

2014 ANNUAL REPORT HIGHLIGHTS



FOR THE YEAR ENDED DECEMBER 31, 2014

SURREY, BRITISH COLUMBIA, CANADA

WWW.SURREY.CA

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This report features highlights from Surrey's 2014 Annual Report. For the detailed 2014 Annual Report that meets legislated requirements, please visit www.surrey.ca.

The 2014 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, 2013

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, 2013. 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.



MESSAGE FROM THE MAYOR

On behalf of Surrey City Council, it is my distinct pleasure to present the 2014 Annual Report for the City of Surrey.

Year after year, Surrey continues to maintain its healthy financial status as a result of comprehensive management and meticulous planning. Through the practice of transparency and accountability, the City's financial procedures and control systems have ensured that our assets and interests remain secure investments for residents and businesses alike, who continue to benefit from sound financial stewardship.

With a vibrant and diverse population of over 500,000 residents, Surrey is British Columbia's second largest metropolitan centre. Our city's unprecedented population growth has been strategically accompanied by key infrastructure investments stemming from City Centre and sprawling outwards through calculated city planning. The Build Surrey program continues to unfold as the most comprehensive construction program in Surrey's history, and consequently, our city skyline is changing annually.

Additionally, the City of Surrey is taking progressive steps to ensure sustainable growth and intensification through an expanded transit system connecting our Town Centres with the City Centre through Light Rail Transit.

The City's commitment to upholding our financial integrity in recent years has continued to garner national and international recognition. In fact, our Finance and Technology Department received the Canadian Award for Financial Reporting from the Government Finance Officers Association of the United States and Canada for the 17th consecutive year.

With the continued hard work and support of our citizens, businesses, community leaders and administration, Surrey is destined for a prosperous future. City Council takes tremendous pride in our enviable financial position and remains committed to maintaining healthy capital, while laying the foundation for a progressive, liveable and sustainable city.

A handwritten signature in black ink that reads "Linda Hepner". The script is fluid and cursive, with a large initial 'L'.

Linda Hepner
Mayor

CITY COUNCIL

BACK

Mary Martin
Tom Gill
Mike Starchuk
Judy Villeneuve

FRONT

Bruce Hayne
Vera LeFranc
Mayor Linda Hepner
Barbara Steele
Dave Woods



CITY COUNCIL & SURREY OFFICERS

Surrey Officers

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

V. Lalonde
M. Houlden
C. MacFarlane
Chief L. Garis
F. Smith
V. Wilke

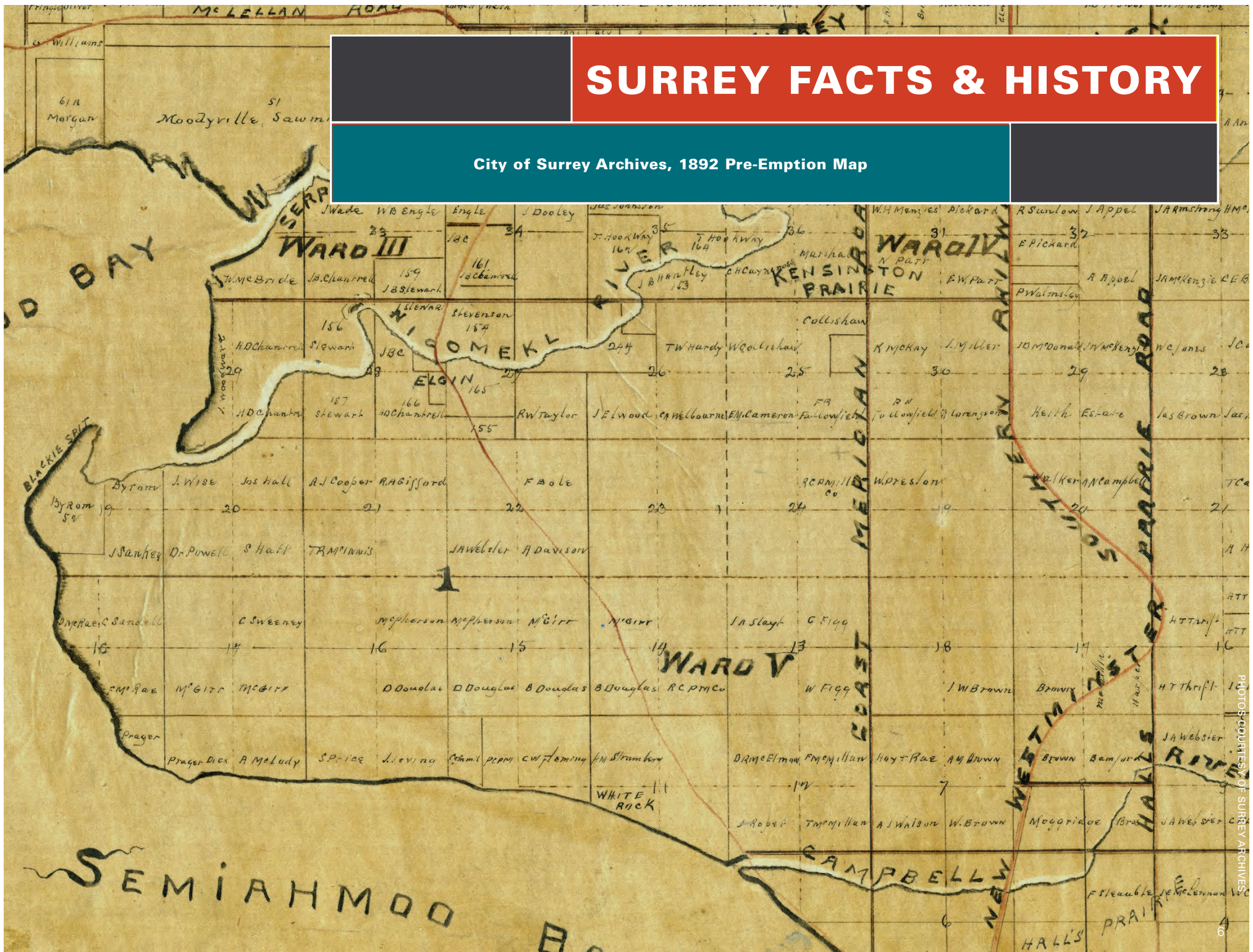
General Manager, Human Resources Department
General Manager, Parks, Recreation & Culture Department
General Manager, Planning & Development Department
Officer in Charge, Surrey RCMP Detachment
N. Webb
L. Cavan
J. Lamontagne
Superintendent B. Fordy

