

SURREY, BC, CANADA ~ MUNICIPAL GOVERNMENT



The real power of the City is rooted in western civilization's concept of democracy. Like any duly elected body the Mayor & council speak and act for it's citizens.

The City encourages the public to attend council meetings. Also, a citizen may address council, either at the introduction of each session, or if the citizen's concern is on a specific agenda item he or she may wait for that item to be discussed.

There are certain points to remember:

The presiding member will call your name in turn at the appropriate time. You may stand or be seated. Please speak into the microphone. Introduce yourself to Council. Your name and address would be appreciated. The Mayor may be referred to as "Your Worship" or Mayor "surname"; address Council members as "Councillors"

Some agenda items may be restricted due to legal aspects. Members of the public can also write to the Mayor & council as follows:

The City of Surrey
Mayor &/or Council
14245-56th Avenue
Surrey, BC
V3X 3A2

Official Community Plan

The Planning & Development Department has produced the Official Community Plan. The latest version was published in 1997 but remains an evolving document as new input is received from staff, citizens & council.

What follows is an alphabetical listing of departments & related information regarding the municipal government of the City of Surrey.

Arenas

- Infoline (24 hour information), 501-5100
- Cloverdale Arena 6090 - 176 Street, 543-3410
- Newton Arena and Community Hall 7120 - 136B St., 501-5044
- North Surrey Arena 10275 - 135 St., 930-3900
- South Surrey Arena 2199 - 148 St., 541-3200

Building Division

Planning and Development Department

- Main Floor, City Hall 591-4441
- Building Inspections 591-4341
- Burning Permits 591-4441
- Residential Bldg. Permits & Info 591-4115
- Commercial, Industrial & Multi-Residential Building Permits 591-4523
- Soil Removal & Soil Deposition 591-4523
- Electrical Info & Inspections 591-4441
- Plumbing Info & Inspections 591-4245
- Tree Cutting Permits 591-4675

Building Permits

Building Division, Planning & Development Dept.

- Main Floor, City Hall 591-4220

Business Development Division (Economic Development)

- City Manager's Department, Main Floor, City Hall 591-4128

Business Licences

Legal Services Division, By-law Enforcement and Licensing Section Corporate

Services Department

- Main Floor, City Hall 591-4370

By-law Enforcement and Compliance

City Manager's Department, Legal Services Division, By-law Enforcement and Licensing Section

- Main Floor, City Hall 591-4370

Cemeteries

Administration Office

- 7452 - 132 St. 501-5070

Surrey owns and operates three cemeteries:

- Hazelmere Cemetery - Hazelmere
- Sunnyside Lawn Cemetery - South Surrey
- Surrey Centre Cemetery - Cloverdale

City Manager

- City Manager's Office, Main Floor 591-4122

City of Surrey Human Resources Department

- Third Floor, City Hall 590-3346.

Community Police Offices RCMP

- Cloverdale - 5732 - 176A St. 576-3600
- Newton - 13742 - 72 Ave. 594-1200
- South Surrey - #136, 1959-152nd St. 541-3500
- City Centre - #111, 10277 - 135 St. 951-2566

Office Hours:

9.00am - 6.00pm, Tuesday to Friday 10.00am - 4.00pm, Saturday Closed on Sundays and Mondays

Community Recreation

- EASYline (24 hour registration) 501-5100
- Cloverdale Community Recreation Office 6220 - 184 St. 502-6401
- Fleetwood Community Recreation Office 15996-84 Ave. 501-5030
- Guildford Community Recreation Office 15105 - 105 Ave. 502-6390
- Newton Community Recreation Office 7120 - 136B St 501-5040
- South Surrey Community Recreation Office 2199 - 148 St. 502-6200
- Whalley Community Recreation Office 10275 - 135 St. 502-6340

Council Meetings Council Chambers, City Hall

Council meetings occur every Monday evening at 7 p.m. in the Council Chambers at City

Hall, except on statutory holidays. During the summer months, meetings are often held every 2 weeks with no Council Meetings taking place in August. For more details please call Legislative Services Division at 591-4132.

Councillors' Office

- Main Floor, City Hall 591-4483
- Legislative Assistant 591-4805

Development Applications

- Planning & Development Department Main Floor, City Hall 591-4441

Dog Licences

City Manager's Department Legal Services Division By-law and Licensing Section

- Main Floor, City Hall 591-4370

EASYline

- A 24 hour touch tone telephone registration system for Parks and Leisure programs. 501-5100

Elections

- Clerk's Department 591-4132 Municipal elections are held every three years on the third Saturday of November. Surrey citizens vote for eight Councillors and the Mayor. Persons wishing to register may do so by contacting the Legislative Services Department prior to Sept. 28 in any year to get on the voter's list. Persons who miss getting on the list are encouraged to register on election day which will enable them to vote.

