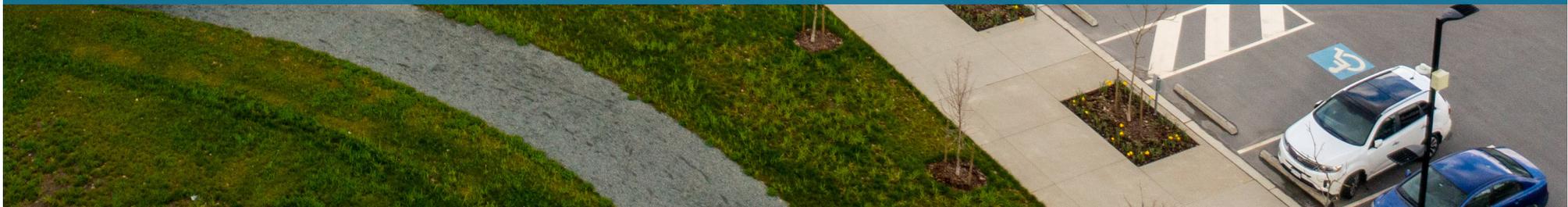


FOR THE YEAR ENDED DECEMBER 31, 2021

2021 ANNUAL FINANCIAL REPORT HIGHLIGHTS

BRITISH COLUMBIA, CANADA

SURREY.CA



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This report features highlights from Surrey's 2021 Annual Financial Report.

For the detailed 2021 Annual Financial Report that meets legislated requirements, please visit [surrey.ca](https://www.surrey.ca) (Menu > City Government > City Departments > Finance > Financial Documents).

Hard copies are available upon request.

The 2021 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, 2020

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, 2020. 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 to determine its eligibility for another Award.



MESSAGE FROM THE MAYOR

The City of Surrey has the distinction of keeping property tax rates at 2.9% over the last four years. City Council made it a priority to hold the line, especially in light of the COVID pandemic which has created challenges for individuals and businesses alike. I am also proud to say that the measured approach to finances did not exclude the building of new infrastructure projects that will benefit our growing city.

The Capital Parcel Tax was implemented for the express purpose of funding recreation and cultural infrastructure projects, which has helped to fund 21 capital projects to date. The projects range from park improvements to major community amenities such as the new Newton Community with a 50-metre pool.

The balance that Council has struck on balancing budgets and meeting the public amenity needs of its citizens has put Surrey on track to prosper as we emerge from the COVID pandemic. The success we are experiencing is evident by the number of people who have made Surrey their home and the businesses which have relocated or expanded here. The future is bright for our City and we all play a role in the continuing success of Surrey.

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
 Chief Librarian S. Bhogal
 Director, Strategic Initiatives & Corporate Reporting J. Arason
 Fire Chief Chief L. Thomas
 General Manager, Corporate Services Department R. Costanzo
 General Manager, Engineering Department S. Neuman
 General Manager, Finance Department K. Grewal
 General Manager, Investment & Intergovernmental Relations Department D. Jones

General Manager, Parks, Recreation & Culture Department L. Cavan
 General Manager, Planning & Development Department Vacant
 General Manager, Policing Transition T. Waterhouse
 Officer in Charge, Surrey RCMP Detachment A/Commr. B. Edwards
 Chief Constable, Surrey Police Service Chief N. Lipinski

Auditors – BDO LLP

Bankers – Royal Bank of Canada



Crescent Beach Hotel, [ca. 1926]. Image courtesy of Surrey Archives, 180.2.02A.

CRESCENT HOTEL, CRESCENT BEACH, B.C.



PACIFIC HIGHWAY, CLOVERDALE, 1930S



CITY CENTRE PUBLIC LIBRARY, 2011
AND SURREY CITY HALL, 2014

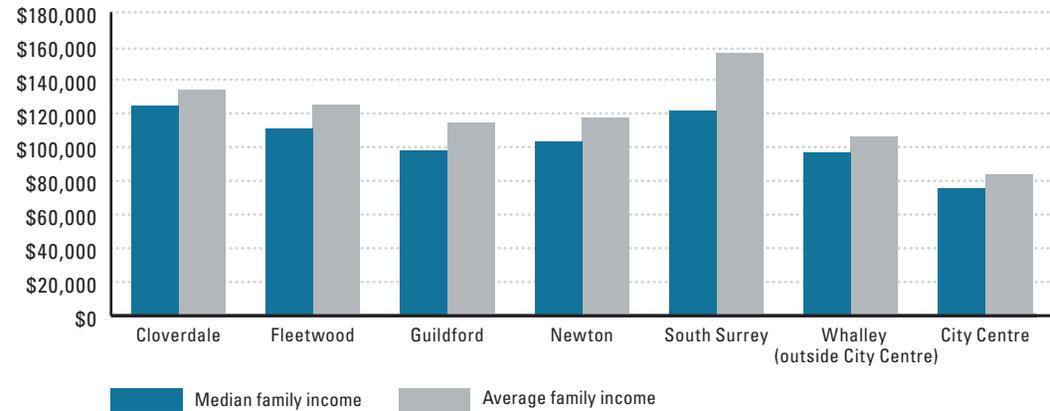
- 1879 Surrey incorporated as a district municipality consisting of 35 property owners
- 1881 First Town Hall built at Surrey Centre
- 1904 Fraser Bridge opened
- 1937 Pattullo Bridge opened
- 1940 King George Boulevard (Highway) officially opened
- 1948 Surrey Parks Commission established
- 1962 New 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 situated at Holland Park
- 2011 First major Canadian city to host an electric vehicle charging station at City Hall
- 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
- 2020 The City received Provincial approval to form the Surrey Police Service, established the Surrey Police Board and hired its first Chief Constable
The City appointed its First Ethics Commissioner
- 2021 Clayton Community Centre opened to the public in October 2021 and is the first community centre in North America to be Passive House Certified, using up to 90% less energy than comparable buildings and reducing Surrey's carbon footprint

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 591,702 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).