Auditors - KPMG LLP

Bankers - Royal Bank of Canada

SURREY FACTS & HISTORY

City of Surrey Archives, 1892 Pre-Emption Map



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 508,040 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 officially announced the development of a new City Hall and a new library at City Centre as part of the Build Surrey Program
1929	Surrey Leader newspaper first published	2011	First major Canadian city to host an electric vehicle charging station at City Hall
1937	Pattullo Bridge opened		City Centre Library had its grand opening
1940	King George Highway officially opened	2012	Surrey implemented the Rethink Waste Collection Program, achieving 35% waste diversion in less than 2 months
1948	Surrey Parks Commission established	2013	City of Surrey Mayor and Council approved a "Community Climate Action Strategy"
1960	Port Mann Bridge opened		Surrey's population surpassed 500,000
1962	New Municipal Hall constructed at Highway 10 and 142nd Street	2014	The new Surrey City Hall officially opened its doors
1971	Surrey's population reaches 96,000		Dianne Watts finished her third term as Mayor and was succeeded by Councillor Linda Hepner, elected Mayor in November 2014.
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		

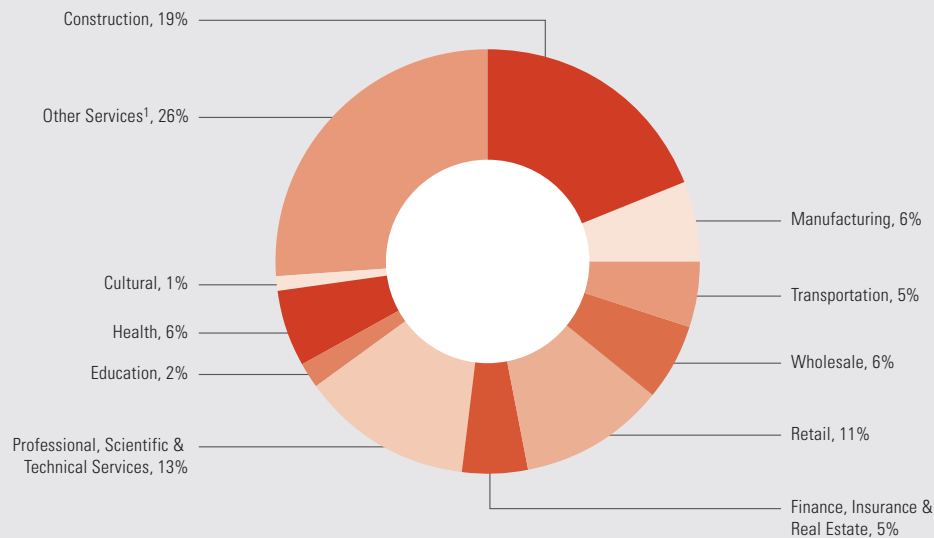
SURREY ECONOMY IN BRIEF

Surrey City Council's "open for business" attitude is attracting international attention. Over 15,900 businesses are based in Surrey, and approximately 2,500 new business licenses were issued in 2014. 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

