



FOR THE YEAR ENDED DECEMBER 31, 2019

2019 ANNUAL FINANCIAL REPORT HIGHLIGHTS

BRITISH COLUMBIA, CANADA

SURREY.CA

CONTENTS

INTRODUCTION

Award for Outstanding Achievement in Popular Annual Financial Reporting	3
Message from the Mayor	4
City Council & Surrey Officers	5
Surrey Facts & History	6
Awards	10
Accomplishments	12
Finance Report	16
Financial Information	17
Consolidated Statement of Financial Position	22
Consolidated Statement of Operations	23
Services & Contact Information	24

This report features highlights from Surrey's 2019 Annual Financial Report.

For the detailed 2019 Annual Financial Report that meets legislated requirements, please visit www.surrey.ca (City Government > City Departments > Finance > Financial Documents).

Hard copies are available upon request.

The 2019 Annual Financial Report Highlights is available for the general public electronically on the City of Surrey's website.



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, 2018

Christopher P. Morrell
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, 2018. 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

City Council has taken a forward-thinking approach when it comes to keeping our local economy afloat during the COVID-19 pandemic. We are ensuring that the City's economic house is in order while keeping a keen eye on how we can ease the financial burden of our residents and businesses.

Council approved the Surrey Economic Action and Recovery Plan which focuses around our residents, businesses and development sector. The plan puts into action a number of initiatives such as a 90-day extension on late payment penalties for residential and commercial property tax payments and deferring business licence late payment penalties while the Provincial State of Emergency remains in effect.

The business of running the City through this challenging time has not stopped. Our Engineering crews have pushed roadwork projects up to take advantage of the drop in traffic and the construction sector continues to be robust in Surrey with building permit values exceeding \$455 million in the first four months of 2020. Through this, Surrey continues to have one of the lowest municipal taxes in the region.

The City of Surrey has not stood still during this time of pandemic and we will continue to move forward. The successes we have had, and of the ones to come, are a result of the joint efforts of our residents, businesses, community leaders, and administration. We all play a role in the continued growth of our City.

Sincerely,

A handwritten signature in black ink, appearing to read "Doug McCallum". The signature is fluid and cursive, written in a professional style.

Doug McCallum
Mayor

CITY COUNCIL

BACK

Allison Patton
Mandeep Nagra
Laurie Guerra
Doug Elford

FRONT

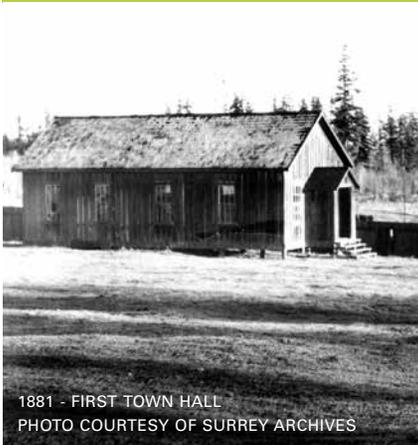
Steven Pettigrew
Brenda Locke
Mayor Doug McCallum
Linda Annis
Jack Hundial



CITY COUNCIL & SURREY OFFICERS

Surrey Officers

City Manager	V. Lalonde	General Manager, Investment & Intergovernmental Relations Department	D. Jones
Chief Librarian	S. Bhogal	General Manager, Parks, Recreation & Culture Department	L. Cavan
Director, Strategic Initiatives & Corporate Reporting	J. Arason	General Manager, Planning & Development Department	J. Lamontagne
Fire Chief	Chief L. Thomas	General Manager, Policing Transition	T. Waterhouse
General Manager, Corporate Services Department	R. Costanzo	Officer in Charge, Surrey RCMP Detachment	A/Commr. B. Edwards
General Manager, Engineering Department	S. Neuman	Auditors – BDO Canada LLP	
General Manager, Finance Department	K. Grewal	Bankers – Royal Bank of Canada	



1881 - FIRST TOWN HALL
PHOTO COURTESY OF SURREY ARCHIVES



NORTH SURREY SPORT & ICE COMPLEX

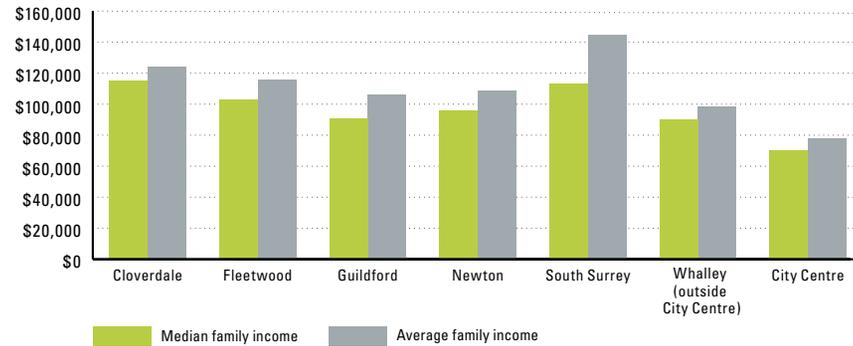
- 1879 Surrey incorporated as a district municipality consisting of 35 property owners
- 1881 First Town Hall built at Surrey Centre
- 1904 Fraser Bridge opened
- 1937 Pattullo Bridge opened
- 1940 King George Boulevard (Highway) officially opened
- 1948 Surrey Parks Commission established
- 1962 New Municipal Hall constructed at Highway 10 and 142 Street
- 1990 The SkyTrain Expo Line expands from New Westminster to Surrey
- 1993 Surrey celebrated becoming a City and a SkyTrain link opens
- 2001 Surrey became the 11th largest city in Canada and Surrey RCMP celebrated 50 years of service to the City
- 2005 Surrey citizens elected its first female Mayor and its first Indo-Canadian Councillor
- 2008 Surrey awarded the Cultural Capital of Canada designation from the Department of Canadian Heritage
- 2009 Surrey adopted a new corporate image with a new logo and the tagline "the future lives here"
- 2010 Surrey served as an official venue for the 2010 Winter Olympics and hosted a celebration site at Holland Park
- 2011 First major Canadian city to host an electric vehicle charging station at City Hall
- 2012 RCMP "E" Division headquarters was relocated to Green Timbers facility
- 2014 The new Surrey City Hall officially opened its doors
- 2015 The world class FINA-certified Guildford Aquatic Centre opens to the public
- 2016 Grandview Heights Aquatic Centre, the second FINA-certified aquatic facility opens to the public
Surrey's state of the art Operations Centre opens
- 2017 South Surrey Operations Centre completed construction on time and opened their doors November 2017
- 2018 Museum of Surrey expansion, a community driven cultural facility with ever-changing exhibits, programs and special events that reflect innovation and creativity of Surrey residents, opened September 2018
- 2019 The North Surrey Sports & Ice Complex was completed
The City set a new record of \$2.2 Billion in Building permit values issued

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 571,610 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).