Engineering Department

- Main Floor, City Hall / Inquiries 591-4340
- Construction Projects 591-4146
- Design - Water Sewer & Drainage 591-4146
- Design - Roads 591-4146
- Ditch Enclosure & Driveway Permits 591-4340
- Environment Enquiries 591-4270
- Garbage/Recycling - Collection 590-7289
- Highway Use Boulevard Crossings 591-4340
- Hydrant Use Permits 591-4332
- Land Development 591-4276
- Sanitary Sewer and Water Service Connections 591-4332
- Street Light Outages 591-4338
- Survey Benchmarks 591-4253
- Traffic Signals and Streetlights 591-4338
- Traffic Signs (New) 591-4225

- Works Yard, 6645-148St 590-7200

Engineering Operations 6654-148 St

- Engineering Operations Service Request Help Desk (8am-4pm) 590-7250

Call the Service Request Desk for: Ditch Maintenance (obstructions, flooding) Hydrant Maintenance (damaged or open hydrants) Road Maintenance (potholes, sweeping, sanding/salting) Sanitary Sewer Maintenance (catchbasins, flooding) Traffic Sign Maintenance (damaged or downed signs) Water Maintenance (flushing, frozen services, turn off/on service) Litter/Illegal Dumping

- General Inquiries 590-7200
- EVENINGS AND WEEKENDS 591-4431

Finance and Technology Department Third Floor, City Hall

- Accounts Payable 591-4411
- Finance Enquiries 591-4151
- Letters of Credit 591-4150
- Payroll 591-4148
- Property Taxes and Utilities 591-4181
- Purchasing 6645 - 148 St. 590-7274

Fire Department

- Emergency only.....911 8767 - 132 St.
- General Inquiries 543-6700
- Fire Prevention Inspections 543-6760
- Mechanical 543-6770
- Public Education 543-6780
- Training 543-6790
- Employment Enquiries 591-4117
- #1 Fire Hall 8767 - 132 St.
- #2 Fire Hall 13079 - 104 Ave.
- #3 Fire Hall 11659 - 96 Ave.
- #4 Fire Hall 14586 - 108 Ave.
- #5 Fire Hall 10042 - 176 St.
- #6 Fire Hall 9049 - 152 St.
- #7 Fire Hall 18922 - 88 Ave.
- #8 Fire Hall 17572 - 57 Ave.
- #9 Fire Hall 6272 - 152 St.
- #10 Fire Hall 13530 - 72 Ave.
- #11 Fire Hall 12855 - 60 Ave.
- #12 Fire Hall 2610 - 128 St.
- #13 Fire Hall 15155 - 18 Ave.
- #14 Fire Hall 2016 - 176 St.

- #15 Fire Hall 18917 - 64 Ave.
- #17 Fire Hall 15329 - 32 Ave.
- #18 Fire Hall 8091-164 St.

Hall Rental

- Parks and Recreation Dept 501-5000 extension 31

Highway Use Permits

- Engineering Dept, City Hall 591-4332

Historic Stewart Farm 13723 Crescent Road This is a restored 1894 pioneer home and hay farm operation. Guided tours, demonstrations and special events are offered all year.

- Please phone 502-6456 or call the 24 hour Infoline at 501-5000.

Information - City

- Main Floor, City Hall 591-4011

Inspections Building Division, Planning & Development Dept. Main Floor, City Hall

- Building 591-4231
- Electrical 591-4240
- Plumbing 591-4245
- Fire 543-6760

Legal Services Division City Manager's Department

- Main Floor 591-4370
- By-Law Enforcement 591-4370
- Dog Licensing 591-4370
- Business Licenses 591-4475
- Animal Pound, 6706 - 152 St. 597-5655
- Towing Yard, 13065-76 Ave. 590-6000

Legislative Services Department Clerk's Office,

- Main Floor, City Hall 591-4132

Libraries There are 7 branches which serve all citizens.

- Hours of Opening 572-5614
- Guildford Public Library 15105 - 105 Ave., V3R 7G8
- (Info) 588-5015
- (Ref. Dept.) 588-4433
- Whalley Public Library 10347 - 135 St., V3T 4C3 588-5951
- Newton Public Library 13795 - 70 Ave., V3W 0E1 596-7401
- Ocean Park Public Library 12854 - 17 Ave., V4A 1T5 531-5044
- Cloverdale Public Library 5642 - 176A St., V3S 4G9 576-1384
- Port Kells Public Library 18885 - 88 Ave., V3S 5X7 882-0733
- Fleetwood Public Library 15996-84th Ave., V3S 2N7 572-5922

