



FOR THE YEAR ENDED DECEMBER 31, 2023

2023 ANNUAL FINANCIAL REPORT HIGHLIGHTS

BRITISH COLUMBIA, CANADA

SURREY.CA



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This report features highlights from Surrey's 2023 Annual Financial Report.

For the detailed 2023 Annual Financial Report that meets legislated requirements, please visit surrey.ca (Menu > City Government > City Departments > Finance > Financial Documents).

Hard copies are available upon request.

The 2023 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, 2022

**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, 2022. 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

On behalf of City Council, it is my pleasure to present the 2023 Annual Financial Report highlighting our city's major achievements and financial information.

Surrey's growth has been put into overdrive. The City is on track to become the largest municipality in BC and is projected to reach a population of one million by 2042. In 2023, the value of building permits were nearly \$2 billion in Surrey, which saw the creation of 4,860 new homes to support Surrey's growing community.

The City continues to provide a conducive environment which fosters development of jobs, business investment, entrepreneurship, and innovation within Surrey, creating a competitive City with countless opportunities for success. From optimizing our employment lands to growing small business opportunities, the new 2024 Surrey Economic Strategy is building on what we have now and investing in the future.

We are investing in the future with the largest Capital Infrastructure Program in our history, adding valuable benefits to the day-to-day lives of those who work, play, invest and live in Surrey. Our Council is dedicated to ensuring a strong financial position while creating a vibrant, sustainable community.

Sincerely,

A handwritten signature in black ink that reads "Brenda Locke". The signature is written in a cursive, flowing style.

Brenda Locke
Mayor

CITY COUNCIL

BACK

Councillor Mandeep Nagra
 Councillor Mike Bose
 Councillor Doug Elford
 Councillor Gordon Hepner

CENTER

Mayor Brenda Locke

FRONT

Councillor Linda Annis
 Councillor Harry Bains
 Councillor Rob Stutt
 Councillor Pardeep Kooner



CITY COUNCIL & SURREY OFFICERS

Surrey Officers

City Manager

R. Costanzo

General Manager, Investment & Intergovernmental Relations Department Vacant

Chief Librarian

S. Bhogal

General Manager, Parks, Recreation & Culture Department L. Cavan

Director, Strategic Initiatives & Corporate Reporting

J. Arason

General Manager, Planning & Development Department D. Luymes

Fire Chief

Chief L. Thomas

Officer in Charge, Surrey RCMP Detachment A/Commr. B. Edwards

General Manager, Community Services Department

T. Waterhouse

Chief Constable, Surrey Police Service Chief N. Lipinski

General Manager, Corporate Services Department

J. Brar

Auditors – BDO LLP

General Manager, Engineering Department

S. Neuman

Bankers – Royal Bank of Canada

General Manager, Finance Department

K. Grewal

Crew, Hadden Sawmill, early 1900s.
The mill was located on 60 Avenue and 176 street.
Courtesy of Surrey Archives.



Life on the River, 1964.
Courtesy of Surrey Archives.

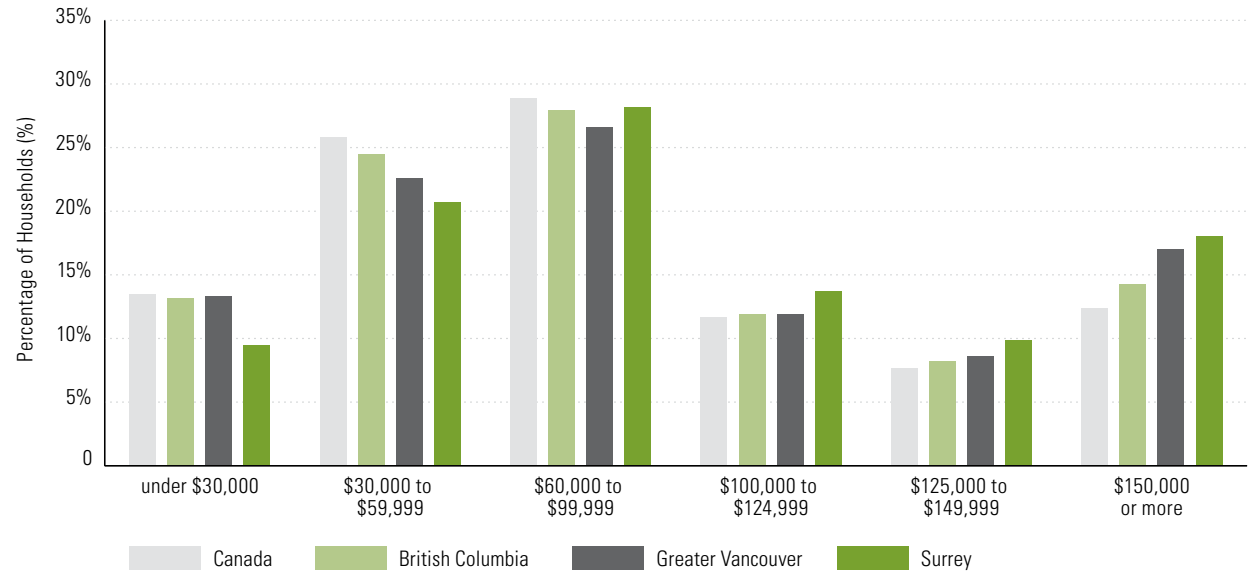
- 1879** Surrey incorporated as a district municipality consisting of 35 property owners
- 1881** First Town Hall built at Surrey Centre
- 1904** Fraser River Railway Bridge from Brownsville to New Westminister opened
- 1937** Pattullo Bridge opened
- 1940** King George Boulevard (Highway) officially opened
- 1948** Surrey Parks Commission established
- 1964** Port Mann Bridge opened
- 1990** The SkyTrain Expo Line expands from New Westminister to Surrey
- 1993** Surrey celebrated becoming a City
- 2001** Surrey became the 11th largest city in Canada and Surrey RCMP celebrated 50 years of service to the City
- 2005** Surrey citizens elected their first female Mayor and their first Indo-Canadian councillor
- 2009** Surrey adopted a new corporate image with a new logo – “The Future Lives Here”
- 2010** Surrey served as an official venue for the 2010 Winter Olympics
- 2012** RCMP “E” Division headquarters was relocated to the Green Timbers facility
- 2014** The new Surrey City Hall officially opened its doors
- 2018** The Surrey Biofuel Facility, North America’s first closed-loop waste-to-energy system Biofuel Facility, opened its doors in the Spring
- 2019** The North Surrey Sport & Ice Complex was completed
- 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
- 2022** Surrey wins bid to host 55+ BC Games in 2027
- 2023** Totest Aleng: Indigenous Learning House opened as a new venue local space to support Indigenous cultural practices, including carving and other creative disciplines