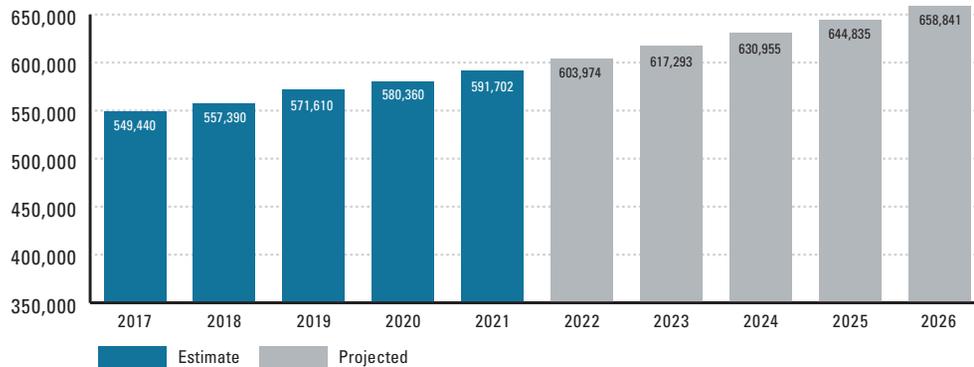
Average and Median Income in Surrey's Communities by Economic Families

Source: Statistics Canada 2016. Census Profile. 2015 Census adjusted to 2021 equivalents.



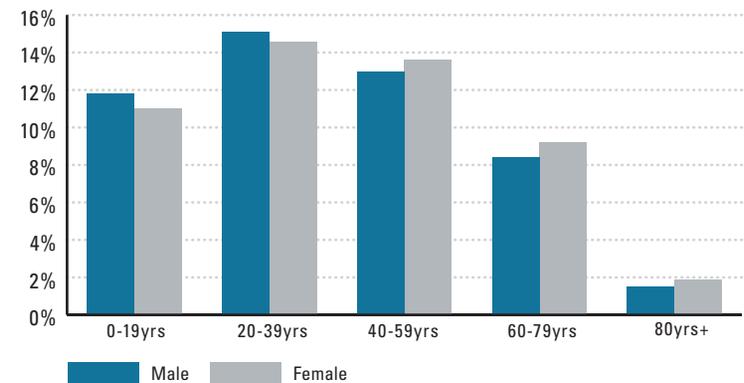
10 Year Population Estimates and Projection

Source: City of Surrey Planning & Development Department



Demographics by Age and Gender

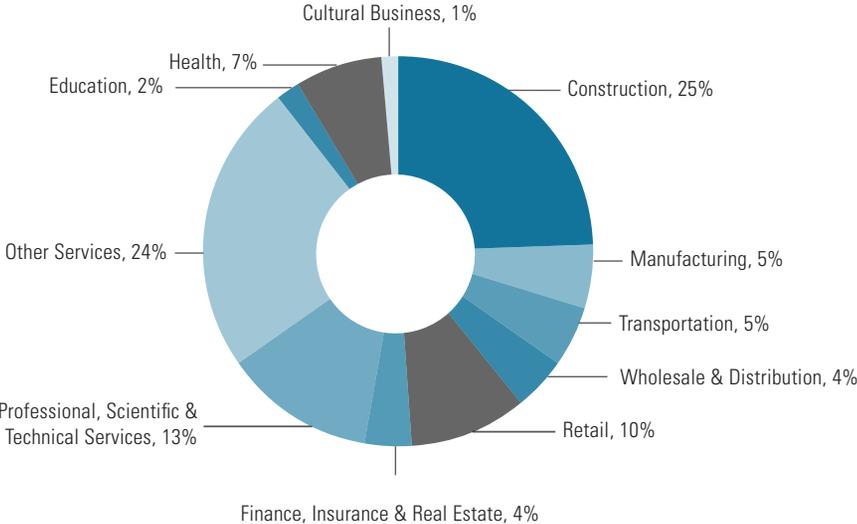
Source: Statistics Canada 2021. Census Profile. 2021



Over 22,500 businesses are based in Surrey, including 2,600 new businesses in 2021. Investors continue to take advantage of Surrey’s diverse economy, skilled labour force and excellent regional and international distribution links.