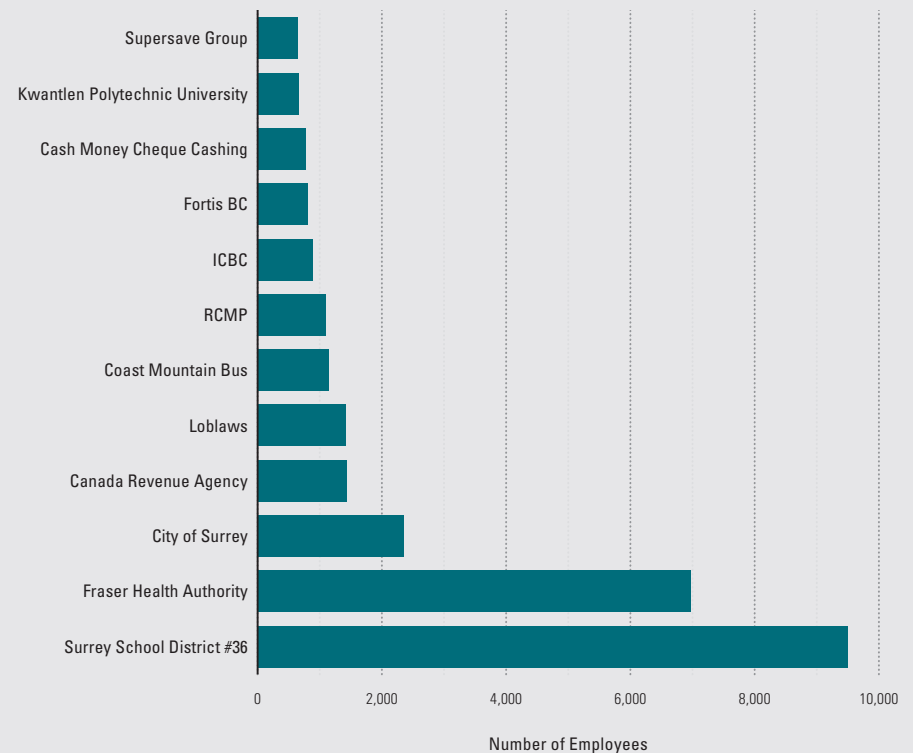
Source: City of Surrey Economic Development Division



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



AWARDS

The City of Surrey received a 2014 Federation of Canadian Municipalities (FCM) Sustainable Communities award in recognition of innovation and best practices in waste management.



AWARDS

The City of Surrey continues to be recognized for its excellence and innovation; honoured in 2014 with the following awards:

BEST FESTIVAL – FUSION FESTIVAL

Special Event Magazine

CANADA'S BEST DIVERSITY EMPLOYER

BC TOP EMPLOYER

CANADA'S TOP EMPLOYER FOR YOUNG PEOPLE

Canada's Top 100

Canada's Top 100 Employers is an annual editorial competition to recognize the nation's best places to work. The City of Surrey placed as one of the top 100 in the above-noted three categories.

OUTSTANDING ACHIEVEMENT IN POPULAR

ANNUAL FINANCIAL REPORTING

CANADIAN AWARD FOR FINANCIAL REPORTING

Government Finance Officers Association

Surrey received these two awards for its 2013 Annual Report submission.

BEST PUBLIC ENTERTAINMENT – CANADA DAY

MOST OUTSTANDING EVENT – TREE LIGHTING FESTIVAL

Canadian Event Industry Awards

OUTSTANDING SERVICE TO CHILDREN AND

FAMILIES – LOCAL GOVERNMENT

CHILD CARE AWARDS OF EXCELLENCE

Province of British Columbia

Awarded to the City for its comprehensive, citywide approach to the quality of its preschool programs.

FCM SUSTAINABLE COMMUNITIES AWARD,

WASTE – RETHINK WASTE PROGRAM

Federation of Community of Municipalities

Awarded to the City of Surrey for its curbside organics collection program.

BEST PRACTICES, OPERATIONS

UBCM

Awarded to the City for its Erosion and Sediment Control Permit On-line Reporting and Inspection practices.

MOST SMALL BUSINESS FRIENDLY COMMUNITY

Small Business Roundtable

COMMUNITY CLIMATE & ENERGY ACTION AWARD

Community Energy Association

Awarded for the City of Surrey's comprehensive approach to community climate action.

AWARD WINNER – COMMUNITY, INSTITUTIONAL

Fraser Valley Real Estate Board

Awarded to the new Surrey City Hall building.

AWARD WINNER – COMMUNITY, RECREATIONAL

Fraser Valley Real Estate Board

Awarded for the arts and fitness addition to South Surrey Recreation Centre.

WORLD'S SMART 21 COMMUNITIES – FINALIST

Intelligent Community Forum

Surrey was announced as finalist for the 2015 Intelligent Community of the Year in recognition of its progressive adoption of technology and innovation.

LEED GOLD CERTIFICATION

(LEADERSHIP IN ENERGY & ENVIRONMENTAL DESIGN)

U.S. Green Building Council

Awarded to the City Centre Library in recognition for its environmentally sustainable building design.

AWARD OF MERIT – INNOVATION IN A PARKING

OPERATION OR PROGRAM

International Parking Institute

Awarded to the City of Surrey for its e-parking system at City Hall.