The City of Surrey is the largest city by land area and second most populated in Metro Vancouver. It is located at the crossroads of the Pacific Rim, Greater Vancouver, and the United States. Surrey's population of approximately 610,483 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).

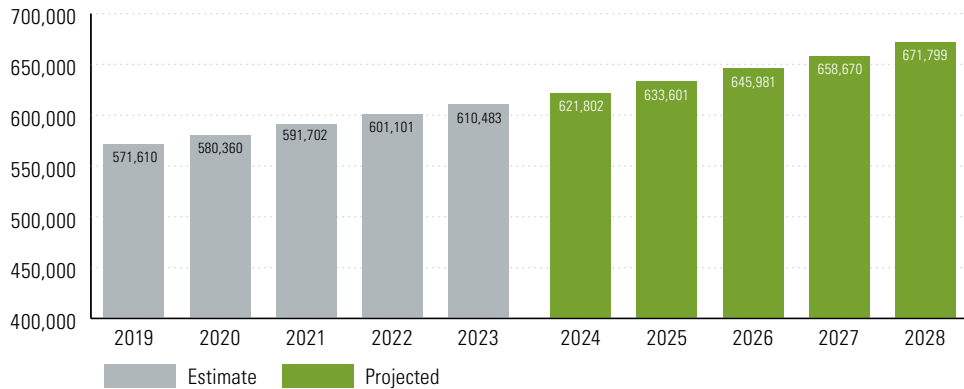
Comparison of Household after-tax income for Surrey and Higher Level Geographies

Source: Focus on Geography Series, 2021 Census - Surrey



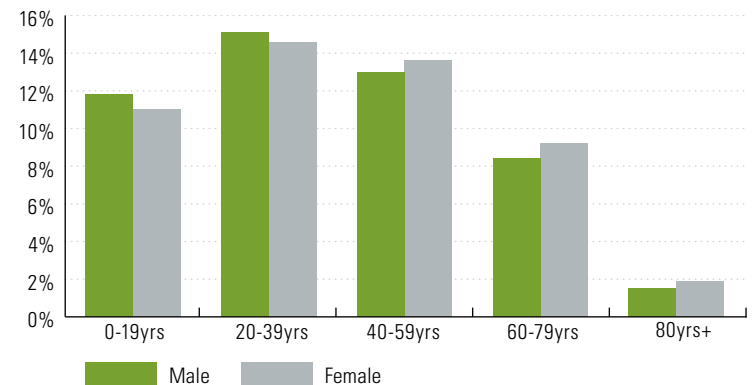
10 Year Population Estimates and Projection

Source: City of Surrey Planning & Development Department



Demographics by Age and Gender

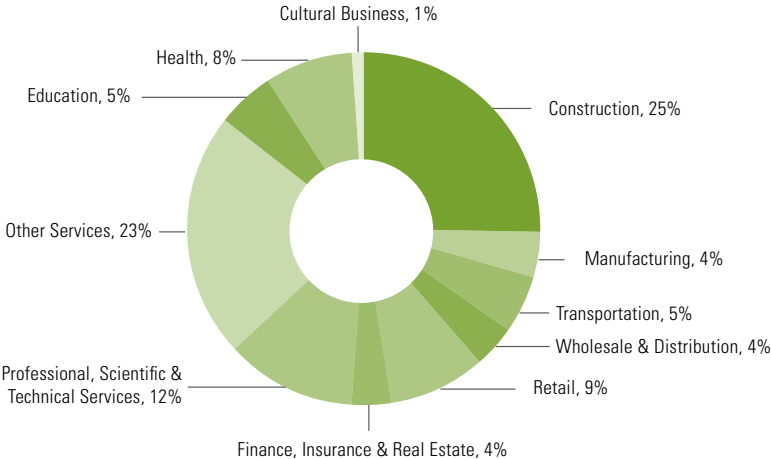
Source: Statistics Canada, 2021 Census Profile



Over 22,500 businesses are based in Surrey, and almost 3,086 new business licenses were issued in 2023. Investors continue to take advantage of Surrey’s diverse economy, skilled labour force and excellent regional and international distribution links.