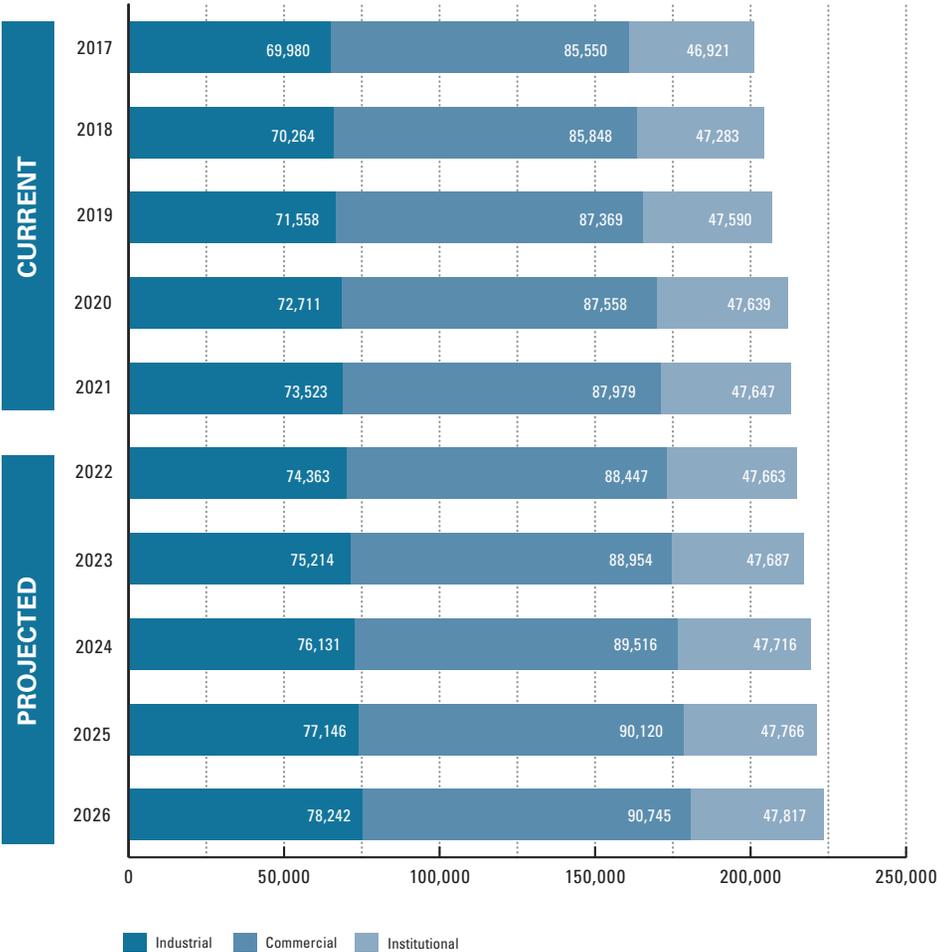
Business Distribution in Surrey by Sector

Source: City of Surrey Economic Development Division



Current and Projected Employment in Surrey

Source: City of Surrey Planning & Development Department





Selected as one of Canada's Top Diversity Employers.

DEPARTMENT	AWARDS
INVESTMENT & INTERGOVERNMENTAL RELATIONS	2021 BC Economic Development Association Award for Economic Resiliency and Recovery
	2021 Canadian Association of Municipal Administrators (CAMA) Willis Award for Innovation
	2021 International Economic Development Council (IEDC) Award – Gold Rank – Resiliency, Recovery and Mitigation Award – Surrey Makes PPE
	2021 International Economic Development Council (IEDC) Award – Silver Rank – Business Retention and Expansion (BRE) Initiatives – Surrey's SPARKBIZ Program
FINANCE	Government Finance Officers Association Distinguished Budget Presentation Award: 2021-2025 Financial Plan
	Government Finance Officers Association Canadian Award for Financial Reporting: 2020 Annual Report
	Government Finance Officers Association Award for Outstanding Achievement in Popular Annual Financial Reporting: 2020 Annual Report highlights
	"A" rating from C.D. Howe Institute: 2021 edition of its Annual Municipal Fiscal Accountability report card
PARKS, RECREATION & CULTURE	BCRPA Award for Facility Excellence - North Surrey Sport and Ice Complex
	BCRPA Parks Excellence Award - Unwin Park and the Jumpstart Playground
	IOC IAKS Award for innovative and sustainable sports and leisure facilities - Clayton Recreation Centre
	MarCom Awards (Outstanding achievement in marketing)
	Communicator Awards (Honoring excellence in strategic, effective, and meaningful communication across digital, video, podcasts, marketing, mobile, print, and more)
	UBCM Excellence in Service Delivery Award for Urban Forest Resources for Outdoor Learning project
	Museum of Surrey – Business and the Arts Award – Arts Council of Surrey
CORPORATE SERVICES	Selected as one of Canada's Greenest Employers in 2021 by the Canada's Top 100 Employers project
	BC Municipal Safety Association's Organizational Safety Excellence Award
	Selected as one of Canada's Top Employers for Young People in 2021 by the Canada's Top 100 Employers project
	Selected as one of Canada's Top Diversity Employers in 2021 by the Canada's Top 100 Employers project
ENGINEERING	The Surrey Transportation Plan Engagement - Gold Marcom Award in the category of Strategic Communications Marketing/Promotion Campaign Integrated Marketing
	Hub Cycling 20-in-20 Infrastructure Challenge Award (2nd place)
	Intelligent Transportation Systems Canada's Data Driven Outcomes Award for Excellence in Intelligent Mobility
SURREY LIBRARIES	BC Library Association's annual Building Better Communities Award for Somali Storytimes and Somali Parenting Workshops presented in partnership with Options Community Services Society



Selected as one of Canada's Top Employers for Young People in 2021 by the Canada's Top 100 Employers project.



