, which can provide financial resources to finance future operations.

3 Non-financial assets: the non-financial assets that are owned which will be utilized for future services, including tangible capital assets, inventories and prepaid expenses. Non-financial assets can normally be used only for service provision to accomplish future objectives.

4 Accumulated surplus: This is an indicator of the City's overall financial health. It is the difference between the combined financial assets and non-financial assets as compared to its liabilities and includes the investments in tangible capital assets (capital equity), total reserves (restricted funds), appropriated surplus (internally appropriated funds) and general or unrestricted funds.

CITY OF SURREY

CONSOLIDATED STATEMENT OF OPERATIONS¹

For the year ended December 31, 2013, with comparative figures for 2012 [in thousands of dollars]

	2013 Budget ³	2013	2012
REVENUES			
Taxation revenue	\$ 295,185	\$ 293,292	\$ 274,001
Sales of goods and services	185,563	179,802	171,352
Development cost charges	134,533	68,383	36,405
Developer contributions	190,601	121,283	103,399
Investment income	18,155	19,867	19,410
Transfers from other governments	33,565	52,502	55,424
Other	44,928	53,394	42,599
TOTAL REVENUES	902,530	788,523	702,590
EXPENSES			
Police Services	119,954	116,146	113,211
Parks, Recreation and Culture	73,589	79,552	72,781
General Government	79,520	59,691	52,497
Water	67,227	63,216	61,810
Fire Services	54,906	53,969	52,681
Sewer	54,144	49,638	49,574
Engineering	5,244	8,970	6,182
Drainage	32,065	28,812	28,798
Solid Waste	23,800	26,727	27,590
Roads & Traffic Safety	62,207	50,598	51,636
Planning and Development	23,387	22,651	22,363
Library Services	14,258	14,590	15,800
TOTAL EXPENSES	610,301	574,560	554,923
ANNUAL SURPLUS²	292,229	213,963	147,667
Accumulated Surplus, beginning of year	7,549,945	7,549,945	7,402,278
Accumulated Surplus, end of year	\$ 7,842,174	\$ 7,763,908	\$ 7,549,945

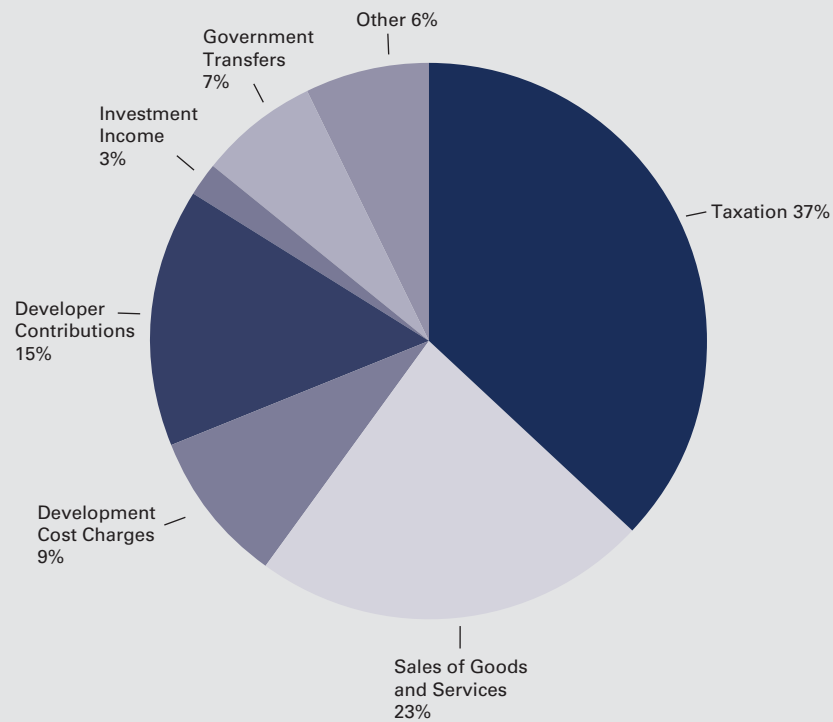
1 The statement of operations shows the sources of revenues and expenses, the annual surplus or deficit and the change in the accumulated surplus.