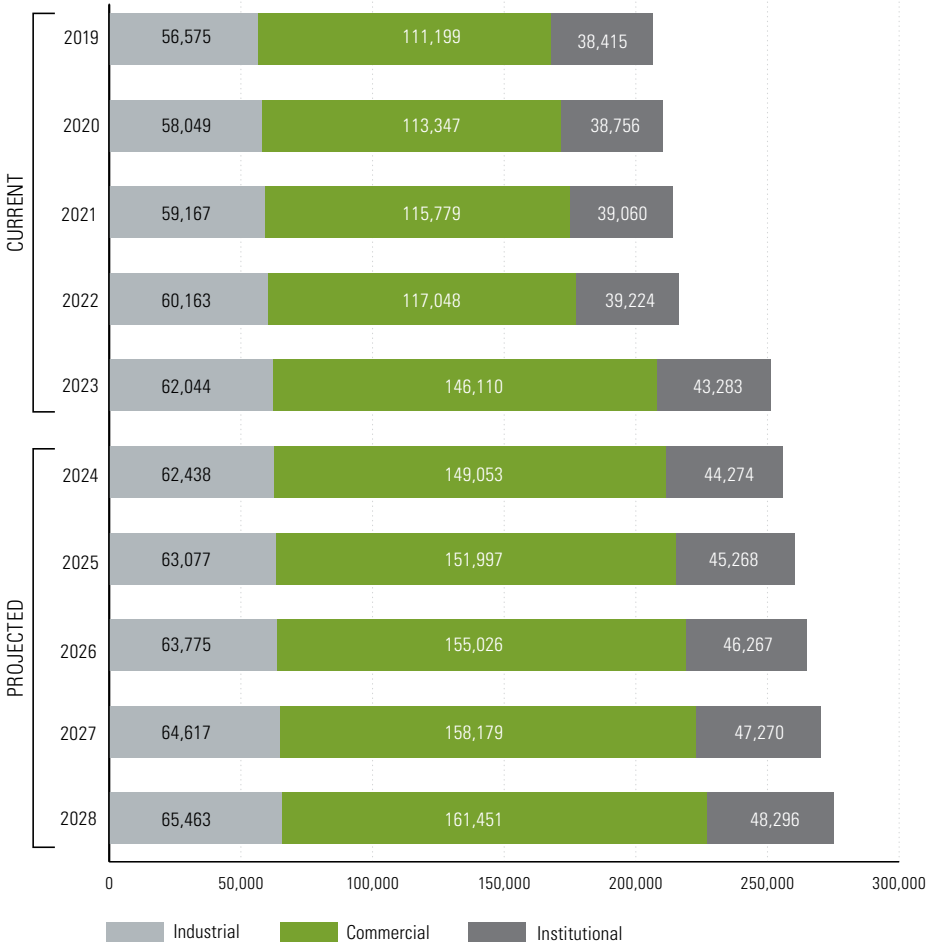
Business Distribution in Surrey by Sector

Source: City of Surrey Economic Development Division



Current and Projected Employment in Surrey

Source: City of Surrey Planning & Development Department



DEPARTMENT	AWARDS
ENGINEERING	Canada's Safety Public Sector/Non-profit employer Award
	Canada's Safest Employer for Young Workers Award
COMMUNITY SERVICES	Union of BC Municipalities Community Excellence Award for the SAFE Program
CORPORATE SERVICES	Clean Air Building Award for Museum of Surrey, Clayton Community Centre, Cloverdale Recreation Centre & Grandview Heights Aquatic Centre
	Recertified for Canada's Most Admired Corporate Cultures (2021 - 2023)
	Canada's Greenest Employers for 2023
	Canada's Top Employers for Young People 2023
	2023 City of Excellence – BC Municipal Safety Association & BC Common Ground Alliance Education Award
	2023 WorkSafeBC Certificate of Recognition
FINANCE	Government Finance Officers Association Distinguished Budget Presentation Award: 2023 – 2027 Financial Plan
	Government Finance Officers Association Distinguished Budget Presentation Award: Special Capital Recognition for 2023-2027 Financial Plan
	Government Finance Officers Association Distinguished Budget Presentation Award: Special Performance Measures Recognition for 2023-2027 Financial Plan
	Government Finance Officers Association Award for Outstanding Achievement in Popular Annual Financial Reporting: 2022 Annual Report Highlights
	Government Finance Officers Association Canadian Award for Financial Reporting: 2022 Annual Report
	"B+" rating from C.D. Howe Institute: 2023 edition of its Annual Municipal Fiscal Accountability report card
INVESTMENT & INTERGOVERNMENTAL RELATIONS	International Economic Development Council Gold Award for Excellence in Economic Development in the Resiliency, Recovery & Mitigation category
	British Columbia Economic Development Association Award recognizing achievement in initiatives that support economic development
PARKS, RECREATION & CULTURE	2023 Communicator Awards of Distinction: Municipal Election Voter Turnout – Integrated Campaign
	2023 Marcom Gold Awards: 2023 Budget Engagement eNews – Advertising/Marketing Email Communication (Engagement)
	2023 Marcom Platinum Awards: Our City Neighbourhood Enhancement Campaign – Strategic Communications Campaign (Integrated Marketing)
	2023 Marcom Gold Awards: Humuzza: Surrey Star on the Rise Surrey Slam Jam – Web Based Social Media (Influencer Content)
	BC Recreation and Parks Association Parks Excellence : Edgewood Park
	Arbor Day Foundation and the Food and Agriculture Organization of the United Nations: 2022 Tree City of the World designation
	Greener Greenspaces Recognition – Society of Organic Urban Land Care (Soul): Edgewood Park Pollinator Meadow
	Pollinator Steward Certification – Pollinator Partnerships: Edgewood Park, Godwin Farm Biodiversity Preserve Park & Orchard Grove Park
	BC Tourism & Hospitality Award – The City of Surrey/Sport Surrey was Awarded the Access & Inclusion Award
PLANNING & DEVELOPMENT	2023 Facilities of Merit Winner : Clayton Community Centre
	National Air Filtration Association National Clean Air Award for the Surrey Operations Centre