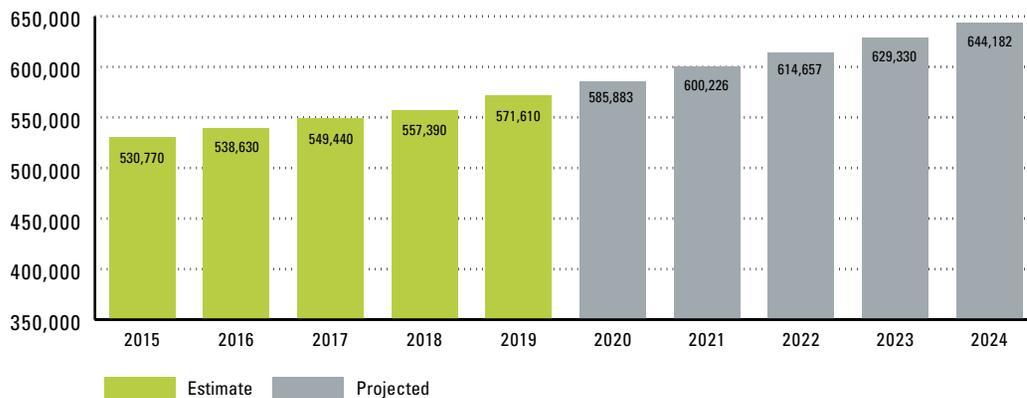
Average and Median Income in Surrey's Communities by Economic Families

Source: Statistics Canada 2016. Census Profile. 2015 Census adjusted to 2019 equivalents.



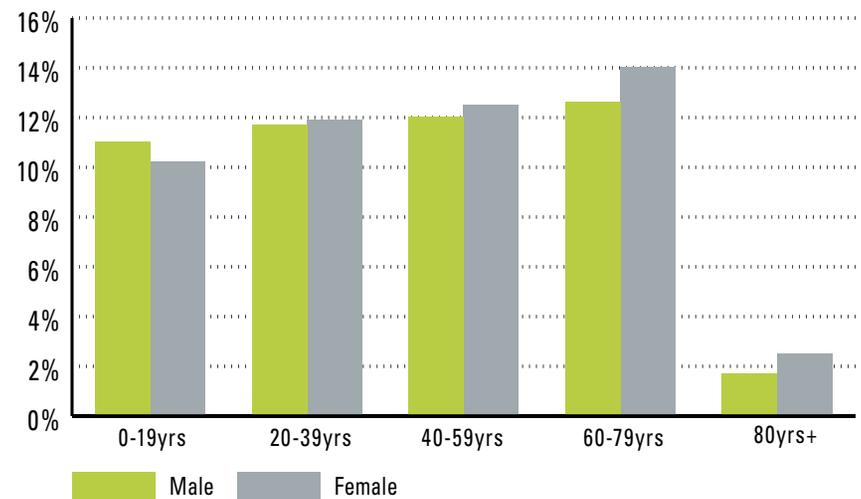
10 Year Population Estimates and Projection

Source: City of Surrey Planning & Development Department



Demographics by Age and Gender

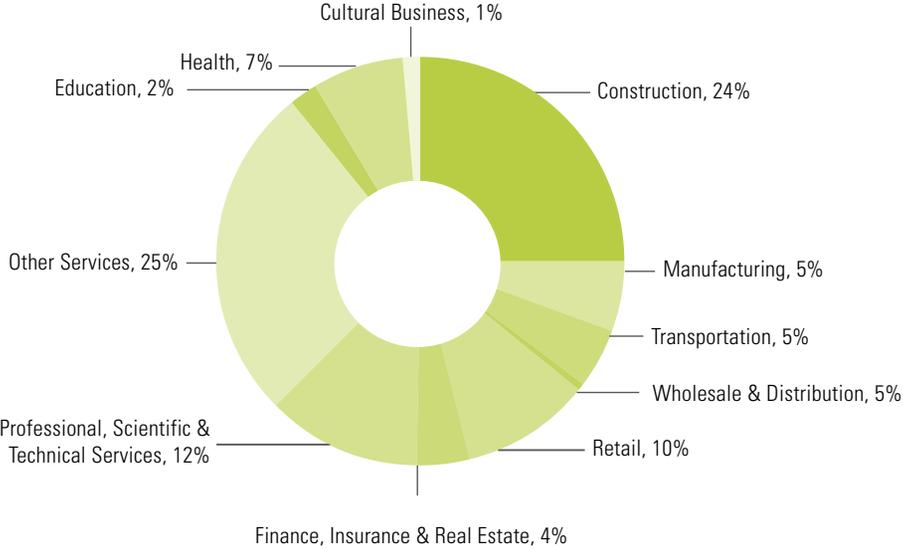
Source: Statistics Canada 2016. Census Profile. 2015 Census.



Over 18,340 businesses are based in Surrey, including 2,570 new businesses in 2019, Investors continue to take advantage of Surrey's diverse economy, skilled labour force and excellent regional and international distributions links.