INNOVATION AWARD

CSDC Systems

Awarded to GIS for its AMANDA System Design for ESC.

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 2014 were:

- Launched the new Traffic Management Centre at new City Hall with state of the art technology to manage the traffic signal system in real time.
- Launched Open Data Program with a new website portal providing citizens, businesses, academia and app developers' access to a wealth of City datasets and information not previously available.
- Completed the RFP process for the Surrey Biofuel facility and received approval from Council to finalize an agreement and commence construction in early 2015.
- Led and supported a successful move of 800 staff to new City Hall, with no business disruptions.
- Extended the Inter Municipal Business License pilot project with nine Fraser Valley municipalities
- Provided a leading edge security infrastructure taking full advantage of modern technologies and a defense in depth strategy to enable Internet, local network and wireless connectivity within the organization.
- Development and implementation of the Emerging Leaders Program (ELP). This program is aimed at investing in the development and growth of leaders within the City of Surrey. With a goal of ensuring outstanding service to our residents and community, the ELP will provide new and emerging leaders with the education, work experiences and self-development opportunities needed to meet the challenges and demands of building a world-class city.
- Completed and received Council approval of a new Official Community Plan for the City.
- Successfully applied for a three-year contract from the Federal Government to coordinate and facilitate a Local Immigration Partnership Program in Surrey.



ACHIEVEMENTS

- Completed the Poverty Reduction Plan.
- The City received an endowment through Surrey Cares of \$3.9M from the estate of Mr. & Mrs. Darts. The interest from this endowment will help continue to bring the garden to world class practices.
- The fitness and arts space addition to the South Surrey Recreation and Arts Centre was completed featuring an 8,000 sq ft fitness centre, a new fitness studio, and a 5,800 sq ft specialized arts space including a multi-purpose exhibition space, visual arts studio and pottery studio.
- The Cultural Marketing Plan for Arts and Heritage was completed. The Say AH campaign was launched to market to promote arts and heritage services and facilities.
- Surrey RCMP launched a new online reporting system that allows citizens to report less serious offences over the internet.
- Supported newcomer integration by offering English language learning materials and programs such as Library Champions, English Conversation Classes and Settlement Services.
- 131,400 children and teens participated in library programs such as Summer Reading Club, Story times, Lego, book clubs and many more.
- Ensured that all financial transactions and reporting met appropriate statutory requirements.
- Delivered 47 Surrey Neighbourhood Emergency Preparedness presentations to 971 attendees. In addition, 12 emergency preparedness booths were conducted at various fairs, resulting in exposure to 7,375 additional individuals; Coordinated 23 Level 1 emergency support services responses; and provided services for 84 displaced residents.
- Partnered with BCIT and the Fire Chief's Association to design an online course for building owners on their responsibilities to adhere to the BC Fire Code.



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 present the Annual Financial Information Highlights for the year ended December 31, 2014.

The financial statements and related information have been prepared in accordance with Canadian Public Sector Accounting Standards as prescribed by the Public Sector Accounting Board (PSAB) of the Canadian Institute of Chartered Accountants (CICA). In addition to the City of Surrey, the reporting entity comprises all organizations, boards and enterprises financially accountable to the City of Surrey, including the Surrey Public Library, the Surrey Homelessness and Housing Society and the Surrey City Development Corporation.

FINANCIAL OVERVIEW

The construction of new facilities under the 'Build Surrey' Program continued to facilitate development activity throughout the city during 2014. In the residential development community, there continues to be a shift toward the construction of multi-family dwellings in 2014. Another healthy sign of development was the significant activity in the commercial sector; this was particularly evident in the Campbell Heights area.

2014 in Review

- Consolidated revenues increased to \$844.2 million compared to \$790.6 million in 2013 resulting from additional property taxes, utility fees and increased capital contributions from developers for infrastructure-related projects.
- Consolidated expenses increased to \$655.4 million compared to \$574.5 million in 2013 attributable to employee contract settlements, in particular the Fire Services contract that included retro payments for 2012 and 2013, an increase in the RCMP contract for police services, an increase in fiscal services and a one-time loss on the disposal of land in the amount of \$12.8 million dollars.
- The City's statutory reserve funds amount was \$95.6 million compared to \$110.0 million at the end of 2013; this decrease was mainly due to the funding requirements of projects being constructed under the Build Surrey Program.

- The deferred development cost charge balance was \$229.6 million, an increase over the balance of \$225.4 million at the end of 2013, reflecting the City's steady development activity.
- The balance in investments has decreased to \$582.5 million from \$674.1 million in 2013; this decrease in investments has been primarily the result of the City's decision to increase its Tangible Capital Assets.

THE FUTURE

The City's future financial, social and environmental health holds promise and opportunity. The significant growth and transformation we have experienced in the last several years is only a glimpse of what lies ahead. The City will continue to expand its infrastructure and service levels to ensure that both current and future residents and business needs are adequately met. 2014 marked the opening of New City Hall in the downtown core of the City; acting as an anchor, it will certainly attract new growth both in the residential and commercial sectors. Other significant construction projects include the Guildford Pool and the Grandview Pool, with the Guildford Pool addition opening in early 2015 and Grandview Pool expected to open in late 2015 or early 2016. The City also continues to progress toward a public/private partnership in the construction of one of the largest Organics Biofuel Facilities in Canada and is also finalizing construction of the City's new Workyard facility which is slated to open in spring of 2015.