With a population of over 610,400, Surrey is projected to welcome an average of 10,074 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 for the City of Surrey during 2023 were:

- Executed the City's first budget engagement process, with open houses, surveys, and an engagement webpage
- The City received over \$33M in funding for community support projects including a 60-unit supportive housing project in City Centre
- The City committed to funding an additional 25 RCMP officers, 20 Fire Services personnel, and 10 Bylaw Officers in 2023
- To facilitate strategic developments in Surrey, the City re-operationalized the independent Surrey City Development Corporation ("SCDC") as an arms-length value-added real estate development company
- Implemented a comprehensive action plan and obtained the WorkSafeBC Certificate of Recognition that recognizes and rewards safe work practices
- The City and the Provincial Ministry of Transportation and Infrastructure completed a new \$22.5 million four-lane Nicomekl River crossing improving safety for drivers, cyclists, and pedestrians
- Created approximately 9,000 jobs in 2023. This is in addition to the 60 new major investment leads generated by the City with a potential of creating over 2,000 jobs this year
- Started construction on the Strawberry Hill Community Hall and continued construction of the Cloverdale Sport & Ice Complex
- Developed a new digital software tool that can be used in the field to account for drainage basin cleaning and maintenance work on 20,000+ drains annually
- Assessed continuous improvement opportunities to advance Guaranteed Permitting Timelines related to drawing submissions/reviews and financial processing
- Secured over \$18M in funding to expand childcare at 11 locations adding a total of 370 new spaces in Surrey by the end of 2025
- Planted more than 24,700 trees in parks and along streets

SURREY FUSION FESTIVAL 2023, HOLLAND PARK



The re-operationalized Surrey City Development Corporation will act as catalyst for positive development in City Centre

REPORT *from the CFO/General Manager, Finance*

It is my pleasure to present the Annual Financial Report for the year ended December 31, 2023.

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").

2023 IN REVIEW

At the beginning of 2023, Council followed through on its priority to seek input on the City's Financial Plan. The community feedback received influenced the 2023-2027 Financial Plan through five in-person open house events, an online survey, and a budget engagement webpage. The outreach resulted in 5,781 web and open house visits and 3,304 online survey responses.

Stakeholders also participated in the 2024-2028 Financial Plan budget engagement process in Fall 2023. Street team activations in central business district areas and high traffic commercial locations enhanced engagement efforts. Business leaders participated in focused meetings and provided input. Overall, 50,725 community members were reached through this budget engagement.

The Bank of Canada ("BOC") increased its Target Overnight Rate by 0.75% in 2023, bringing it up to 5.00%. The Prime Rate climbed to 7.20%, the highest level over the past 22 years. Inflation decelerated by the end of quarter three last year and then ticked back up again in December. The City's goods and services costs experienced inflationary pressures, despite improvements in price levels. Due primarily to relatively high interest rates, investment income increased by \$45.2 million in 2023, as compared to the prior year. However, it must be noted that investment income revenue is subject to significant volatility and may in fact be considerably lower in future years.

Surrey experienced strong development activity in 2023; building permits with a construction value of \$1.9 billion were issued during the year. The real estate market

remains active with Surrey continuing its appeal as an affordable destination for young families. Businesses showed their confidence in Surrey as a destination for commerce, as evidenced by a 10% increase in business license revenue during 2023.

Council revived the City's subsidiaries; Surrey City Development Corporation ("SCDC"), and Surrey Homelessness and Housing Society ("SHHS"). SCDC was re-operationalized and will act as a catalyst for positive development. SHHS was revitalized with community board members and will work to make a difference in the lives of people who are homeless or at risk of homelessness in Surrey.

In December 2022, Council approved a plan to retain Surrey RCMP as Police of Jurisdiction. The plan was provided to the Province of British Columbia's ("BC") Minister of Public Safety and Solicitor General ("Minister") for endorsement. In July 2023, the Minister directed that the transition to the Surrey Police Service continue. In October 2023, the City filed a petition with the Supreme Court of BC for a judicial review of the Minister's order.

FINANCIAL POSITION

- Consolidated Net Financial Assets increased to \$762.3 million compared to \$452.8 million in 2022, an increase of \$309.5 million.
- Consolidated Non-Financial Assets increased to \$10.3 billion compared to \$9.9 billion in 2022. 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 \$1.7 billion compared to \$1.4 billion in 2022. Drivers of the year-over-year growth included Transfers from Other Governments and Other Revenues, Taxation Revenue, Investment Income, Sales of Goods and Services, and Developer Contributions (including Community Amenity Contributions & Bonus Density payments).
- Consolidated expenses increased to \$1.0 billion compared to \$945.6 million in 2022. This year-over-year change was predominantly due to increases in Police and Fire services, Parks, Recreation & Culture, Roads & Traffic safety and the cost of Sewer and Solid Waste services.

THE FUTURE

With strong population growth, Surrey is on track to overtake Vancouver as the largest city in the region and will reach one million residents in less than 20 years, becoming one of the premier big cities in the nation.