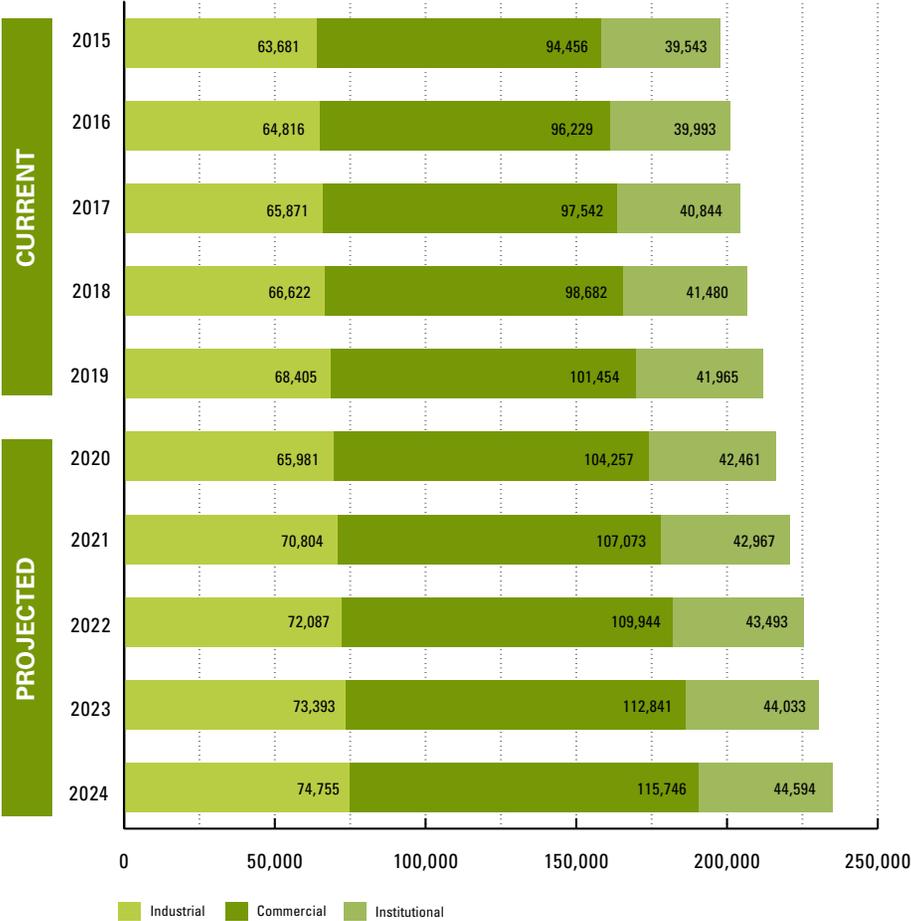
Business Distribution in Surrey by Sector

Source: City of Surrey Economic Development Division



Current and Projected Employment in Surrey

Source: City of Surrey Planning & Development Department



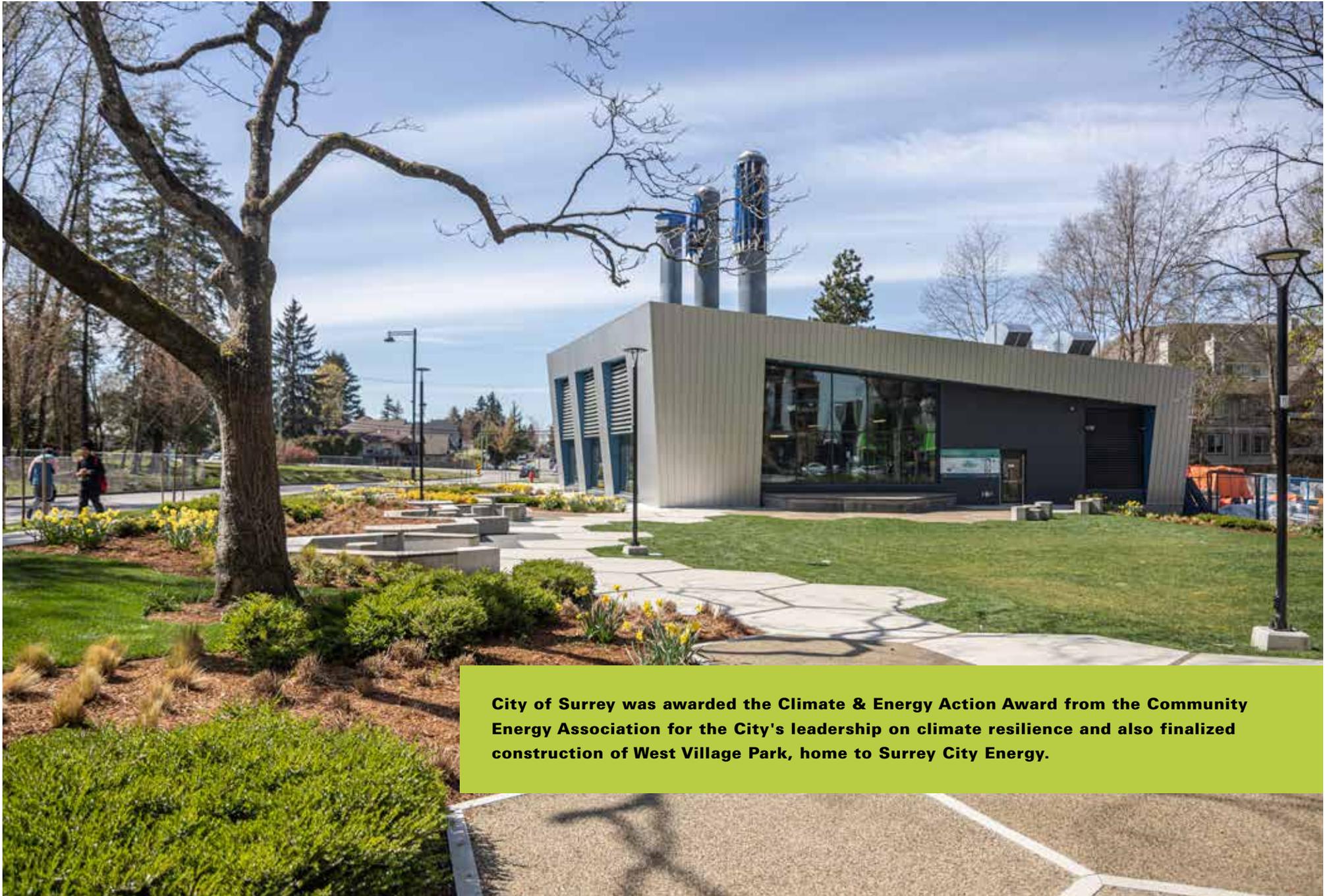


Surrey Fusion Festival was recognized as the "World's Best Festival" by Special Events Magazine.