With a population of over 591,702, Surrey is projected to welcome an average of 10,973 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 2021 were:

- Continued working with BC Housing and the Fraser Health Authority to operate an Emergency Response Centre to help the City's priority population (experiencing housing instability).
- Sought and received Council support for the acknowledgment of the National Truth and Reconciliation Day.
- Expanded staff awareness and education of the diversity of Surrey and strengthened our inclusiveness through a variety of initiatives and events. In total, 34 key cultural events and important awareness days were recognized in 2021.
- Developed a staff survey to gain insights into the diversity of our workforce and to inform the creation of the City's Workplace Diversity and Inclusion strategy.
- Secured property to accommodate a 60-bed "Safe Sleep" shelter in the City Centre as part of the UBCM Strengthening Communities Services Grant.
- Implementation of a turn-by-turn navigation system with route map and voice commands to staff for the completion of winter maintenance brine routes.
- Reviewed Enterprise Risk Management ("ERM") best practices to explore opportunities to improve how the City is proactively managing its portfolio of risks. Draft framework is under review.
- Introduced a process of demand planning for Procurement services by collaborating with business leads to forecast goods and services that they expect to procure to prepare for upcoming solicitations.
- Continued to work on behalf of the City Manager and BC Emergency Health Services to establish collaborative working groups to seek alternative, more efficient approach for Fire Services and Ambulance Services involvement in responding to medical emergencies in Surrey.
- Facilitated Women in Firefighting workshops throughout the year to develop diverse candidates for firefighter recruitment.

- Worked directly with the Provincial Minister of Public Safety and Solicitor General's office and the Federal Minister of Public Safety and Emergency Services' office to help advance Surrey's transition to a Surrey Police Service.
- Organized a visit to Surrey's Safe Centre and roundtable session with the Federal Minister of Public Safety and Emergency Services – participants included local MPs and some members of Council.
- Completed community consultation for Chuck Bailey Community Centre Expansion.
- Provided ongoing secretariat services for the SPTTC and sub-groups to support the transfer of policing services from the RCMP to SPS.
- Strengthened Indigenous community engagement via ongoing dialogue to inform the design and programming of Indigenous Carving Centre at Elgin Heritage Park/ Stewart Farm. This culminated in an Indigenous Blessing Ceremony for the future venue and provided ongoing consultation to inform the programming of the Indigenous Hall.
- The Operational Communication Centre handled 400,170 calls to either 911 or the Surrey RCMP Non-emergency lines. Police officers attended to 142,951 calls for service. The average response time to emergency (Priority 1) calls from call receipt to police attendance on scene was just over 7.5 minutes (7:38).
- Offered library services and literacy skills to Surrey's vulnerable and newcomer populations through outreach programs, reduced barrier access cards, online programming and Internet only user passes.



CHUCK BAILEY RECREATION CENTRE



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

REPORT *from the CFO/General Manager, Finance*

It is my pleasure to present the Annual Financial Report for the year ended December 31, 2021.

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

In response to the pandemic, the Surrey Economic Action and Recovery Plan strengthened economic resiliency and encouraged business investment, providing the City with a strong financial position as we entered 2021. The Surrey Restart Plan outlined the changes to be made to facilities and services and was aligned with each step of the BC Restart Plan. Surrey continued to offer financial incentives to the development community to encourage and accelerate the implementation of larger scale projects that could generate jobs and important investments. 2021 saw a resurgence in development activity, \$2.0 billion worth of building permits were issued, an increase of 38% over the prior year. The number of residential units approved in 2021 increased 52% over 2020. The real estate market remains robust with Surrey appealing to young families looking for an affordable destination. The negative financial impacts of the pandemic on the City's finances continued into 2021 with the loss of revenues due to the reopening of City facilities at less than 100% capacity and reduced Provincial gaming revenues resulting from the closure of the Elements Casino. Cost avoidance measures were once again taken to help reduce expenses to offset the revenue shortfalls relating to the pandemic. Overall, the City was able to maintain a strong financial position in 2021.

2021 IN REVIEW

- Consolidated Net Financial Assets increased to \$278.0 million compared to \$131.7 million in 2020, an increase of \$146.3 million.
- Consolidated Non-Financial Assets increased to \$9.6 billion compared to \$9.5 billion in 2020. The increase is the net result of capital additions of physical assets in the year, offset by disposals and amortization expense.
- Consolidated revenues increased to \$1,183.1 million compared to \$1,051.6 million in 2020. The increase was primarily attributable to increased Taxation Revenue and Developer Contributions, including Community Amenity Contributions & Bonus Density payments.
- Consolidated expenses increased to \$877.6 million compared to \$779.1 million in 2020. This year-over-year change was predominantly due to increases in General Government, Police and Fire services, Libraries, and Parks, Recreation & Culture.

- The Deferred Development Cost Charges balance was \$371.7 million, an increase over the balance of \$314.5 million at the end of 2020. This increase is attributable to the resurgence in development activity within the City, a reversal of the pandemic related slowdown in 2020.