In light of the fiscal and operational pressures that come with such significant expansion and growth, City staff will endeavor to ensure that property owners continue to have competitive property tax rates relative to other cities of a similar size both in the local region and across Canada.

Under the direction and guidance of City Council, the City of Surrey is well positioned to continue to deliver a high quality of services for its current and future 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.



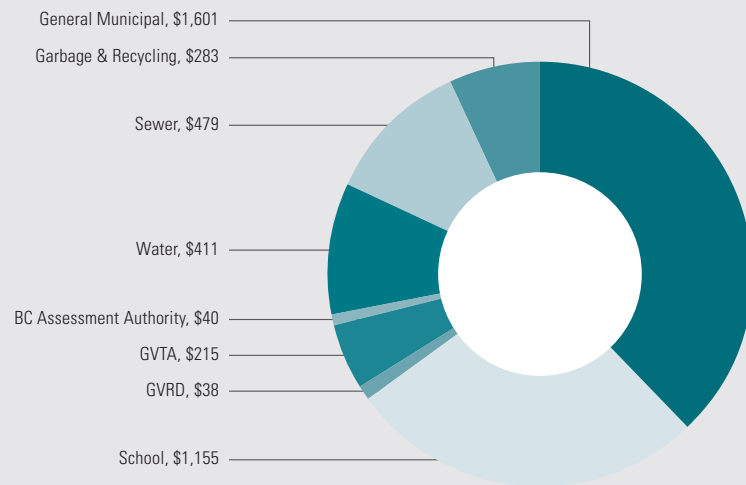
Vivienne Wilke, CGA
General Manager, Finance & Technology

FINANCIAL INFORMATION

Financial data used to prepare the following information is taken directly from the Consolidated Financial statements and is presented here for highlight purposes only. This information is presented in conformity with generally accepted accounting principles (GAAP). For a copy of the full 2014 Annual Report including the audited Financial Statements, please go to www.surrey.ca