DEPARTMENT	AWARDS
INVESTMENT & INTERGOVERNMENTAL RELATIONS	"Top 10 mid-sized cities of the future" by Financial Times' fDi American Cities of the Future
	"Top 10 mid-sized cities for Connectivity" by Financial Times' fDi American Cities of the Future
	Silver Summit International Award - HQP Campaign featuring Surrey highly qualified professionals
FINANCE	Government Finance Officers Association Distinguished Budget Presentation Award: 2019-2023 Financial Plan
	Government Finance Officers Association Canadian Award for Financial Reporting: 2018 Annual Report
	Government Finance Officers Association Award for Outstanding Achievement in Popular Annual Financial Reporting: 2018 Annual Report Highlights
	A- rating from C.D. Howe Institute: 2019 edition of its Annual Municipal Fiscal Accountability report card
PARKS, RECREATION & CULTURE	BCRPA Program Excellence Award: My Zone Drop in After School Program
	BCRPA Parks Excellence Award: Forsyth Park
	Outstanding Achievement in Education: Canadian Museums Association for Indigenous contemporary art education and engagement at Surrey Art Gallery
	2019 Special Events Magazine Gala Awards: World's "Best Festival" - Surrey Fusion Festival
CORPORATE SERVICES	Canada's Best Diversity Employer 2019: Received for 2 consecutive years and recognized for having exceptional workplace diversity and inclusiveness programs
	Top Employer for Young People 2019: Recognized for offering many diverse co-op, work placement and mentorship opportunities
	Canada's Most Admired Cultures: Recognized in the "Broader Public Sector" category and is the only municipality to be named among Canada's Most Admired Corporate Cultures. Applicable for the years 2018 through 2020
ENGINEERING	GIS Award of Excellence: BC from ESRI Canada for outstanding use of GIS Technology
	Mavis Johnson Award for Road Safety Project of the Year: Greater Vancouver Institute of Transportation Engineers for the Vision Zero Surrey Plan
	Team Spirit Award: Local chapter of the Heart & Stroke Foundation
	Manager of the Year: Public Works Association for dedication to Public Works throughout the Province
	Excellence in Snow & Ice Operations Award: The American Public Works Association
	National Safe and Sustainable Snowfighting Award: The North American Salt Institute
	Excellence in Service Delivery, Honourable Mention: Union of BC Municipalities Community Excellence Awards for the City's integrated sustainability education program
	Infrastructure Improvements Award: The HUB Cycling Infrastructure Improvements on 100 Avenue from King George Boulevard to 140 Street
PLANNING & DEVELOPMENT	2019 NAFA Clear Air Award: Surrey Operations Centre (Main Works Yard)
	2019 Wood Design & Building Award: Canadian Wood Council Awards: North Surrey Sport & Ice Complex
	Climate Adaptation (Award): Community Energy Association for the Surrey Coastal Flood Adaptation Strategy
SURREY LIBRARIES	BC Library Trustees Association 2019 Super Trustee Award: Surrey Libraries Board Chair for her advocacy and support of the Library
	Surrey Housing and Homelessness Society Award 2019: Outreach efforts to the vulnerable, particularly in bringing services to homeless and temporary shelters

CITY OF SURREY

ACCOMPLISHMENTS



City of Surrey was awarded the Climate & Energy Action Award from the Community Energy Association for the City's leadership on climate resilience and also finalized construction of West Village Park, home to Surrey City Energy.



With a population of over 571,610, Surrey is projected to welcome an average of 9,360 residents per year for the next five years. 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 accomplishments of the City of Surrey during 2019 were:

- Supported the negotiations of a Municipal Agreement with the Province of BC for the Pattullo Bridge Replacement project, including provisions for the new bridge to be designed to accommodate 6-travel lanes in the future and for the project to delivery community benefits to the City in the form of road upgrades and multi-use pathway connections to the bridge.
- Continued to Advance Phase 2 of the Transitional Housing plan by working with BC Housing and community partners to initiate construction of one modular supportive housing project, the development approval process for an additional two modular supportive housing projects, and the opening a new 42-bed shelter.
- Worked in collaboration with TransLink and Regional municipalities, to successfully transition to implement Surrey-Langley SkyTrain, including completion of a design, preliminary business case, two stages of public engagement and execution of Partnership Agreements.
- Launched in May 2019, Surrey's Love Where You Live initiative challenged residents, businesses, students and community groups to help keep Surrey clean and beautiful.
- Sensory friendly spaces were activated at all of Surrey's signature events, supporting over 120 families to attend these festivals.

- The Policing Transition team delivered 23 community engagement events across all of the Surrey town centres including translation in multiple languages to encourage participation from the Punjabi, Chinese and Arabic speaking communities.
- In partnership with BC Housing, secured two supportive housing sites in the City Centre and Guildford to respond to needs of the homeless population.
- Continued to work on behalf of the City Manager and the Regional Administrator Advisory Committee (RAAC) and BC Emergency Health Services to establish pilot projects in relation to an alternative, more efficient approach for Fire Services and Ambulance Services involvement in responding to medical emergencies in Surrey.
- Launched Surrey Fire Regional Dispatch's inaugural marketing campaign as vendor of choice at 2019 Fire Chiefs of BC annual general meeting trades expo. Existing and prospective clients provided positive feedback on marketing materials and service experience.
- Surrey's Great 8: Through best practices research and broad staff consultation, a set of 8 core competencies were identified that are critical to enabling organizational success. Developed a competency framework that has become the foundation of the City's training and development activities.
- Launched the Not Myself Campaign in partnership with CUPE 402. This workplace mental health initiative helps build greater awareness, reduce stigma and foster a safe and supportive culture.
- The Surrey Animal Resource Centre took in 1,936 animals in 2019. SARC reunited 651 animals with their owners and assisted in finding new homes for 588 more, including 376 cats and 80 dogs.
- Implement the Single-Use Items and Plastic Packaging Strategy to reduce impacts on the environment and reduce landfill waste.
- Ran a Neighbourhood Safety Series of workshops to educate the community on taking action on public safety, the threat of hate crimes on public safety, and changing demographics and common goals for safe neighbourhoods.
- Promoted the value of learning by hosting the Grand Reading Link Challenge for kids from grades four and five, with 227 teams of kids from 48 Surrey Schools participating for a total of 1,357 children.





Surrey's financial system continues to be developed to increase functionality both for internal and external customers, providing increased functionality and continuing with overall process efficiencies.

REPORT *from the* General Manager, Finance

It is my pleasure to submit the Annual Financial Report for the year ended December 31, 2019.