THE FUTURE

Our City has successfully evolved and grown in-step with the changing landscape and responded effectively to the needs of our citizens, even in light of the global pandemic that continued to cause financial hardship in 2021. Current and future residents and businesses will continue to look to the City to provide investments in infrastructure, civic facilities, and services while maintaining a sound and strong financial position.

With Surrey growing at an unprecedented rate, the City has prioritized new capital infrastructure projects that will ensure the recreational, cultural and transportation infrastructure needs of its citizens will keep pace with the City's growth. The Surrey Invests program will add new and improved recreational facilities, arenas, sports fields, parks, and arts & culture amenities.

Additional funding has been committed to the Newton Community Centre which will now include an Olympic sized swimming pool. Other notable projects include the City Centre Sports Complex, Cloverdale Sport & Ice Complex, Bear Creek Athletics Centre, and the Nicomekl Riverfront Park, to name a few. In addition to producing tangible benefits that support a high quality of life for our citizens, investing in major capital projects spurs economic activity that can catalyze growth while supporting our vision of a thriving, green and inclusive community. This will ensure our City continues to advance as one of Canada's most vibrant, livable cities.

Surrey Police Service ("SPS") continues to rapidly scale up operations to create a new independent municipal police service that reflects our diverse, urban community. The first cohort of experienced SPS officers has begun working in the community beside Surrey RCMP officers. In 2022, the first class of new recruits will be trained at the Justice Institute of BC. The first collective agreement between the Surrey Police Board and the Surrey Police Union was recently signed. SPS will implement proven, community-based approaches to building safety and well-being for our community.

During the course of 2021, the City has grown stronger financially, and is very well positioned to continue to deliver a high quality of service to our residents and businesses in 2022 and years beyond, including delivering on an aggressive capital plan that will provide world class civic facilities for our citizens.

Respectfully submitted,

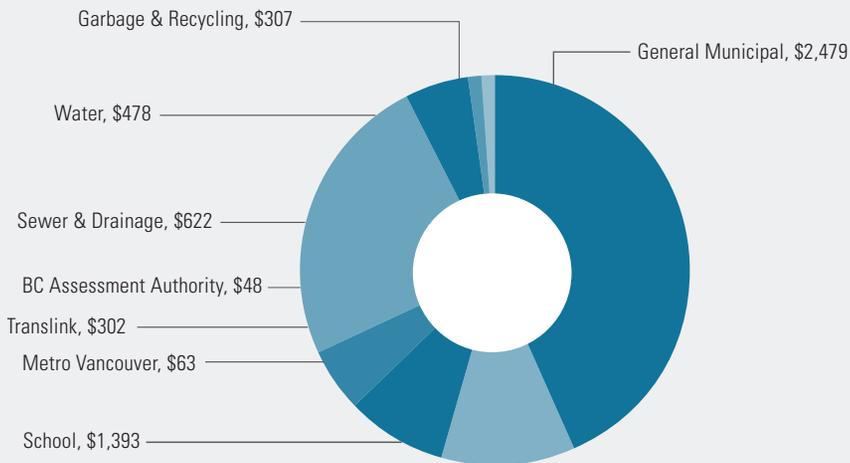


Kam Grewal, BBA, CPA, CMA
CFO/General Manager Finance

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 2021 Annual Financial Report including the audited Financial Statements, please go to www.surrey.ca.

2021 Average Residential Tax and Utilities Bill*

Source: City of Surrey Finance Department

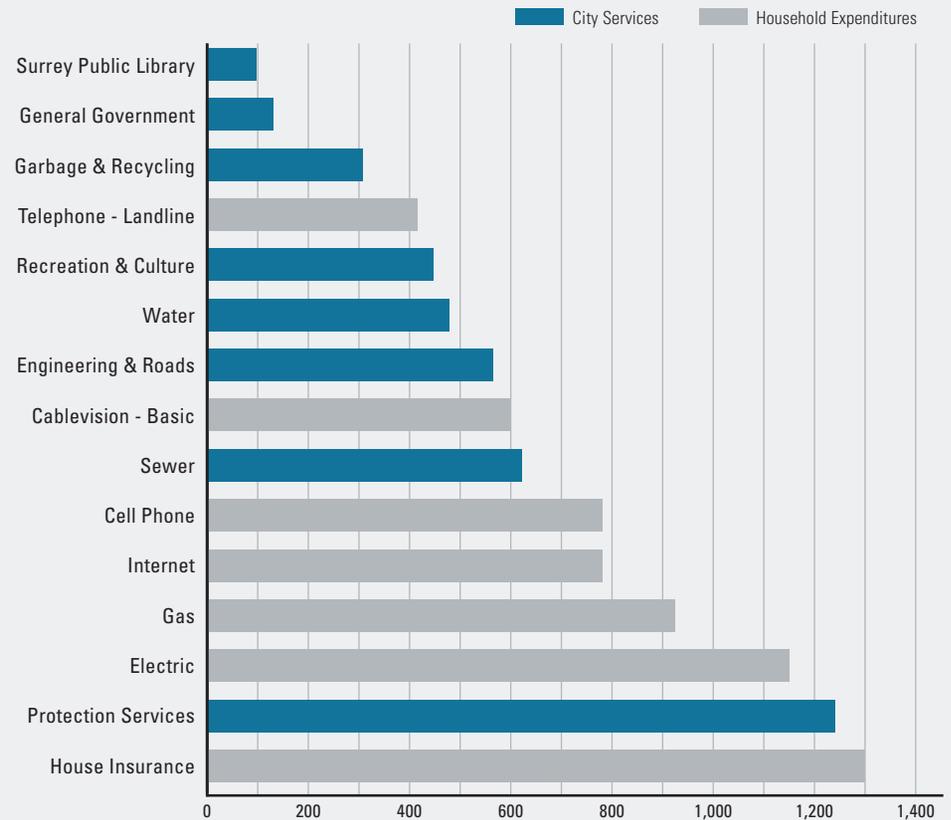


* Based on an Average Residential Dwelling with Assessed Value of \$1,166,370.