The City of Surrey Economic Strategy 2024 focuses on positioning Surrey as an investment destination and innovation centre. The Strategy will strive to create one job for every resident worker in the City. This ambitious initiative will prepare Surrey for the opportunities of tomorrow by starting now on a strong foundation to build upon.

A study is underway for a new City Centre entertainment facility to host sporting events and other activities, generating economic activity and raising the profile of Surrey's downtown as an entertainment destination in the region. This initiative is a major step towards realizing Council's vision of creating entertainment districts in both City Centre and Cloverdale.

SCDC will reshape City Centre by developing Centre Block, a 2+ million sq. ft. commercial and institutional project that will establish Surrey's central business district and grow the City's commercial tax base. SCDC's Gateway project will deliver 1,800 new housing units in six buildings, transforming this neighborhood into a vibrant, amenity-rich community.

In 2024, the Focus Newton Action Plan will rejuvenate, beautify, and enhance the community, improving daily life for residents and businesses. Building on the early success of this initiative, the program will be expanded to include Focus Cloverdale.

The Canada Mortgage and Housing Corporation awarded the City of Surrey \$95.6 million under the Housing Accelerator Fund ("HAF") program as a response to the three-year action plan which will increase new housing units delivered by 27.8%, to an average 4,283 issued dwellings per year. HAF funding supported the launch of the artificial intelligence powered Development Inquiry Assistant which will more easily and quickly connect applicants to accurate information about the permitting process.

The 2024-2028 General Capital Program, totalling \$715.9 million, represents the most significant financial commitment in the City's history. The new, \$310.6 million

Newton Community Centre, the largest in the City, will include a 45,000 sq. ft. library, 50-meter swimming pool, gymnasiums, fitness centre, child-care, dedicated arts spaces and other amenities.

The City is committed to ensuring sufficient funding for adequate and effective policing in Surrey, with the 2024 Police Operations budget representing the most significant funding investment in ongoing Policing Operations in the City's history.

During the course of 2023, the City strengthened its financial position and is well poised to continue delivering a high quality of service to our residents and businesses in 2024 and years beyond.

Respectfully submitted,

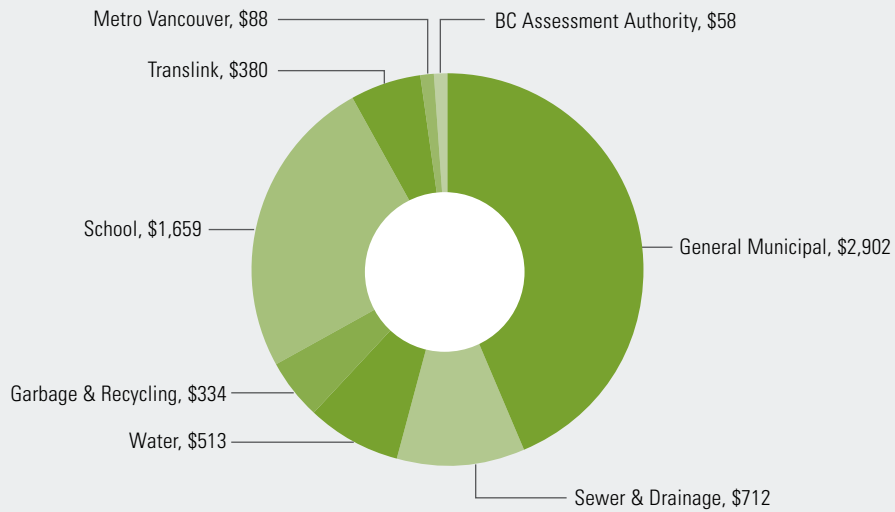


Kam Grewal, BBA, CPA, CMA
CFO/General Manager Finance

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 2023 Annual Financial Report including the audited financial statements, please go to www.surrey.ca.

2023 Average Residential Tax and Utilities Bill*

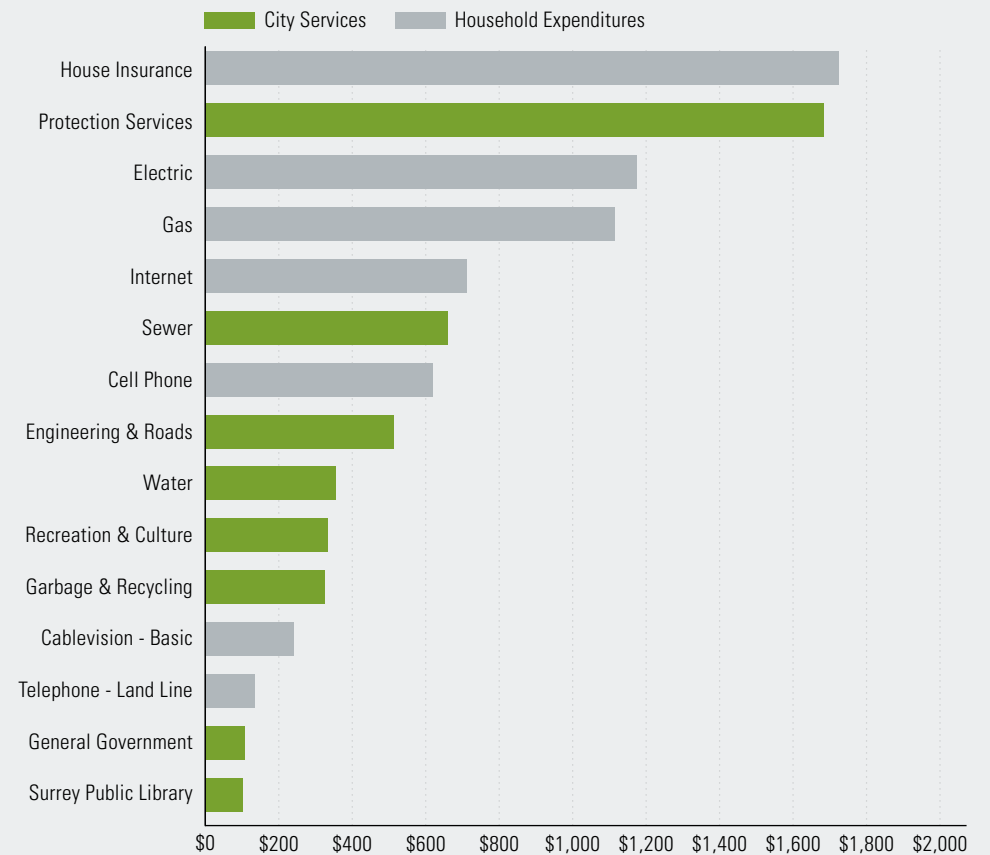
Source: City of Surrey Finance Department