The financial statements and related information in this section have been taken directly from the City's audited Consolidated Financial Statements, which are prepared in accordance with Canadian Public Sector Accounting Standards as prescribed by the Public Sector Accounting Board (PSAB) of the Chartered Professional Accountants of Canada (CPA Canada).

FINANCIAL OVERVIEW

The City proudly opened its newest recreation facility, the North Surrey Sport and Ice Complex in 2019. This facility offers three sheets of ice, indoor cycling, a yoga studio and a fitness centre. The City continues to invest in other civic facilities in 2020 with construction advancing at Clayton Community Centre. In the residential development sector, although the number of permits slightly decreased compared to 2018, the value of construction was higher by 36% due to more activity in townhouses and low-rise and high-rise apartment buildings. Construction activity in the industrial, commercial and institutional sector was also strong as compared to 2018. The City continues to be an attractive and affordable destination for young families to settle.

2019 in Review

- Consolidated financial position decreased to \$38.8 million compared to \$62.8 million in 2018, a decrease of \$24.0 million.
- Consolidated non-financial assets increased to \$9.3 billion compared to \$9.0 billion in 2018. The increase is the net result of capital additions of physical assets in the year, offset by disposals and amortization expense.
- Consolidated revenues decreased to \$1,131.9 million compared to \$1,159.2 million in 2018. The decrease was primarily attributable to lower developer contributions, transfers from other governments, and gain on sales of assets for this year.
- Consolidated expenses increased to \$842.4 million compared to \$773.0 million in 2018. This year-over-year change was primarily attributable to increases noted in General Government, Police and Fire services, Parks, Recreation & Culture programming, and in the cost of Water, Sewer, Drainage and Solid Waste.

- The City's statutory reserve funds, net of internal borrowings to fund capital programs, amount was \$57.5 million at the end of 2019 compared to a balance of \$86.2 million at the end of 2018. This decrease is mainly due to increases in the use of internal borrowings to fund capital programs during 2019.
- The deferred development cost charge balance was \$308.5 million, an increase over the balance of \$277.7 million at the end of 2018. This is a reflection of the City's steady development activity.

THE FUTURE

Our City continues its journey of growth and change driven by a steady population increase, in particular, young families that choose to make this great City their home. Our current and future residents will continue to look to the City to provide investments in infrastructure, civic facilities and services while maintaining a sound and strong financial position. The City, with support and direction from Mayor and Council, has continued key capital investments that are expected to be completed in 2020. In 2020, the Mayors' Council endorsed the Surrey Langley SkyTrain Project Business Case, and directed TransLink to refer the Business Case to senior governments for approval. Estimated capital cost of the proposed Surrey Langley SkyTrain – from King George SkyTrain Station to Langley City Centre is \$3.1 billion. Currently, there is approximately \$1.63 billion in approved funding, subject to business case approval by senior governments, which is enough to see the project reach Fleetwood. This project will help shape and impact our City like no other capital project before it, laying the foundation for Surrey's transportation needs for years to come.

2020 will also be an important year in the transition to our police department, with several key milestones - including the establishment of the Surrey Police Board and staff recruitment well underway by year end, as well as the finalization of a comprehensive implementation plan that will be presented to the new Police Board following their inauguration.

As I write this report, the entire world is dealing with the COVID-19 pandemic. It is an unprecedented crisis and is the greatest health and financial threat that we have seen in generations. Despite the challenges that the City is currently facing, Surrey has been, and continues to be, in a strong financial position to deliver a high quality of service and capital infrastructure to its residents and businesses.

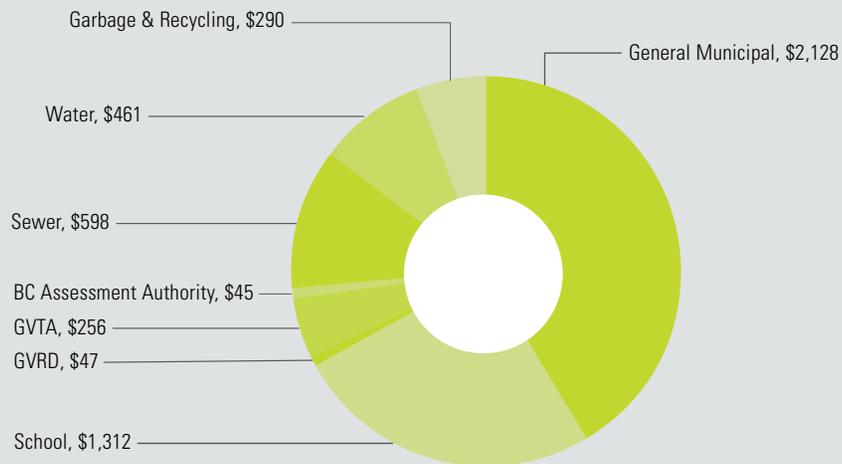


General Manager, Finance
Kam Grewal, BBA, CPA, CMA

Financial data used to prepare this information is taken directly from the Consolidated Financial statements for highlight purposes only. This information is presented in conformity with generally accepted accounting principles (GAAP). For a copy of the full 2019 Annual Financial Report including the audited Financial Statements, please go to surrey.ca.

2019 Average Residential Tax and Utilities Bill*

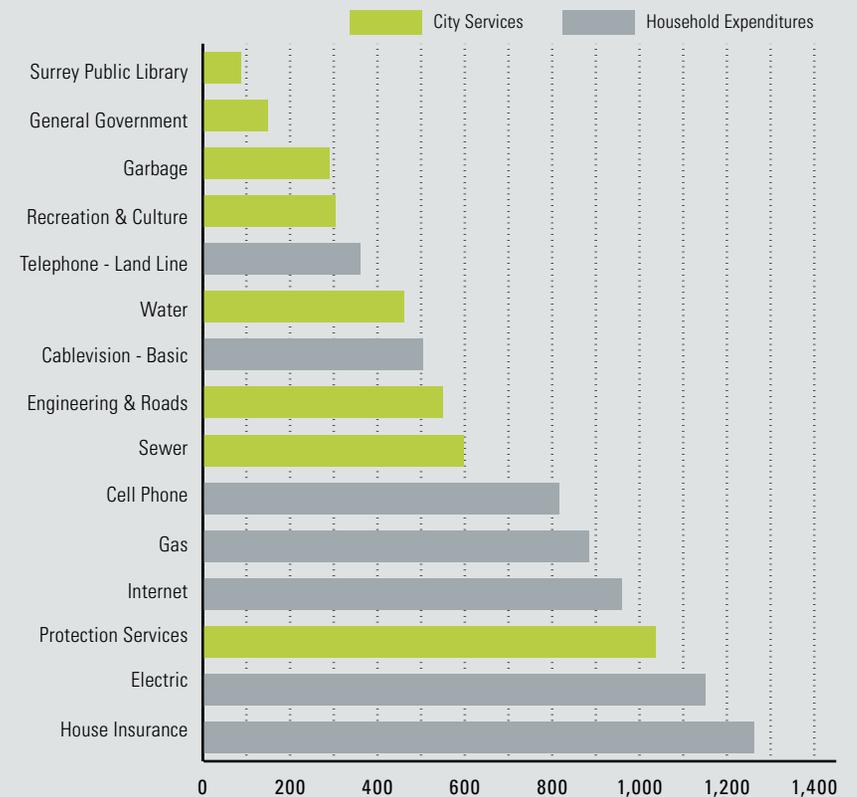
Source: City of Surrey Finance Department