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

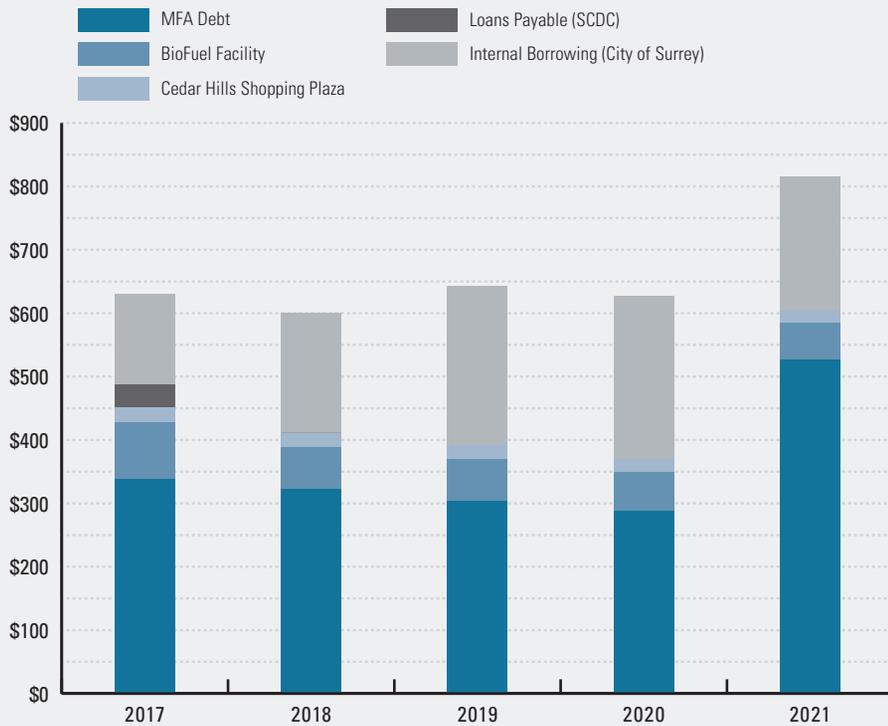
2021 Household Expenditures vs City Services

Source: City of Surrey Finance Department



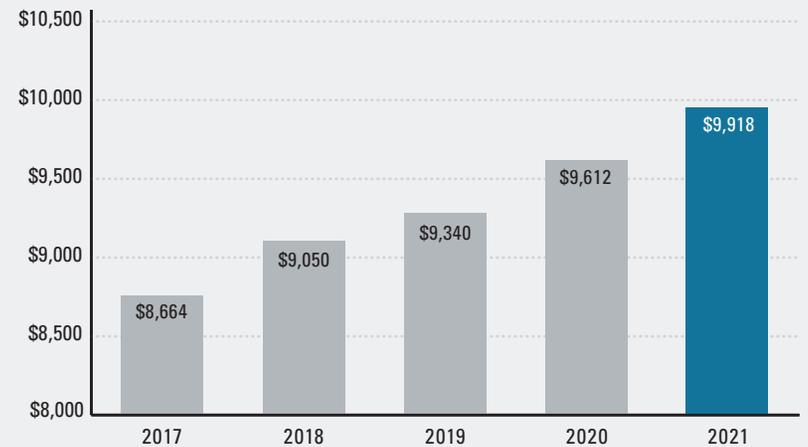
Consolidated Debt Per Capita

Source: City of Surrey Finance Department



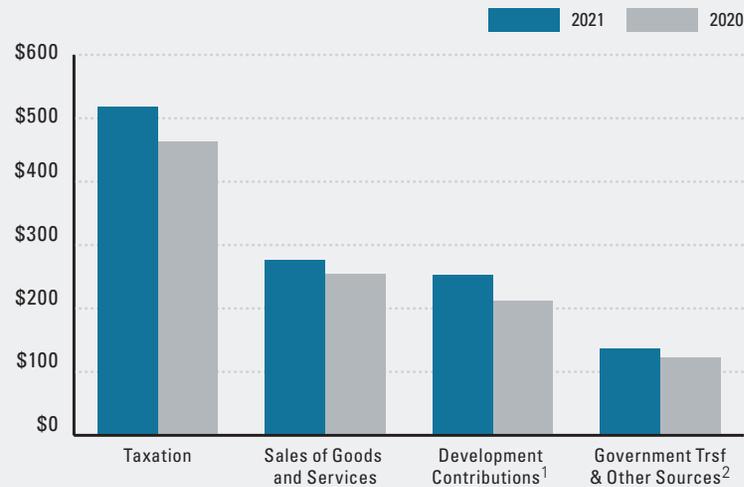
Total Accumulated Surplus (in millions)