2014 Average Residential Tax and Utilities Bill*

Source: City of Surrey Financial Services Division

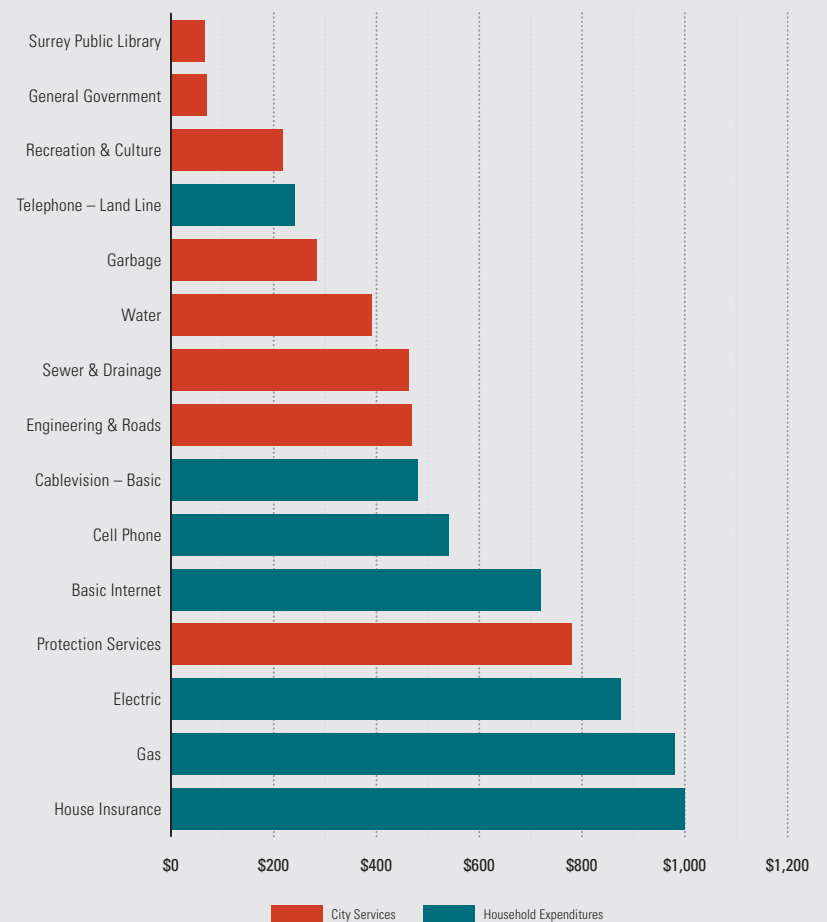


* Based on an Average Residential Dwelling with Assessed Value of \$643,561

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

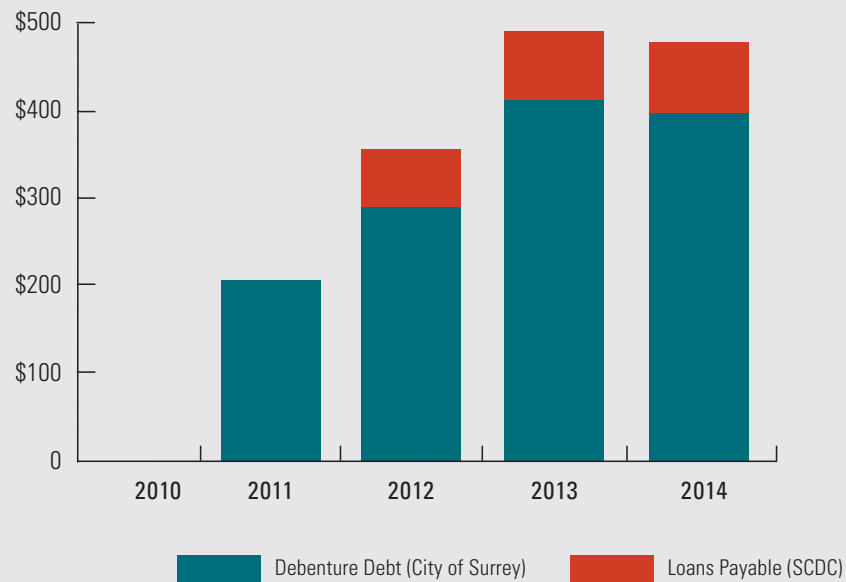
2014 Household Expenditures vs City Services

Source: City of Surrey Financial Services Division



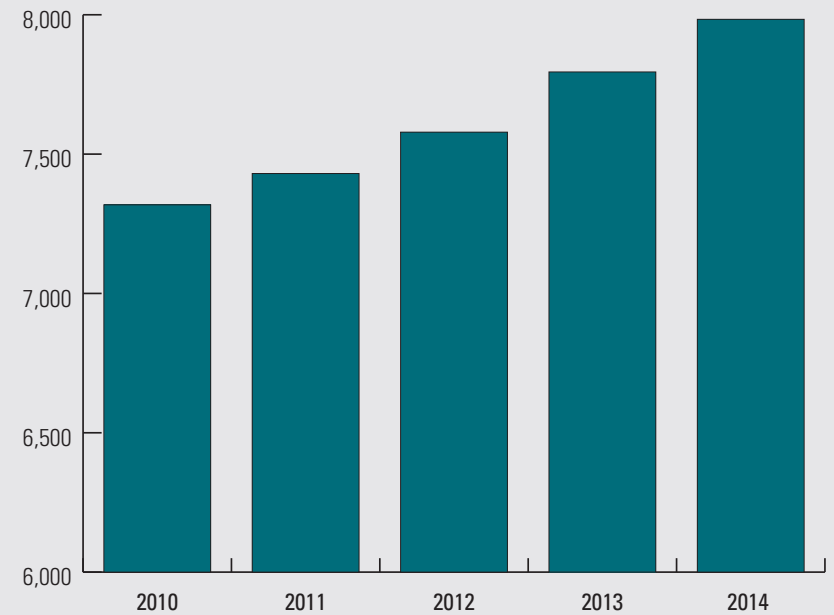
Consolidated Debt Per Capita

Source: City of Surrey Financial Services Division



Total Accumulated Surplus (in millions)

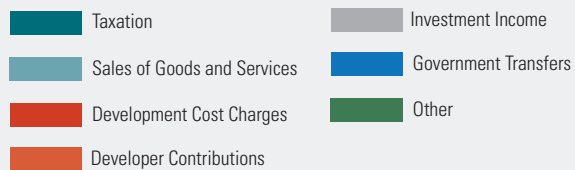
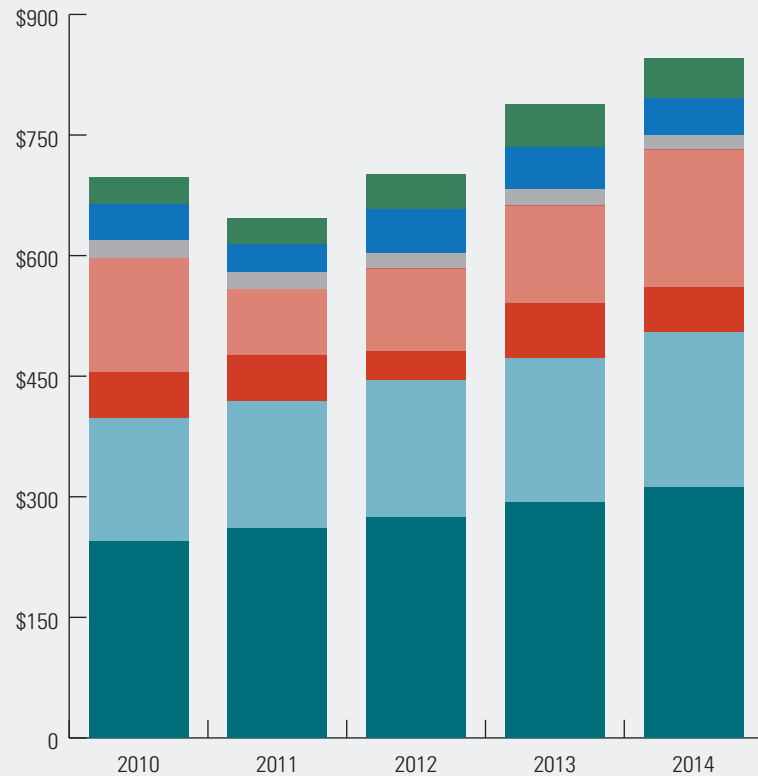
Source: City of Surrey Financial Services Division