* Based on an Average Residential Dwelling with Assessed Value of \$1,736,132.
 Note: If eligible for full Provincial Home Owner Grant, taxes are reduced by \$570 (\$845 if over 65 years of age or disabled)

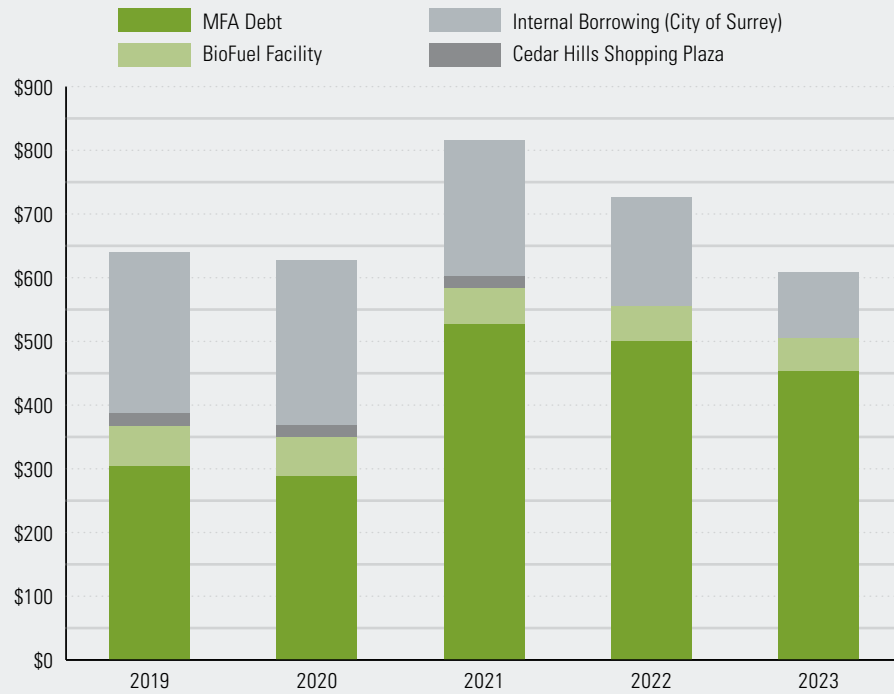
2023 Household Expenditures vs City Services

Source: City of Surrey Finance Department



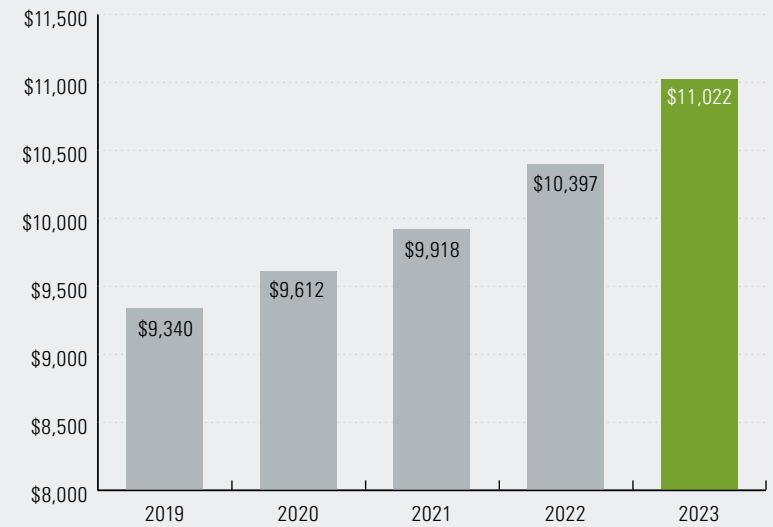
Consolidated Debt Per Capita

Source: City of Surrey Finance Department



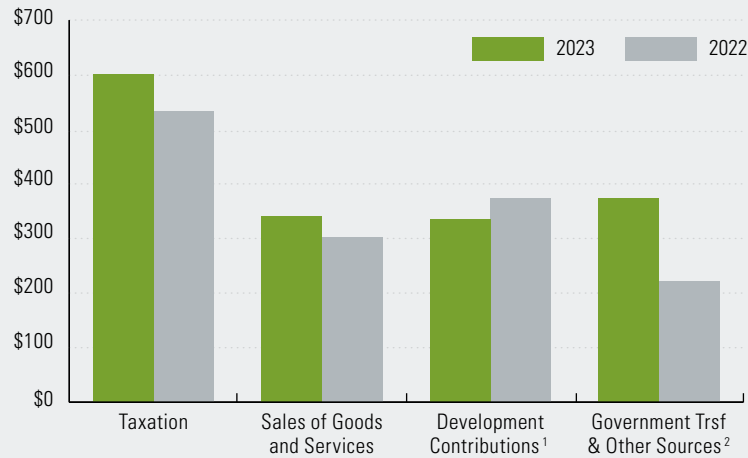
Total Accumulated Surplus (in millions)