Source: City of Surrey Finance Department



Year over Year Comparison of Revenue Sources (in millions)

Source: City of Surrey Finance Department



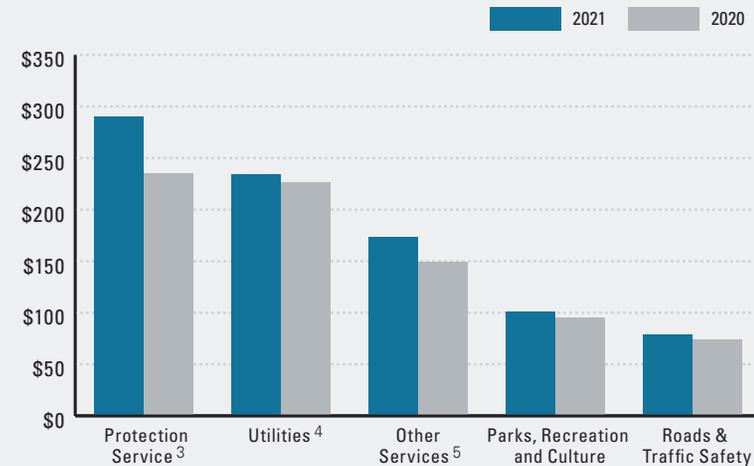
- Taxation revenue increased year over year resulting from tax increases and growth.
- Sales of Goods and Services revenue increased year over year as a result from re-opening of recreation facilities due to the recovery of the COVID-19 pandemic.
- Development Contributions revenue increased year over year due to increase in development activities stemming from the recovery of COVID impact.
- Gov't Trsf & Other Sources revenue increased year over year due to increase in investment income and higher gain on sale of assets.

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 significantly over prior year due to deployment of Surrey Police Services.
- Utilities expenses increased slightly year over year primarily due to an increase in water and sewer regional district usage during 2021 compared to 2020.
- Other Services expenses increased as a result of a one-time general government cost in 2021, and increased operating cost for library due to recovery of COVID-19 pandemic.
- Parks, Recreation and Culture expenses increased slightly year over year resulting from the re-opening of recreational facilities associated with COVID-19 pandemic.
- Roads & Traffic Safety expenses increased slightly year over year resulting from higher costs on various maintenance contracts.

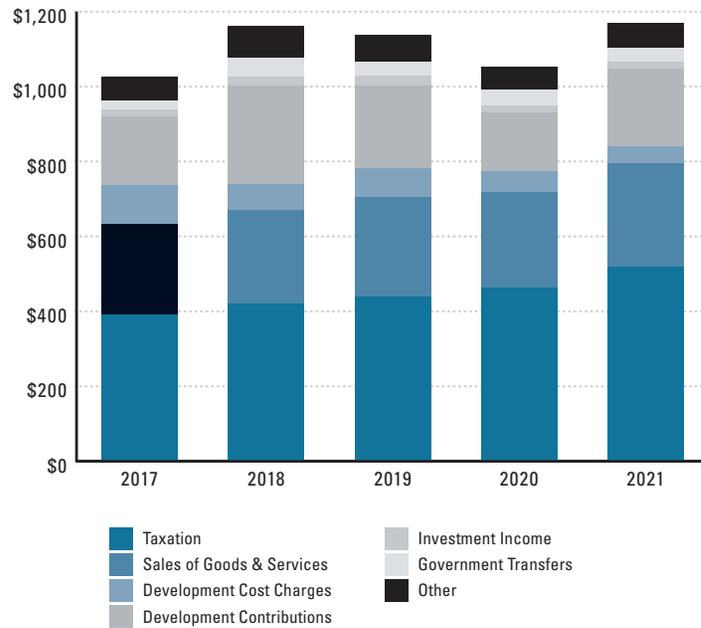
³ Protection Services includes the functions of Police and Fire Services

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

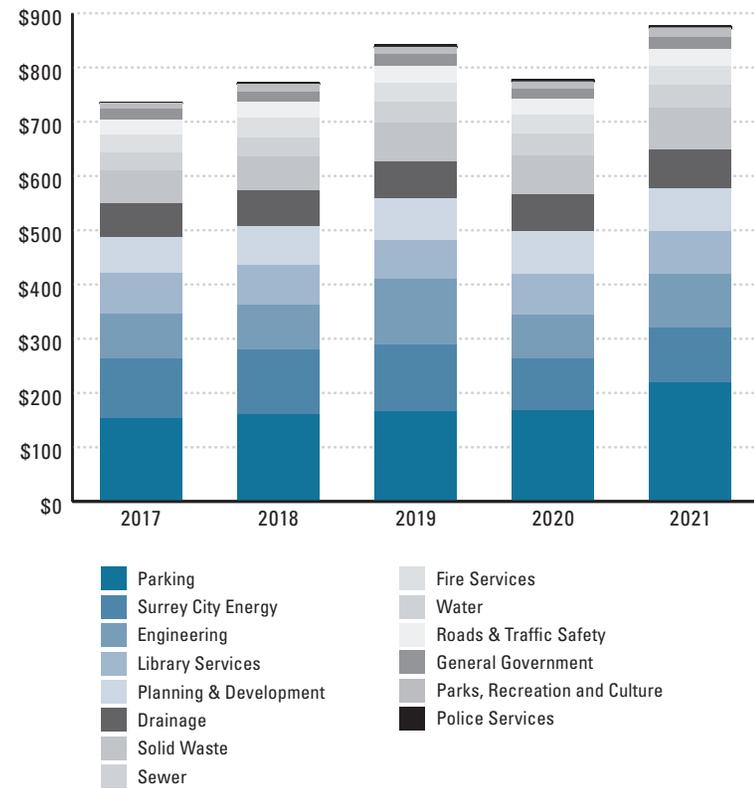
Revenue By Sources (in millions)