* Based on an Average Residential Dwelling with Assessed Value of \$1,154,131.
 Note: If Eligible for full Provincial Home Owner Grant, taxes are reduced by \$570 (\$845 if over 65 years of age or disabled)

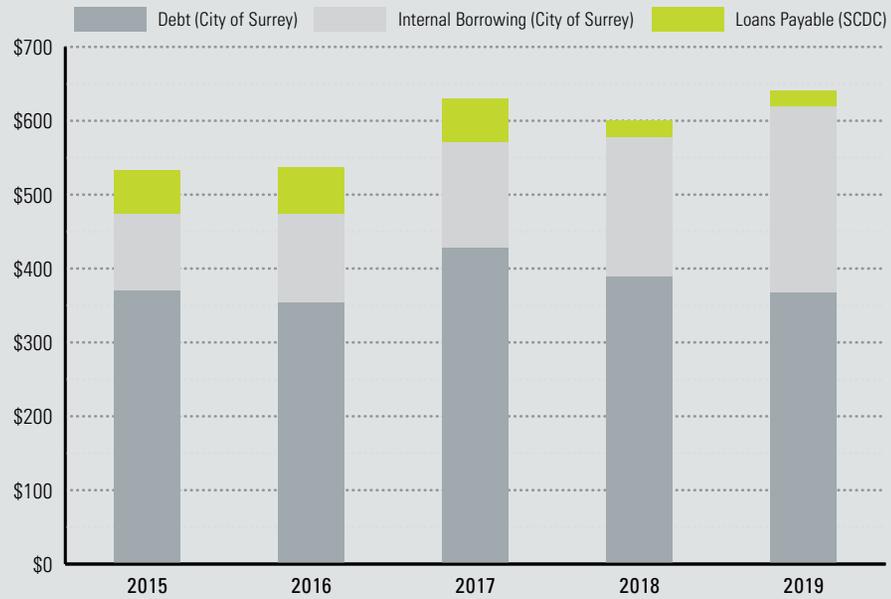
2019 Household Expenditures vs City Services

Source: City of Surrey Finance Department



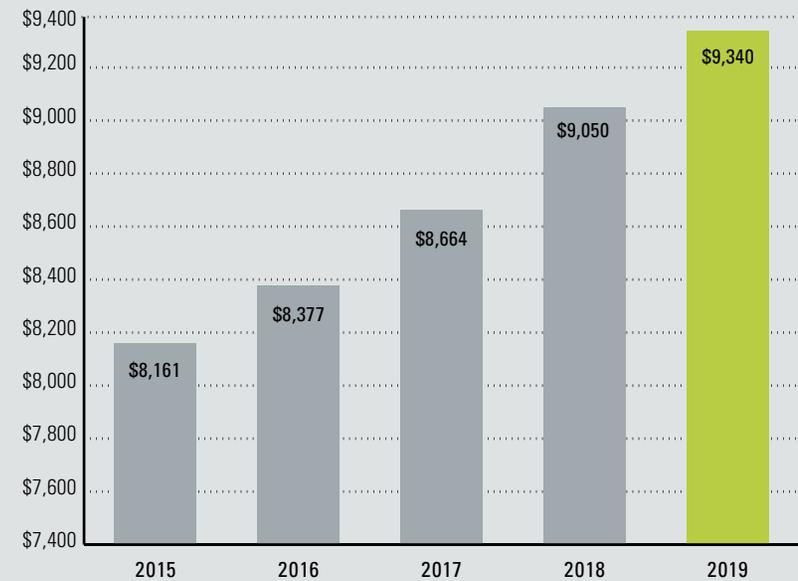
Consolidated Debt Per Capita

Source: City of Surrey Finance Department



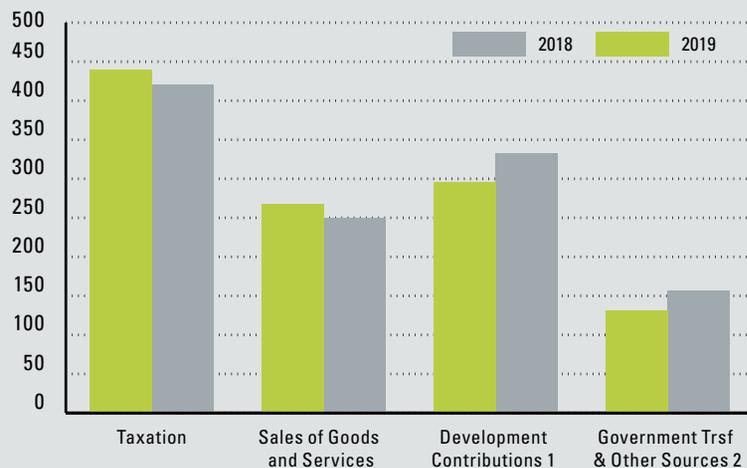
Total Accumulated Surplus (in millions)

Source: City of Surrey Finance Department



Year over Year Comparison of Revenue Sources (in millions)