Source: City of Surrey Finance Department



Year over Year Comparison of Revenue Sources (in millions)

Source: City of Surrey Finance Department



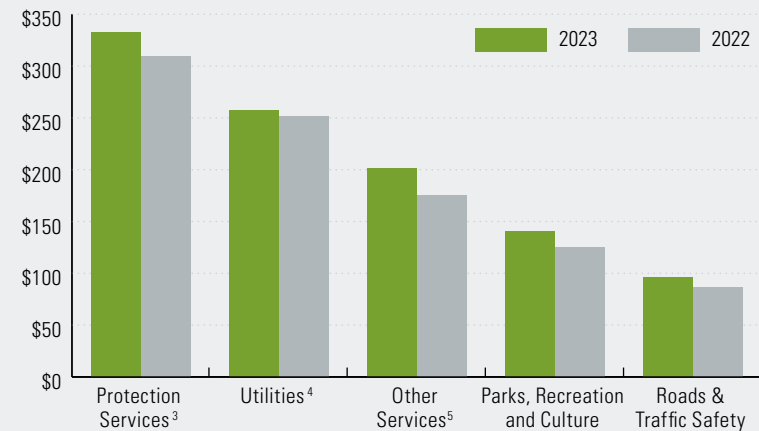
- Taxation revenue increased year over year as a result of a property tax rate increase and physical growth of taxable properties.
- Sales of Goods and Services revenue increased year over year as a result of recreation facilities' operations normalizing after the effects of the pandemic.
- Development Contributions decreased over the prior year due to lower Community Amenity Contributions and Density Bonus payments, along with less revenue recognized from the various Development Cost Charges reserves.
- Gov't Trsf & Other Sources revenue increased year over year due to significant one-time Federal and Provincial grants received during FY2023. Investment income also increased due to rising interest rates translating to enhanced investment yields and additional cash balances available for the year.

¹ Development Contributions includes Development Cost Charges and Developer Contributions

² Transfers from Other Governments & Other Sources includes Investment Income, Transfers from Other Governments and Other

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

Source: City of Surrey Finance Department



- Protection Services expenses increased over prior year due to higher policing costs.
- Utilities expenses increased slightly year over year primarily due to an increase in regional district water and sewer services costs during 2023 as compared to 2022.
- Other Services expenses increased over the prior year due to an increase in salaries & benefits, professional services, and lease & rental charges for FY2023.
- Parks, Recreation and Culture expenses increased over the prior year due to increased hours of operations for recreational facilities as activity normalized after the effects of the pandemic levels.
- Roads & Traffic Safety expenses increased slightly year over year as a result of increased transportation and roads projects in 2023.

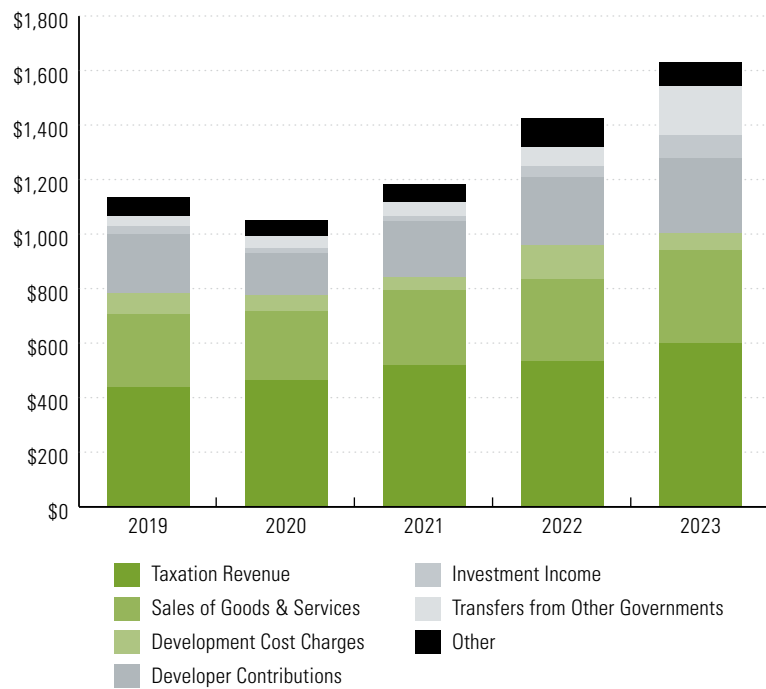
³ Protection Services includes the functions of Police and Fire Services