2 Annual surplus is the net income/(loss) for the current year operations.

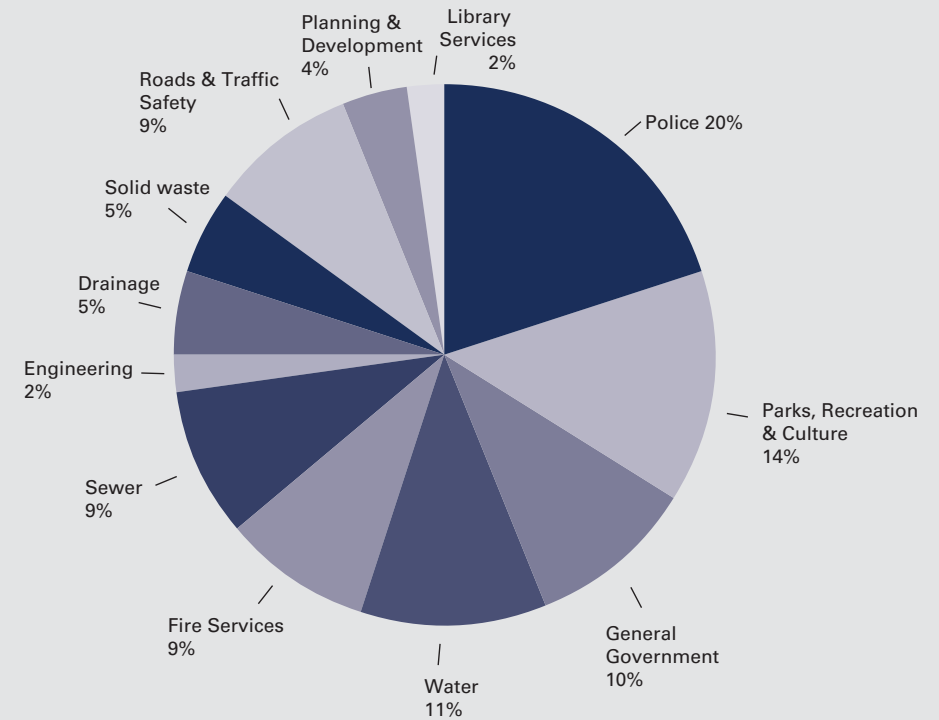
3 The budget numbers represent the City's plan for revenue and expenses set at the beginning of the year.

FINANCIAL INFORMATION

2013 Actual Revenue



2013 Actual Expenses



CITY OF SURREY

FINANCIAL INFORMATION

CONSOLIDATED REVENUES (IN THOUSANDS):

	2013	2012	2011	2010	2009
Taxation	\$ 293,292	\$ 274,001	\$ 259,526	\$ 244,552	\$ 229,461
Sales of Goods and Services	179,802	171,352	159,469	152,822	130,455
Development Cost Charges	68,383	36,405	57,045	56,899	63,856
Developer Contributions	121,283	103,399	81,914	142,150	147,916
Investment Income	19,867	19,410	20,890	21,940	23,736
Government Transfers	52,502	55,424	34,695	45,320	19,467
Other	53,394	42,599	33,002	32,851	35,133
	\$ 788,523	\$ 702,590	\$ 646,541	\$ 696,534	\$ 650,024

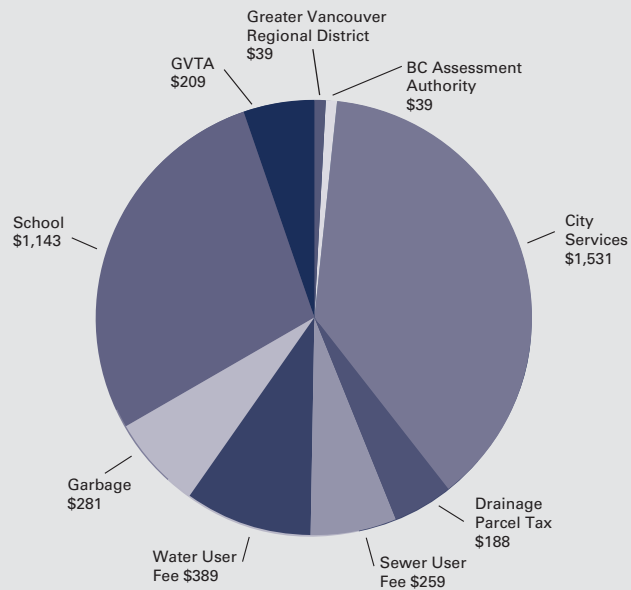
CONSOLIDATED EXPENSES BY OBJECT (IN THOUSANDS):