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):

	2021	2020	2019	2018	2017
Taxation	\$ 518,400	\$ 463,081	\$ 438,805	\$ 420,145	\$ 391,695
Sales of goods and services	275,990	254,553	266,705	250,281	240,037
Development cost charges	44,991	55,377	76,830	68,353	104,963
Developer contributions	208,220	155,931	218,080	263,556	183,736
Investment income	18,015	19,407	28,643	22,633	17,533
Government transfers	49,839	43,168	35,467	51,722	24,677
Other	67,666	60,112	72,036	85,463	63,571
	\$ 1,183,121	\$ 1,051,629	\$ 1,136,566	\$ 1,162,153	\$ 1,026,212

Consolidated Expenses by Function (in thousands):

	2021	2020	2019	2018	2017
Police services	\$ 219,702	\$ 167,134	\$ 166,653	\$ 161,096	\$ 152,798
Parks, recreation and culture	100,743	95,424	122,626	118,111	110,435
General government	98,020	82,385	119,527	83,646	81,896
Roads & traffic safety	79,186	73,879	79,006	70,858	74,849
Water	80,088	79,191	75,329	72,573	67,272
Fire services	70,670	67,666	68,304	64,664	62,262
Sewer	77,091	72,826	71,229	63,095	59,401
Solid waste	41,719	40,084	38,308	35,147	33,117
Drainage	35,206	34,079	36,030	33,914	32,592
Planning and development	31,081	30,369	30,401	29,524	27,241
Library services	22,360	17,206	20,867	20,157	19,051
Engineering	15,623	13,362	13,073	13,561	11,050
Surrey City Energy	3,892	3,196	2,695	1,399	1,105
Parking	2,224	2,342	2,998	2,385	2,244
	\$ 877,605	\$ 779,143	\$ 847,046	\$ 770,130	\$ 735,313

Certain comparative information has been reclassified to conform to the financial statement presentation adopted in the current year.

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As of December 31, 2021, with comparative figures for 2020 (in thousands of dollars)

	2021	2020
FINANCIAL ASSETS¹		
Cash and cash equivalents	\$ 591,508	\$ 907,279
Accounts receivable	160,974	160,653
Portfolio investments	1,015,623	378,749
Other investments	738	624
	1,768,843	1,447,305
LIABILITIES		
Trade and other accounts payable	104,121	74,338
Due to other governments	144,997	273,779
Employee future benefits	30,765	29,738
Deposits and prepayments	351,295	294,733
Deferred revenue	130,994	114,288
Deferred development cost charges	371,704	314,510
Debt	356,970	214,230
	1,490,846	1,315,616
NET FINANCIAL ASSETS²	277,997	131,689
NON-FINANCIAL ASSETS³		
Tangible capital assets	9,631,885	9,474,308
Inventories of supplies	1,195	988
Prepaid expenses	6,776	5,352
	9,639,856	9,480,648
ACCUMULATED SURPLUS⁴	\$ 9,917,853	\$ 9,612,337

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, 2021, with comparative figures for 2020 (in thousands of dollars)

	2021 Budget ²	2021	2020
REVENUES			
Taxation revenue	\$ 508,072	\$ \$518,400	\$ 463,081
Sales of goods and services	280,455	275,990	254,553
Development cost charges	124,236	44,991	55,377
Developer contributions	108,411	208,220	156,812
Investment income	11,995	18,015	19,407
Transfers from other governments	99,424	49,839	42,287
Other	52,922	67,666	60,112
TOTAL REVENUES	1,185,515	1,183,121	1,051,629
EXPENSES			
Police services	195,319	219,702	167,134
Parks, recreation and culture	129,271	100,743	95,424
General government	87,918	98,020	82,385
Roads and traffic safety	76,209	79,186	73,879
Water	78,117	80,088	79,191
Fire services	69,606	70,670	67,666
Sewer	77,708	77,091	72,826
Solid waste	38,700	41,719	40,084
Drainage	34,919	35,206	34,079
Planning and development	32,545	31,081	30,369
Library services	23,413	22,360	17,206
Engineering	15,685	15,623	13,362
Surrey City Energy	3,265	3,892	3,196
Parking	2,614	2,224	2,342
TOTAL EXPENSES	865,289	877,605	779,143
ANNUAL SURPLUS³	320,226	305,516	272,486
Accumulated Surplus, beginning of year	9,612,337	9,612,337	9,339,851
Accumulated Surplus, end of year	\$ 9,932,563	\$ 9,917,853	\$ 9,612,337

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: 604-591-4126
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

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: Policetransition@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 SERVICES:

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 Enquires: 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



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