FINANCIAL INFORMATION

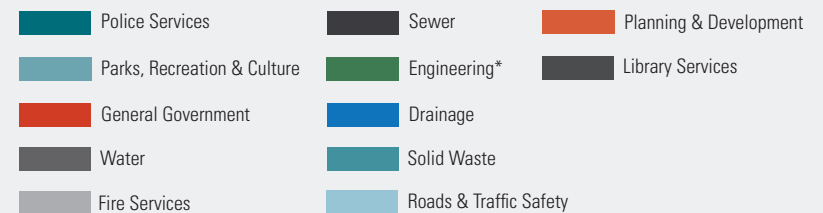
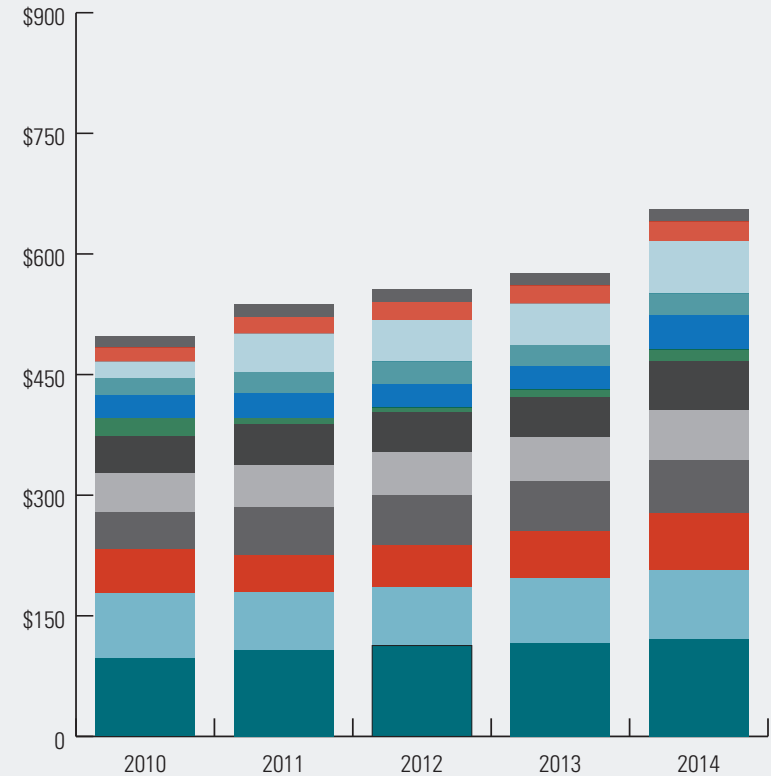
Revenue By Sources (in millions)

Source: City of Surrey Financial Services Division



Expenses By Function (in millions)

Source: City of Surrey Financial Services Division



* Expenses for Surrey City Energy and Parking are included in Engineering

FINANCIAL INFORMATION

CONSOLIDATED REVENUES (IN THOUSANDS):

	2014	2013	2012	2011	2010
Taxation	\$ 311,024	\$ 293,292	\$ 274,001	\$ 259,526	\$ 244,552
Sales of Goods and Services	192,714	179,802	171,352	159,469	152,822
Development Cost Charges	56,611	68,383	36,405	57,045	56,899
Developer Contributions	170,536	123,067	104,181	83,111	140,407
Investment Income	18,454	20,189	19,410	20,890	21,940
Government Transfers	46,129	52,502	55,424	34,695	45,320
Other	48,764	53,394	42,599	33,002	32,851
	\$ 844,232	\$ 790,629	\$ 703,372	\$ 647,738	\$ 694,791

CONSOLIDATED EXPENSES BY FUNCTION (IN THOUSANDS):