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

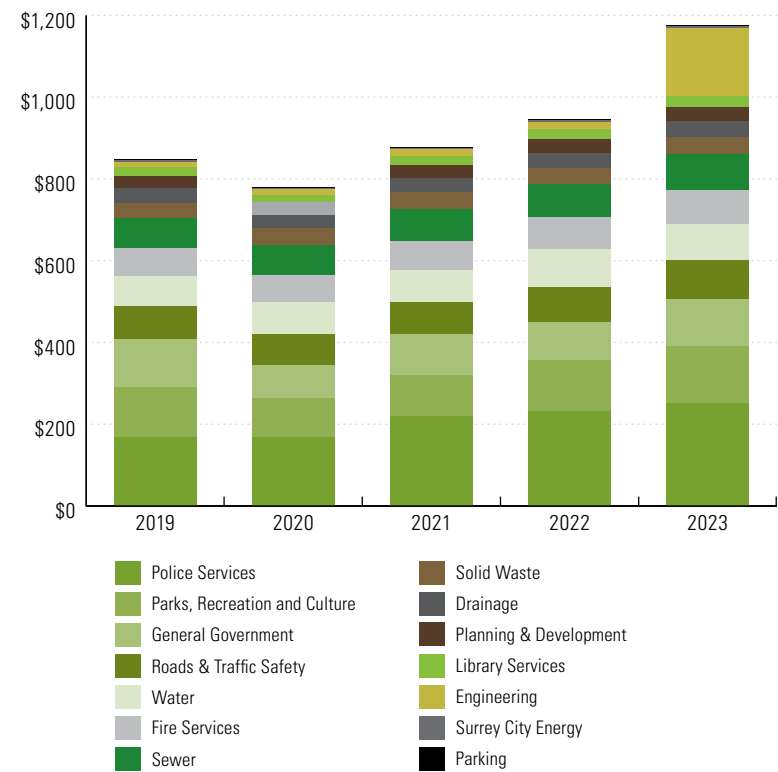
Revenue By Sources (in millions)

Source: City of Surrey Finance Department



Expenses By Function (in millions)

Source: City of Surrey Finance Department



CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As of December 31, 2023, with comparative figures for 2022 (in thousands of dollars)

	2023	(Restated) 2022
FINANCIAL ASSETS¹		
Cash and cash equivalents	\$ 117,289	\$ 81,307
Accounts receivable	250,872	208,927
Portfolio investments	1,903,221	1,625,686
Investments in business partnership	423	533
	2,271,805	1,916,453
LIABILITIES		
Trade and other accounts payable	112,736	91,725
Due to other governments	165,980	161,920
Employee future benefits	32,469	31,446
Deposits and prepayments	377,563	381,456
Deferred revenue	130,190	123,229
Deferred development cost charges	374,689	333,558
Debt	308,515	333,471
Asset retirement obligation	7,375	6,847
	1,509,517	1,463,652
NET FINANCIAL ASSETS²	762,288	452,801
NON-FINANCIAL ASSETS³		
Tangible capital assets	10,249,683	9,935,948
Inventories of supplies	1,828	1,917
Prepaid expenses	8,513	7,464
	10,260,024	9,945,329
ACCUMULATED SURPLUS⁴	\$ 11,022,312	\$ 10,398,130

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, 2023, with comparative figures for 2022 – 2019 (in thousands of dollars)

	Budget ² 2023	2023	Restated ⁴ 2022	2021	2020	2019
REVENUES						
Taxation revenue	\$ 589,558	\$ 600,073	\$ 533,006	\$ 518,400	\$ 463,081	\$ 438,805
Sales of goods and services	319,179	341,138	301,948	275,990	254,553	266,705
Development cost charges	94,986	62,625	122,761	44,991	55,377	76,830
Developer contributions	140,537	273,323	251,365	208,220	155,931	218,080
Investment income	59,544	85,179	40,003	18,015	19,407	28,643
Transfers from other governments	151,364	200,104	76,188	49,839	43,168	35,467
Other	64,403	88,108	105,513	67,666	60,112	72,036
TOTAL REVENUES	1,419,571	1,650,550	1,430,784	1,183,121	1,051,629	1,136,566
EXPENSES						
Police services	339,682	249,745	231,334	219,702	167,134	231,334
Parks, recreation and culture	135,716	140,080	124,741	100,743	95,424	124,741
General government	126,216	115,014	92,876	98,020	82,385	92,876
Roads and traffic safety	84,611	96,066	86,103	79,186	73,879	86,103
Water	84,296	88,886	92,642	80,088	79,191	92,642
Fire services	81,513	82,568	77,803	70,670	67,666	77,803
Sewer	88,260	87,065	81,243	77,091	72,826	81,243
Solid waste	43,747	43,940	39,247	41,719	40,084	39,247
Drainage	38,204	37,411	37,472	35,206	34,079	37,472
Planning and development	35,276	35,731	34,162	31,081	30,369	34,162
Library services	24,947	25,583	24,066	22,360	17,206	24,066
Engineering	18,352	16,140	16,715	15,623	13,362	16,715
Surrey City Energy	6,206	5,908	4,932	3,892	3,196	4,932
Parking	2,615	2,231	2,241	2,224	2,342	2,241
TOTAL EXPENSES	1,109,641	1,026,368	945,577	877,605	779,143	847,046
ANNUAL SURPLUS³	309,930	624,182	485,207	305,516	272,486	289,520
Accumulated Surplus, beginning of year	10,398,130	10,398,130	9,912,923	9,612,337	9,339,851	9,050,331
Accumulated Surplus, end of year	\$10,708,060	\$ 11,022,312	\$ 10,398,130	\$ 9,917,853	\$ 9,612,337	\$ 9,339,851

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 adopted in 2024 budget.

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

⁴ Due to the new PS3290 standard related to asset retirement obligation effective January 1, 2023, the City had restated the 2022 opening balance of the accumulated surplus and expenses.

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

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

Surrey Fire Service

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

Surrey RCMP

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

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

Community Services Department

Email: communityservices@surrey.ca

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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