	2013	2012	2011	2010	2009
Salaries and benefits	\$ 208,324	\$ 192,699	\$ 186,185	\$ 172,888	\$ 159,495
Consulting and professional services	15,259	18,494	18,211	16,016	13,174
RCMP contracted services	93,583	92,173	86,193	77,869	73,552
Telephone and communications	2,944	2,454	2,676	3,052	3,115
Regional district utility charges	70,845	69,047	63,860	59,463	57,561
Utilities	10,044	9,499	9,118	8,720	8,257
Garbage collection and disposal	18,336	19,535	18,445	17,115	18,310
Maintenance and small equipment	13,694	12,934	14,893	14,016	7,616
Insurance and claims	2,063	1,516	1,992	5,349	2,286
Leases and rentals	3,496	3,328	2,528	3,503	2,935
Supplies and materials	23,011	24,343	23,419	21,801	25,293
Advertising and media	1,853	2,425	1,570	1,925	1,366
Grants and sponsorships	1,937	2,415	1,651	1,665	3,213
Contract payments	20,355	19,616	28,611	18,827	20,110
Other	7,997	4,887	(700)	19,030	269
Cost recoveries, net	(21,234)	(19,871)	(15,510)	(24,926)	(18,591)
Interest on debt	5,505	4,696	3,113	-	-
Interest, fiscal services and other	2,350	1,409	1,584	1,130	1,025
Amortization	94,198	93,324	87,597	81,097	76,427
	\$ 574,560	\$ 554,923	\$ 535,436	\$ 498,540	\$ 455,413

FINANCIAL INFORMATION

2013 Average Residential Tax and Utilities Bill*

Source: City of Surrey Financial Services Division

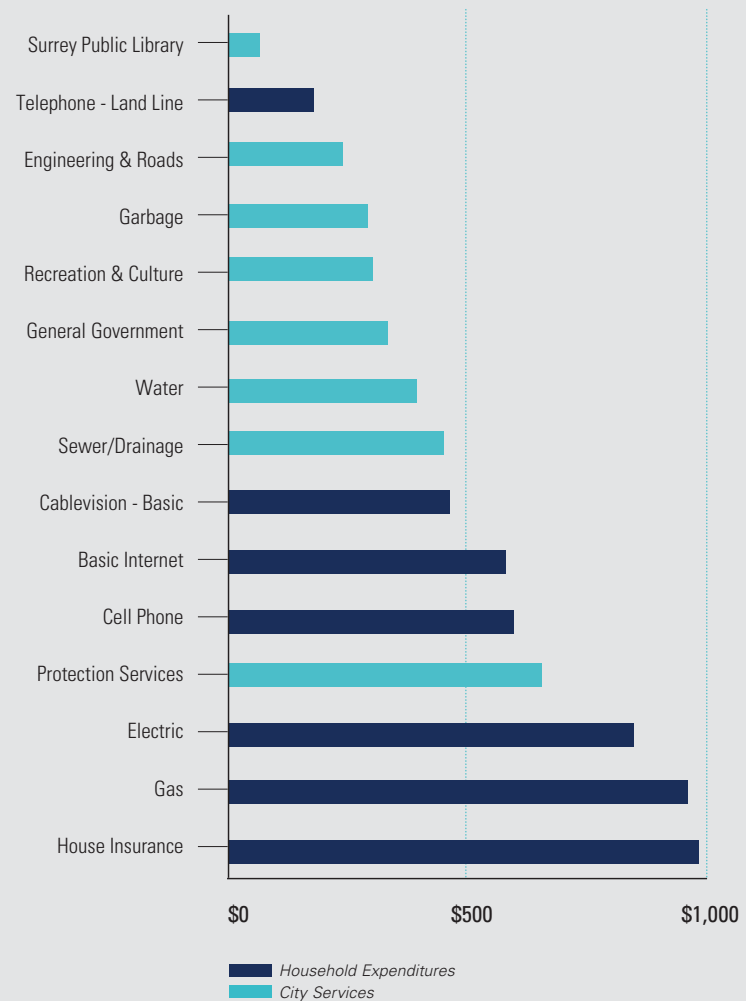


* Based on an Average Residential Dwelling with Assessed Value of \$643,561

Note: If Eligible for full Provincial Home Owner Grant, taxes are reduced by \$570 (\$845 if over 65 years of age or disabled)