Source: City of Surrey Finance Department



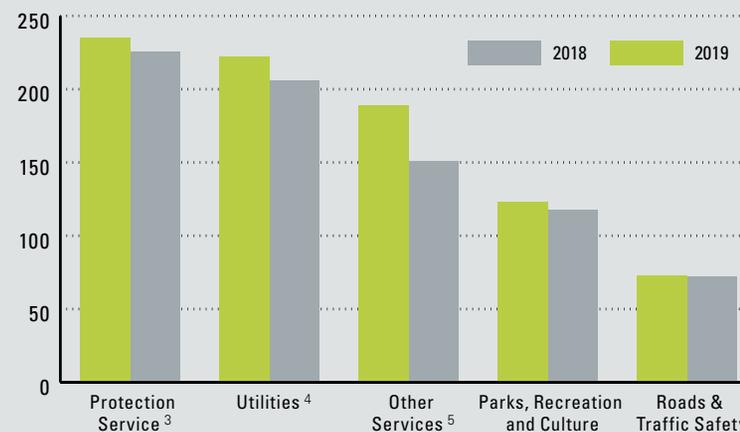
- Taxation revenue increased year over year resulting from tax increases and growth.
- Sales of Goods and Services revenue increased year over year resulting from growth and rate increases for utility and other fees.
- Development Contributions revenue decreased year over year resulting from timing of construction, which reduced amount of contributions made during 2019.
- Government Transfer & Other Sources revenue decreased year over year due to capital projects in which government transfers were received along with lower gains on sale of assets resulting from fewer land sales.

¹ Development Contributions includes Development Cost Charges and Developer Contributions

² Government Transfers & Other Sources includes Investment Income, Government Transfers and Other

Year over Year Comparison of Expenses by Function (in millions)

Source: City of Surrey Finance Department



- Protection Services expenses increased slightly year over year due to higher costs resulting from the annualization of previously added police members/fire personnel and related wages.
- Utilities expenses increased slightly year over year primarily due to an increase in water and sewer regional district usage during 2019 compared to 2018.
- Other Services expenses increased primarily due to an increase in general government, related to one-time unexpected costs, and planning & development as well as Surrey City Energy costs related to increased operating costs.
- Parks, Recreation and Culture increased year over year resulting from the additional operating costs of new facilities.
- Roads & Traffic Safety expenses increased slightly year over year resulting from higher costs on various maintenance contracts.

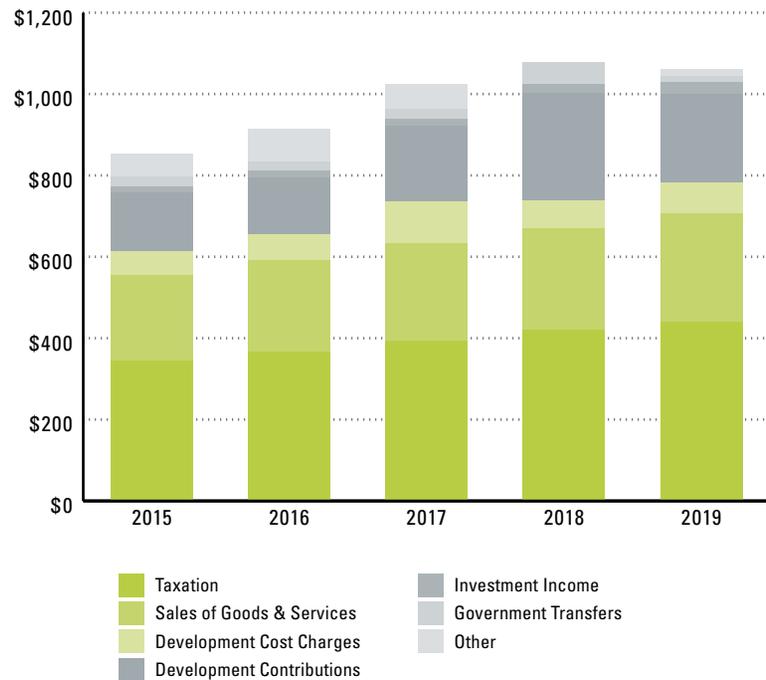
³ Protection Services includes the functions of Police and Fire Services

⁴ Utilities includes Water, Sewer, Drainage and Solid Waste

⁵ Other Services includes General Government, Engineering, Surrey City Energy, Parking, Planning & Development and Library Services

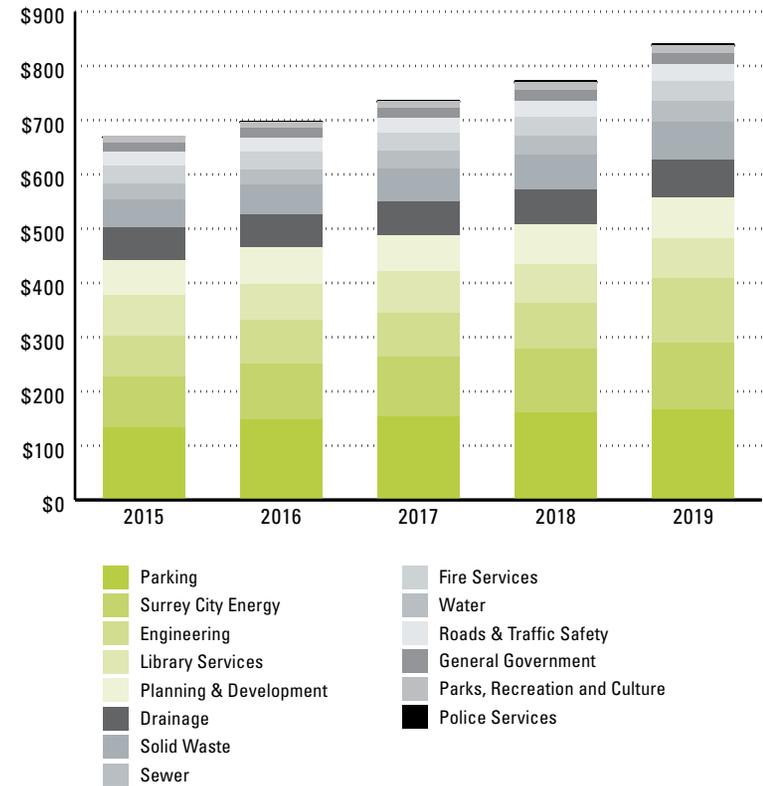
Revenue By Sources (in millions)

Source: City of Surrey Finance Department



Expenses By Function (in millions)

Source: City of Surrey Finance Department



Source: City of Surrey Finance Department

CONSOLIDATED REVENUES (in thousands):