- Administration: 13742 - 72 Ave. 572-8269

Mayor's Office

- Main Floor, Surrey City Hall 591-4126

Museum

- 6022-176 Street 502-6456

National Coaching Certification Program

- Parks and Recreation Department Community / Parks Relations 501-5174

Outdoor Facility Allocations Parks, Recreation and Culture Department

- Community / Parks Relations 501-5174
- RECYCLING HOTLINE 732-9253

Secondary Suite Program Building Division,

- Planning and Development Department, Main Floor, City Hall 591-4441

Senior Services

- Infoline (24 hour information) 501-5000
- EASYline (24 hour registration) 501-5100
- Cloverdale Seniors' Centre 17671 - 56th Avenue 502-5433
- Fleetwood Community Centre 15996-84th Avenue 501-5030
- Newton Seniors' Centre 13775 - 70th Avenue 501-5010
- Sunrise Pavilion 10341 - 135th Street 502-6380
- Hjorth Road Hall, 14764 - 104 Ave. 584-0333
- Sunnyside Hall, 1845-154 St. 541-3210

Sister Cities

Surrey has two Sister Cities; Zhuhai, China and Koto City, Japan.

- Special Events 14245 - 56th Avenue 591-4250
- Surrey Arts Centre 13750 - 88th Avenue 501-5580
- Surrey Art Gallery Information 501-5566
- Theatre Ticket Information 501-5566
- Theatre Rentals 501-5194

- Administration 501-5580

Surrey Community Services

- 9815 - 140 St. 584-5811

- Surrey Emergency Program 543-6795

To find out about volunteer opportunities call: 502-6322

- Surrey Search and Rescue 585-3697

Swimming Pools -

- Indoor Infoline (24 hour information) 501-5000
- EASYline (24 hour registration) 501-5100
- North Surrey Indoor Pool 10275 - 135th Street 502-6300
- South Surrey Indoor Pool 14655 - 17th Avenue 502-6200
- Newton Wave Pool 13730 - 72th Avenue 501-5540

Swimming Pools -

- Outdoor Bear Creek Pool - 13820 - 88th Avenue 501-5154
- Greenaway Pool - 17901 - 60th Avenue 543-3440
- Hjorth Rd. Pool - 10277 - 148th Street 930-3832
- Holly Pool - 10662 - 148th Street 930-3834
- Kennedy Pool - 9058 Holt Road 501-5158
- Kwantlen Pool - 13035 - 104th Avenue 930-1766
- Port Kells Pool - 19340 - 88th Avenue 888-8650
- Sunnyside Pool - 15455 - 26th Avenue 541-3230
- Unwin Pool - 6845 - 133th Street 501-5156

- Traffic Signal & Streetlight Maintenance Engineering Department 591-4338

- Traffic Signs - Maintenance Engineering Department 590-7200

- Traffic Signs - New Engineering Department 591-4338

Tree Cutting Permits Building Division,

- Planning and Development Department, Main Floor, City Hall 591-4675

Waste Management 590-7289

- Backyard Composter Sales 591-4340
- Blue Box and Blue Bag delivery 590-7289
- Collection information 590-7289

- Extra Garbage Stickers 591-4340
- Laidlaw Waste Services (Collection Contractor) 520-7810
- Port Mann Sanitary Landfill 14875 - 115A Avenue 581-2741

Drop Off Recycling Depots (Tue-Sun., 9 am-4pm only)

Peninsula Mall Parking Lot 15355 - 24th Avenue

Guildford Library 15105 - 105th Avenue Surrey Public Market 6388 King George Highway East of Clov. Library 17704 - 56A Avenue

City Recycling Contractors: Wood and green garden waste:

- Enviro Wood Waste Contractors 313-8256
- Asphalt and Concrete Waste: Lower Mainland Recycling, 2450-192St, 541-2929

Water Parks (summer only)

- Parks & Recreation Department 501-5000 ext. 152

At present the City has 6 waterparks.

- Fleetwood Park 80th Avenue & 160 Street
- Bear Creek Park 88th Avenue & King George Highway.
- Unwin Park 68th Avenue & 133th Street
- Hawthorne Park 104th Avenue & 144th Street
- South Surrey Park 18th Avenue & 148th Street
- Bridgeview Park 115Ave. and 126A Street

Water Sprinkling Restrictions

Water Sprinkling Restrictions take place from June 1 to September 30.

Sprinkling is permitted between 4am-9am and 7pm and 10pm. Even number homes can water on Wednesday and Saturday, odd number homes can water on Thursday and Sunday.

- For further information on Water restrictions call GVRD at: 436-6899

Youth Centres please contact staff at the 24 hour Infoline at 501-5000.

- Whalley Youth Centre, 10665 - 135th Street 502-6370
- Newton Youth Centre, 13355 - 68th Avenue 501-5533
- Cloverdale Youth Centre, 6228 - 184th Street 502-6420
- South Surrey Youth Centre, 14601-20th Avenue 502-6200