	2014	2013	2012	2011	2010
Police Services	\$ 120,938	\$ 116,146	\$ 113,211	\$ 107,127	\$ 97,011
Parks, Recreation & Culture	84,583	79,552	72,781	72,198	81,134
General Government	71,210	59,271	52,497	45,996	55,099
Surrey City Energy	310	420	431	-	-
Parking	1,457	22	-	-	-
Water	67,490	63,216	61,810	60,192	45,005
Fire Services	61,114	53,969	52,681	52,073	48,510
Sewer	61,797	49,638	49,574	50,625	46,335
Engineering	12,061	8,970	5,751	7,639	23,278
Drainage	42,600	28,812	28,798	30,690	28,314
Solid Waste	26,898	26,727	27,590	25,582	21,821
Roads & Traffic Safety	64,790	50,576	51,636	47,802	20,037
Planning & Development	24,383	22,651	22,363	20,638	18,144
Library Services	15,780	14,590	15,800	14,874	13,852
	\$ 655,411	\$ 574,560	\$ 554,923	\$ 535,436	\$ 498,540

FINANCIAL INFORMATION

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As of December 31, 2014, with comparative figures for 2013 (in thousands of dollars)

	2014	2013
FINANCIAL ASSETS¹		
Cash and cash equivalents	\$ 55,135	\$ 70,402
Accounts receivable	144,673	139,246
Properties held-for-sale	31,115	15,237
Investments	582,457	674,126
	813,380	899,011
LIABILITIES		
Accounts payable & accrued liabilities	154,334	160,594
Deposits and prepayments	170,524	153,878
Deferred revenue	26,443	26,762
Deferred development cost charges	229,595	225,407
Debt	241,976	245,579
	822,872	812,220
NET FINANCIAL ASSETS (DEBT)²	(9,492)	86,791
NON-FINANCIAL ASSETS³		
Tangible capital assets	7,988,160	7,703,720
Inventories of supplies	1,011	1,010
Prepaid expenses	3,962	3,299
	7,993,133	7,708,029
ACCUMULATED SURPLUS⁴	\$ 7,983,641	\$ 7,794,820

1 Financial assets: cash resources and liquid assets.

2 Net financial assets (debt): the net financial position, calculated as the difference between financial assets and liabilities.

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.

FINANCIAL INFORMATION

CONSOLIDATED STATEMENT OF OPERATIONS¹

For the year ended December 31, 2014, with comparative figures for 2013 (in thousands of dollars)

	2014 Budget ²	2014	2013
REVENUES			
Taxation revenue	\$ 310,047	\$ 311,024	\$ 293,292
Sales of goods and services	200,242	192,714	179,802
Development cost charges	109,892	56,611	68,383
Developer contributions	160,369	170,536	123,067
Investment income	18,601	18,454	20,189
Transfers from other governments	35,055	46,129	52,502
Other	49,457	48,764	53,394
TOTAL REVENUES	883,663	844,232	790,629
EXPENSES			
Police services	124,241	120,938	116,146
Parks, recreation and culture	84,464	84,583	79,552
General government	79,333	71,210	59,271
Water	70,840	67,490	63,216
Fire services	55,751	61,114	53,969
Sewer	55,568	61,797	49,638
Engineering	5,349	12,061	8,970
Drainage	36,638	42,600	28,812
Solid waste	29,593	26,898	26,727
Roads & traffic safety	66,268	64,790	50,576
Planning and development	25,477	24,383	22,651
Parking	421	1,457	22
Surrey City Energy	425	310	420
Library services	16,275	15,780	14,590
TOTAL EXPENSES	650,643	655,411	574,560
ANNUAL SURPLUS³	233,020	188,821	216,069
Accumulated Surplus, beginning of year	7,794,820	7,794,820	7,578,751
Accumulated Surplus, end of year	\$ 8,027,840	\$ 7,983,641	\$ 7,794,820

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

³ Annual surplus is the net income/(loss) for the current year operations.

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: CityManager@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

Economic Development

Enquiries: 604-591-4128
Email: EconDev@surrey.ca

Finance & Technology Department

Reception: 604-591-4235
Email: FinanceInquiry@surrey.ca
Property & Payment Services: 604-591-4181
Secondary Suite Clerk: 604-591-4516

Human Resources Department

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

Legislative Services

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

PROTECTION SERVICES:

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
Adoptions: 604-574-8153
After hours emergency line: 604-588-4000

Surrey Fire Services

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

Police Services - Surrey RCMP

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

OTHER SERVICES:

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
Engineering Department continued
Recorded Information Line: 604-590-7289
Service Requests: 604-591-4152
Transportation Line: 604-591-4853

Parks, Recreation & Culture Department

Email: ParksRecCulture@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

Planning & Development Department

General Enquiries: 604-591-4441
Email: Planningdevelopment@surrey.ca
Building Inspection Enquiries: 604-591-4231
Electrical Inspection Enquiries: 604-591-4240
Plumbing Inspection Enquiries: 604-591-4245
(The above numbers are accessible 24 hrs.)
Trees & Landscaping Enquiries: 604-591-4675
Inspection Schedule Information: 604-591-4650
Building Information Line: 604-591-4366

Surrey Public Library

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



Step Up Program: Youth submit a community project, video, music, dance, theatre, visual art or the medium of their choice to showcase the positive difference they are making in their neighbourhoods and schools.

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