	2019	2018	2017	2016	2015
Taxation	\$ 438,805	\$ 420,145	\$ 391,695	\$ 365,863	\$ 343,460
Sales of goods and services	266,705	250,281	240,037	226,242	211,520
Development cost charges	76,830	68,353	104,963	61,260	58,598
Developer contributions	218,080	263,556	183,736	141,214	143,004
Investment income	28,643	22,633	17,533	16,500	16,437
Government transfers	28,926	51,722	24,677	22,784	22,405
Other	73,956	82,541	61,679	80,838	58,016
	\$ 1,131,945	\$ 1,159,231	\$ 1,024,320	\$ 914,701	\$ 853,440

CONSOLIDATED EXPENSES BY FUNCTION (in thousands):

	2019	2018	2017	2016	2015
Police services	\$ 166,653	\$ 161,096	\$ 152,798	\$ 148,379	\$ 133,003
Parks, recreation and culture	122,709	118,159	110,435	102,710	93,830
General government	119,527	83,649	81,896	80,232	75,323
Roads & traffic safety	72,761	72,006	75,334	66,936	75,269
Water	76,183	72,964	67,715	67,147	65,281
Fire services	68,559	64,669	62,262	60,183	58,858
Sewer	71,354	63,274	59,971	55,096	52,471
Solid waste	38,308	35,147	33,117	28,999	28,690
Drainage	36,337	35,062	32,986	32,171	33,790
Planning and development	30,401	29,524	27,241	25,449	24,003
Library services	20,867	20,157	19,051	18,532	18,283
Engineering	13,073	13,561	11,050	10,326	9,717
Surrey City Energy	2,695	1,399	1,105	395	231
Parking	2,998	2,385	2,244	2,243	1,724
	\$ 842,425	\$ 773,052	\$ 737,205	\$ 698,798	\$ 670,473

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As of December 31, 2019, with comparative figures for 2018 (in thousands of dollars)

	2019	2018
FINANCIAL ASSETS¹		
Cash and cash equivalents	\$ 366,476	\$ 228,057
Accounts receivable	176,695	156,647
Investments	620,109	726,855
	1,163,280	1,111,559
LIABILITIES		
Accounts payable & accrued liabilities	230,144	181,128
Deposits and prepayments	318,243	316,662
Deferred revenue	45,867	44,290
Deferred development cost charges	308,492	277,681
Debt	221,777	229,024
	1,124,523	1,048,785
NET FINANCIAL ASSETS²	38,757	62,774
NON-FINANCIAL ASSETS³		
Tangible capital assets	9,295,668	8,982,600
Inventories of supplies	874	760
Prepaid expenses	4,552	4,197
	9,301,094	8,987,557
ACCUMULATED SURPLUS⁴	\$ 9,339,851	\$ 9,050,331

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.

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.

CONSOLIDATED STATEMENT OF OPERATIONS¹

For the year ended December 31, 2019, with comparative figures for 2018 (in thousands of dollars)

	2019 Budget ²	2019	2018
REVENUES			
Taxation revenue	\$ 433,968	\$ 438,805	\$ 420,145
Sales of goods and services	256,814	266,705	250,281
Development cost charges	195,310	76,830	68,353
Developer contributions	149,748	218,080	263,556
Investment income	22,130	28,643	22,633
Transfers from other governments	62,319	28,926	51,722
Other	59,236	73,956	82,541
TOTAL REVENUES	1,179,525	1,131,945	1,159,231
EXPENSES			
Police services	172,623	166,653	161,096
Parks, recreation and culture	121,461	122,709	118,159
General government	92,314	119,527	83,649
Roads and traffic safety	71,236	72,761	72,006
Water	76,919	76,183	72,964
Fire services	67,809	68,559	64,669
Sewer	72,395	71,354	63,274
Solid waste	35,792	38,308	35,147
Drainage	34,558	36,337	35,062
Planning and development	31,575	30,401	29,524
Library services	21,144	20,867	20,157
Engineering	13,520	13,073	13,561
Surrey City Energy	2,274	2,695	1,399
Parking	2,482	2,998	2,385
TOTAL EXPENSES	816,102	842,425	773,052
ANNUAL SURPLUS³	363,423	289,520	386,179
Accumulated Surplus, beginning of year	9,050,331	9,050,331	8,664,152
Accumulated Surplus, end of year	\$ 9,413,754	\$ 9,339,851	\$ 9,050,331

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.

The City of Surrey provides administrative & regulatory support, protection services, infrastructure support, recreation & culture services and community planning services for the citizens of Surrey.

The following is a list of contact information for these services:

City of Surrey

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

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

ADMINISTRATIVE & REGULATORY:

Mayor and Council

Mayor: 604-591-4582
Council Office: 604-591-4805
Email: Mayor@surrey.ca

City Manager's Office

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

Investment & Intergovernmental Relations Department

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

Finance Department

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

Corporate Services Department

Reception: 604-591-4660
Email: HumanResources@surrey.ca
Legislative Services Enquiries: 604-591-4132
Email: Clerks@surrey.ca

PROTECTION SERVICES:

Bylaw Enforcement, Compliance & Licensing

Bylaw Enquiries: 604-591-4370
Email: Bylawcomplaint@surrey.ca
Parking Ticket Enquiries: 604-591-4178
Business License Clerk: 604-591-4370
False Alarm Clerk: 604-591-4746
Animal Control & Dog Licensing:
604-591-4370
Surrey Animal Resource Centre: 604-574-6622
Hours: 9:00 am to 6:00 pm Daily
Adoptions: 604-574-6623
After hours emergency line: 604-591-4370

Policing Transition Department

Enquiries: 604-591-4357
Email: publicsafety@surrey.ca

Surrey Fire Services

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

Surrey RCMP

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

OTHER SERVICE

Engineering Department

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

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: surrey.ca/arts

Surrey Museum at 17710 – 56A Avenue

Information Line: 604-592-6956

Cemetery Services at 14850 – 28 Avenue

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
Information Line (voicemail only): 604-591-4366

Surrey Public Library

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



Design, layout, production and photos provided by the City of Surrey – Marketing & Communications ©
CITY OF SURREY | 13450 - 104 AVENUE | SURREY | BRITISH COLUMBIA | V3T 1V8
PREPARED BY THE CITY OF SURREY FINANCE DEPARTMENT

SURREY.CA