2013 Household Expenditures vs City Services

Source: City of Surrey Financial Services Division



SERVICES & CONTACT INFORMATION

The City of Surrey's services are provided by the City Manager's Office and ten departments, comprised of: Mayor, Council & Grants; City Manager; Finance & Technology; Human Resources; Fire; RCMP; Engineering; Parks, Recreation & Culture; Surrey Libraries; and Planning & Development.

The following is a list of services and contact information:

City of Surrey

13450 – 104 Avenue
Surrey, British Columbia
V3T 1V8 Canada

Information Centre

Tel: 604-591-4011
Hours: 8:30 am to 4:30 pm
Website: www.surrey.ca

City Manager's Office

Enquiries: 604-591-4122
Email: KMMcgrath@surrey.ca

Mayor and Council

Mayor: 604-591-4126
Council Office: 604-591-4664
Email: Mayor@surrey.ca

Legislative Services

Enquiries: 604-591-4132
Email: Clerks@surrey.ca

By-law Enforcement & Licensing

By-law Enquiries: 604-591-4370
Email: Bylawcomplaint@surrey.ca
Parking Ticket Enquiries: 604-591-4178
Business License Clerk: 604-591-4475
False Alarm Clerk: 604-591-4746
Animal Control & Dog Licensing: 604-591-4370
Surrey Animal Care Facility: 604-502-6092
Hours: 9:00 am to 6:00 pm Daily
For emergencies and animal cruelty issues:
604-574-8152; Adoptions: 604-574-8153

Finance & Technology Department

Reception: 604-591-4235
Email: FinanceInquiry@surrey.ca

Property Tax & Enquiries: 604-591-4181

Secondary Suite Clerk: 604-591-4516

Human Resources Department

Reception: 604-591-4660
Email: HumanResources@surrey.ca

Fire Department - Surrey Fire Service

Non-Emergency: 604-543-6700
Emergency calls only: 911

RCMP - Police - Surrey RCMP

Non-emergency: 604-599-0502
Emergency calls only: 911

Engineering Department

Reception: 604-591-4340
Email: Engwebmail@surrey.ca
Calls after 4:30 pm: 604-591-4431
Land Development: 604-591-4276
Garbage & Recycling: 604-591-4427
Recorded Information Line: 604-590-7289
Service Requests: 604-591-4152
Engineering Department continued
Transportation Line: 604-591-4853
Traffic Signals/Street Lights: 604-591-4338
Water Meter Program: 604-575-9283

Parks, Recreation & Culture Department

Email: DCVestergaard@surrey.ca
Information Line: 604-501-5000
Registration Line: 604-501-5100

Surrey Arts Centre at 13750 – 88 Avenue

Information Line: 604-501-5564
Box Office: 604-501-5566
Website: www.surrey.ca/arts

Surrey Museum at 17710 – 56A Avenue

Information Line: 604-592-6956

Cemetery Services at 6348 – 168 Street

Administration Office: 604-598-5770
Email: cemeteryinfo@surrey.ca

Surrey Libraries

Administration Office: 604-598-7300
Website: www.surreylibraries.ca

Planning & Development Department

General Enquiries: 604-591-4441
Email: SAWilson@surrey.ca
Building Enquiries - 24hrs: 604-591-4231
Electrical Enquiries - 24 hrs: 604-591-4240
Plumbing Enquiries - 24 hrs: 604-591-4245
Building Maintenance: 604-591-4313
Trees & Landscaping Enquires: 604-591-4675

Design, layout, production and photos provided by the City of Surrey – Marketing & Communications ©

CITY OF SURREY | 13450 - 104 AVENUE | SURREY | BRITISH COLUMBIA | V3T 1V8

WWW.SURREY.CA

PREPARED BY THE CITY OF SURREY FINANCE & TECHNOLOGY DEPARTMENT